SECURE ELECTRONIC DELIVERY (SED)
TECHNICAL HELPSHEET

SED allows the British Library to provide customers with articles delivered as encrypted PDFs that are fully copyright compliant.

This document provides a list of solutions to the most common problems that our users have reported when trying to download a document using SED or when trying to install Digital Editions. If these actions have all been taken on your systems, we would expect many problems to be eliminated.

If you are still having difficulties or you cannot find the solution in this list, please contact Customer Services on +44 (0)1937 546060 or email customer-services@bl.uk.

1 – File associations

When a document is downloaded, Digital Editions sometimes does not open automatically. This is often the case after Digital Editions has been installed or upgraded on a PC, and relates to problems with a *file association*.

A file association is the means by which a Windows PC knows which application should be used to open a file. For example, Windows knows to open certain files in Microsoft Word because it has an association with them. Other files are opened in Microsoft Excel, because these files have an association with Microsoft Excel.

In the case of Microsoft Word, a file association works if two specific features are set.

1) The document file name must end in .doc.
2) Files which name ends in .doc must be linked internally within the PC to the Microsoft Word application.

If either feature is not set, a .doc file will not open automatically in Microsoft Word.

In the case of Digital Editions, the files it needs to open are those ending in .acsm. These files are present, but the PC does not recognise that this kind of file should be opened using Digital Editions (the first condition above has been satisfied, but the second condition has failed). We are unsure as to the exact reason for this, but we suspect it relates to locked-down PC policies preventing updates to the PC's registry.

To resolve the issue, you need to register the .acsm files with Adobe Digital Editions:

1) Go to the Windows *Start* menu and open *My Computer*.

2) Open the *Tools* menu and select *Folder Options*. If you cannot see *Folder Options* your profile is restricted and you should consult your IT department to configure the file associations for you.
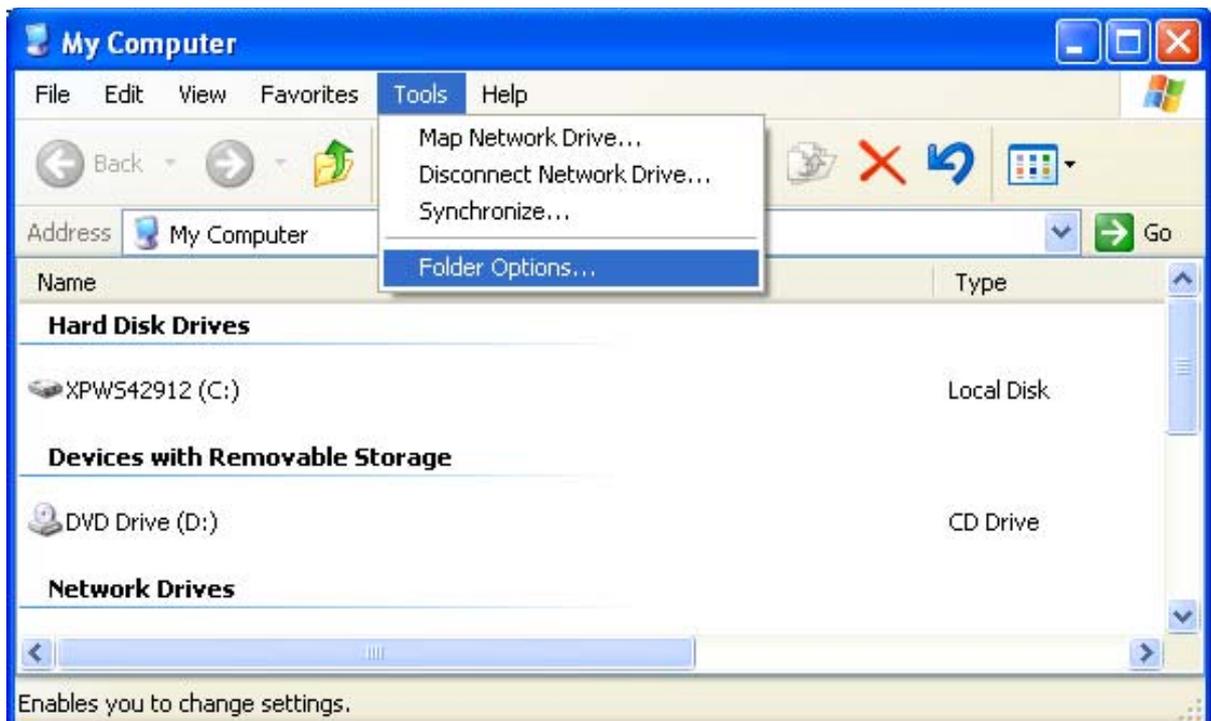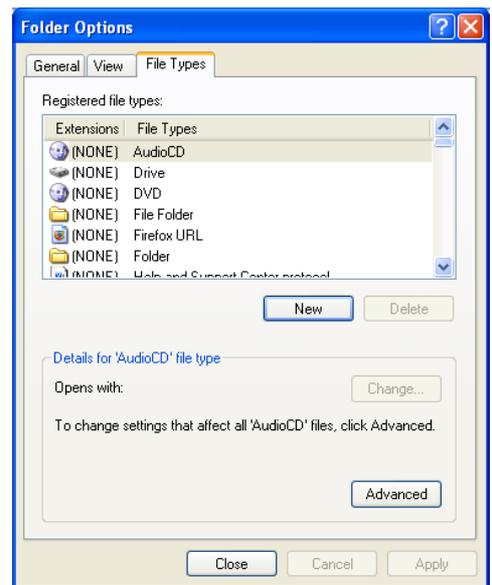
3) Click the *File Types* tab. Check for ACSM. If the file we delivered displays **URLLink.acsm** and ACSM also exists, jump to step 4. Otherwise click *New*.
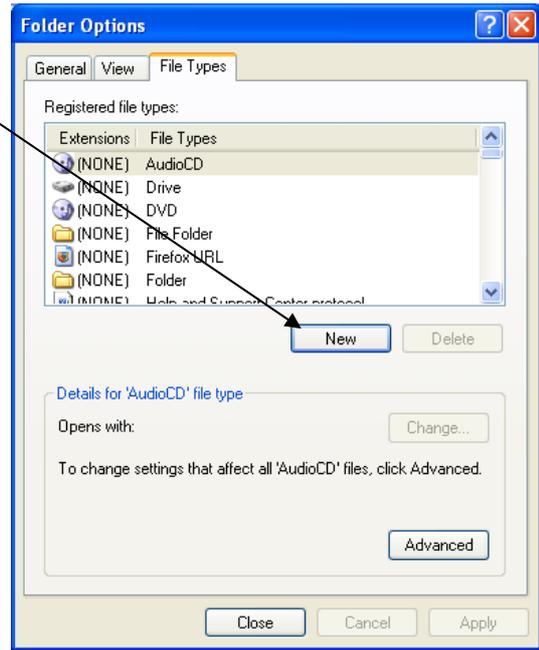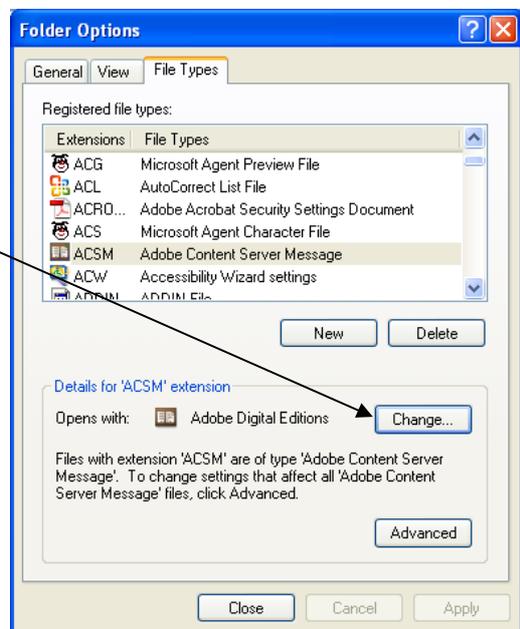
The following box will appear. Please type in ACSM and click *OK*.
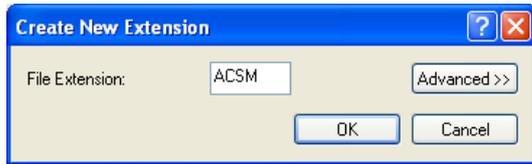
You will then return to the original screen

4) Scroll down to the ACSM file extension and click *Change*.

Find *Adobe Digital Editions* in either the *Recommended* or *Other Programs* lists

If Digital Editions is not listed, then click *Browse* and navigate to where your Digital Editions is installed (usually, C:\Program Files\Adobe\Adobe Digital Editions). Click *digitaleditions.exe* and then *OK*.

Click *OK* on the following screens.

Now go back to the original document delivery email provided by the BL and click again on the document link. The document should now open in Digital Editions.
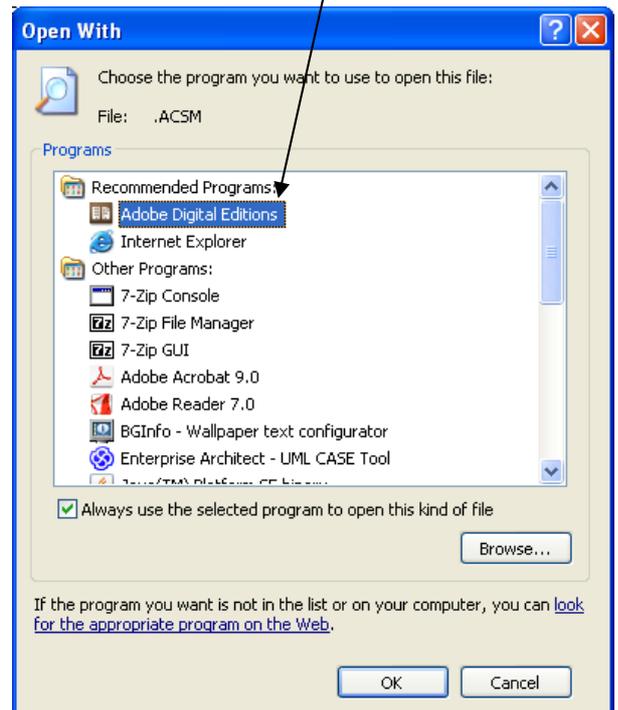
2 - Firewall rules

When an end-user opens an SED document, Adobe Digital Editions contacts the Adobe licensing server to check that it has not already been opened on another machine.

If you have previously used Adobe Reader to open an SED document, this may mean your firewall is pointing to the incorrect server after you have upgraded to Digital Editions.

Your firewalls should be updated to http://adeactivate.adobe.com to ensure your access to the documents we send you is not blocked.

Your firewalls should also be updated to allow access to http://sed.bl.uk:8091 (i.e. port 8091 should be enabled).

If you are not sure about any of the above, please contact your IT department.

3 – Installation or upgrade failure

When a Digital Editions installation or upgrade fails, a message like the one below appears.
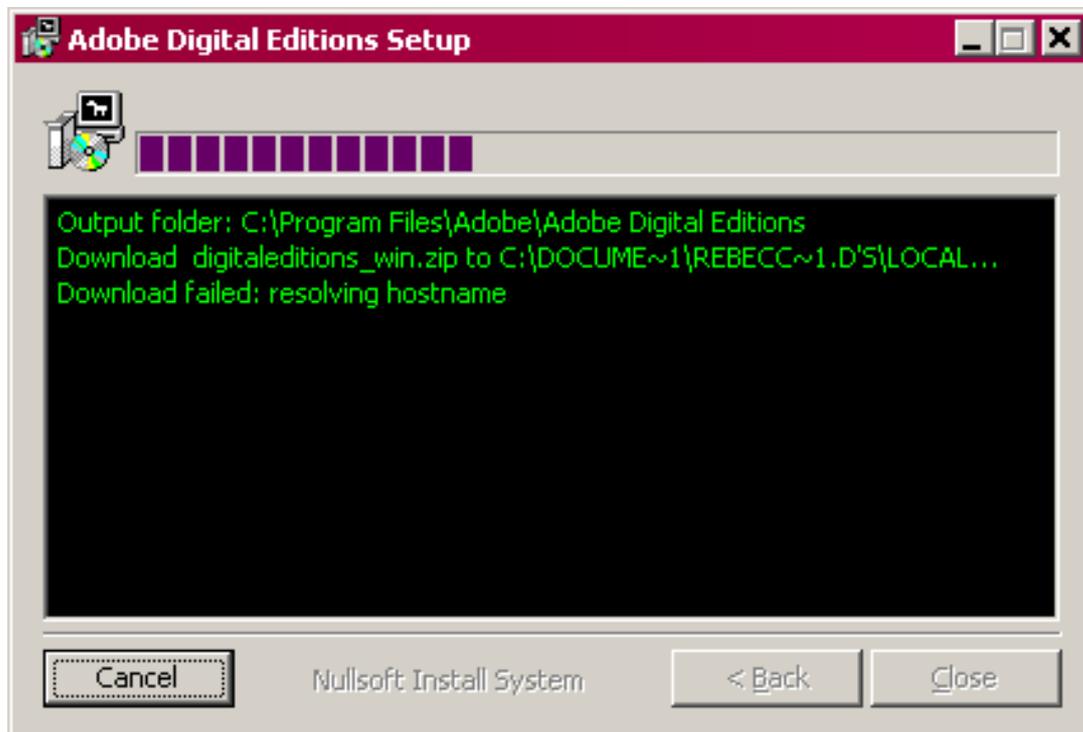
There are two possible reasons why this occurs. In the first instance, users should follow the advice given below:

If you are being prompted to download Digital Editions 1.7 and the installation fails, please visit the Adobe Website. Follow the *Digital Editions Stand-Alone Installer* link, create or use your existing Adobe ID and then download the platform-specific installer. Once downloaded this should correctly install version 1.7 when run. If the detector still states that Digital Editions is not installed, click on the *Install* button and follow the instructions. This should refresh the detector when it realises it is already installed.

If it is against company policy for you to install or upgrade software, you may be blocked from doing so by the settings on your PC. If this is the case, contact your IT department to arrange the installation.

4 – 'Request expired'

The message below can appear when a user tries to activate Digital Editions:

"E_ADEPT_REQUEST_EXPIRED http://adeactivate.adobe.com/adept/Activate"

This message means that the user PC clock is set to the wrong time zone and/or your PC clock is wrong by more than a few hours. Check and correct the clock and/or time zone to rectify.

5 - You are running a Microsoft ISA Server and cannot install or use Adobe Digital Editions.

Adobe report in their FAQ (http://www.adobe.com/products/digitaleditions/faq/) that "Digital Editions does not support any access to the Internet through Microsoft ISA Server". Try routing Digital Editions requests via a different proxy server or firewall. If that does not work, contact your IT department.

6 – 'File cannot be opened by Digital Editions'

If you get the error message 'Sorry, the file you are attempting to open cannot be opened by Digital Editions', it is because you have registered with the British Library to continue to receive documents via Adobe Reader and are in the process of upgrading to Digital Editions.

To resolve this in the short term, please contact Customer Services and ask to register for our new *multilink* service. This provides both an Adobe Reader link and an Adobe Digital Editions link from which your end-users can choose. It does however require prior knowledge of the version of Adobe software that is installed on the end-user machine(s).