3M Cloud Library Trouble Shooting Guide

Thanks to the staff of the Kansas State Library for finding solutions to the problems identified in this Guide.

SOFTWARE UPDATES FOR COMPUTERS, DEVICES and 3M

Do I need to run updates for my computer?

Many small issues will crop up on your computer if you do not keep it current. If you run important updates when prompted, you will not need to install a large number at one time.

Windows Computers
These are your Microsoft updates! Your computer usually will prompt you to run these updates, or your computer may be configured to run them automatically. Not sure if your computer is up to date? Visit the Microsoft Update page, it will prompt your computer to check for updates and show you where to check.

Mac Computers
Check for updates feature is in your main Apple menu. See the Updating Mac OS X page at Apple Support for more information.

Do I need to run updates for my device?

Most devices these days—even e-book readers--need updates from the company that manufactured them. You will need to investigate your specific device to learn its requirements. Some devices with wireless internet access will prompt you to download the update (just like your computer), others will need you to download something to your computer in order to do the updates. We have a list support sites for the most frequently used devices here

Do I need to run updates for the 3M Cloud Library software or app?

Please make sure that you always allow updates to the 3M Cloud Library software or mobile app. It will not work correctly if it misses an update.

Apple Mobile App:
Remember to check your App Store for updates to your installed apps from time to time. Updates to the 3M Cloud Library app will also appear on this list.

Android Mobile App:
If there has been an update to the 3M Cloud Library app, you will be prompted to install it the next time you use the app. Worried that you missed an update? Visit the 3M Cloud Library app in the Android Market/Google Play to see if an update it availalbe.

Computer Software for Windows (the PC App):
Current version is 1.24, which came out on April 6, 2012. The version number of your software is pointed out in the image below. Also, 1.24 also displays the Kansas Library Card number on the upper right side (outlined in green). This was not shown in the previous version so is a good indicator!
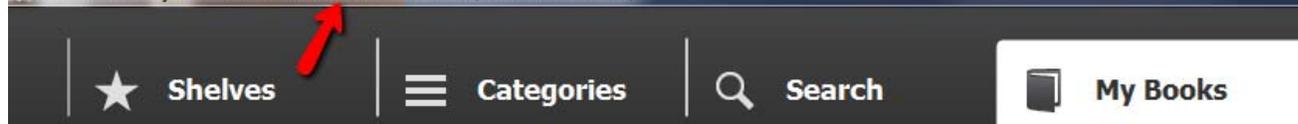
What to do if the software is outdated:

Uninstall the 3M Cloud Library software:

1. Go to your Start Menu.
2. Select the Control Panel.
3. Find "Programs"
4. Select "Uninstall a Program." The list that comes up may take a minute to pull up.
5. Find "3MCloudLibrary" in the list. Click on it once.
6. Click "Uninstall" (depending on your version of Windows, this could be above the list of programs, or a part of the program's information line).
7. Follow any prompts your computer gives you to uninstall the program.

Reinstall the 3M Cloud Library software [here].

SUPPORT FOR SPECIFIC DEVICES FOR UPDATES AND GENERAL ASSISTANCE

Need help with a specific device's functions, or need to check for device updates? See the company support page. Please realize that EARL does not have access to all types of devices, and not all of the devices listed below may be compatible with our e-books services. They are only the ones that we are asked about the most frequently!

If you are looking for the support page of a device type that is not listed, the best way to find it is to use a search engine (like Google) and search "NAME OF DEVICE support."

- Nook Support
- Apple Support
- Kindle Support
- Sony eReader Support
- **Pandigital Support**
- **Kobo Reader**

HELP WITH APPS

MOBILE APP: CONNECTION TYPE

Should I use my 3G/4G network or a wifi connection for the 3M Cloud Library app?

For a mobile app, some users have a better experience if they are using one connection type or the other. Other users do not notice a difference. If you are experiencing trouble with your 3M Cloud Library app, please rule out connection as the problem first.

Currently there are no suggestions for resolving this as the problem does not appear to be related to software version or brand or type of device. We expect this to lessen as the app evolves as we are still in beta testing.

APPLE APP HELP

If the Apple app appears frozen, try these suggestions from the Apple App Store:

iOS: Troubleshooting applications purchased from the App Store

Products Affected
iPad, iPhone, iPod touch, iTunes Store
Symptoms
If you are having an issue with an app you purchased from the App Store on your iPhone, iPad, or iPod touch, try the following troubleshooting steps to resolve the issue.
Resolution
Try the following steps to resolve your issue, testing the app after each step.
Collapse All Sections | Expand All Sections
1. Update your device software
2. Check for app updates
3. Install another app from the App Store
4. Restart the application
5. Restart your device
6. Reinstall the affected application

ANDROID APP HELP

Clearing Application Cache

If you are experiencing issues with the 3M Cloud Library app, one of the first things to try is to clear the application cache. Depending on your device, your settings may appear slightly

differently. Note: The image shown at right is from the first version of 3M Cloud Library--yours
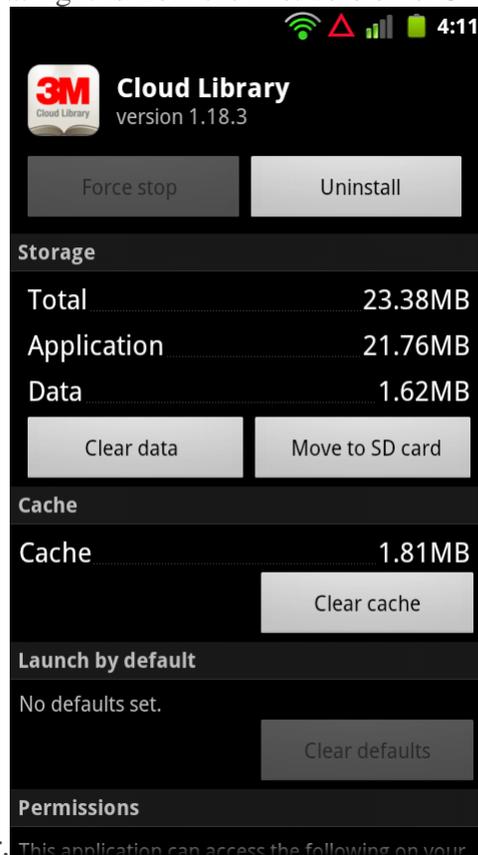
should have a newer version number. This application can access the following on your

1. From your home screen, access your "Settings." Note: on my older Droid phone, this is done by clicking the icon that looks like a list of lines, then choosing settings from the menu.
2. Select "Applications."
3. Choose "Manage Applications."
4. Now choose the "3M Cloud Library" from the list of installed apps. You should now see a screen similar to the image shown at right.
5. Tap "Force Stop" (in the image shown, this has already been done, that is why the button is grayed out).
6. Tap "Clear Cache."
7. Return to your home screen.
8. Access the 3M Cloud Library and see if this has solved the problem. If not, restart your device.

Final thing to try: uninstalling the app and reinstalling it from the Android Market/Google Play. Note that the Uninstall button is on the same screen as Clear Cache.

Moving the app to the SD card.
The 3M Cloud Library can operate from the SD card. If you have space concerns on your phone or other device, note that you can find the "Move to SD card" button on the same screen as the Clear Cache button. Full instructions are above.

Alternate Reading Apps

If your new Android tablet or phone came with a reading app already installed, you may get an error message related to DRM (digital rights management) when you attempt to use the 3M Cloud Library app. You do not have to delete this reading app. Try this:

1. Open the reading app.
2. You may be prompted to authenticate the reading app with an Adobe ID. If not, look under the app's settings for this option.
3. Input your Adobe ID - this will give your entire device Adobe authentication. Need an Adobe ID? Get one here.
4. Clear the 3M Cloud Library's application cache (above) before opening the app again.

My tablet or smartphone cannot download the app.

Normally, you should be able to search for the app in your Android Market/Google Play and install it from there. If it will not do this, try:

1. Installing the Android version of the app from 3M's software download page (visit it on your device to download directly).
2. 3M Cloud Library is also posted in the Amazon Android AppStore. You may need to download the Amazon App Store App to facilitate downloading the 3M app.
3. If you cannot download the app or cannot download a functional version of the app, the only option is to transfer ebooks to the device through your computer. See the sideload option for tablets & the Kindle Fire below.

PC APP HELP

Adobe ID & Authorization Problems

3M Cloud Library uses Adobe Digital Editions (ADE) technology as a base. ADE needs an Adobe ID to work properly, and it requires that the Adobe ID used be the same on your 3M Cloud Library, your ereader, and other Adobe software installed on your computer. Here is how to change an Adobe ID. If it seems that ALL parts of the system (ADE, 3M Cloud Library, the device) have a different Adobe ID, we recommend you change the Adobe IDs in the order given below.

Need to create a new Adobe ID to apply across all of your software and devices? Get one here.

Adobe Digital Editions (if you have the program on your computer)
1. Open ADE
2. Keyboard: CTRL + SHIFT + D
3. Popup should allow you to deauthorize.
4. The software may close. When you reopen it, the ADE setup wizard should now ask you to authorize the computer. Put in the new adobe ID & password.
Other Adobe Software
Do you have Adobe Illustrator or another piece of Adobe software that is using an old Adobe ID? How to remove / update an Adobe ID varies. See the Adobe Support page and select the

product to look for a solution. Note: this does not apply to your Adobe Reader. If you do not have a paid version of Adobe Acrobat you do not have to worry about Adobe Reader having an Adobe ID.

3M Cloud Library

For Windows 7 or Vista:

1. Go to the Start menu.
2. Search %appdata%
3. This should pull up a list of folders. Delete the 3M Cloud Library folder (basically just its cache, it is also where it stores an Adobe ID for DRM purposes).
4. The next time you check out a book in the app and open it, 3M will use whatever Adobe ID your Adobe Digital Editions is authorized with. If you do not have ADE, it will ask if you wish to use the system-generated ID or to enter your own.

For Windows XP:

1. Go to the Start menu.
2. Click on "My Computer."
3. Choose the C drive.
4. Select Documents and Settings.
5. Go into the User folder or folder named with the Username for the computer.
6. Choose the Application Data folder (this may be hidden--if you can't find it go up the Tools Menu. Select: Folder Options->View->Show hidden files and folders.)
7. Find the 3M Cloud Library folder. Delete this (basically just its cache, it is also where it stores an Adobe ID for DRM purposes).
8. The next time you check out a book in the app and open it, 3M will use whatever Adobe ID your Adobe Digital Editions is authorized with. If you do not have ADE, it will ask if you wish to use the system-generated ID or to enter your own.

Update Adobe Authorization on an eReader:

1. Make sure your Adobe Digital Editions is open, and already authorized with the ID you wish to use on the device.
2. Plug in the device to the computer.
3. Once ADE "sees" the device, it will want to change the device authorization to the one it is using. Allow this.
   If ADE does not automatically want to change the device authorization, but you know it is incorrect, keyboard: CTRL + SHIFT + E. This will instigate the deauthorization of the device.

Error message: I have passed my Adobe ID limit of 6.

Adobe only allows you to use your Adobe ID on a total of 6 devices--this means computers, eReaders, smartphones, tablets. If you have reached your limit of 6, we can request that that your limit be reset to zero.

Email us your name and Kansas Library Card number to request this. Our email is audiobooks@library.ks.gov.

Librarians, Teachers: if you train others to use the 3M Cloud Library as part of your job, it is best to keep your training/testing account at work separate from your personal, at home account. Usually this will keep you from running up against the Adobe limit of 6, and will keep you from messing up your personal account while testing.

Error: "unable to download to device" (usually new ereader)

This is the error where 3M Cloud Library can connect to the device, and shows the green "download to device" buttons for the ebooks, but then gives the simple error message of "unable to download to device."

3M Cloud Library uses Adobe technology as a base. If your eReader (like a Nook) is new, it may never have encountered an Adobe ID before, and needs to be authorized by one. Here is how to make this happen:

1. If you have Adobe Digital Editions on your computer, open it and plug in the ereader. (Do not have ADE? Get it here.)
2. The ereader should show up under "Shelves" on the right side. If your Nook has not been connected to ADE before, it will want to authorize it now. Allow it to do this.
3. Reopen the 3M Cloud Library and retry the transfer.

OPTIONS FOR OWNERS OF ANDROID TABLETS, INCLUDING THE KINDLE FIRE, THAT DO NOT WORK WITH THE 3M APP

Sideload Option for Android Tablets and the Kindle Fire

If your tablet will not work with the mobile app, you may be able to transfer an ebook from your computer to the tablet. This solution involves downloading a free reading app to your device, then transferring the book from your computer using the 3M Cloud Library App. Other free reading apps may also work, but the ones below are verified by Kansas librarians and ebook users. This method has not been verified by EARL staff.

Set up on the Device
Download a free reading app on your device.   Options:
Aldiko Reader
   Android device users, here are two places to get the app:
   1. Aldiko at Google Play/Android Market
   2. Aldiko at Amazon Appstore for Android
Kindle Fire: use the instructions on the Aldiko website. There are two options for getting the free Aldiko Reader on your Kindle Fire.
Nook Reader
   Android device users, download this app here: Nook for Android at Barnes & Noble.
Set Up on the Computer
   1. Make sure Adobe Digital Editions is installed. Do not have it? Get Adobe Digital Editions here.
   2. Authenticate Adobe Digital Editions with your personal Adobe ID. Get an Adobe ID here if you do not have one.
   3. Download the 3M Cloud Library software--this is under "Getting Started" on our this 3M Cloud Library Tutorial page. Learn to use the computer app and check out a book. NOTE: as you have authenticated your computer with the Adobe ID first, 3M Cloud should use this ID as well. If you did these steps out of order and have messed up your Adobe ID authentications, here are the instructions for changing Adobe ID.

1. Once setup is complete, connect your device to the computer. You may need to tell your tablet to connect to the computer in USB mode by swiping from the top of the screen and selecting the connection.
2. Transfer to the device using the 3M Cloud Library software on your computer. These instructions are also on the tutorial page mentioned above.
3. Safely eject the device from the computer.
4. Use the Aldiko app to open the book. This is most likely done by:
   a. Open the Aldiko app.
   b. Choose "Files" then "Digital Editions."
   c. Choose the book by title and tap "Open" (upper left corner)

Want to learn more about the Aldiko Reader? Visit the Aldiko Support site for Frequently Asked Questions and Guides.

Manual Transfer for e-Readers That Do Not Currently Work With the 3M Cloud Library Software

Some eReaders have software the blocks transfers from the 3M Cloud Library for PC. The newer Sony eReaders have this problem. Here is a way to work around the problem that was devised by the Kansas State Library. Note: they could not get this to work for regular Kindles. EARL cannot endorse this method as we have not tried it. Please let us know if it works for you. The staff of the St. Paul Public Library reports that you need the Sony Library software on your computer to download books to a Sony reader. 3M is working on bypassing that.

Please make sure your device is fully updated before giving up on the transfer from the 3M Cloud Library. Sometimes all the problem turns out to be is a missed update on your device. More about device support is found at the top of this page under SOFTWARE UPDATES FOR COMPUTERS, DEVICES and 3M.

Set Up on the Computer
1. Make sure Adobe Digital Editions is installed. Do not have it? Get Adobe Digital Editions here.
2. Authenticate Adobe Digital Editions with your personal Adobe ID. Get an Adobe ID here if you do not have one.
3. Download the 3M Cloud Library software--this is under "Getting Started" on this 3M Cloud Library Tutorial page. Learn to use the computer app and check out a book. NOTE: as you have authenticated your computer with the Adobe ID first, 3M Cloud should use this ID as well. If you did these steps out of order and have messed up your Adobe ID authentications, here are the instructions for changing Adobe ID.

Transfer to the Device
1. Connect your device to the computer.
2. In the 3M software choose the "My Books" tab and open the book you wish to transfer. This makes sure that the book is downloaded to your computer, and the adobe authentication is applied to it.

3. On your computer, pull up "My Documents->My Digital Editions." Any epub book downloaded on your computer should be stored here.
4. Move the epub file into the proper folder for ebooks on your reader. (On a Sony there is an ebooks folder under "Media".)
5. Eject your device from the computer.

Issues Related to Reading Multiple Books or Reading on Multiple Devices

Reading Multiple Books at Once--The Cloud Library is supposed to save your place when you close a book. Some users are having trouble with going back & forth between books, as they read multiple titles at once. Please set a bookmark to be certain!

Reading on Multiple Devices--The Cloud Library is supposed to save your place in your book, so you can pick up where you left off on another device. Please realize that it will not be perfect. Devices do not have the same page size (more text fits on the screen of an iPad than an iPhone).

Set up your account on the other device as above. Open your account, and select your book. The book will need to download into this new device.

When finished reading for the day, always be sure to close the book and return to the My Books screen. This should set your progress in the book. You could also set a bookmark manually to be certain. For more on bookmarks, see "Reading a Book."