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TECHNOTE: 04/2019

Subject: How to Recover License on Windows

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In this technote we will teach you how to recover cardPresso License on Windows.

Please update cardPresso to the latest version available in our website or through this Link.

Then, go to the menu **CP > cardPresso License**, click on **Try to Recover Online** and restart cardPresso.



If the license remains unrecognized, we suggest you format the USB dongle as FAT32.

To do so, go to My Computer, right click the cardPresso USB dongle and click on Format.





Please refer to the image below.

Format cardPresso (H:)	×
Capacity:	
3,73 GB	\sim
File system	
FAT32 (Default)	\sim
Allocation unit size んう	
4096 bytes	\sim
Restore device defaults	
Volume label	
USB DISK	
USB DISK Format options	
USB DISK Format options Quick Format	
USB DISK Format options Quick Format	
USB DISK Format options Quick Format	
USB DISK Format options Quick Format Start Close	

After formatting the USB dongle, please open cardPresso.

Go to the menu **CP > cardPresso License**, click on **Try to Recover Online** and restart cardPresso.





CardPresso License	×
USB Net	
No valid license found for this product.	
	Try to Recover Online
	Close

The cardPresso license should now be recognized.

If further assistance is required, please don't hesitate to contact us to support@cardpresso.com

