_____

Kobo and Adobe Digital Editions (ADE) Compatibility

If you are suddenly having trouble borrowing eBooks from OverDrive on your Kobo devices when you didn't have this issue before, you likely have an Adobe Digital Editions (ADE) problem. We suggest you use ADE version 3.0 which seems to be the most stable. To fix the problem do the following:

Collect the information from ADE

1. Open Adobe Digital Editions, go to the Help -> Authorization Information. Take note of the email address that is listed and whether it says that it's authorized with an Adobe ID or OverDrive account.
2. Take note of any eBooks that you are currently using and delete - but don't return - them from ADE. Right-click on the title and select Remove from Library.
3. Verify that you remember the password for the account by logging in online: https://accounts.adobe.com/ (Adobe ID) or https://www.overdrive.com/account/sign-in (OverDrive account). If you can't log in, use the Forgot password? Or Reset your password link to reset your password.

Uninstall ADE and Install ADE v.3.0

1. Open ADE and de-authorize it: go to Help -> Erase Authorization. You will be asked for your email address and password. If the password doesn't work you can skip this step.
2. Close ADE and uninstall it, along with any other versions of ADE installed on your computer.
3. Install Adobe Digital Editions 3.0 from here: http://www.adobe.com/support/digitaleditions/downloads.html . If you were unable to de-authorize the software earlier, open the program and de-authorize it now pressing CTRL + SHIFT + D. Close Adobe Digital Editions and re-open it.
4. If the authorization pop-up doesn't immediately show up when you open the program, go to Help -> Authorize Computer. Next to eBook vendor choose the type of authorization that you were using before (Adobe ID or OverDrive), enter the email address and password, and click Authorize.

Download an eBook and transfer it to your Kobo

1. Go to VPL's OverDrive site, click on the Sign in button, and try to re-download the eBooks that you have before. If you get an error with any of the titles or you can't download any eBooks, check out a random title that is available and try to download it.
2. Connect the Kobo and attempt to transfer the eBook onto it: if you're copying over an eBook that was already on your Kobo, you'll be asked if you wish to Cancel / Duplicate / Replace: choose Replace.
3. If you get the error CE_COPY_NOT_ALLOWED it means that the authorization has changed, so you will have to reset the Kobo (see next section).
4. Otherwise, eject and disconnect the Kobo and try to open the eBook.

Deauthorize/reauthorize your Kobo

1. With the Kobo connected to the computer and appearing at the left-hand side of Adobe Digital Editions, de-authorize the eReader by selecting CTRL+SHIFT+E on your computer.
2. Eject and disconnect the Kobo from the computer, wait for it to show the home screen, and then reconnect it to the computer.
3. Attempt to copy the eBook onto the Kobo again: remember to choose Replace if you are asked if you wish to Cancel/Duplicate/Replace.
4. Eject and disconnect the Kobo, and attempt to open the eBook.