
TECHNOTE
[40/2015]

DATE: June, 2015
AUTHOR: cardPresso TECHNICAL SUPPORT
PRODUCT/AREA: Security

Subject: USB Power Options in Windows

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 [HERE](#).

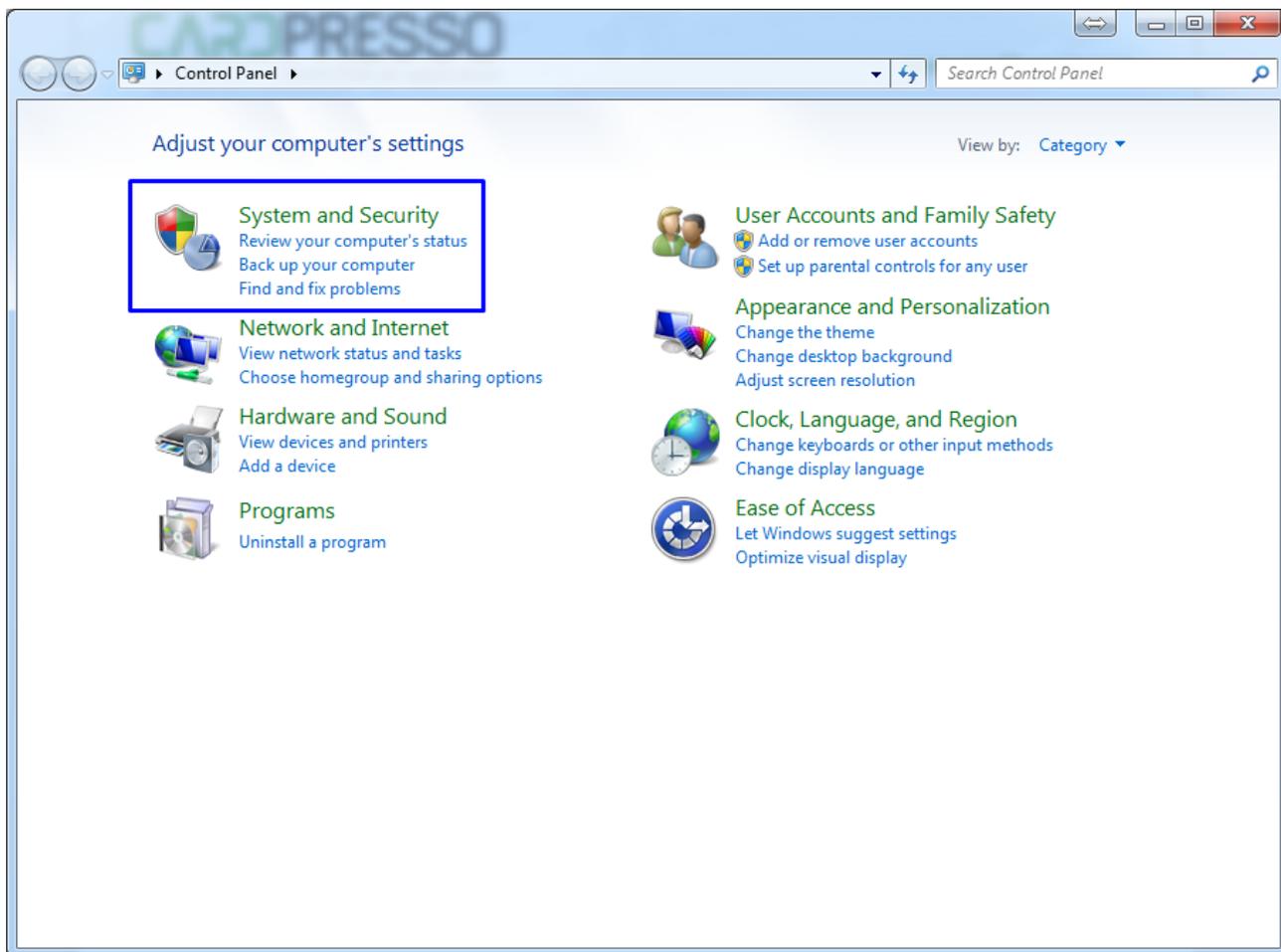
This application will add to the USB Storage configuration in Windows registry "HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\usbstor" the VID and PID of the cardPresso USBs.

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

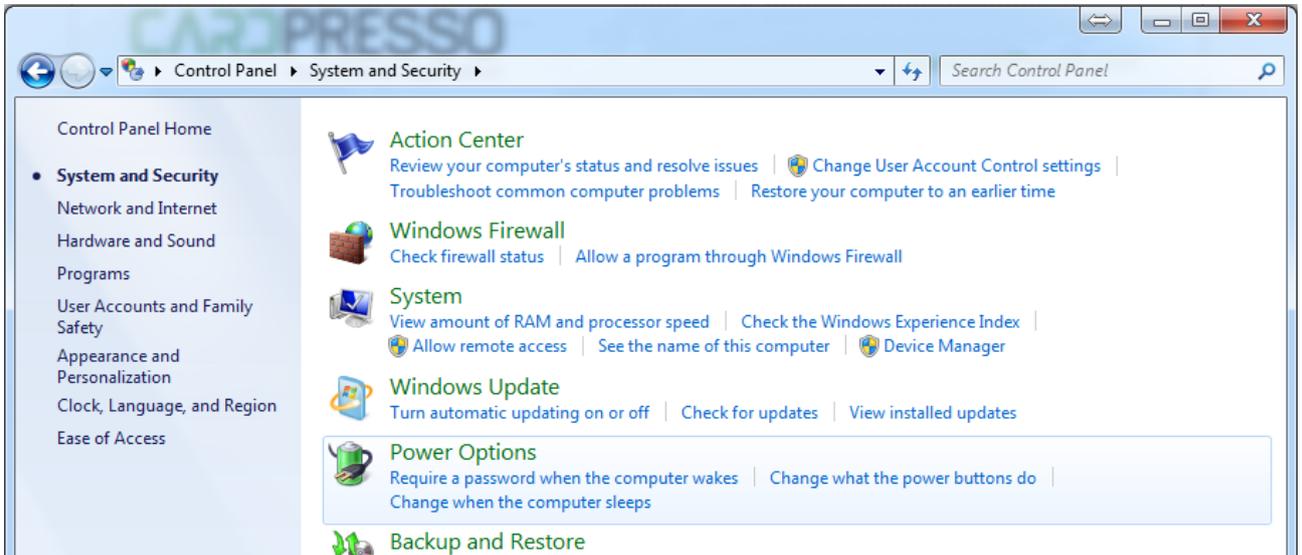
Below are the steps to **Disable** the USB selective suspend, which by default is Enabled in Windows.

For Windows 7 and later:

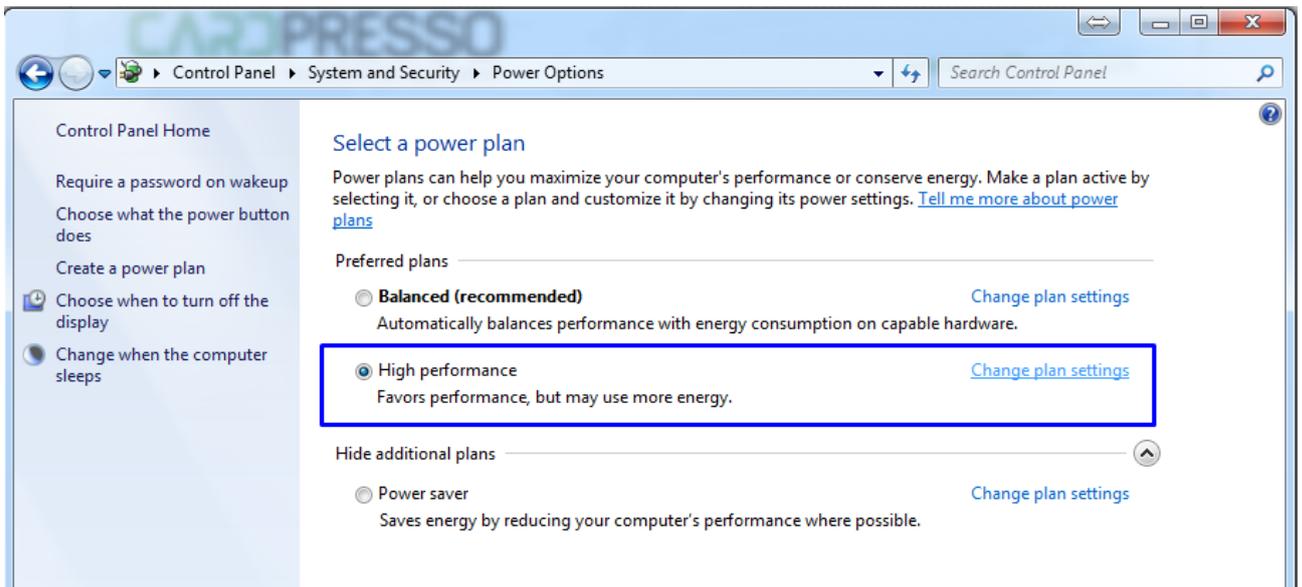
Open the **Control Panel** and access the **System and Security** category.



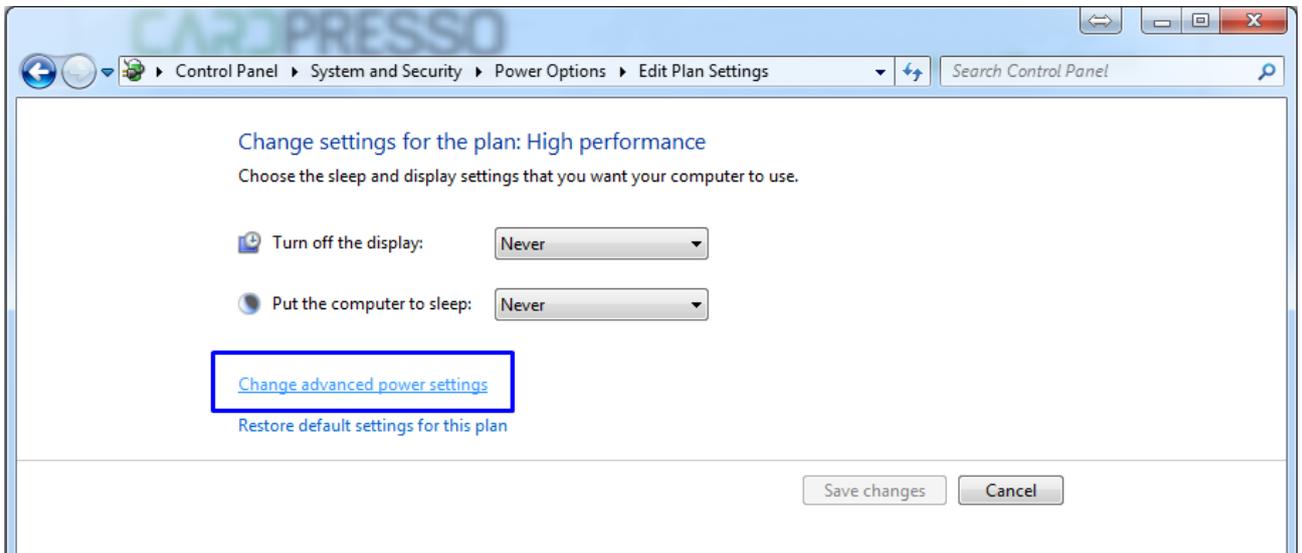
Open the **Power Options**.



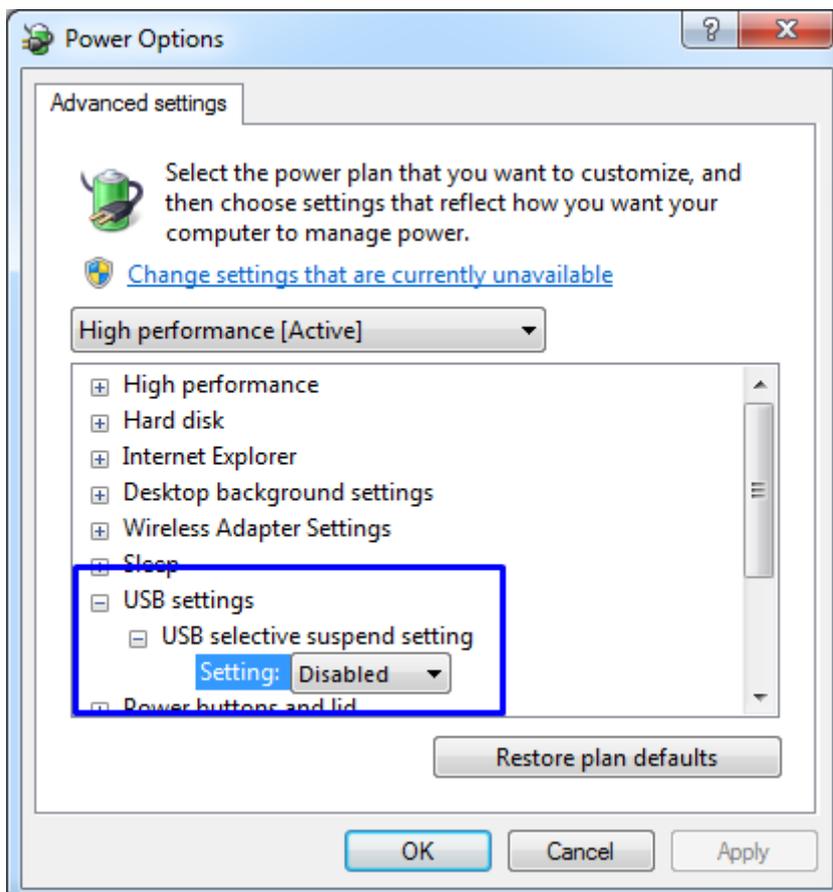
Click on **Change plan settings** of the power plan in use.



Click on **Change advanced power settings**.

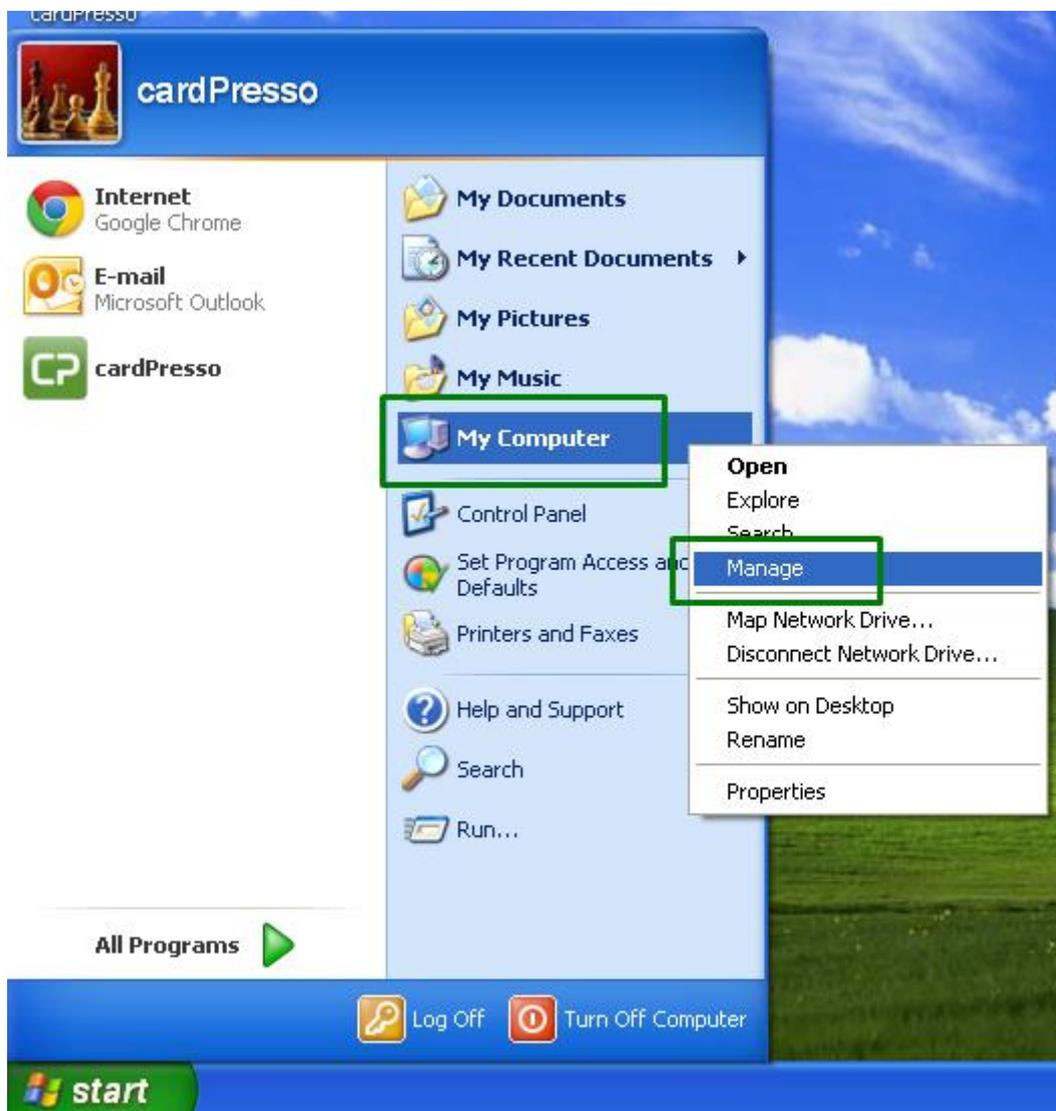


In the advanced power settings, change the USB selective suspend settings to **Disabled**. Apply and close.

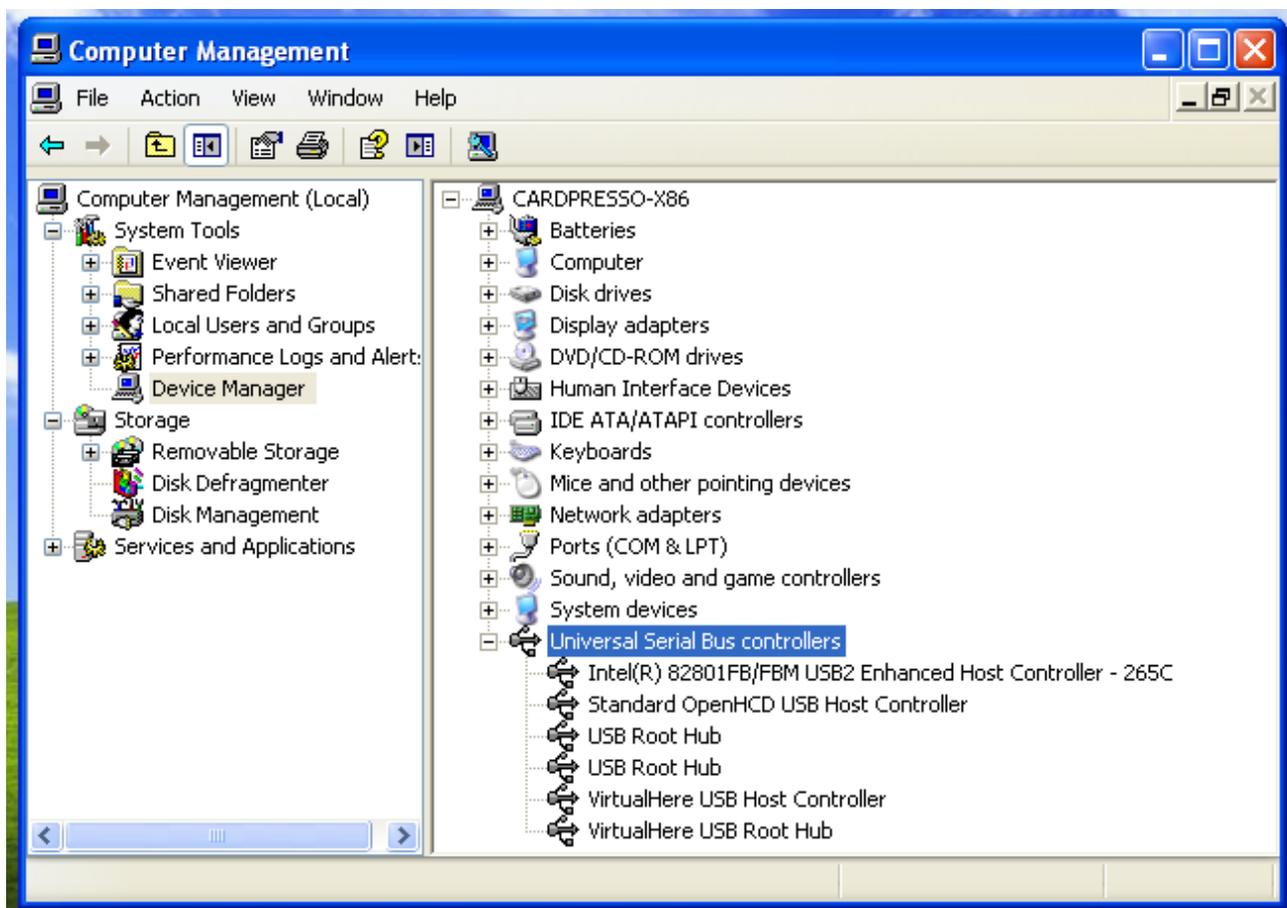


For Windows XP:

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

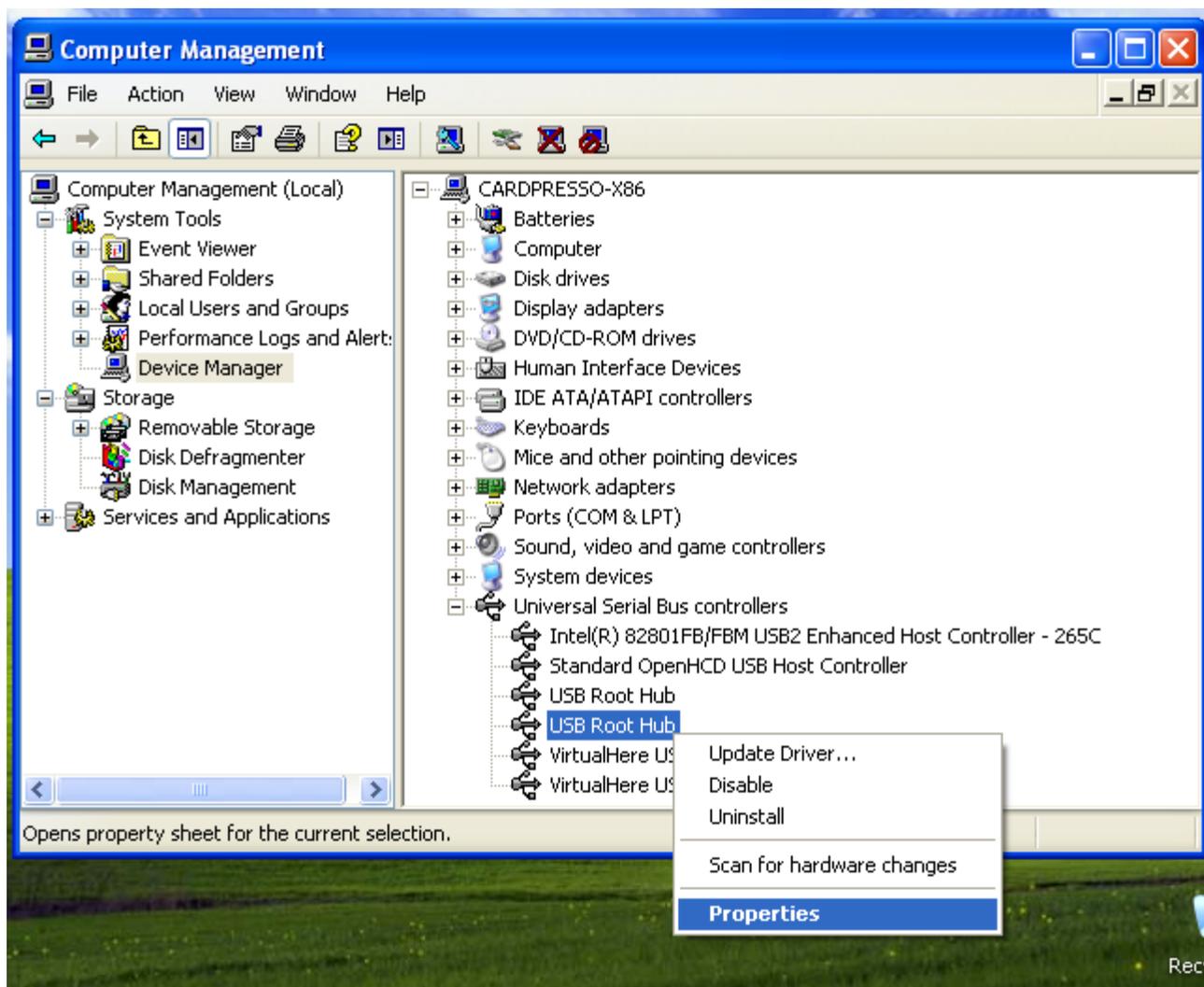


Select **Device Manager** and open the **Universal Serial Bus controllers** tree.



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**.

