

# Open for Discovery

## FIXING ADOBE ERRORS ON KOBO READERS

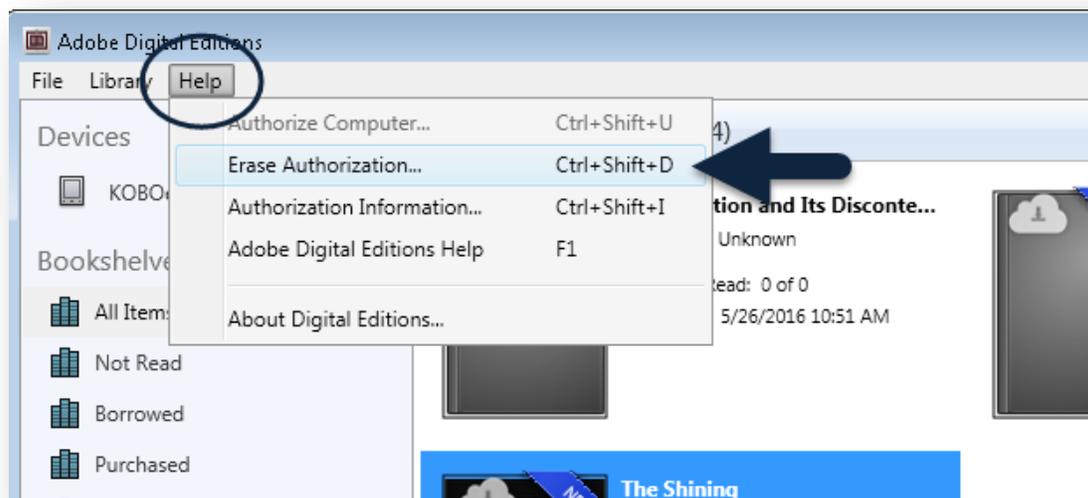
Sometimes an error may appear on your Kobo or eReader when trying to transfer a borrowed book using Adobe Digital Editions. Often this error appears on the eReader screen itself when first attempting to open the book. It reads:

Oops! This document couldn't be opened. This document is protected by Adobe Digital Rights Management (DRM) and is not currently authorized for use with your Adobe ID. Please sign-in with the authorized Adobe ID and try again.

*Please note: The solution outlined in this guide may work for other common errors as well. Even if your error does not look like the one above, try this process anyway.*

Most of the time, these errors can be resolved by de-authorizing and re-authorizing both the eReader and the computer. To do so, follow these steps in **Adobe Digital Editions**.

### STEP 1

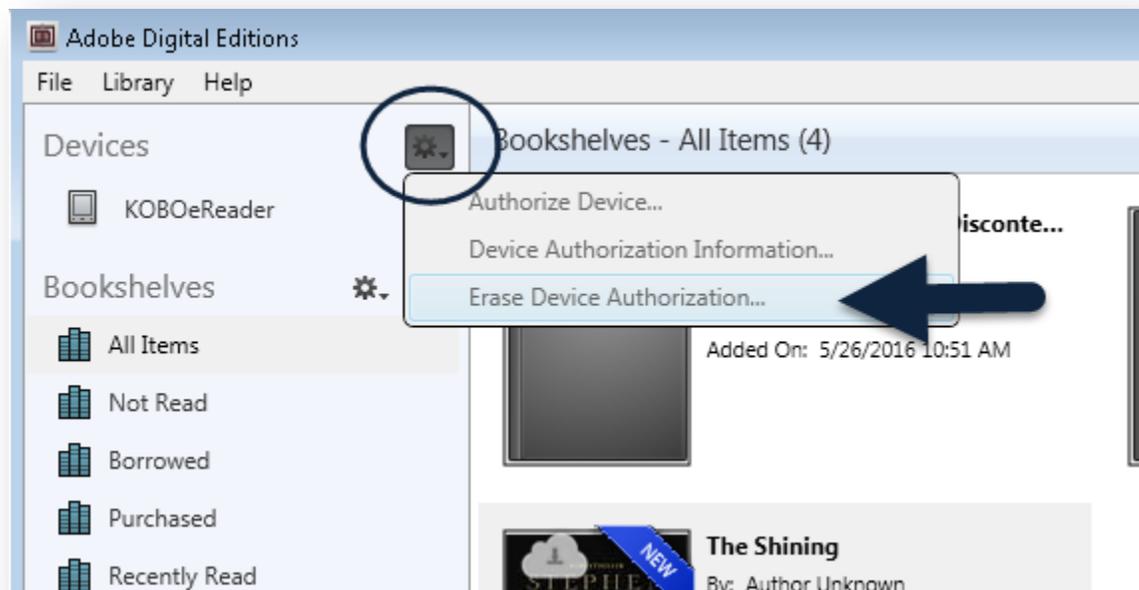


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- Open **Adobe Digital Editions**
- In the **Help** menu, click on **Erase Authorization**.

*Note: Only do this if you know your Adobe ID. If you don't know your Adobe ID, you can check by clicking **Authorization Information**. If you don't know your password, it can be recovered using the **forgot password** feature at <https://accounts.adobe.com/>*

## STEP 2



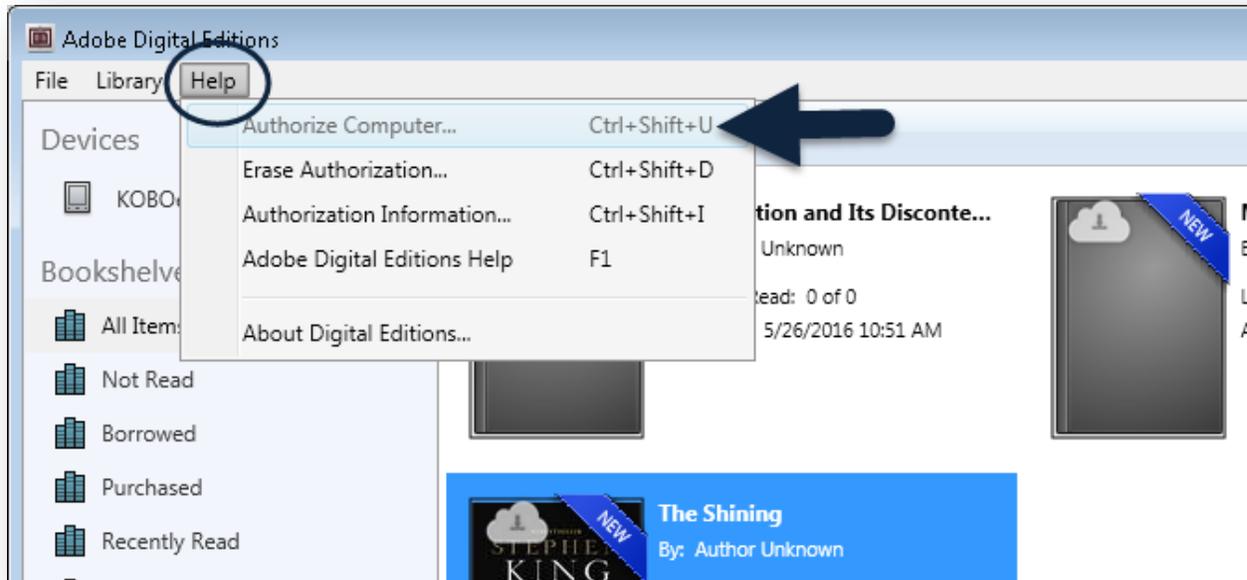
- Plug in the eReader. On the eReader screen allow it to connect to the computer when the prompt appears.
- Find the eReader in the left pane in Adobe Digital Editions.
- Click on the small gear, and then **Erase Authorization**.

## STEP 3

- Safely disconnect the eReader from the computer.

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## STEP 4



- In the **Help** menu, click on **Authorize Computer**. You will be prompted to enter the Adobe ID and Password.

## STEP 5

- Borrow, download and transfer a book using the normal method.
- When you transfer the book to the eReader, the eReader will be authorized in the process.

In most cases, this process will fix the issue.

Keep in mind that any books borrowed while the error was occurring will have to be returned and borrowed again.

Follow the normal process for returning the books that were triggering the error and attempt to download and transfer them again.