

Here's a list of issues that TRL has been experiencing with Overdrive recently. If you have a patron come up to you and ask you about an Overdrive problem that you can't fix.

3/3/17: Timberland library link not working in the OverDrive app. From OverDrive: "I've updated the URL that the app points users to from your custom URL to the main OverDrive-hosted site URL: <https://timberland.overdrive.com>. It might take some time to propagate into the app."

****Patrons may need to delete Timberland from their library list in the app, then choose it again.**

3/2/17: Browser security error messages. The old ebook.trl.org address should be redirecting to the current <https://timberland.overdrive.com> address. Please do not tell patrons to use ebook.trl.org, point them to the current address.

2/23/17: Patrons have reported an **Overdrive app error** since this past weekend that says device has been "deauthorized" from reading ePub books. We've heard that having the patron go through the process to search for and select a Timberland branch as their library in the Overdrive app (pick any branch), and reentering the library card and PIN might have fixed this problem. (Thank you Sean Lotz). We haven't had a new occurrence of this error reported here today to test this, so if you get a patron with this error and try this, please let eLibrary know if it fixed the problem.

2/22/17: From OverDrive: "**OverDrive Read and OverDrive Listen have been removed within the OverDrive App** to simplify the format selection step and allow a user to begin reading and listening more quickly. Exceptions include titles that are only available in the OverDrive Read or OverDrive Listen formats, including Read-Alongs—those titles will continue to be available via the app."

From eLibrary: The Loans list no longer shows a button for Read Now (or Listen Now) when accessed via the Overdrive app on Android or iOS devices. This is a purposeful change from Overdrive, it will not return. Instead, patron needs to open browser on device, go to <http://timberland.overdrive.com> and log in with library card. Next go to Loans and there will be a button for the title "Read in Browser" or Listen if audiobook. On Android devices, there is a method to quickly move from app to browser: from the Loans list, tap on 3 dots in upper right corner of screen and the Loans list will open in the device's browser. Every title will have a button 'Read in Browser' since you are in the browser. Or "Listen in Browser" if it's an audiobook.

Overdrive known issues and status sent from Overdrive on December 21, 2016

Additional comments in green added by TRL eLibrary (Liz Boston)

OverDrive recently upgraded more of our services to HTTPS as part of our continued commitment to security and privacy. While this process was seamless and invisible to the vast majority of users, it resulted in compatibility issues for some older devices and software

versions. We apologize for the inconvenience, and have provided solutions and alternatives below (wherever possible).

Sony Reader WiFi

Sony Reader WiFi devices no longer allow users to download eBooks directly on the device via wifi. Users can still download library eBooks to the Sony Reader software on their computer, then [transfer eBooks from their computer to their Sony Reader](#). Simple ereaders by Sony need to use the Sony Reader free software instead of Adobe Digital Editions when downloading to a computer and then transferring from computer to Sony ereader via a USB cable.

NOOK GlowLight Plus

Users cannot currently open library eBooks that they've transferred to the NOOK GlowLight Plus. Barnes & Noble is aware of this problem and working on a fix, which should be released in a future device software update. This model of simple Nook ereader is the only simple eReader Barnes and Noble is selling now, and it's been sold since October 2015. We might see a lot of new owners after Christmas. The fix is in the hands of Barnes and Noble, so we can only tell owners to check with BN. https://help.barnesandnoble.com/app/nook_support/list is webpage for Nook Support, contacts for email, chat and phone are at the bottom. This problem is not affecting Nook tablet models.

Adobe Digital Editions (ADE)

Some users have had problems downloading eBooks using Adobe Digital Editions (ADE) 2.0 or below. As a solution, we recommend always using the [latest version of ADE](#) (currently version 4.5.3 same version number for both Windows and Mac users). Some Windows XP users have continued to experience issues after upgrading ADE, so they may still have difficulty downloading library eBooks. Microsoft discontinued support for XP in 2014, and unfortunately there is no solution for these users at this time. This means that if the computer is Windows XP and it's not working, there is no officially supported solution for that XP computer. However, they can try downloading an older version of ADE onto the XP computer. Try version 3.0 first. <http://www.adobe.com/support/digitaleditions/downloads.html>. A [help article](#) with this information is available for you to share with staff and users if needed covering all the issues above.

Additionally, we've heard from a lot of ADE users this month who have problems with ADE software, even though it was recently working just fine. They should start here https://help.overdrive.com/customer/en/portal/articles/1481656-what-to-do-if-there-is-an-error-contacting-authentication-server-while-activating-adobe-digital-editions?b_id=15211 even if the error message doesn't match the one in the article heading.

Thank you,
OverDrive and eLibrary