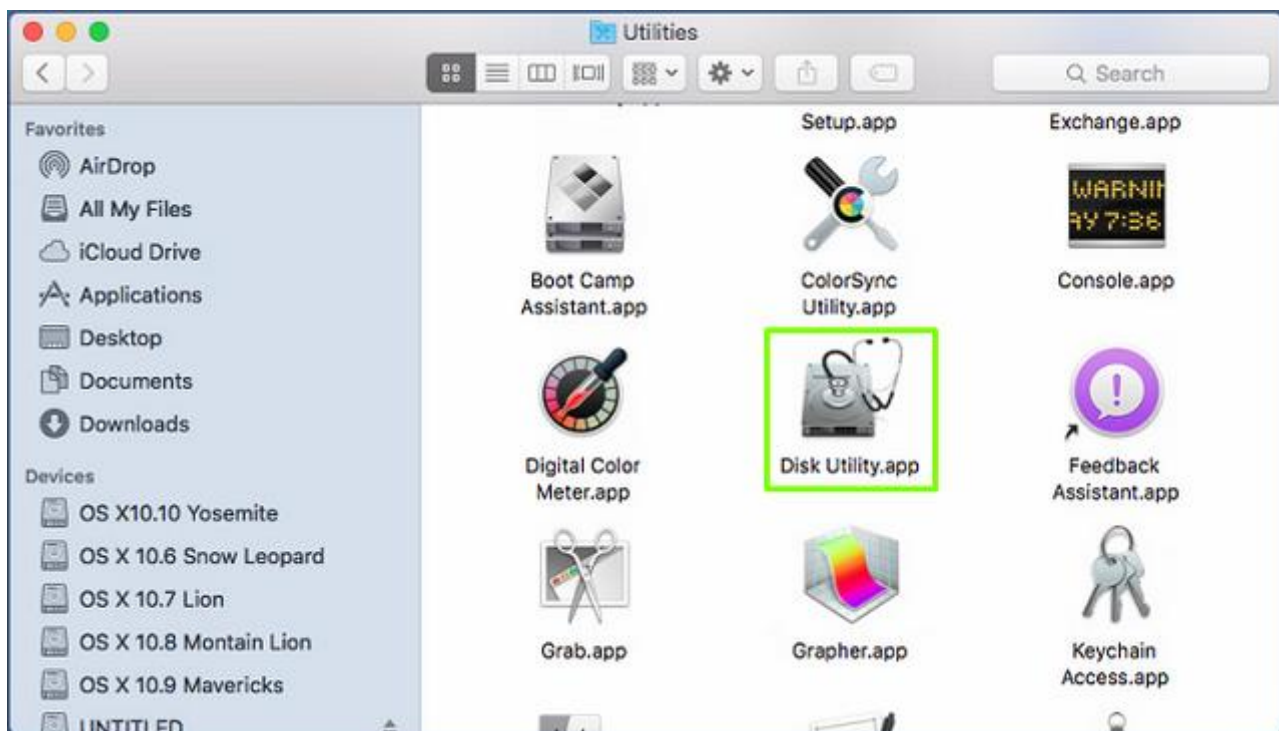# TECHNOTE
[48/2015]

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

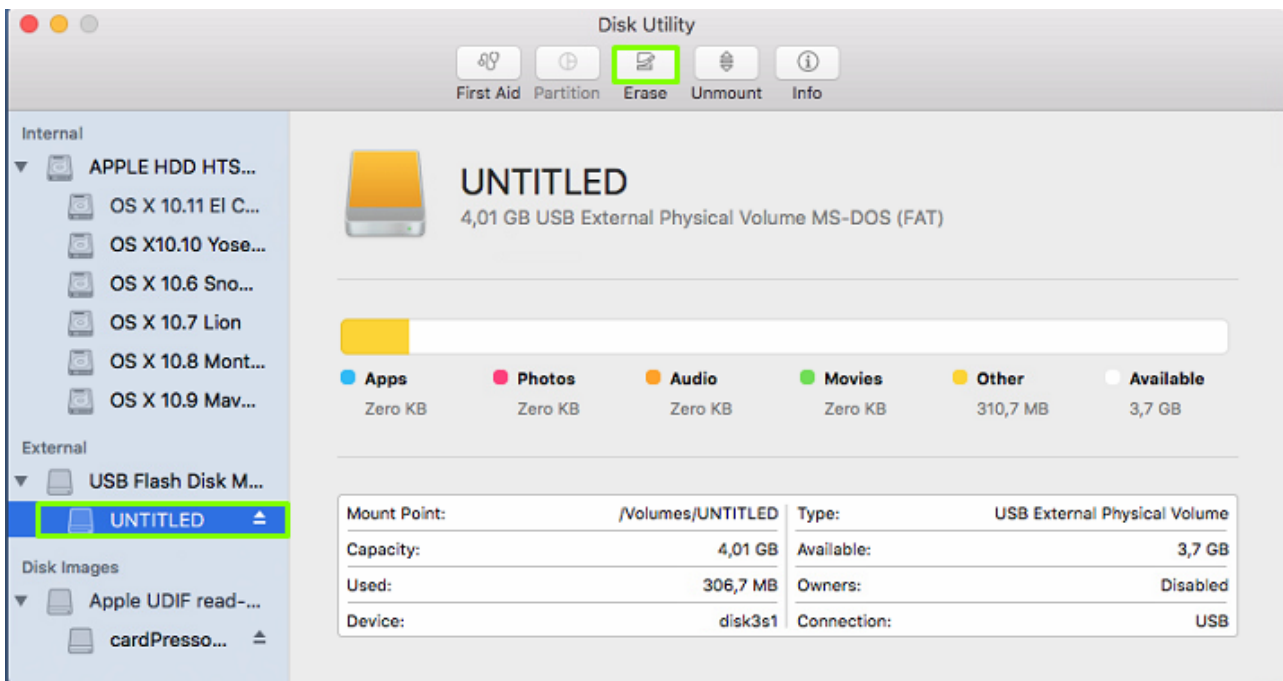## Subject: How to recover cP in MAC OS X EL CAPITAN

WARNING: Please note that if you've any data that you need in the USB dongle, you'll need to backup it.

If your license is not recognized you'll need to format your dongle to FAT format, to do it please follow the steps below:
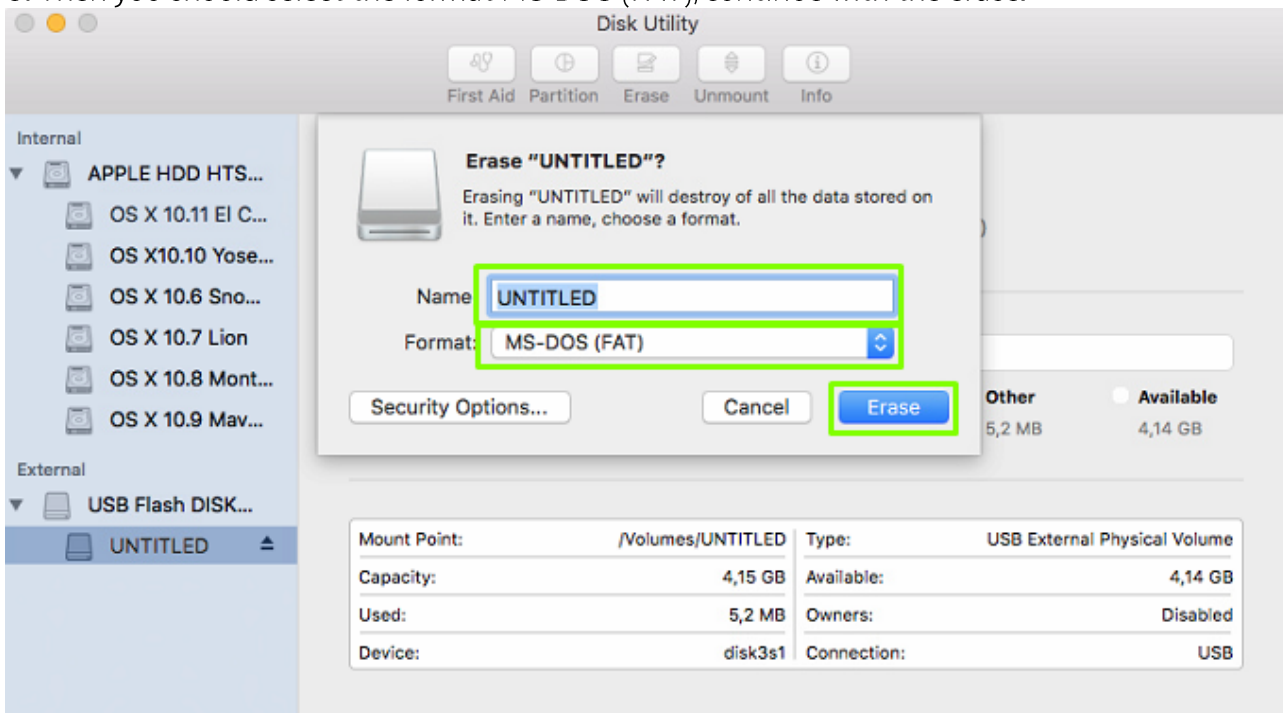
1. Go to **Applications > Utilities > Disk Utility.app**

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2. It will prompt the following window, the next step is to select your cardPresso and then click on Erase.
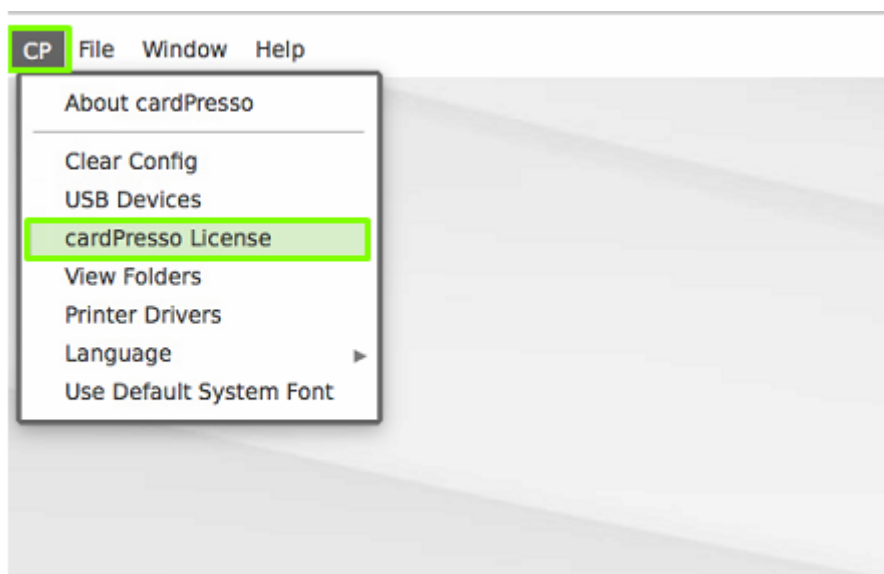

3. Then you should select the format MS-DOS (FAT), continue with the erase.

If you 've a Mac skin as below, please select the option **Master Boot Record** in **Scheme**.

4. After erasing the USB dongle, please be sure that you haven't any USB third party device connected to your computer besides cardPresso USB dongle. Next, open cardPresso and go to **CP > cardPresso License**.
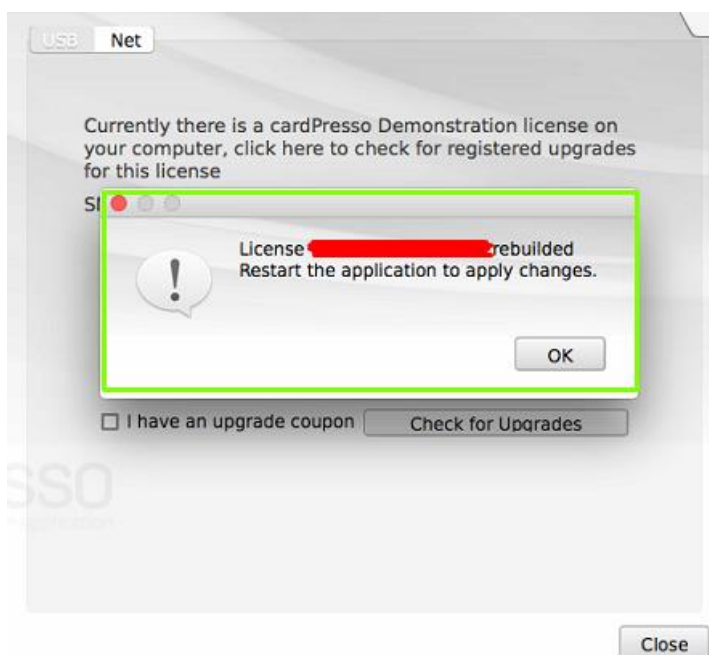

WARNING: If you didn't respect the point **4.** your license **won't** be correctly recognized.

5. Then click on the **Try to recover online** button.

6. cardPresso will prompt a pop-up informing that your license is recovered, restart cardPresso and it's ready to use.

If you've any questions or doubts, please contact our technical support.