

TECHNOTE: 04/2019

Subject: How to Recover License on Windows

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AUTHOR: TECHNICAL SUPPORT

PRODUCT/AREA: Security

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**.

