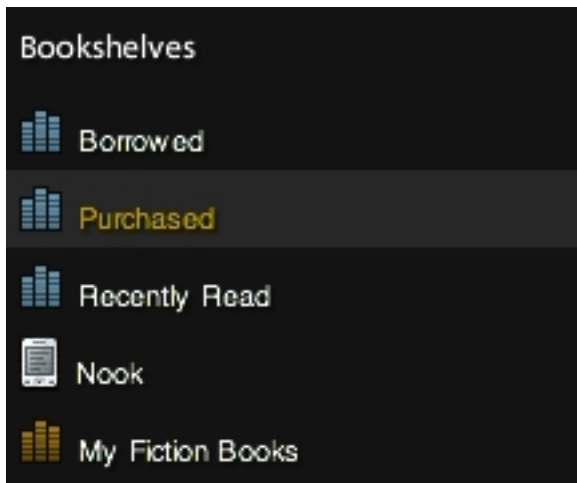


Written by Mark (Admin)

Sunday, 26 December 2010 22:21 - Last Updated Tuesday, 28 December 2010 16:12

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**Everyone loves to troubleshoot device and software problems while trying to do simple things ... like read a book, right?** Could Adobe Digital Editions be the tool nook and nookColor owners love to hate?

**First**, if you are just **getting started** with the nook or nookColor we have a **video** tutorial to cover the **basics**

There are a few things if you don't do right can cause problems later. The video covers tool installation, setup, and copying books.

[Download Adobe Digital Editions \(ADE\)](#) Tool from Adobe  
[Watch the nookTalk ADE Tutorial Video](#) to get started

If you are **only purchasing B&N content** or downloading books that are **NOT copy protected** don't waste your time with this silly tool,  
**you don't need it**

! This tool is used for downloading copy protected content from online eBook retailers and many local libraries. If you are looking for a good eBook management tool for your computer this is not the one, checkout

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The rest of this article will cover troubleshooting ADE when it doesn't work correctly.

## Device Missing or Error Messages?

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Nook **not showing up** in ADE? Getting **errors** like "User not activated"?

We'd suggest the following steps to "reset" the software:

- **Connect** the nook and **click** on the Nook drive (Finder or Explorer)
- **Find** and **delete** the .adobe-digital-editions file ... **NOTE: If you can't find this file** on the nook it could be because your computer is *setup to hide system files*

. To show system files read how for

[Mac OSX](#)

and

[Windows](#)

- **Restart** ADE, Your nook *should be* visible

If your nook is still **not** visible ... **take these additional steps**

- **Connect** the nook and **click** on the Nook drive (Finder or Explorer)
- Find the "Digital Editions" folder and delete it
- Restart ADE
- nook should no be visible

The **last step** once the *nook is showing up* is to click "Authorize Device". See our video tutorial for copying files to the nook if you need more help.

## Error Messages when plugging in nook and missing book covers?

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**Yeah, nothing** is **wrong** with your eBooks from B&N. While B&N uses Adobe technology their books aren't compatible with ADE (ironic eh?). Thankfully most versions of epub files are compatible with your Nook.

**Can't open your Book**

## Download?

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**Well first you should know you won't be downloading the book itself, you'll download a link to the book.** That might sound confusing but let's keep it simple. When you download from Kobo or your public library your browser should give you the option to open or save.

**The easiest thing to do is to open the download file**

. As a matter of fact if you are given the option to always open this type with this program, choose YES or CHECK the box (depends on browser and OS). This will launch the Adobe tool and let you copy it to the nook (see tutorial video).

**If you don't get an option to open it that's ok.** Just go to your downloads directory and find the file. It will end in .ascx - just double-click it!

## Summary

Hopefully our video and the troubleshooting tips above get you back in action using non B&N content on your nook or nookColor. [Please post ADE troubleshooting questions in the nookTalk Forum](#)

{jcomments on}