

# eBook R2.0

## *Frequently asked question*

### Objectives

- ✓ This Frequently Asked Questions document are a list of common questions and answers what tend to recur about eBook R2 solution.

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## 1. eBook for PC or Mac

### 1.1 How could I read an Alcatel-Lucent eBook R2 on my PC or Mac?

To be able to read a eBook R2 with DRM on your PC or Mac, you need a Adobe ID.

- First, you need to download the software Adobe Digital Edition to the following address and then install it.

[Adobe Digital Edition](#)

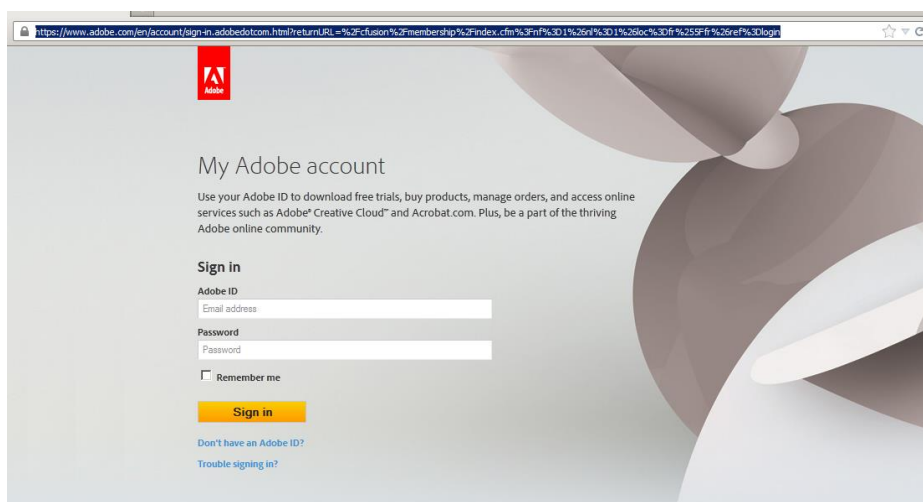
- Second, Enter your Adobe ID.
- Third, use the download link indicated provided on the convocation to save the eBook to your computer. If you activate your computer with Digital Editions with an ID, all the downloaded eBooks afterwards belong to that ID.

**Rq : If you click on the link without adobe ID, all the downloaded eBooks afterwards belong to the computer. You don't have the facility to transfer eBook to a mobile device.**

### 1.2 How could I get an adobe id?

If you do not already have an Adobe ID, you can get one for free from the Adobe website via a simple registration process.

[My Adobe account](#)



### 1.3 What do I need to use Digital Edition?

Adobe Digital Editions software offers an engaging way to view and manage eBooks on PC or Mac. It is used to download and purchase digital content, which can be read both online and offline. Alcatel-Lucent Enterprise uses it to provide electronic Educational materials to Alcatel-Lucent Enterprise trainees (Business Partner, clients...)

### 1.4 Where could I download Adobe Digital Edition?

You can Download the software Adobe Digital Edition to the following address and then install it:

[Adobe Digital Edition](#)

### 1.5 Is it free download?

Yes, Adobe Digital Editions is available as a free download. [Adobe Digital Edition](#)

### 1.6 What is the hardware requirement?

- Windows ® XP SP 3 or Windows ® 7 (32 -bit mode) , 40MB of free disk space.
- Mac OS X v10.6 or later, 75MB of available disk space.
- 512MB of RAM ( 1GB recommended)
- An Internet connection.

### 1.7 Could I forward my convocation email to a colleague?

No, this is an individual license. Your colleague should be register on a training to receive his individual link associated to an eBook license.

## 1.8 What are the requirements to get an Adobe ID?

An Adobe ID is a free and a nonintrusive way of identifying users. You need only provide a name, country, and e-mail address. You can create your Adobe ID when prompted within Adobe Digital Editions, or go directly to the Adobe.com, select “My Adobe” in the top-right corner, then click on “My Adobe ID” and follow the instructions for creating an Adobe ID.

Note that you create an Adobe ID from a web browser. Once you’ve received confirmation the Adobe ID is created, then you may close the browser and return to Adobe Digital Editions, and enter the Adobe ID and password you created.

## 1.9 Can I transfer eBooks that I have already purchased or downloaded to another computer?

Books can be copied from one device to another device. If two devices are activated with the same ID, purchased books can be opened on the other device. If the other device is not activated or if it is activated with another ID, a pop up window will appear to ask for ID when opening the purchased books.

## 1.10 I have change my PC, how can I transfer my eBooks to my new PC ?

The first step is to re-install Adobe Digital Edition and **enter the SAME ADOBE ID than the old PC** (in case of conflict with the adobe ID, you should have the message : “E\_LIC\_ALREADY\_FULFILLED\_BY\_ANOTHER\_USER” ).

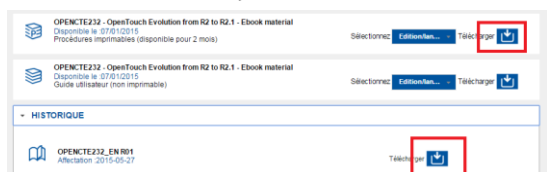
Then you have 2 solutions to transfer your ebooks :

- 1) In your system old PC, find the directory “My Digital Editions” in “My Documents” profile. Copy the contain of this folder and paste it in your new PC on the same folder. This action also permit you to keep your annotations.
- 2) If you can’t get this folder, you can download your eBooks by the “eBook Links” page on Knowledge Hub platform.



### My eBook Links

Click on the link of your eBook. If it’s not recent eBooks you can found them in HISTORY tab.



### 1.11 After downloading , I got .acsm file but it doesn't open with Adobe Digital Editions, what should I do ?

This looks like the problem of association of filetype .acsm with Adobe Digital Editions. This can happen if:

- 1) Book is downloaded first and then Adobe Digital Editions is installed
- 2) ADE is not installed properly
- 3) Sometimes firefox browser creates problems.

This is how you can rectify it. Open the 'urllink.acsm' file as follows...

1. Once you have installed Adobe Digital Editions, right-click the urllink.acsm file.
2. Select 'Open With', and choose 'Adobe Digital Editions'.
3. Click 'OK'. Adobe Digital Editions opens and downloads the eBook.

OR

If you have already installed Adobe Digital Editions before downloading the ebook, then you may need to adjust your computer's file associations so that the Adobe software opens the ACSM file type.

#### For Windows Vista

1. Go to Start > Control Panel > Default Programs > Associate a file type or protocol with a program. The 'Associate a file type or protocol with a program' dialog box is displayed.
2. Under the 'Extensions' heading, select '.acsm' and click the 'Change program...' button. The 'Open With' dialog box is displayed.
3. Click the 'Browse...' button. A second 'Open With' dialog box is displayed.
4. To open eBooks with Adobe Digital Editions...
  1. Browse to 'C:\Program Files\Adobe\Adobe Digital Editions and select 'digitaleditions.exe'
  2. Click 'Open' to associate ACSM files with Adobe Digital Editions.
5. Double-click the 'urllink.acsm' file you downloaded. Adobe Digital Editions opens and downloads the eBook.

#### For Windows 98SE, Windows 2000, Windows ME, or Windows XP

1. Open 'My Computer' and from the menu bar select Tools > Folder Options and click on the 'File Types' tab.
2. Select '.acsm' and click the 'Change' button.
3. In the list of programs displayed, click on 'Adobe Digital Editions', then click the 'OK' button.
4. Double-click the 'urllink.acsm' file you downloaded. Adobe Digital Editions opens and downloads the eBook.

#### For Macintosh™ operating systems

1. 'Control-click' the 'urllink.acsm' file and select 'Get Info'. The 'urllink.acsm Info' window is displayed.
2. Expand the 'Open with:' section and click the 'Other...' drop-down.
3. In the list of programs displayed, select Adobe Digital Editions.
4. Check the 'Always Open With' checkbox to set the Adobe software to always open ACSM files.
5. Click the 'Add' button. The 'urllink.acsm Info' window is displayed.
6. Close the 'urllink.acsm Info' window.

## 1.12 What is the maximum number of computers and devices that I can activate?

You can activate up to six computers and devices

## 1.13 Where a trainee can gets support when is having trouble installing Digital Editions?

When a problem occurs with a eBook, the student has to open an e-SR on the Alcatel-Lucent Business Portal Website with “Education Training courseware issue (eBook)” summary.

SR Type : Bus Portal Support

Product Category : BUS Portal Training

The screenshot shows a web form for creating an e-SR. The 'Summary' field contains the text 'Education Training courseware issue (ebook)'. Below it is a large text area for the 'Description' with the placeholder text 'please describe here the issue'. The 'SR Type' dropdown menu is set to 'Bus. Portal Support'. The 'Product Category' dropdown menu is set to 'BUS. PORTAL - TRAINING'.

To be able to analyze the eSR, trainee should provide the following information:

eBook type ( eBook R1 or eBook R2)

Course reference (e.g. DT00CTE940, OPENCTE160)

Email address written at the e-book registration

For eBook R1: License Key id provided by the training department to activate online

For eBook R2: Adobe ID display on Adobe Digital Edition application

Furthermore, trainee should attach a screenshot of the incident.

## 1.14 Could I keep my personal notes when i transfer eBooks that I have already purchased or downloaded to another computer?

Your personal notes are store on \Documents\My Digital Editions\Annotations.

These files could be copy/paste to another computer to \Documents\My Digital Editions\Annotations

|  |                  |               |      |
|--|------------------|---------------|------|
| Workshop_Openetouch_R20_OPENCTE006.pdf.annot                           | 14/04/2014 14:36 | Fichier ANNOT | 2 Ko |
| welcome.epub.annot   | 02/04/2014 10:40 | Fichier ANNOT | 1 Ko |
| Starter (OF00CTE900).pdf.annot   | 13/03/2014 16:20 | Fichier ANNOT | 1 Ko |
| Access Switching - Configuration And Management (DT00CTE915).pdf.annot | 13/03/2014 16:19 | Fichier ANNOT | 1 Ko |

### 1.15 Could I keep my personal notes when i upload a new release of eBooks that I have already purchased or downloaded to another computer?

Your personal notes are store on \Documents\My Digital Editions\Annotations.

These files could be copy/paste to another computer to \Documents\My Digital Editions\Annotations

### 1.16 Could I use Adobe Digital Edition on Linux?

Adobe does not support it.

Nevertheless, that is working in some cases with Ubuntu 12.x

<http://www.westlakelibrary.org/files/Ebooks%20for%20Linux%20Users.pdf>

Alcatel-Lucent Enterprise follows Adobe recommendation and will not support any installation on Linux.

### 1.17 How do I know if I authorized my Adobe Digital Editions?

To confirm whether your version of Adobe Digital Editions has been authorized, open the program, go to Help on the toolbar, and if you've already set up your Adobe account, Authorize Computer will be display.

If you have not done so already, Authorize Your Computer with your Adobe Digital ID.



### 1.18 How to check your Adobe user name?

To check your Adobe user name (it will be an e-mail address), open Adobe Digital Editions, go to Help on the toolbar, and click Authorization Information.



### 1.19 How to check your Adobe password?

To check your password you will have to go to Adobe's forgotten ID page to retrieve it using your Adobe ID/email address. [My Adobe account](#)

### 1.20 How do I change my Adobe ID in Adobe Digital Editions?

Open Adobe Digital Editions if it is not already open. Select the Library view. Hold down Ctrl+Shift+D and unauthorized your computer. When finished, Adobe Digital Editions will close.

Reopen Adobe Digital Editions and run through the setup assistant and enter the correct Adobe ID and password.

If you have updated and entered the correct Adobe ID, the titles associated with this Adobe ID will now be viewable.

### 1.21 ERROR : Error ! check Activation or E\_AUTH\_NOT\_READY or E-AUTH-BAD-DEVICE-KEY-OR-PKCS12

#### Solution 1 :

You need to deauthorize his computer :

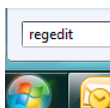
1. Open Adobe Digital Editions
2. When you are in the library, Press <CTRL>+<SHIFT>+<D>
  - Deauthorize Computer box will appear and say, "Are you sure you want to deauthorize this computer? If you have protected items in your Digital Editions library, they may no longer be readable."
  - Select Deauthorize
  - After selecting "Deauthorize" a message will appear stating "Your computer was successfully deauthorized. Restarting Adobe Editions will require you to reactivate your computer."
  - Click on "Quit"
3. Adobe Editions will close.

#### Solution 2 :

You need to deauthorize manually :

Click on Start>Execute

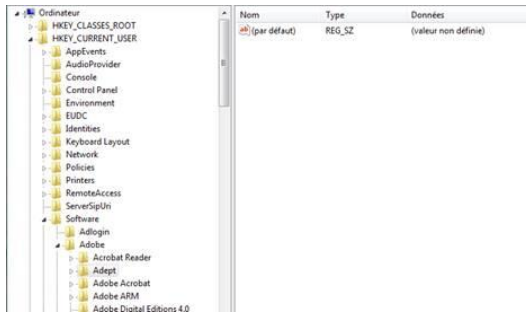
Type regedit and press enter



The regedit is open.

In the left panel, try to find the registry key :

HKEY\_CURRENT\_USER\Software\Adobe\Adept



Do a right click on the “Adept “ Key and choose “erase”. And then Confirm.

Your authorization will be erase. Now you can reauthorize your adobe ID account.

### 1.22 The server doesn't respond or I have a Error Code #2083 : License Error (server Communication problem : E\_ADEPT\_IO)

This is a generic error caused by your **firewall blocking the port** and not allowing Adobe Digital Editions to download. If you receive this error message while trying open an e-book with Adobe Digital Editions, check your firewall settings to make sure **the standard port 80 is open**.

If the error still occurs, please try another internet connection.

### 1.23 ERROR: E\_ADEPT\_REQUEST\_EXPIRED or E\_LIC\_ALREADY\_FULFILLED\_BY\_ANOTHER\_USER

You need to open a eSR support ticket to have a new ACSM file.

## 2. eBook for Tablet or Smartphone (Android/iOS)

### 2.1 What Reader could I use on my mobile device to read Alcatel-Lucent Enterprise eBook R2 ?

Alcatel-Lucent Enterprise recommends BlueFire Reader

**!!! Not optimized for display on Android tablet. Adding note concerning other readers: Aldiko,...**

**...New...**

For IOS devices only, you can now download the Adobe Digital Editions tool, available on AppStore or Google Play.

<http://www.adobe.com/solutions/ebook/digital-editions/download.html>

With ADE 4.5.3, when a consumer fulfills a book on one device, the book will be automatically downloaded to all the other devices that belong to this consumer (activated using the same user ID).

## 2.2 How do I authorize Bluefire Reader?

To authorize Bluefire Reader, you will need to enter your Adobe Account information in the app's info page.

Bluefire Reader requires authorization from Adobe in order to read books that have been digitally secured with Adobe's software.

To create an Adobe Account, please visit the Adobe website at [www.adobe.com](http://www.adobe.com).

The ID and password that you create there will be the same ones that you will use to authorize Bluefire Reader.

It is free to create an Adobe Account, and there is nothing to download.

## 2.3 How getting started?

When Bluefire Reader launches for the first time you will be prompted to authorize the application. Authorization is a simple process in which you will be asked to enter your Adobe ID and password so that Bluefire Reader is able to read protected eBooks. If you do not already have an Adobe ID you can get one for free from the Adobe website

## 2.4 Could I Transfer eBooks from Other Devices

Adobe eBooks that have been downloaded to other computers or devices can often be transferred to Bluefire Reader if the same Adobe ID was used to authorize each device.

Note: Some books are authorized for use only in a single device; therefore, they are not transferrable. Those permissions are set by the book publisher and cannot be overridden.

There are several ways to transfer Adobe eBooks into Bluefire Reader. See the Transferring eBooks section of this document for more information on that task.

