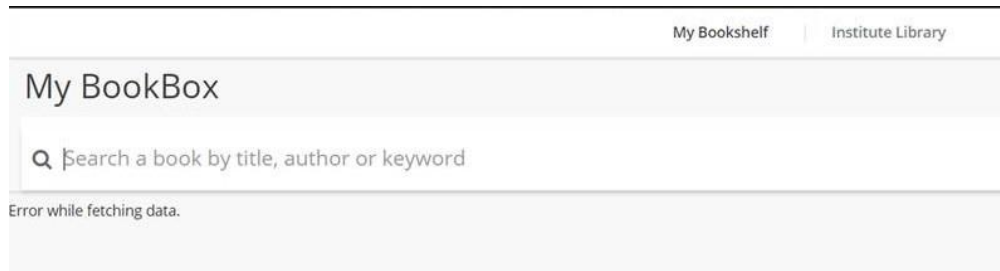# Pearson E-Library – Error & Its solution

The first time users of Pearson E-Library may face one common error stating: "Error while fetching data".
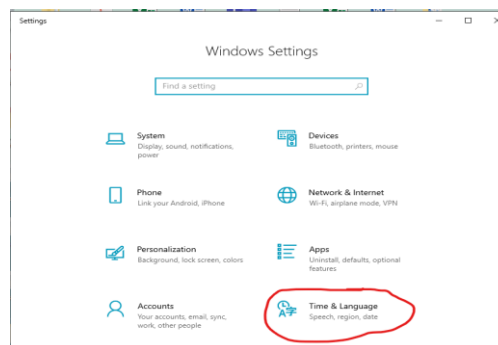

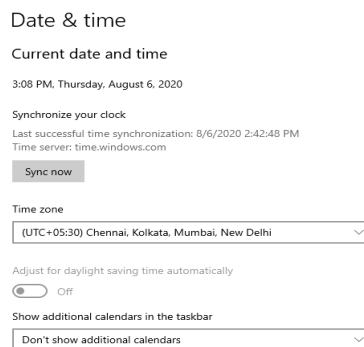This is an error occurred due to mismatch in the time zone and actual time.

Pearson e-Library is a Global Product and uses Global Cloud server, hence it requires the actual time zone and time to access the content.

To resolve this issue, we suggest following these steps:

1. From Laptop settings Select the Time and Language settings.

2. Check the Time Zone – Select : (UTC+5.30) Chennai, Kolkata, Mumbai, New Delhi – option.

3. Check the time in Laptop and change it to the accurate time. Time in Mobile Phone will be accurate, it should be synchronized.
4. Restart your computer and start logging in to www.elibrary.in.pearson.com
5. Use your credentials shared by the institute to login and access the eBooks.

Note:

This is a one-time setting to be changed / modified.