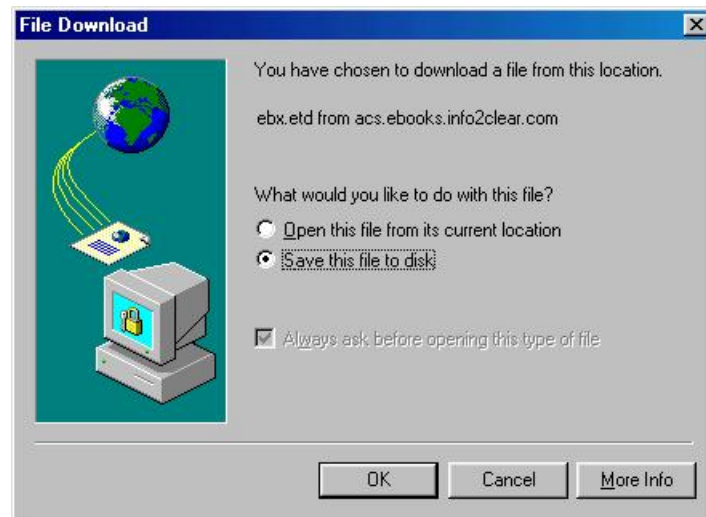


# Adobe Reader 6 eBook FAQ

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# 1 When I click on the download button...

## 1.1 I get a “File Download” popup



### Causes:

1. You do not have Acrobat 6 or Adobe Reader 6 installed.

Install the reader from <http://www.adobe.com/products/acrobat/readstep2.html>

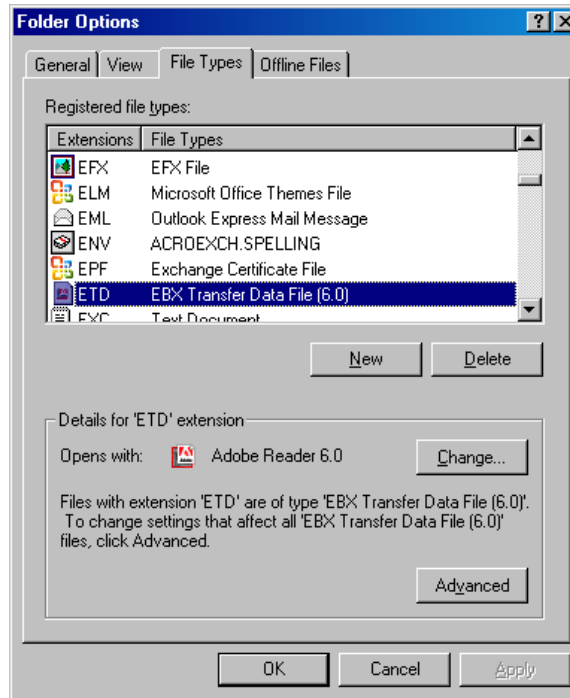
**Note:** We recommend installing the normal (full) version of the reader. This version will be downloaded if you choose “broadband” as “connection speed” in “Step 1 of 2” on the download page.

2. The file type association is missing or broken (.etd must be assigned to Adobe Reader)  
In order to enable Adobe Reader to automatically open the protected document, your computer’s settings must associate the “.etd” file type with the Adobe Reader program.

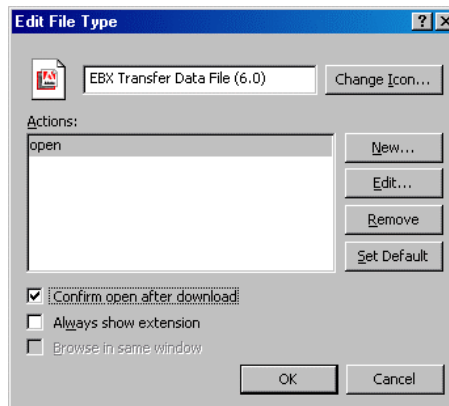
Go to ‘My Computer’ and from the menu bar select *Tools -> Folder Options* and click on the ‘File Types’ tab.

Select ‘.etd’ and click the ‘Advanced’ button.

**Note:** If the “.etd” extension is missing, the installation of the reader failed. In this situation you should reinstall the reader.



Place a checkmark in the box next to 'Confirm open after download' then click the 'OK' button.



When you attempt to download the protected document again, you will be prompted to save the "ebx.etc" file. Save this file, and then double-click it to download the document.

**Note:** If the reader does not automatically start, you will get a list of available programs. Choose Adobe Reader 6 or Acrobat 6 to open the document with.

3. This can happen after a failed upgrade / installation or when multiple versions of the reader are installed onto your PC.

If you do have Adobe Reader 6 or Acrobat 6 installed:  
 Save the file to disk, open the reader and drop the "etc" file in it.  
 You should re-associate the file type ".etc" with acrobat 6 if the download starts.

To (re-)associate the file type “.etd” with the reader see FAQ item 1.1.2

## 1.2 I get a file named “ebx.etd” which contains...

... something like the following

```
<?xml version="1.0" encoding="UTF-8" ?>
<ebx-transfer-data>
<x-ebx-version>0.7</x-ebx-version>
<minversion>
  <glassbook>137</glassbook>
</minversion>
<entries>
  <entry>
    <voucherurl>http://acs.ebooks.info2clear.com/fulfill/ebx.etd</voucherurl>
    <orderid>574448893511353</orderid>
    <bookid>dk:d473fe70-26ee-412f-9e1f-60a6791e10bd</bookid>
```

....

Causes:

See previous FAQ

## 1.3 It is the first time I open a protected document, nothing happens.

The download starts in a new invisible window (popup). If you have a popup killer (advertisement blocker), this new window cannot be created. Temporarily disable the popup killer to verify if the download effectively starts.

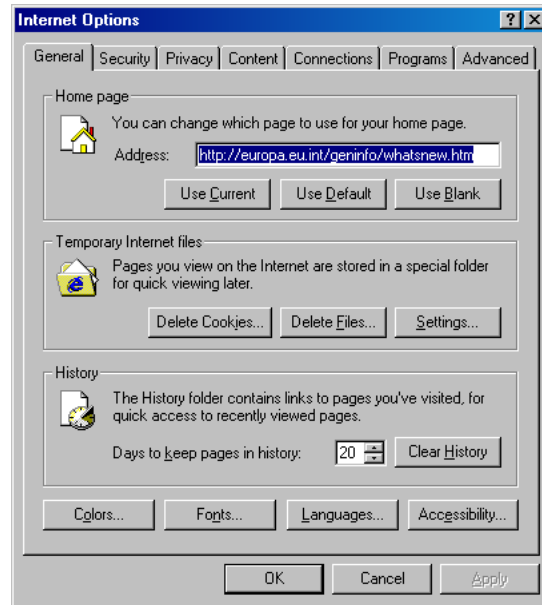
Normally you can configure the popup killer to allow the use of popup windows per site.

## 1.4 It is the first time I open a protected document, Acrobat starts, but then nothing else...

Causes:

1. On some systems, the first time Acrobat DRM is used, the download initialization file gets “stuck” in the “Temporary Internet files” cache of Internet Explorer. Delete the “Temporary Internet files” and try to download again.

To delete the “Temporary Internet files”: Open Internet Explorer, Select menu “Tools”, and then “Internet Options”.



Click on “Delete Files” in the “Temporary Internet files” section.

2. If you have the “light” version of the Adobe Reader and no local administrative rights, the reader will not be able to install the Adobe DRM component when a secured document is opened. This usually happens on corporate computers where the right to install software is reserved for the IT team.

In corporate environments it is recommended to use the normal (full) version of the Adobe Reader, which already contains the Adobe DRM component.

- a. To check if the required Adobe DRM component is present, open Acrobat, select menu “Help”, select “About Adobe plug-ins”. There should be a plug-in named “Adobe DRM”.



- b. You can obtain this version from the Adobe Reader download page (<http://www.adobe.com/products/acrobat/readstep2.html>) by selecting “broadband” connection speed in “step 1 of 2”.

To distribute Adobe Reader software or place an "Includes Adobe Reader" logo on your printed material, [see details](#).

**Step 1 of 2**

**Choose your language, platform, and connection speed. Your selection will determine the version of software that you will download.**

Language  Platform

Connection speed

dial-up

An accessible, [text-only Adobe Reader download page](#) is available if you are using a screen reader. [An Adobe Reader archive page](#) enables you to find and download an earlier version of Adobe Reader.

## 2 Activation

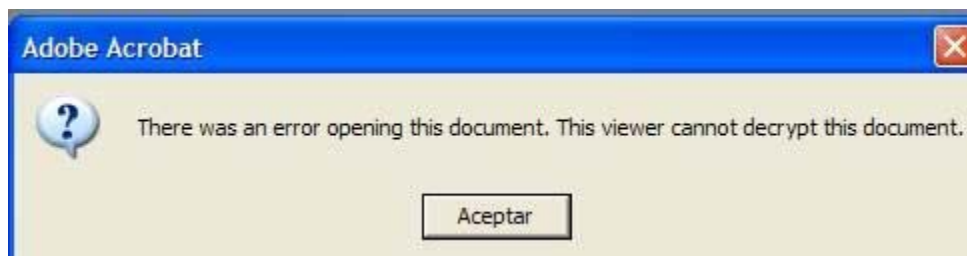
### 2.1 When I try to activate, I keep getting the error 'Your Adobe Software could not be activated. The Adobe DRM Activator is not responding'.

This error can indicate one of the following problems:

1. The Adobe DRM Activator site may be busy. You are advised to retry at a later time.
2. The Adobe DRM Activator site might be down for maintenance. This usually happens during the weekend.
3. A firewall could prevent your Acrobat from reaching the Adobe DRM Activator site. This is usually a "personal" firewall, which allows assigning rights to applications in a very granular way.

For more details on configuring a firewall see FAQ item 3.

### 2.2 While opening a document from the bookshelf, "this viewer cannot decrypt this document" message box appears



*Note: though the screenshot displays "Adobe Acrobat", the same is valid for Adobe Reader.*

It means that Acrobat cannot decrypt the document. Acrobat is activated for another account than the account that was used to download the license, which contains the rights to open the document.

This can happen after installing Acrobat over or after a reader.

The solution is to reactivate Acrobat with the previously used account (Passport or Adobe Id).

In "Adobe Reader 6.0" the same situation results in the following message box: "There was an error opening this document. Bad encrypt dictionary."

## 2.3 How can I reactivate Adobe DRM

In menu 'tools', a subsection 'ebook webservices' contains the link 'Adobe DRM activator' which will startup the process by redirecting you to the activation page on Adobe's website,

Alternatively you can go directly to <https://aractivate.adobe.com/>

On the activation page, you will need to logon with the **old** passport credentials so that the previous activation is restored. If not, you will not be able to open/read the previously downloaded documents.

After that, If you went to that page via Acrobat, the activation should start immediately. If you came there directly using the above URL, you get a menu where you need to click on 'activate' to start the process.



## 3 Firewall & Proxy

### 3.1 Personal Firewall

When a personal firewall is present, it needs to allow Adobe Reader to contact the Internet.

Most personal firewalls allow assigning rights to software in a very granular manner.

### 3.2 Corporate Firewall

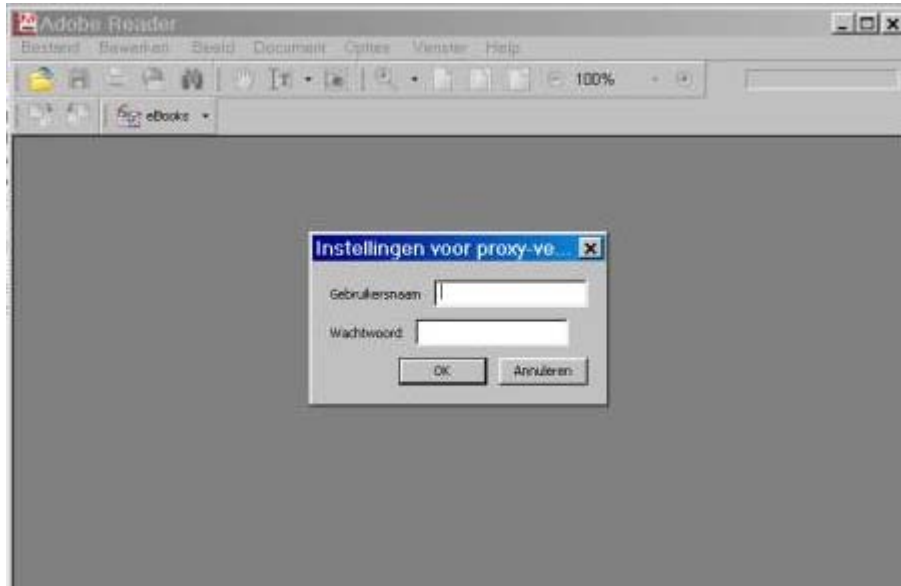
In case of a corporate firewall, the following aspects need to be considered:

1. Acrobat communicates on port 80 and port 443.
2. The following domains need to be reachable:  
www.<SOME.E-BOOKSHOP>.com  
<http://acs.ebooks.info2clear.com> (drm server)  
<https://aractivate.adobe.com> (Activation server)
3. Although Acrobat uses port 80 and port 443 to communicate with the servers, no html files are transmitted while obtaining an eBook.  
Instead, the following content types are used: xml, pdf, fdf and etd.
4. Acrobat uses custom HTTP headers to communicate with ACS. Some firewalls remove them. It is important that those headers are not removed from requests for the drm server.

If you are suspecting that your corporate firewall prevents you from downloading the secured document, contact you firewall operator to verify the above issues.

### 3.3 Proxy

1. Analogue to firewalls, proxies can also remove custom HTTP headers from the requests. It is important that they are not removed (see FAQ 3.2.4)
2. Secured proxies can prevent Acrobat from reaching the DRM server. Normally such a proxy would popup a logon box, as shown in the screenshot:



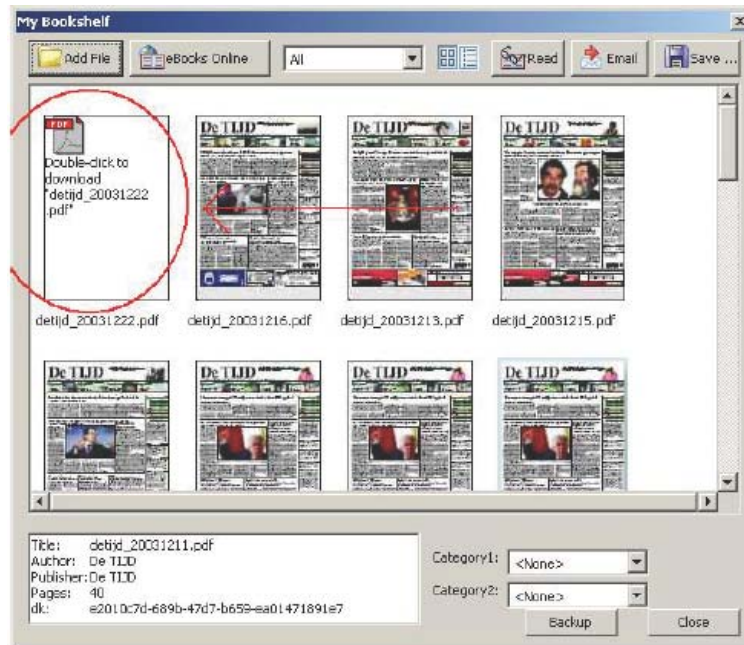
When a user is behind such a proxy, he needs to contact his system administrator to obtain a password, or obtain the right to get access to the DRM server.

## 4 If you have trouble finding where your downloaded document was saved

1. First check the "My Downloads" sub-directory of "My Documents". If it is not there, do a search for \*.pdf files within Windows Explorer.
2. For Windows XP users, the document is automatically saved to the "My e-Books" subdirectory of "My Documents".
3. You can also open your downloaded document from your Acrobat "Bookshelf". This can be found under the "File" menu.

## 5 What should I do if my Adobe document does not completely download?

Make sure you are connected to the Internet, then open your Adobe Reader. Go to the Adobe Reader 'My Bookshelf' (eBooks > My Bookshelf).

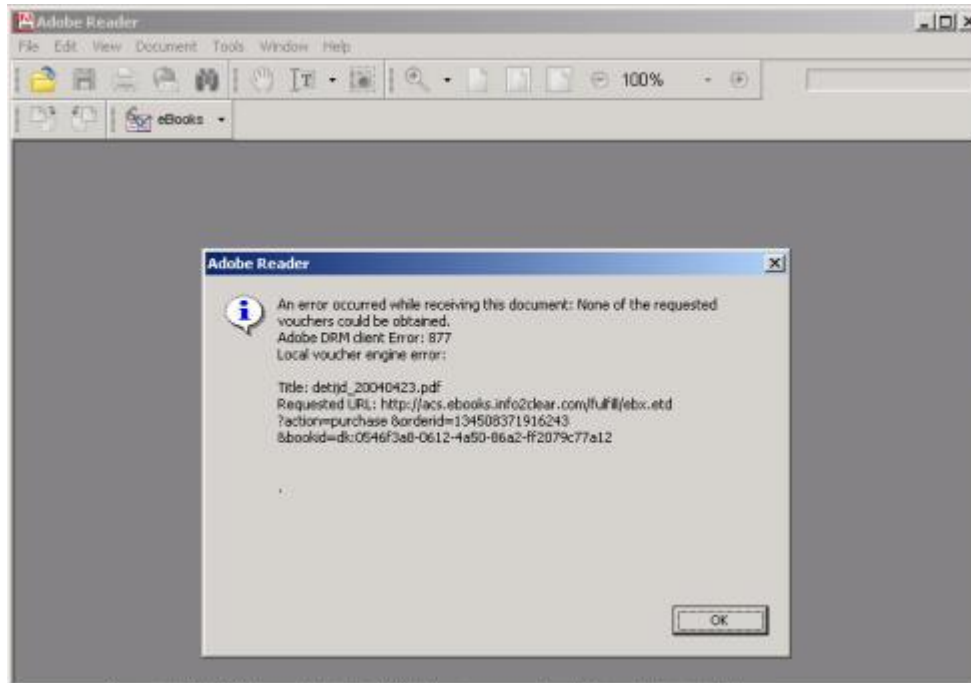


A placeholder thumbnail image for the partially downloaded e-book will be displayed, reading 'Double-click to download "*title of your document*". Double-click this placeholder image to resume the download.

## 6 Acrobat Error Messages

The Adobe DRM client can raise a wide range of error messages. They appear in a gray popup.

The first line states the error.



The error code is also an important indication:

- Code > 800: Voucher Engine error  
For these kinds of messages, the reader has the required drm component installed. Usually security factors are preventing Acrobat to obtain a voucher
- Code > 600 < 800: client side error
- Code > 400 < 600: server side error

It is important that in case of a support request the complete error message (message + error code) is communicated to the support team.

### 6.1 'None of the requested vouchers could be obtained.'

This error usually indicates that the reader cannot contact the DRM server. Verify the FAQ section about Firewalls and Proxies.

## 6.2 'Software or Network Error'

This error usually indicates that a network problem occurred during download and that you should attempt to download again.

## 7 Supported Operating Systems

You can install Adobe Reader 6 and 6.0.1 on the following systems:

- Mac OSX 10.2.4 and up
- Windows 98 SE (second edition) and up
- Palm v3.0 and up

## 8 Adobe FAQ web pages

Introduction to Adobe Reader

<http://www.adobe.com/support/techdocs/ac76.htm>

Frequently asked questions for eBook users (Adobe Reader 6.0)

<http://www.adobe.com/support/techdocs/30f36.htm>

Troubleshoot Adobe Reader download problems (6.0 on Windows)

<http://www.adobe.com/support/techdocs/30d8a.htm>

Troubleshoot Adobe Reader download problems (6.0 on Mac OS)

<http://www.adobe.com/support/techdocs/30fde.htm>

Configure Internet Explorer to display PDF files (Acrobat 6.0 and Adobe Reader 6.0 on Mac OS X)

<http://www.adobe.com/support/techdocs/30fde.htm>