

The cardPresso USB is the License, due to this, the cardPresso application checks if the USB is there on a regular basis. As soon as the USB is removed or sent to sleep by the Operating System, cardPresso can't find the License anymore.

It has come to our attention an issue in Windows 8.1 with the power options for USB devices.

Even when in the power options of Windows, the "USB selective suspend setting" is **Disabled**, depending on the USB Hub these rules are not being respected.

Due to that, we have created an application "cpUSBConfig.exe" that needs to be run with Administrator permission, it's a 1 time run. This application can be downloaded from <u>HERE</u>.

This application will add to the USB Storage configuration in Windows registry "HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\usbstor" the VID and PID of the cardPresso USBs.

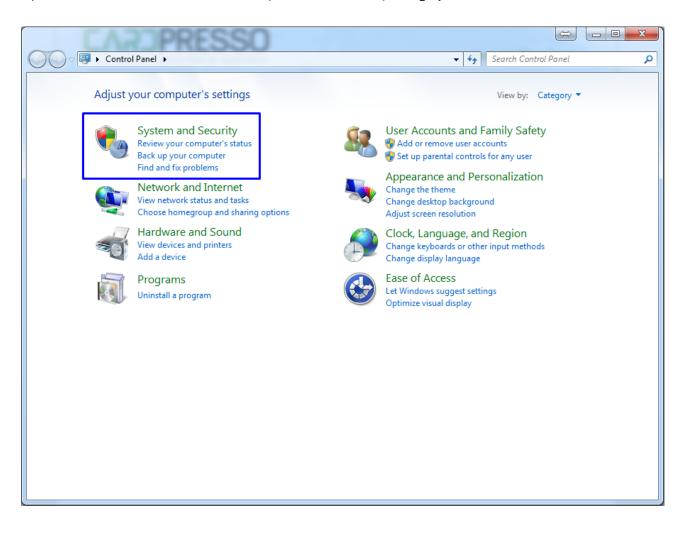
After running the application, disconnect the cardPresso USB from the computer and reconnect it for the new settings to be recognized.

Below are the steps to **Disable** the USB selective suspend, which by default is Enabled in Windows.



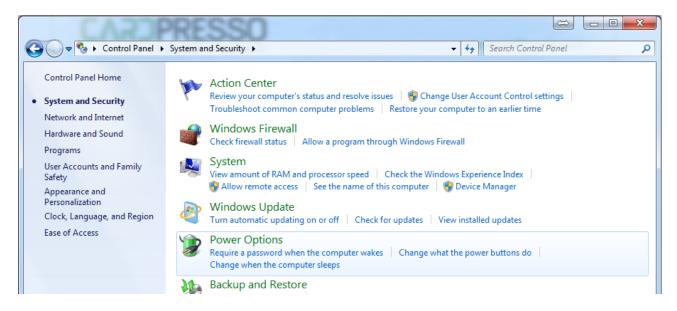
For Windows 7 and later:

Open the **Control Panel** and access the **System and Security** category.

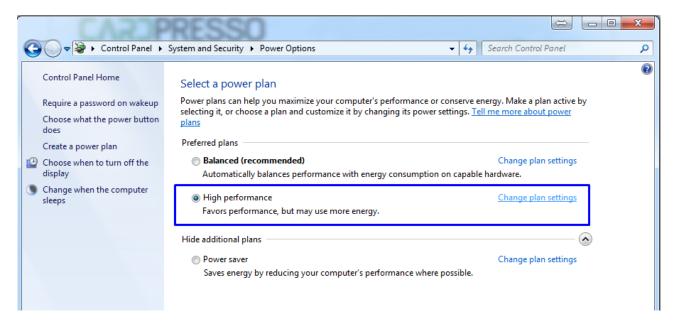




Open the **Power Options**.



Click on Change plan settings of the power plan in use.





Click on Change advanced power settings.

Control Panel > System and Security > Power Options > Edit Plan Settings - 4 Search Control Panel
Change settings for the plan: High performance
Choose the sleep and display settings that you want your computer to use.
Turn off the display:
Put the computer to sleep:
Change advanced power settings
Restore default settings for this plan
Save changes Cancel

In the advanced power settings, change the USB selective suspend settings to **Disabled**. Apply and close.

Power Options
Advanced settings
Select the power plan that you want to customize, and then choose settings that reflect how you want your computer to manage power. <u>Or Change settings that are currently unavailable</u> High performance [Active]
 High performance Hard disk Internet Explorer Desktop background settings Wireless Adapter Settings
 USB settings USB selective suspend setting Setting: Disabled Rower buttons and lid
Restore plan defaults
OK Cancel Apply



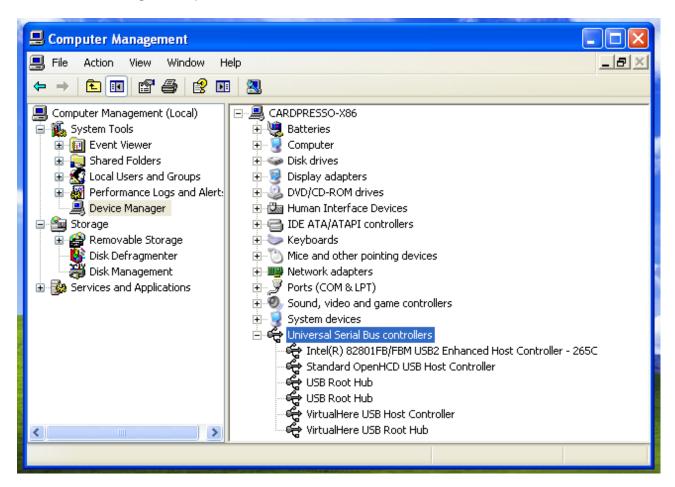
For Windows XP:

Open **Start**, right-click on **My Computer** and select **Manage**.

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Internet Google Chrome E-mail Microsoft Outlook CCP cardPresso	My Documents My Recent Documents My Pictures My Music My Computer Control Panel	Open Explore
	Set Program Access and Defaults Printers and Faxes	Manage Map Network Drive Disconnect Network Drive
Help and Suppo Search	Help and Support	Show on Desktop Rename
	Search	Properties
All Programs 📡	Pun	Jter
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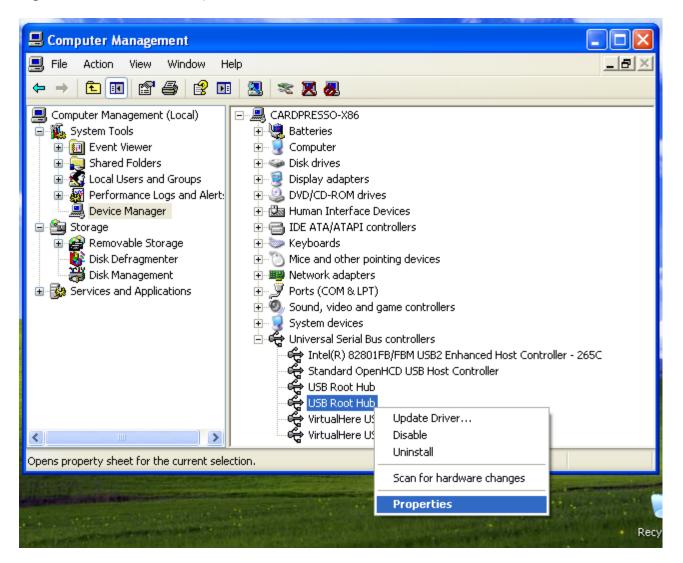
Select Device Manager and open the Universal Serial Bus controllers tree.





This process has to be done to all **USB Root Hub** devices.

Right click on it and select **Properties**.





Open the **Power Management** tab and unmark the **Allow the computer to turn off this device to save power** and click **OK**.

