

Troubleshooting cloudLibrary Issues

Supported Operating Systems

cloudLibrary supports iOS, Android, Windows, Mac, Kindle Fire 3rd and 4th generation, and most Nooks.

The cloudLibrary app is **not** compatible with Kindle Paperwhites or Kindle e-ink devices.

For Kindle Fire Tablets

If a patron is having issues browsing content or opening titles on a Kindle Fire, the cloudLibrary app might need to be uninstalled, then reinstalled so the device is running the most recent version. On Kindle Fires, the cloudLibrary app is not downloaded from the app store and does not automatically update. The Kindle Fire app is available at <https://www.yourcloudlibrary.com/kindle-fire-installation> and is installed through the Silk browser.

Patron Account Issues

Patrons may receive a card error message if they are attempting to log in using incorrect credentials. The library card number and PIN they enter in cloudLibrary must match those on record in Sirsi and it must be current (not expired) and in good standing (under the fine threshold for borrowing).

If a patron receives a new library card, in order to retain the cloudLibrary checkouts, holds, and history from their old account number, their card number must be updated in cloudLibrary. Please request this be done by submitting a CMD Helpdesk ticket.

Common Problems and Issues

Make certain the patron has the most recent version of the app. Search the app stores for cloudLibrary to determine the latest release. The current version on the patron's device can be found by tapping the Account icon, then selecting About.

The easiest fix, for issues accessing downloaded eBooks and audiobooks, is to log out of the cloudLibrary app completely, power down the device for a minute, power it back up, then log in again and try to access the title.

The following troubleshooting steps, performed in the order given, can resolve many common problems with accessing, downloading, and viewing titles in cloudLibrary:

- Log out of the app by tapping Account, then scroll up and tap Logout
- Delete the app
- Shut the device down for a minute then turn it back on
- Reinstall the app from the app store
- Log in

Problem with a Particular Title

If the problem is with a particular title, have the patron open up the Book Details screen on the affected device then:

- Tap on “My Books” and select the cover of the problematic title
- Scroll down to “Having trouble with this title?” then follow the prompts to report the issue to cloudLibrary
- This will send a report directly to cloudLibrary that includes the necessary technical information about their device and the affected title

E_ADEPT_REQUEST_EXPIRED Adobe Error

If a patron is receiving the above error message when attempting to open an eBook, verify that the device’s clock time, date, and time zone are correct.

cloudLibrary Help Pages

Many common problems and questions can be resolved by accessing Bibliotheca’s support site at <https://www.yourcloudlibrary.com/>. Under the Support menu, you can find general information, how-to-videos, user guides, FAQs, and Adobe errors/reset instructions.

If the above actions don’t resolve the problem, open a CMD Help Ticket at helpdesk.buckslib.org/portal/page/17-open-cmd-help-ticket

Include as much of the following information as possible:

- Specify cloudLibrary
- Device/model
- Version of device’s operating system

- Version of cloudLibrary app installed (confirm by tapping the Account icon, then selecting About)
- Specific title the issue is occurring with – specify title, author, and format (eBook or audiobook)
- Is the device connected to the internet when the problem occurs?
- Screenshot of error/issue
- Library card number and PIN

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