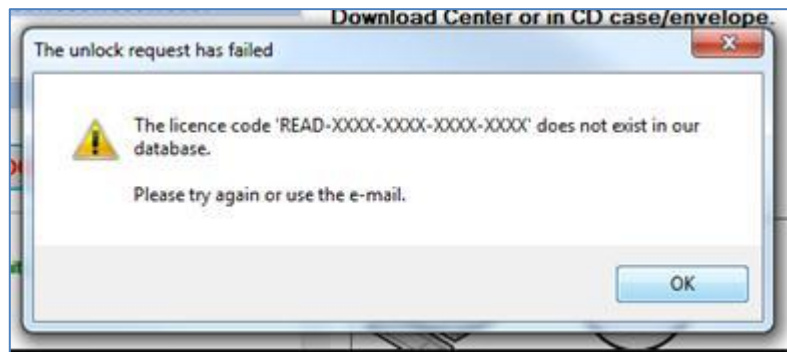


## Appendix 6: FAQ

### The Licence Code does not exist



#### **Solution:**

This is most likely caused by a typo when entering the licence code.

Double-check the code you have entered. Licence codes do not contain the letters B, O or I so if you have entered any of these they should probably be changed to the digits 8, 0 and 1 respectively.

eBooks licence codes start with 'READ-'. If the licence code starts with MEG3, PGC4, PPM2, SGT5, SHG4 or STC1, it is for an older eBook supplied on a CD at the back of a book. These older eBooks are not compatible with the eBook Reader.

See <http://www.witherbyseamanship.com/cm/support.htm> (support for eBook on CDs).

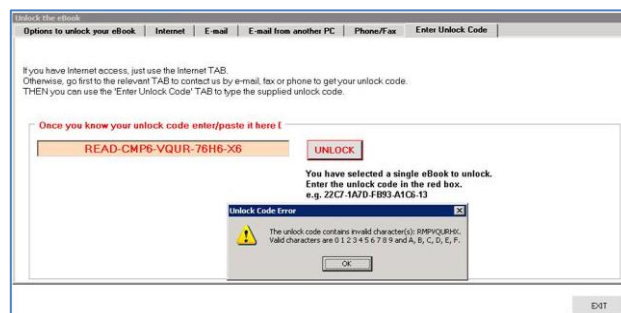
### The box/licence code 'READ-XXXX-...' is not set up to unlock the eBook 'Title'

#### **Solution:**

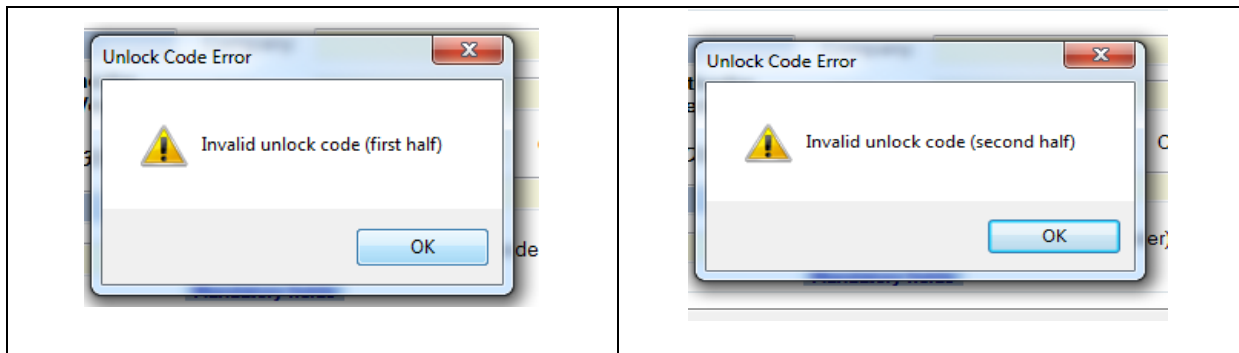
This message appears when you are trying to unlock an eBook that is not purchased on the licence code (READ code) you have entered, an incorrect (but valid) READ code is being used, or you are trying to unlock a standalone eBook with a network READ code.

A ship or office should have a single associated READ- code to avoid confusion.

### Invalid Unlock Code



Or another other error messages that may appear:



**Solution:**

The unlock code contains invalid characters. You may have made a typo when entering the code received in a reply e-mail from ‘Seamanship Unlock Server’.

It is also possible that you have entered your licence code (READ- code) instead of the unlock code.

The licence code is used when unlocking via the Internet or when sending an e-mail.

The unlock code is used when a reply e-mail has been received from Witherby, or by phone/fax.

The licence code starts with READ- and is associated with a list of eBooks.

The unlock code is associated with a serial number that is unique to each eBook on a given computer.

Ask the user to double-check the code that he has entered. Unlock codes only contain the digits 0-9 and the letters A-F. The easiest way to avoid mistakes is for the user to copy/paste the code from their e-mail into the eBook Reader

Unlock codes contain 4 sets of 4 characters and 1 set of 2 characters, as shown:

XXXX-XXXX-XXXX-XXXX-XX

**‘File is not a valid eBook Package’ when importing a new eBook**



**Solution:**

This error indicates that the eBook file (EBK) is corrupted and cannot be read.

You should download the file again (sometimes, company firewalls cause the corruption and downloading from outside the company network may solve the error) or contact Witherby Technical Support as we can set up external links to download eBooks or send out eBooks on CD.

If you have a chart agent, or other supplier, who deals with your purchases you should contact them in these cases.

[Unable to import an eBook using 'Download and Install from Internet'](#) or

[Unable to unlock using the Internet](#) or

[Unable to access the Internet Updates](#)

**Solution:**

A company firewall is probably blocking Internet access for the program.

Option 1: Add the following to the white list:

www.seamanship.eu and seamanship.eu

And

webservices.witherbyseamanship.com

Option 2: Add the following IP addresses to the white list:

185.7.228.218 (WPGL office)

And either one of the following depending on which is closer to your location:

65.52.147.2 (Server location - Amsterdam)

137.116.154.239 (Server location - Singapore)

Option 3: use the proxy settings. See 'Use a proxy to access the internet' in [Appendix 3 Advanced Options](#).

To unlock, it is always possible to use the e-mail or phone/fax options, and eBooks can also be sent on CD/DVD.

Updates can be received by e-mail (eBook Reader v5.5 or above).

So the Internet connection is convenient but not required to use the eBook Reader.

[Error Checking Unlock Status – IsR](#)



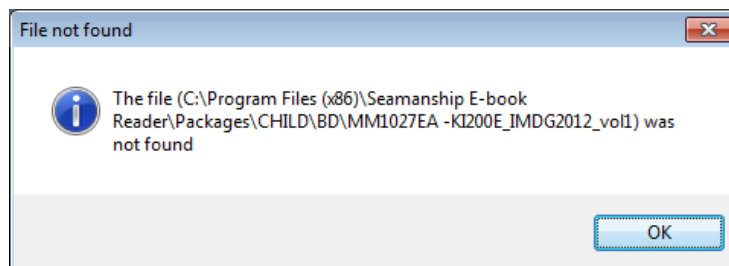
**Solution:**

This error is the result of restoring the eBook Reader and eBooks from a backup (i.e. system restore or drive imaging).

The message indicates that the reader does not recognise the machine.

The eBooks should be installed in the normal way and unlocked again. However, when the error occurs, refer the support case to Witherby Technical Support as we need to 'reset' the eBook Reader faulty reinstallation.

[File not found – Book with 2 volumes or more](#)



**Solution:**

Ensure you are running the eBook Reader version 5.4 (or above).

If problem persists contact Witherby Technical Support.