

Onlinevarsity- FAQ

1. [What is Onlinevarsity](#)
2. [Login / Registration / Verification](#)
3. [eBooks](#)
4. [Besides eBooks what else?](#)
5. [OV APP](#)
6. [EEP](#)
7. [ePs & eCertificate](#)
8. [Profile](#)
9. [Centre Staff](#)
10. [Troubleshooting Adobe Digital Editions \(ADE\) errors](#)

What is Onlinevarsity?

Aptech is a global learning solutions company present in 40 countries. Onlinevarsity features eContent & delivers special experiences, especially curated for students and working professionals.

Onlinevarsity is a digital content access and collaboration platform for Aptech students. The numerous interesting features of the platform will enhance learning experience of the students.

[Home](#)

A. Login / Registration / Verification

1. How do I register in Onlinevarsity?
2. I received a link from Onlinevarsity team for registration but due to some reason I was not able to access my e-mail on the given time schedule.
3. I did not receive the Welcome e-mail for registering in Onlinevarsity.
4. I am not able to login to Onlinevarsity. Message saying 'Wrong Username, Password' is displayed.
5. At the time of enrollment, wrong e-mail id was entered in ApTrack. How do I update it?
6. I have not received the Verification Code / OTP.
7. [The 'Send Verification Code' button is not working.](#)
8. When I click 'Send Verification Code' the following message is displayed:
"Email ID Already Exists"
"Enter Valid Email ID"
9. I have registered with Onlinevarsity and now I want to change my password.

[Home](#)

B. eBooks

1. My eBooks are not displayed in Onlinevarsity.
2. I have checked with my centre, eBooks have been assigned today, yet I am not able to view my eBooks in Onlinevarsity.
3. I have checked with my centre, eBooks have been assigned some days back, yet I am not able to view my eBooks in Onlinevarsity.
4. Some eBooks appear as 'Coming Soon' in Onlinevarsity.
5. What about Publisher / Vendor Books?
6. How to download eBooks on Desktop / Laptop?
7. [How to download eBooks on Macintosh?](#)
8. Can we print eBooks?
9. Can we copy / email or transfer eBooks to some other device?
10. Can we convert eBooks to .pdf format?
11. Why there are so many steps to download and access eBooks? / Why DRM process is required to access eBooks? / I feel it doesn't makes sense to install Adobe Digital Editions 4.5 on all the devices I use.
12. When I click this icon  to download the eBook, nothing happens.
13. After downloading the eBook on my device, do I require Internet connection to view the eBook?

[Home](#)

C. Besides eBooks what else?

1. Along with eBooks, what else would be required to complete my learning?
2. What else could be of interest to me in Onlinevarsity? Or what other features / functionalities are available in Onlinevarsity?
3. Where do I see my marks / attendance / fee payment status?
4. My result is not displayed
5. My attendance is showing as incorrect / Zero
6. My fee details are not updated in Onlinevarsity
7. How do I pay my fees Online?
8. Videos are not playing

[Home](#)

D. OV App

1. [Do you have a Mobile App?](#)
2. [Can I complete the registration process on OV App?](#)
3. [How to download eBooks on OV App?](#)
4. [Error Message on OV App](#)
5. [Do you have an App for iOS?](#)

[Home](#)

E. EEP

1. What are EEP videos?
2. Who is eligible for EEP course videos?
3. I am eligible for EEP course, however videos are not assigned.
4. EEP videos are not playing
5. I have watched all the EEP videos, however, status appears as 'Not Viewed'
6. Is it compulsory to watch all the EEP course videos?
7. How do I access EEP course videos?
8. Student has completed viewing all the EEP course videos, however we are not able to mark the semester as complete.

[Home](#)

F: ePs & eCertificate

1. [How do I view my Performance Statement and Certificate on Onlinevarsity?](#)
2. [I can't access my certificate. When I am entering my password, it is showing wrong password and wrong file format.](#)
3. [What are the steps to validate the eCertificate Signature?](#)
4. [I can't find my eCertificate on Onlinevarsity.](#)
5. [Student's eCertificate is generated in ApTrack, however, student can't view it in Onlinevarsity.](#)
6. [We are not able to mark the semester as complete and generate student's certificate.](#)

[Home](#)

G: Profile

1. Is it mandatory to complete the Profile?
2. How to Edit My Profile?
3. I am not able to edit my Name, DOB (Date of Birth) and Mobile Number in my Profile.
4. I am not able to change the profile picture in online varsity. While changing it is asking for change in DOB which is a non-editable field.

[Home](#)

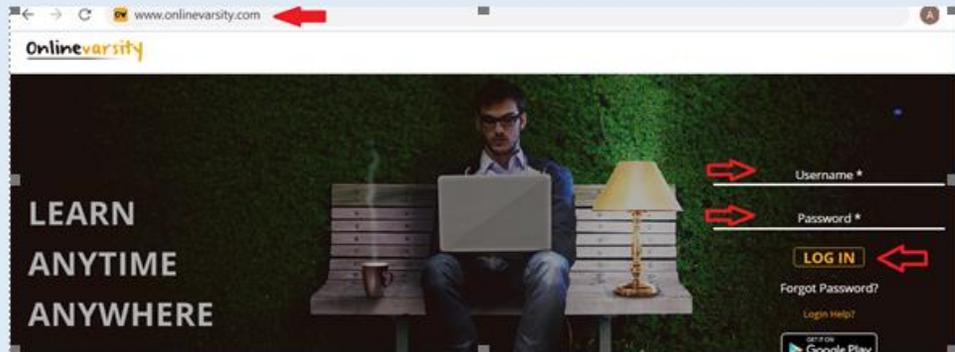
H: Centre Staff

1. I am a faculty / CH / CAH / BP at the centre. How do I login to Onlinevarsity?
2. I am a faculty / CH / CAH / BP at the centre, which eBooks am I entitled to see in Onlinevarsity?
3. I am a faculty / CH / CAH / BP at the centre. When I click the Onlinevarsity tab / link, junk characters are displayed. **OR** eBooks are not displayed in my login **OR** eBooks of some other brand are displayed in my login.

[Home](#)

A.1 Steps to Register on Onlinevarsity:

- i) Click the link <https://www.onlinevarsity.com> received in the Welcome e-mail from Onlinevarsity or directly visit <https://www.onlinevarsity.com>

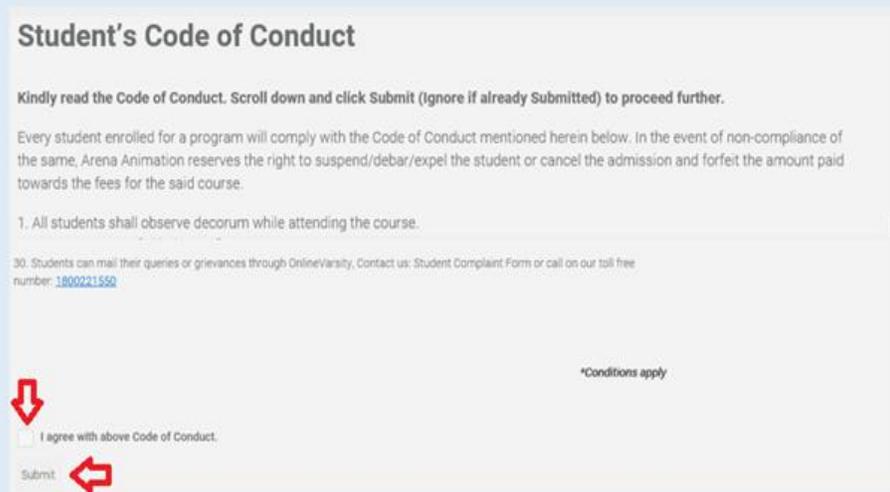


- ii) Enter your login credentials:
Username: Your Student ID (as mentioned in the Welcome e-mail and Booking Confirmation Receipt given by the centre at the time of course enrolment.. for eg. Student6543210)

Password: Your Student ID (same as Username.. for eg. Student6543210)

Note: Password is case sensitive. –Ensure ‘S’ is in Uppercase and do not type any extra white spaces.

- iii) Click the **Log In** button.
 iv) The ‘**Code of Conduct**’ page appears. **Read and Accept the Code of Conduct.**



- v) The **Verify Your Data** window opens. Verify your data, Edit if incorrect, Enter the required / missing data, and Click **Send Verification Code**. A six digit verification code will be sent to your registered e-mail id and a four digit verification code SMS will be sent to your registered mobile number.

Verify your Data

Please ensure your mobile number and email address are correct. Verification Code will be sent to the provided number and email id.

vi) Enter the **Verification Code** from the e-mail / SMS and Click **Proceed**.

Note: Please do not close the window without entering the *Verification Code*.
Post registration login credentials are displayed on the screen as well as an e-mail is sent to your registered e-mail ID.

Hi,

Thank You for registering on Onlinevarsity.

The next time you login, kindly enter:

Username: mysweetworld@gmail.com
Password: Student6543210

GOOD NEWS!!!! If you possess an **Android** handset, search Onlinevarsity  in Play Store and download the **OV App** to access Onlinevarsity on the Go...

Happy Learning!!!

Best Regards,]

Team Onlinevarsity



Post registration, the next time you login, enter:

Username: Your e-mail Id (for eg. mysweetworld@gmail.com)
Password: Your Student Id (for eg. Student6543210)

The registration process is also mentioned in the Booking Confirmation Receipt given by the centre and the welcome e-mail sent at the time of course enrolment.

[Home](#)

A.2 Registration Timeframe:

The welcome e-mail says **register “after” 24 hours** and not “within” 24 hours. The link gets activated after 24 hours and remains valid thereafter. So, you can **register any time after 24 hours of receiving the e-mail for registration.**

[Home](#)

A.3 Welcome e-mail

The Welcome e-mail is triggered from ApTrack (Transaction system at the centre) on the date of the course enrolment to the e-mail id entered in the system. A copy of the same is also marked to the Sales hierarchy. In case, you have not received the Welcome e-mail, contact your centre for your Student ID and the registration process.

[Home](#)

A.4 Wrong Username / Password?

i) You must be trying to register within 24 hours of receiving the welcome e-mail. The welcome Email says **register “after” 24 hours** and not “within” 24 hours.

OR

ii) You must be using incorrect login credentials.

Pre-Registration (ie. The first time you login to Onlinevarsity):

Username: Your Student ID (for eg. Student6543210)

Password: Your Student ID (for eg. Student6543210)

Password is case sensitive, ensure that ‘S’ is capital. Also ensure that you are not typing any extra white spaces after the Student ID.

Post-Registration (ie. After completing the registration process on Onlinevarsity):

Username: Your e-mail Id (for eg. mysweetworld@gmail.com)

Password: Your Student Id (for eg. Student654321)

OR

iii) You must be entering incorrect Student ID. Cross verify the Student ID with your centre or Booking Confirmation or Welcome e-mail.

OR

iv) You must be entering incorrect e-mail id as your Username. During the registration process you/centre must have registered your account with a different e-mail id. Cross check with your centre.

OR

- v) You must have changed your password. Click **'Forgot Password'** link on the login page, this will send a link to your *e-mail id* registered with Onlinevarsity. Click the link to access Onlinevarsity and then change your password.

OR

- vi) You must have been enrolled for a Non Onlinevarsity course.

Still facing login problem? Write to ov-support@onlinevarsity.com mentioning your Student ID.

[Home](#)

A.5 Update e-mail ID

Pre- Registration: Update the Email ID during the Registration process in Onlinevarsity on the **'Verify Your Data / Sign Up'** page.

Post Registration: Write to ov-support@onlinevarsity.com mentioning your Student ID and the new e-mail ID.

[Home](#)

A.6 Not Received Verification Code/OTP

The Verification Code / OTP is sent to the e-mail id and Mobile number provided during the registration process on the **'Verify your Data / Sign Up'** page. In case, e-mail / SMS is not received, write to ov-support@onlinevarsity.com, mentioning your Student ID.

[Home](#)

A.7 Send Verification Code button not working

Clear the browser cache & history and proceed with the registration. Ensure that JavaScript/ Pop-Ups are enabled in the browser setting.

[Home](#)

A.8 E-mail ID Already Exists / Enter Valid E-mail ID

The system checks for the uniqueness and correctness of the e-mail id.

E-mail ID Already Exists

If you have already registered your e-mail id for some other course in Onlinevarsity, provide an alternate active e-mail id.

Enter Valid E-mail ID

This error message is displayed if you have entered an invalid email id. Provide a correct and active e-mail id.

[Home](#)

A.9 Change/Forgot Password

Click '**Forgot Password**' link on the login page, this will send a link to your e-mail *id* registered with Onlinevarsity. Click the link to access Onlinevarsity and change your password.

[Home](#)

B.1 eBooks Indent-1

Check with your centre if eBooks have been assigned to you. Once the eBooks are assigned, you will receive an e-mail from Onlinevarsity.

Note: *To access eBooks (and OV components), ensure that you have completed the registration process in Onlinevarsity.*

[Home](#)

B.2 eBooks Indent-2

You will be able to access eBooks **after 24 hours** of assignment by your Centre.

Note: *To access eBooks (and OV components), ensure that you have completed the registration process in Onlinevarsity.*

[Home](#)

B.3 eBooks Indent-3

If you do not find eBooks in your login, Click the **Contact Us** link on the dashboard to login your issue **OR** write to ov-support@onlinevarsity.com mentioning your Student ID.



Note: *To access eBooks (and OV components), ensure that you have completed the registration process in Onlinevarsity.*

[Home](#)

B.4 eBooks Indent-4

eBooks which are yet to be uploaded on Onlinevarsity, appear as 'Coming Soon'. Contact your centre Academic Staff for eBook availability dates.

[Home](#)

B.5 eBooks Indent-5

Contact your centre for Publisher / Vendor Books.

[Home](#)

B.6 Download eBook on Desktop / Laptop

Follow these easy steps to **Download** and **View** eBooks on Desktop/Laptop.

- i. Login to <https://www.onlinevarsity.com> with your credentials.
- ii. Click **'My Content'** icon on the dashboard and click the eBook that you want to download



OR

Click the eBook that you want to download under **My Content** section on the dashboard. (Click **View More** to display **all assigned eBooks**)



- iii. Click this icon  to download your eBook in four easy steps.
(Note: Ensure that JavaScript / pop-ups are enabled in your browser settings.)
- iv. Click step 1  to download and install Adobe Digital Edition 4.5.x (ADE)
- v. Click step 2  to create an adobe id.
- vi. Authorize your computer/device with your Adobe Username and Password.
- vii. Click step 3  to download .acsm file.

viii. Click step 4  to open .acsm file.

eBook will open in ADE for viewing.

For the next eBook, start directly with Step 3 

[Home](#)

B.7 Download eBook on Macintosh

To download eBooks on **Macintosh**, download ADE from the following link:

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

The entire process to download eBook is same as above. Only the **link** to download ADE for **Macintosh** is different.

[Home](#)

B.8 DRM Protection – 1

eBooks are Digital Rights Management (DRM) protected and Adobe restricts printing to maintain its security. **Once the eBook is downloaded on the system using Adobe Digital Edition Reader**, you can open it multiple times without any internet connection.

You can also access eBooks on six different devices, making it convenient to access anytime anywhere.

[Home](#)

B.9 DRM Protection – 2

eBooks are DRM protected and cannot be copied / e-mailed or transferred to some other device.

[Home](#)

B.10 DRM Protection - 3

eBooks are DRM protected hence cannot be converted to any other format.

[Home](#)

B.11 DRM Protection - 4

EBooks are Aptech's IP and hence are accessible through **DRM** only. **Adobe Digital Edition** is a free software and installation of the same is simple and to be done one time on a device.

[Home](#)

B.12 JavaScript / Pop-ups

Ensure that JavaScript / pop-ups are enabled in your browser settings.

[Home](#)

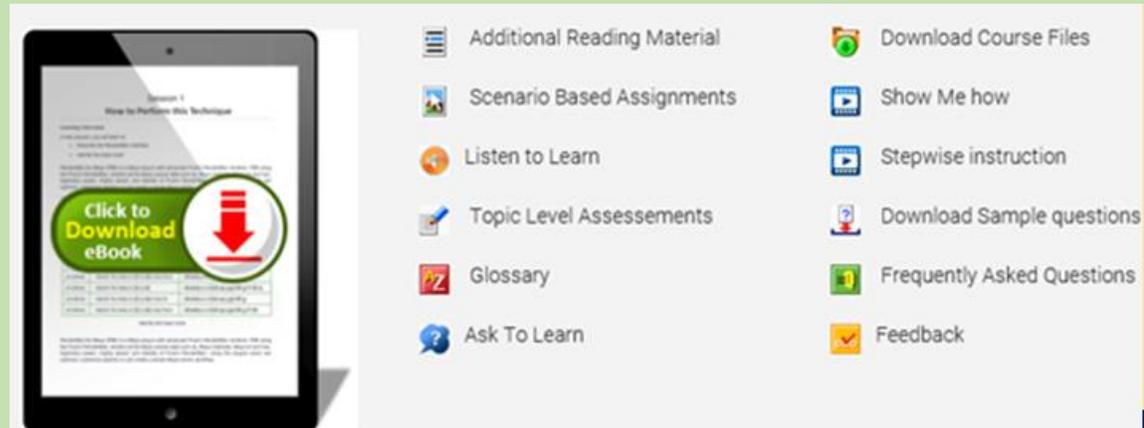
B.13 Internet Connection

Once the eBook download is complete, internet connection is not required for viewing it. The eBook can be viewed offline. Access your eBooks from the ADE library.

[Home](#)

C.1 eBook Components

In addition to eBook, following components (wherever applicable) are available to you:



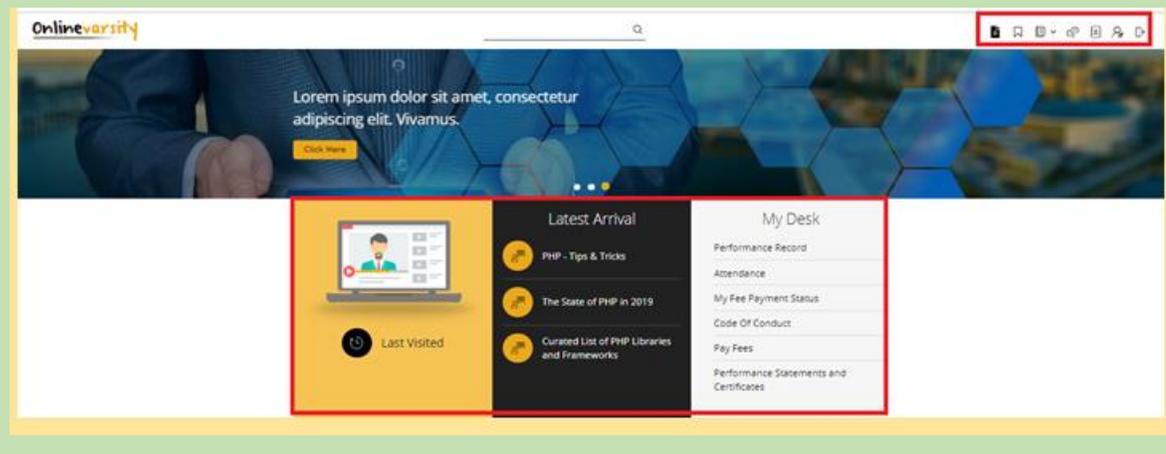
The screenshot shows a tablet on the left displaying an eBook page with a 'Click to Download eBook' button. To the right is a list of available components:

- Additional Reading Material
- Scenario Based Assignments
- Listen to Learn
- Topic Level Assessments
- Glossary
- Ask To Learn
- Download Course Files
- Show Me how
- Stepwise instruction
- Download Sample questions
- Frequently Asked Questions
- Feedback

[Home](#)

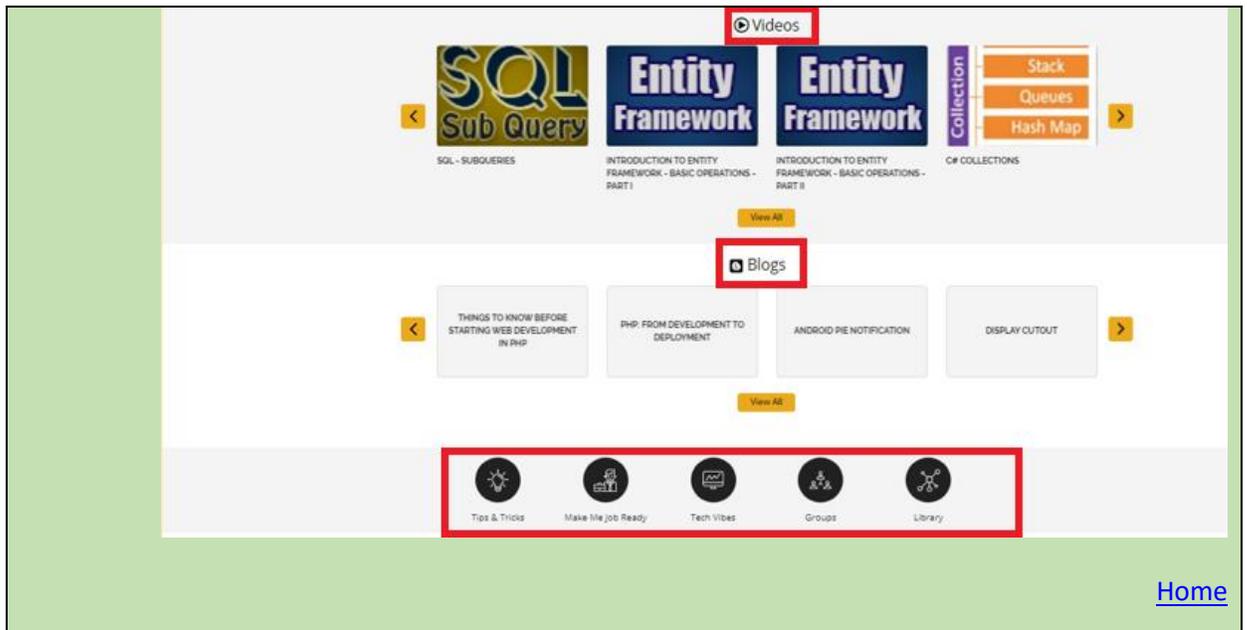
C.2 OV Features

Besides eBooks (My Content), a number of features are available to you on the Dashboard. Refer the highlighted sections in the below image.



The screenshot shows the Onlinevarsity dashboard with several highlighted sections:

- Navigation Bar:** Includes the Onlinevarsity logo, a search bar, and utility icons (notifications, profile, etc.).
- Hero Section:** A banner with a background image of a person in a suit, containing placeholder text: "Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus." and a "Click Here" button.
- Left Sidebar:** Contains a "Last Visited" section with a user profile icon.
- Latest Arrival:** A section listing recent content: "PHP - Tips & Tricks", "The State of PHP in 2019", and "Curated List of PHP Libraries and Frameworks".
- My Desk:** A section listing user-specific information: "Performance Record", "Attendance", "My Fee Payment Status", "Code Of Conduct", "Pay Fees", and "Performance Statements and Certificates".



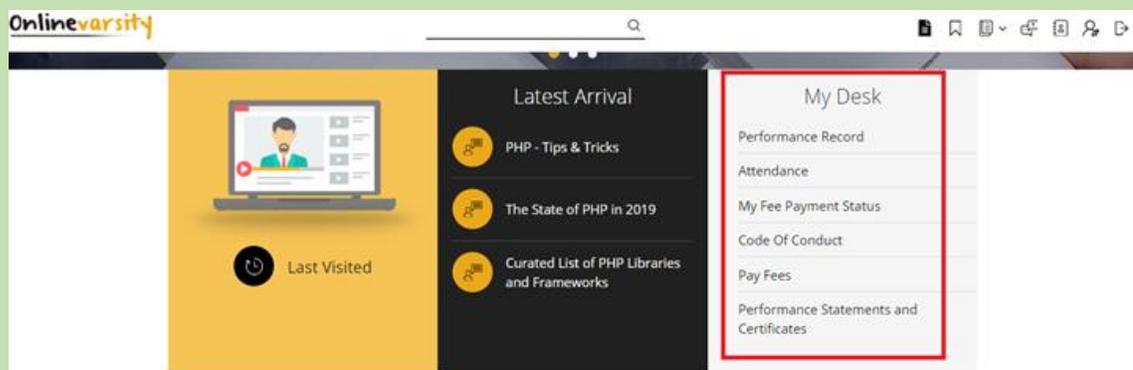
C.3 My Desk

You can access these features under **My Desk** on the **Dashboard**.

My Desk → **Performance Record** to view your test / sem-end results

My Desk → **Attendance** to view your attendance at the centre

My Desk → **My Fee Payment Status** to know your fee details



C.4 My Desk - Marks

Check with your centre, if marks are entered in ApTrack.

[Home](#)

C.5 My Desk - Attendance

Check with your centre if attendance is marked in ApTrack.

[Home](#)

C.6 My Desk - Fees

Contact your centre.

[Home](#)

C.7 My Desk – Pay Fees Online

To pay your fees online, login to Onlinevarsity and click **Pay Fees** under **My Desk** on the dashboard.

[Home](#)

C.8 Videos

To play videos in Onlinevarsity, ensure that you have logged in with <https://www.onlinevarsity.com>.

[Home](#)

D.1 OV App

Yes, we have an App for Android devices (ver 4.0 and above). Search Onlinevarsity in Play Store and

download the App



[Home](#)

D.2 OV App - Registration

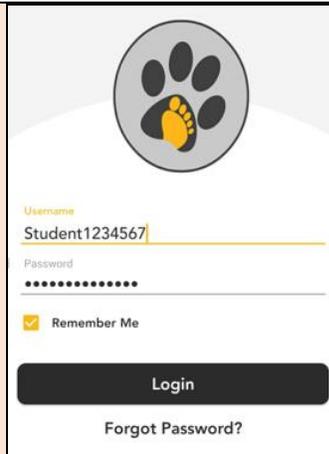
Open the OV App



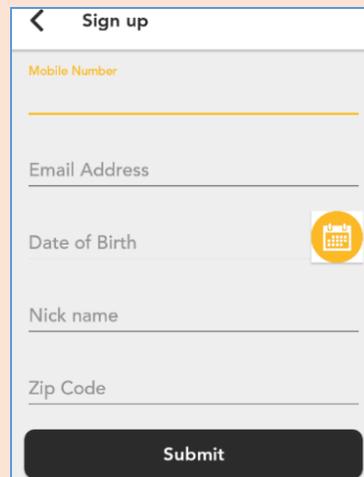
- i) Enter your login credentials:
Username: Your Student ID (as mentioned in the Welcome e-mail and Booking Confirmation Receipt given by the centre at the time of course enrolment.. for eg. Student6543210)

Password: Your Student ID (same as Username.. for eg. Student6543210)

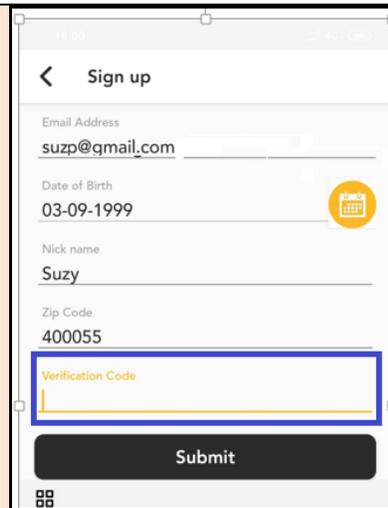
Note: Password is case sensitive. Ensure that 'S' is in Uppercase and do not type any extra white spaces.

A screenshot of a login form. At the top is a circular logo with a paw print. Below it are two input fields: 'Username' with the text 'Student1234567' and 'Password' with masked characters. There is a 'Remember Me' checkbox which is checked. A black 'Login' button is at the bottom, with a 'Forgot Password?' link below it.

- ii) Click the **Log In** button.
- iii) The **Sign Up** window opens. Enter your data and Click the **Submit** button. A six digit verification code will be sent to your registered e-mail id and a four digit verification code SMS will be sent to your registered mobile number.

A screenshot of a sign-up form titled 'Sign up'. It has a back arrow in the top left. The form contains five input fields: 'Mobile Number', 'Email Address', 'Date of Birth' (with a calendar icon), 'Nick name', and 'Zip Code'. A black 'Submit' button is at the bottom.

- iv) Enter the **Verification Code** from the e-mail / SMS and Click **Submit**



Note: Please do not close the window without entering the *Verification Code*.

Post registration, the next time you login to the App, enter:

Username: Your e-mail Id (for eg. mysweetworld@gmail.com)

Password: Your Student Id (for eg. Student6543210)

[Home](#)

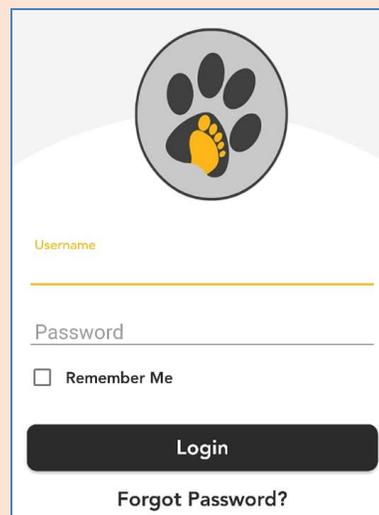
D.3 Download eBook on OV App

Search Onlinevarsity on Google Play Store and download the OV App.

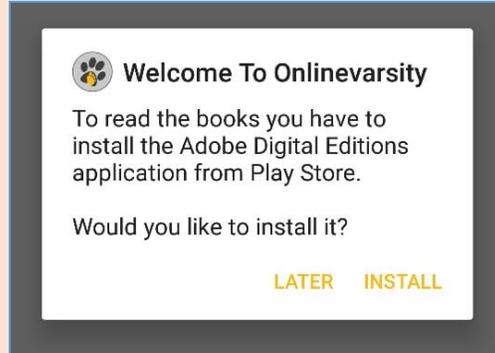


To download eBooks on OV App, follow these steps:

1. Login to Onlinevarsity App



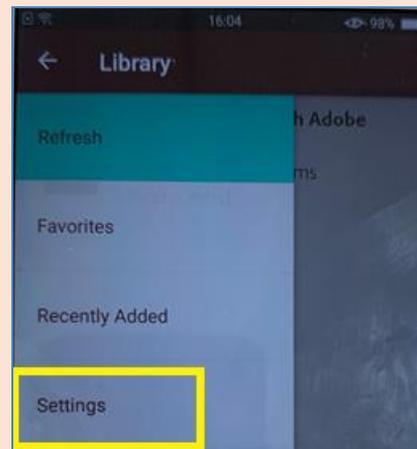
2. Post login, you will be asked to **Install Adobe Digital Editions (ADE)**. Click **INSTALL**



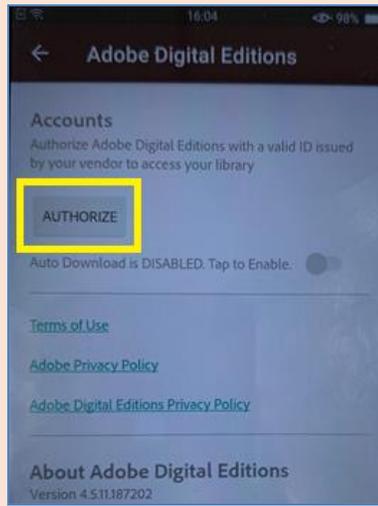
3. **Authorize ADE on Your Android Device**

Once ADE is installed, the home page will be displayed with one sample eBook.

- (a) To authorize ADE, click the **three** horizontal bars and select **Settings**.



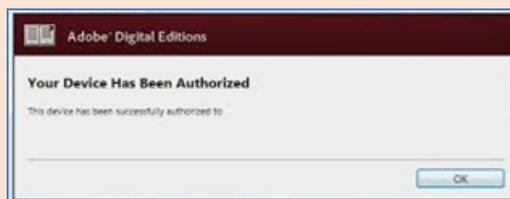
- (b) Click Authorize.



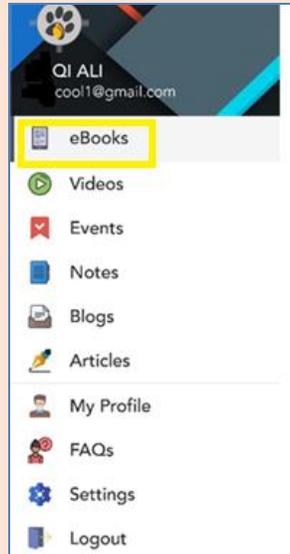
(c) Enter your Adobe ID and Password. *(If you do not have an Adobe ID, you can create one by clicking create an Adobe ID).*



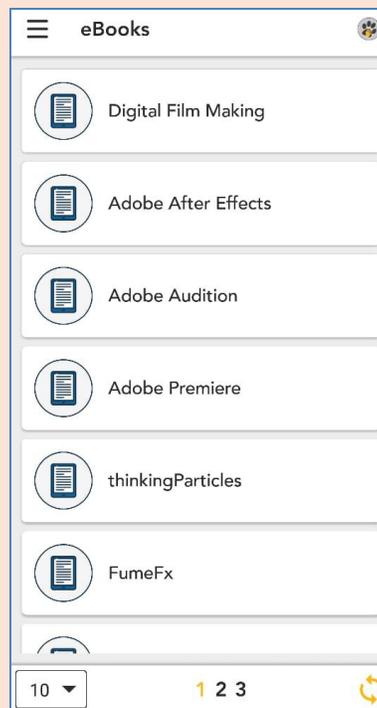
(d) You will receive a message that your device has been successfully authorized.



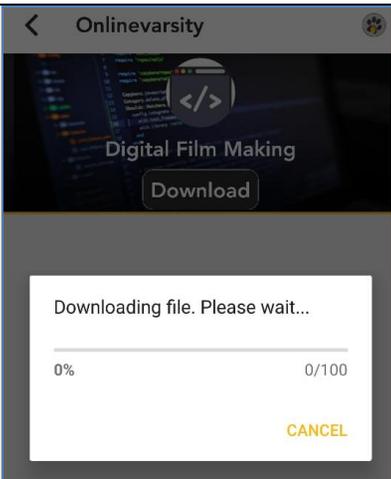
4. Click the eBooks section in the OV App.



5. List of eBooks assigned to you will be displayed. Click the eBook you wish to download.



6. The eBook will start downloading in ADE.



The screenshot shows the Onlinevarsity mobile application interface. At the top, there is a back arrow and the text 'Onlinevarsity'. Below this is a dark-themed card for 'Digital Film Making' with a '</>' icon and a 'Download' button. A white dialog box is overlaid on the screen, containing the text 'Downloading file. Please wait...', a progress bar at 0%, and the text '0/100'. A yellow 'CANCEL' button is located at the bottom right of the dialog box.

7. You can directly access the downloaded eBooks from ADE Library.

[Home](#)

D.4 Error Message on OV App

1. If the following error message is displayed post login, then ensure Internet is working fine on your device.



Logout and login again. If the issue still persists, login to your OV account using the phone browser and download your eBooks.

Note: ADE needs to be installed and authorized before downloading the eBook.

[Home](#)

D.5 App for iOS

Sorry, we do not have an iOS mobile application yet. However, you can use the web browser on your phone to open the Onlinevarsity website.

[Home](#)

E.1 EEP – 1

These are informative videos of 4-5 minutes duration each. These videos have been designed by industry experts to help students gain soft skills knowledge to enhance their chances of securing a good job. EEP course comprises 4 modules:

Interview Handling (28 videos)

Body Language (21 videos)

Team Work and Emotional Intelligence (11 videos)

Presentation and Communication Skills (23 videos)

These modules are available under **My EEP Content** section on the dashboard.

My EEP Content



EEP-INTERVIEW HANDLING EEP-BODY LANGUAGE EEP-TEAM WORK AND EMOTIONAL INTELLIGENCE EEP-PRESENTATION AND COMMUNICATION SKILLS

[Home](#)

E.2 EEP - 2

Students who have enrolled for career courses post 15 May 2017, are eligible for EEP course videos.

[Home](#)

E.3 EEP - 3

Click the **Contact Us** link to login your issue **OR** write to ov-support@onlinevarsity.com mentioning your Student ID.

[Home](#)

E.4 EEP - 4

To play the videos, **Click to allow Flash**. Alternatively, click the **lock/info** icon on the left of your address bar and **“Always allow flash”**.

[Home](#)

E.5 EEP - 5

Click the **Contact Us** link to login your issue **OR** write to ov-support@onlinevarsity.com mentioning your Student ID.

[Home](#)

E.6 EEP - 6

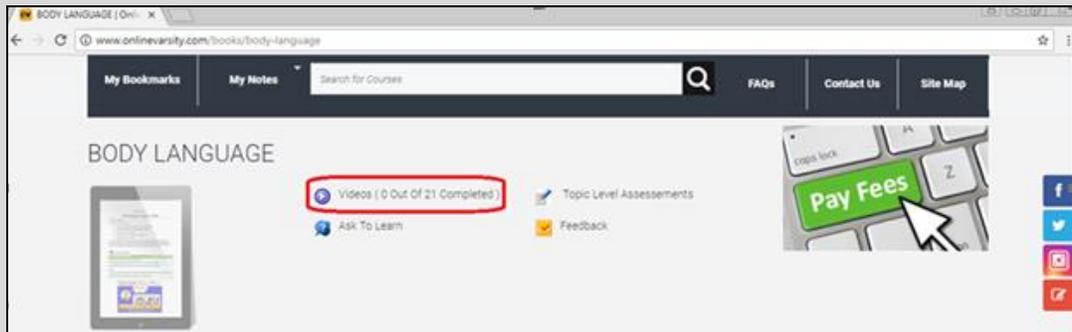
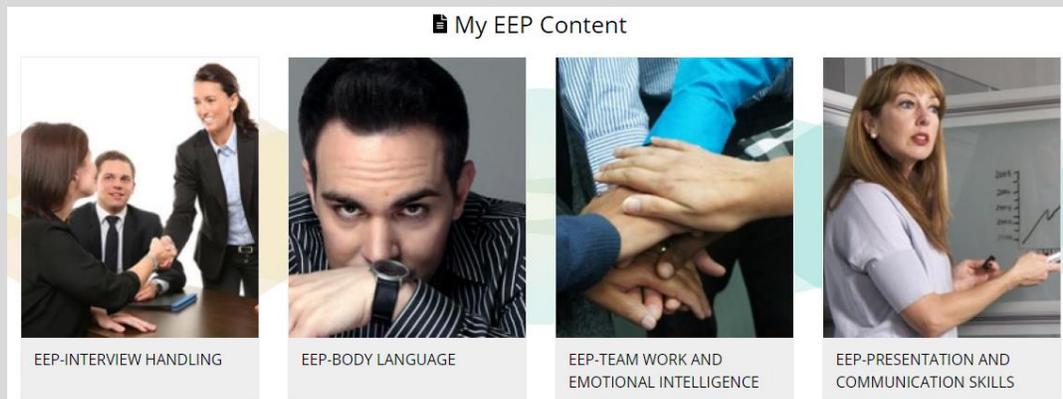
Yes, to become eligible for course completion and course end Certificate, you need to complete watching all the EEP course videos.

[Home](#)

E.7 EEP - 7

To view EEP videos, login to **Onlinevarsity** and click the EEP module. *(These modules are available under **My EEP Content** section on the dashboard.)*

Refresh the page to view the actual count of videos completed (Refer screen grabs).



[Home](#)

E.8 EEP - 8

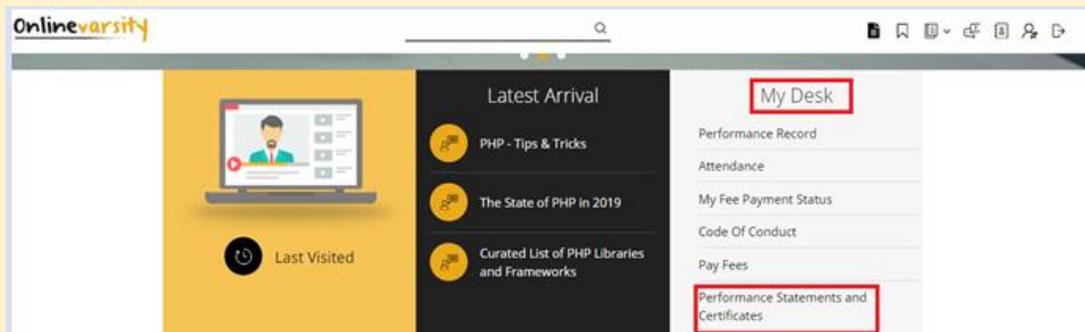
Write to Exam & Certificate team, providing the following details:

Brand	Zone	Region	Area	Center	Course Family	Course Name	Semester	Module	Student Name	Student Enrollment Number	EEP Completed?	Referred Y/N	Short Term Course Y/N	Droupout Y/N

F.1 ePS & eCertificate – 1

To view the ePerformance Statement / eCertificate, login to Onlinevarsity and follow these steps:

1. Click **My Desk** → **Performance Statements and Certificates**



2. Select the **Course** and Click **View**

The password to access the .pdf files consists of 2 components.

- The first component is the first 4 characters of your name
- The second component is your date of birth in the ddmmyy format

For example, if the name of the student is Carl Simons and the date of birth is 1st Feb 1981, then the password will be CARL010281.

Note: Name and Date of Birth to be used as captured by centre at the time of course enrolment.

[Home](#)

F.2 ePS & eCertificate – 2

Name and DOB to be used as captured by the centre at the time of course enrolment. Contact your centre and ask them to extract the birthday report from ApTrack. You need to enter the date which is present in the birthday report.

[Home](#)

F.3 ePS & eCertificate – 3

Follow this process to validate the eCertificate Signature:

1. Click on the signature "?" at the bottom of the page
2. Select Signature properties
3. Click on Show Certificate Tab/ Show Signer's Certificate
4. Click on Trust tab
5. Click on Add to Trusted identities Tab / Add to Trusted Certificates Tab
6. Select OK
7. Tick all boxes and click on OK tab
8. Again Click OK Tab

Use Acrobat Reader DC or any advanced version (<https://get.adobe.com/reader/>)

[Home](#)

F.4 ePS& eCertificate – 4

It is possible that your centre is yet to generate your ePerformance Statement / eCertificate. **Kindly contact your centre.**

Once the ePerformance Statement / eCertificate is generated, you will receive an SMS and email from Exam & Certificate Team.

[Home](#)

F.5 ePS & eCertificate – 5

Click the **Contact Us** link to login your issue **OR** write to ov-support@onlinevarsity.com mentioning your Student ID.

[Home](#)

F.6 ePS & eCertificate – 6

Check if student has completed watching all the EEP course videos (if applicable). If Student has completed watching all the EEP course videos, write to ov-support@onlinevarsity.com mentioning the Student ID.

If EEP is not applicable, write to portal support team.

[Home](#)

G.1 Profile – 1

Yes. If you fail to complete your Profile within the stipulated time period (*30 days from the time of registration*), your access to Onlinevarsity will be denied.

[Home](#)

G.2 Profile – 2

To edit your Profile, click **Edit Profile** icon on the dashboard.



[Home](#)

G.3 Profile – 3

Name, Date of Birth (DOB) and **Mobile Number** are non-editable fields. -In case a change is required, kindly contact your centre to update the details in ApTrack (Transaction system at the centre).

Once these details are updated in ApTrack, kindly write to ov-support@onlinevarsity.com and we shall update the same in Onlinevarsity.

[Home](#)

G.4 Profile – 4

Write to ov-support@onlinevarsity.com mentioning your DOB and attach your Profile picture. Ensure that your DOB matches the entry in ApTrack. If not, contact your centre to make the necessary changes in ApTrack.

[Home](#)

H.1 Centre – 1

All centre staff have a single Sign-On login.
Login to ApTrack and click the OnlineVarsity tab / link.

[Home](#)

H.2 Centre – 2

Faculty & CAH – Skills cleared in ApTrack
CH & BP - eBooks mapped to all the active courses at the centre
Note: Use the *'Search for Books'* feature to display a particular book.

[Home](#)

H.3 Centre – 3

Write to ov-support@onlinevarsity.com mentioning your ApTrack Username and Password.

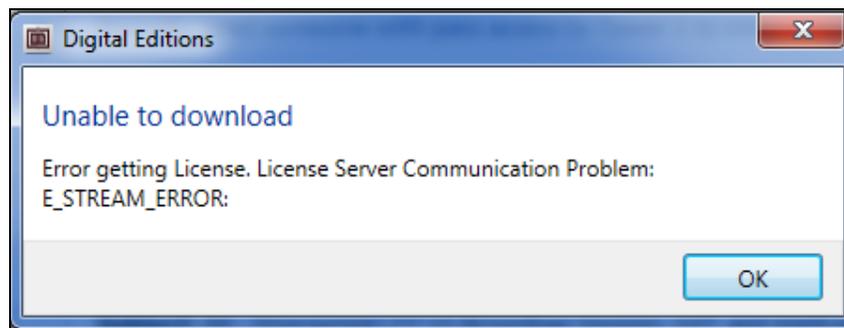
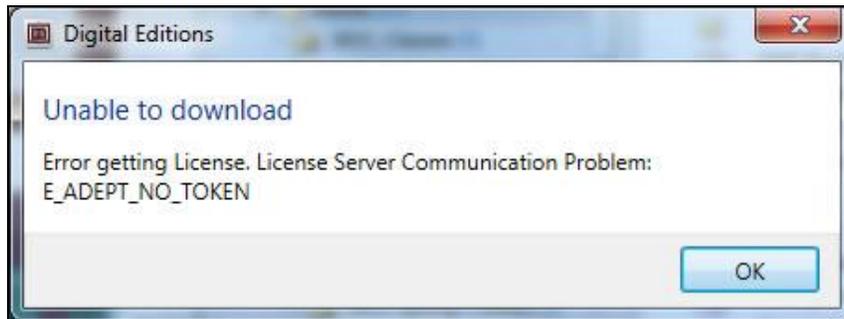
[Home](#)

Troubleshooting Adobe Digital Editions (ADE) Errors

Let's troubleshoot some **ADE** errors, you might encounter while downloading eBooks.

E_ADEPT_NO_TOKEN & E_STREAM_ERROR

This error message is displayed when ADE is not able to communicate with the Adobe License Server.



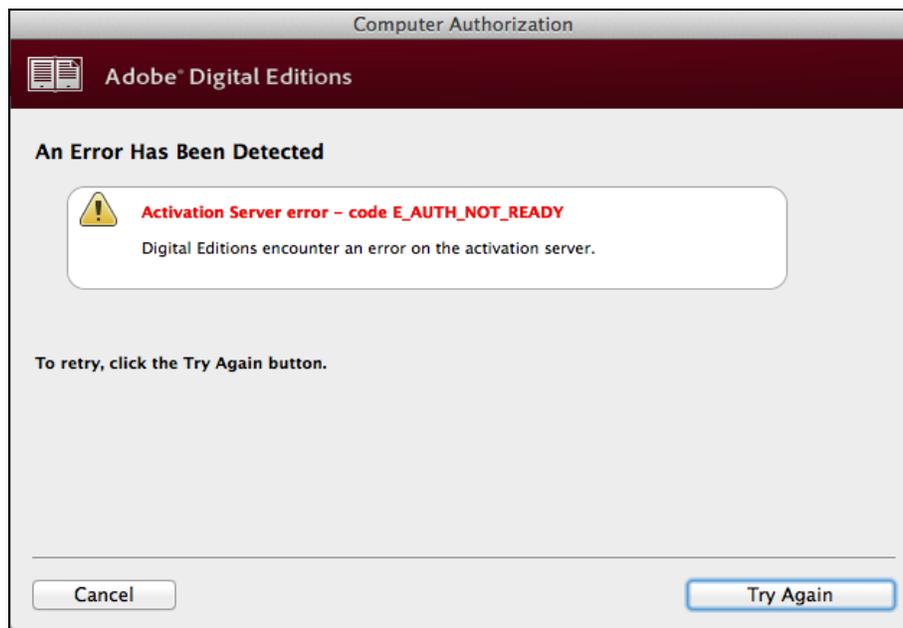
E_LIC_ALREADY_FULFILLED_BY_ANOTHER_USER

This issue is faced if multiple Adobe ids were used to authorize the system. ***Kindly ensure you use the same Adobe ID that was used earlier to download the eBook.***



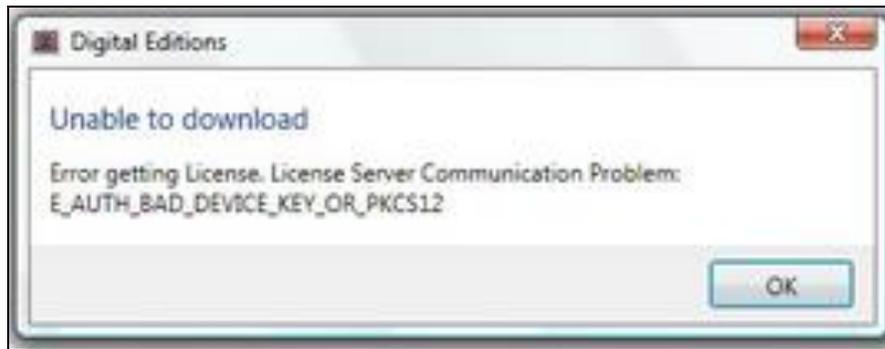
E_AUTH_NOT_READY

This error message is displayed when the authorization information is damaged.



E_AUTH_BAD_DEVICE_KEY_OR_PKCS12

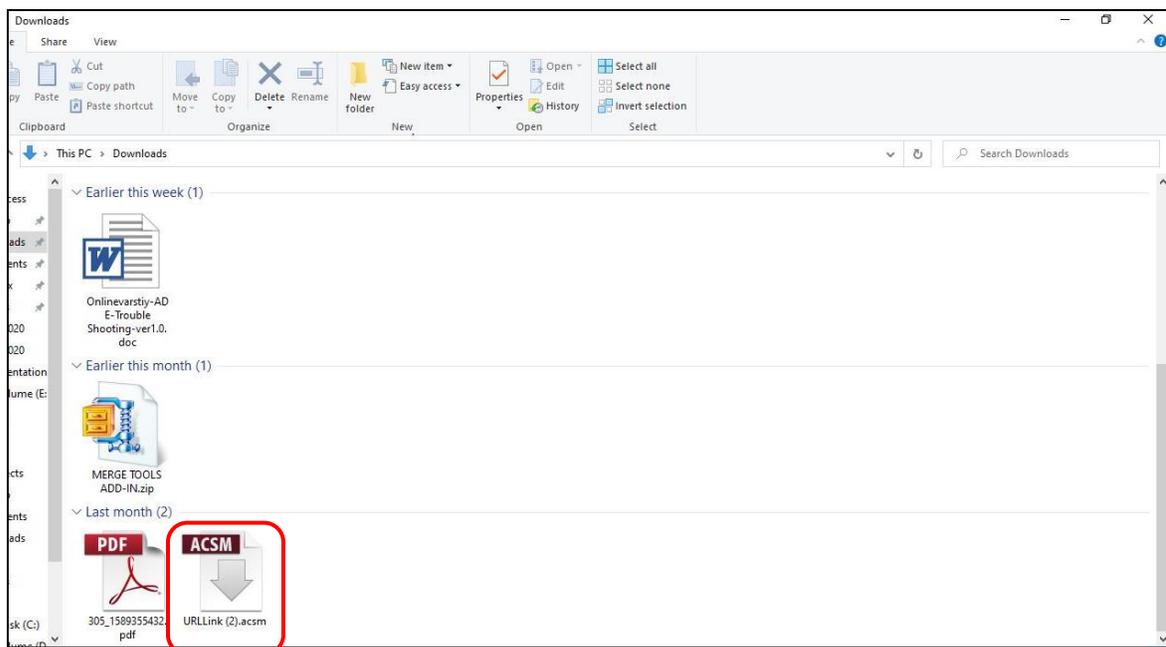
This error message is displayed when there is an issue with the authorization of your Adobe Digital Editions software.



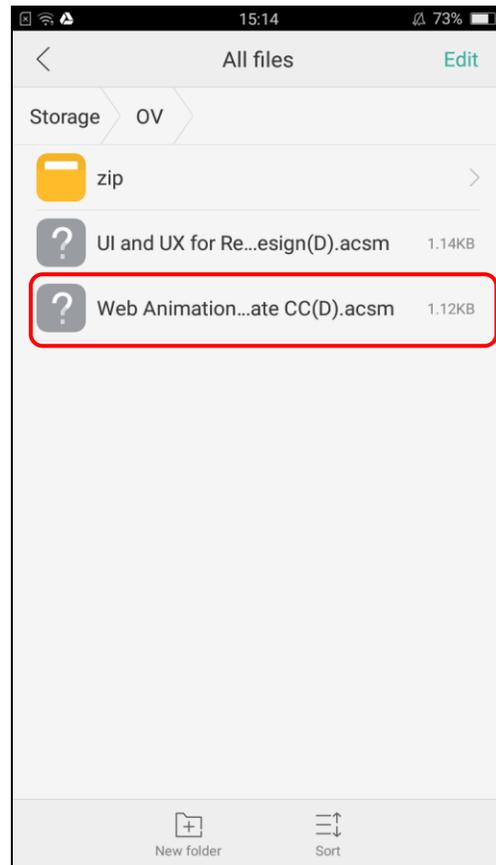
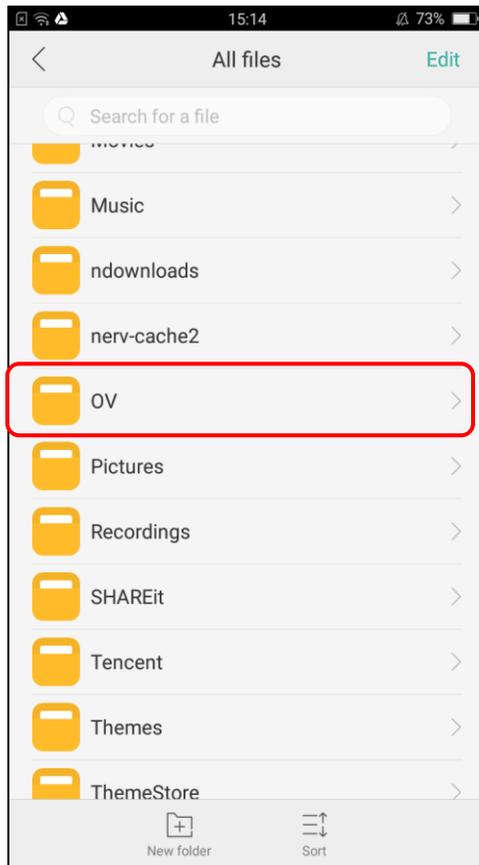
Solution for all the above errors is as follows:

Ensure Internet is working fine.

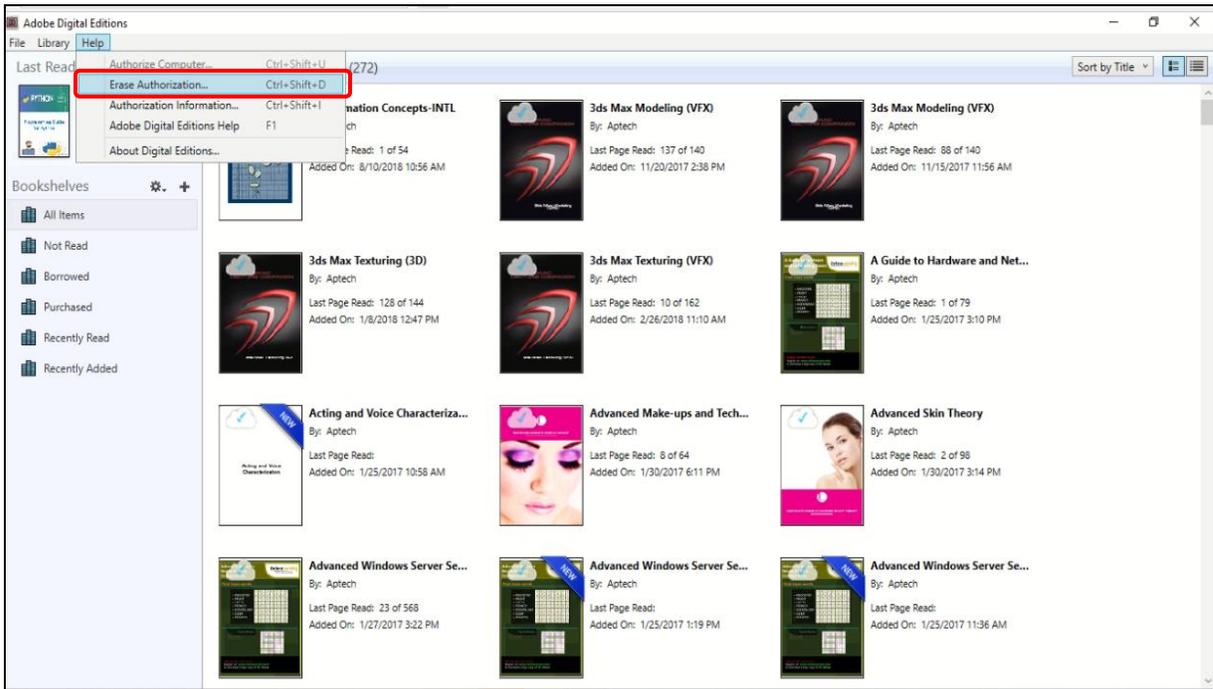
1. Clear the system cache
2. Ensure your device date and time is correct
3. Delete all instances of .acsm files for this eBook from your system (Downloaded folder or any other folder that you have saved this file)



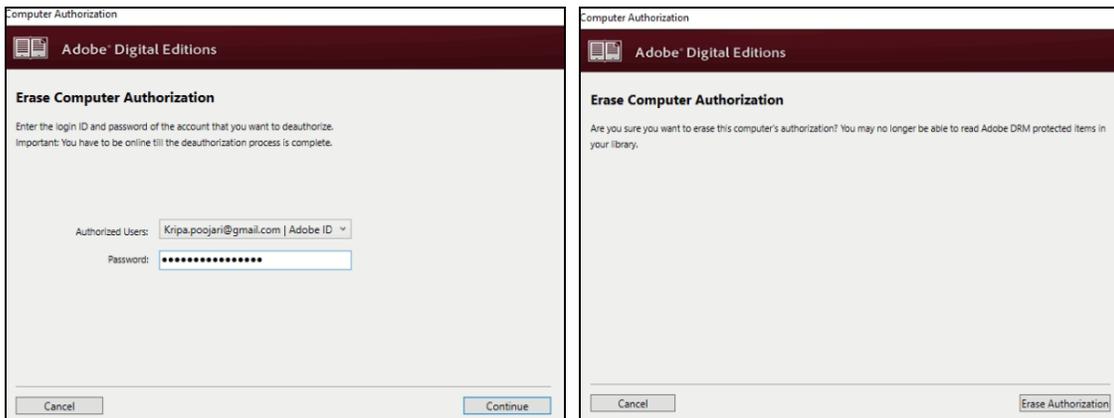
Note: If you are downloading the eBook from OV App, locate the OV folder on your phone memory and delete the .acsm file from that folder.



4. Erase ADE Authorization (ADE → Help → Erase Authorization)

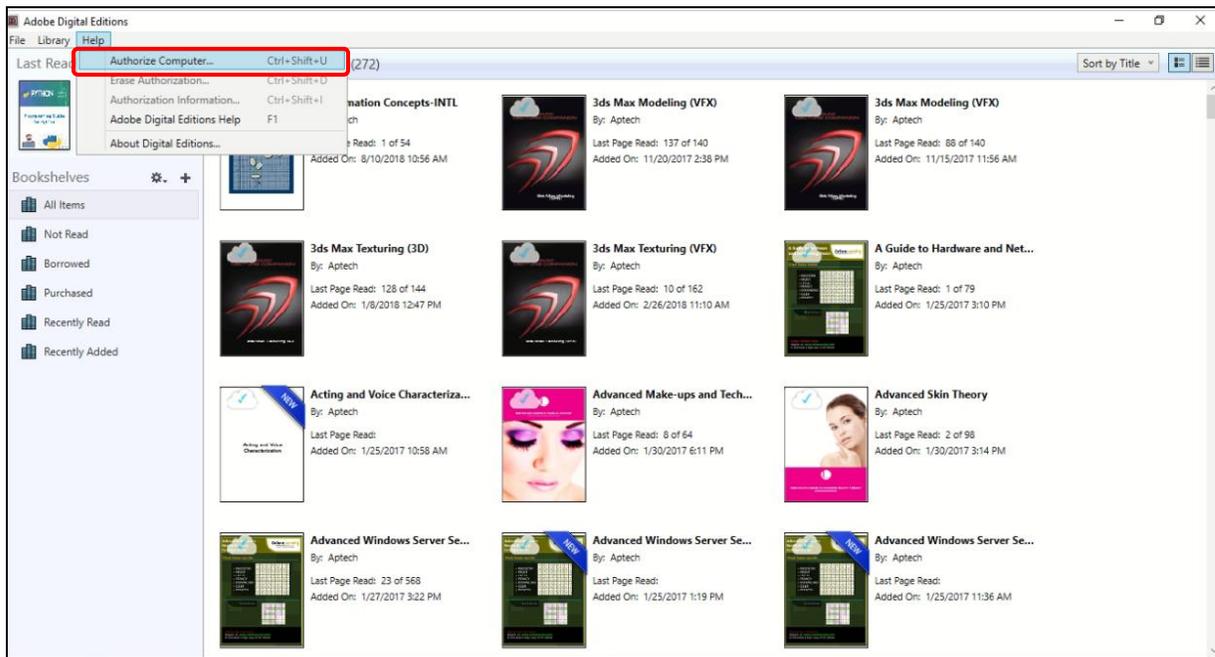


5. The Erase Computer Authorization dialog box will be displayed. Enter the password and click on **Continue**. Next, click on **Erase Authorization**.



6. Restart the device

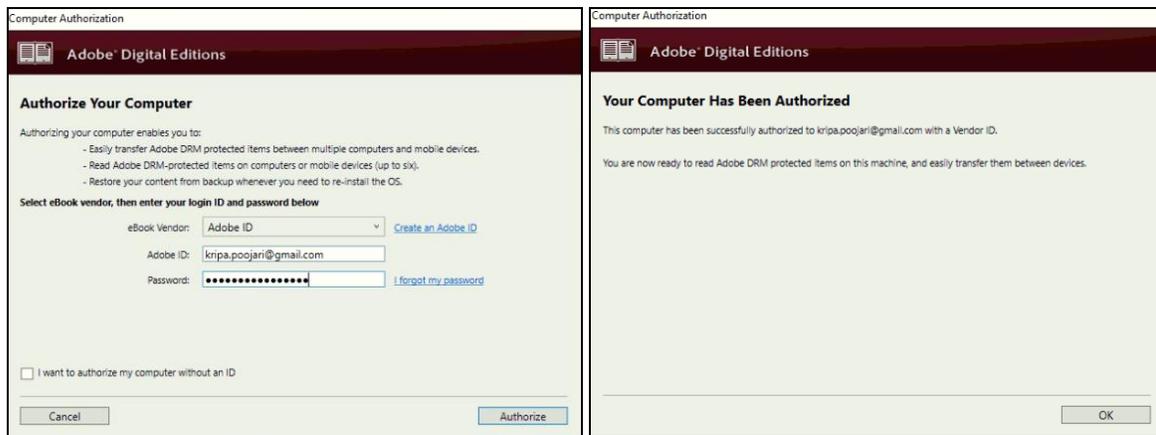
7. Authorize the device (**ADE** → **Help** → **Authorize**) with your Adobe credentials



8. The **Authorize Your Computer** dialog box will be displayed. Select **Adobe ID** from the **eBook Vendor** drop-down list. Enter your Adobe ID and password and click on **Authorize**.

Note: Please **DO NOT** select **I want to authorize my computer without an ID** checkbox.

Next, click on **OK**.



9. Login to your Onlinevarsity account and download the eBook again.

If you are unable to de-authorize ADE by the above method, you can de-authorize by modifying the registry key. The steps are as follows:

1. Close all applications.

2. Select **Start** → **Run**.
3. In the Open text box, type regedit, and press **Enter**. The **Registry Editor** opens.
4. In the left pane of the Registry Editor, locate the registry key, **HKEY_CURRENT_USER\Software\Adobe\Adept**
5. Select the **Adept** key.
6. Right-click the **Adept** key and choose **Delete**.
7. In the **Confirm Key Delete** dialog box, click **OK**.
8. Close the **Registry Editor**.
9. Open **ADE** and reauthorize.

E_ADEPT_REQUEST_EXPIRED

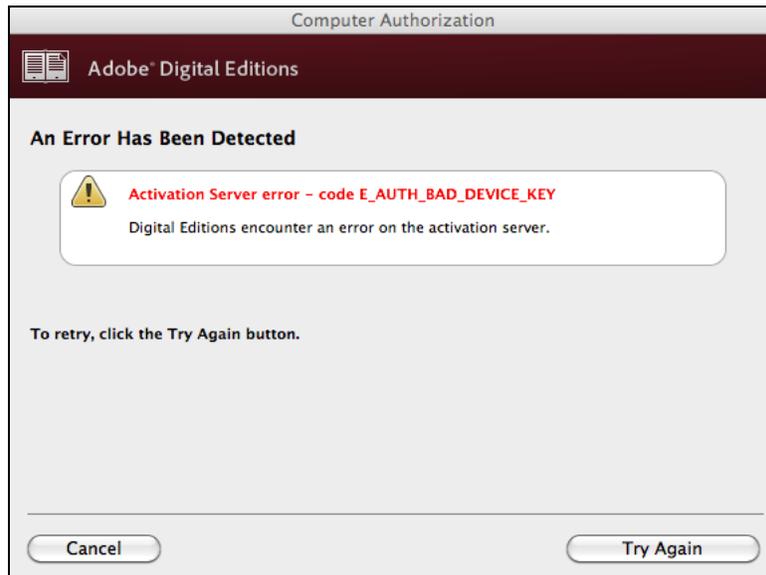
This error message is displayed when the following system settings are incorrect. Kindly check for your system settings and try to download the eBook again.

- Clock time
- Date
- Time zone



E_AUTH_BAD_DEVICE_KEY (Mac OS X)

This issue occurs when ADE does not pass the keychain authentication process.



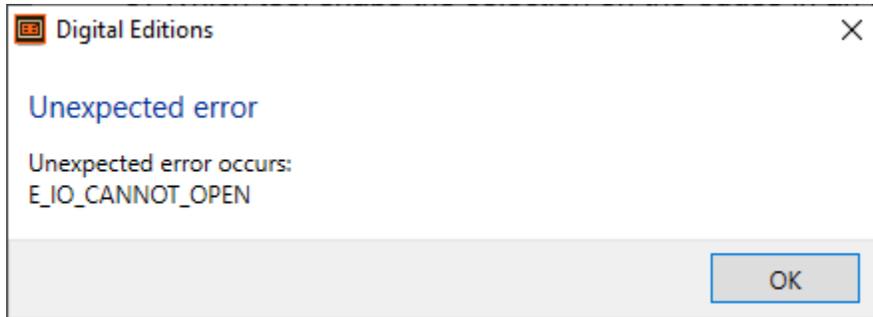
Solution:

1. Go to **Utilities** → **Open Keychain Access Application**.
2. Select the login keychain and unlock it by clicking the padlock icon next to it.
3. If you do not remember the keychain password, see **Resetting your keychain** in Mac OS X.
4. On the right side, there is a list of applications. Double-click **Digital Editions**.
5. Click on the **Access Control Menu**.
6. Select **Allow All Applications To Access This Item** and save changes.
7. Launch Digital Editions and you can authorize now.

E_IO_CANNOT_OPEN

This error occurs, if you have either renamed the eBook file, or moved it to a different folder, or deleted it after downloading. Hence, on attempting to open the eBook from ADE Library, the software fails to find the file.

Kindly ensure, the URLLink.acsm file downloaded is neither edited / modified nor moved to a different folder.



[Home](#)

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