

CardPresso Licence Key not detected - How to Recover the USB Licence (Windows)

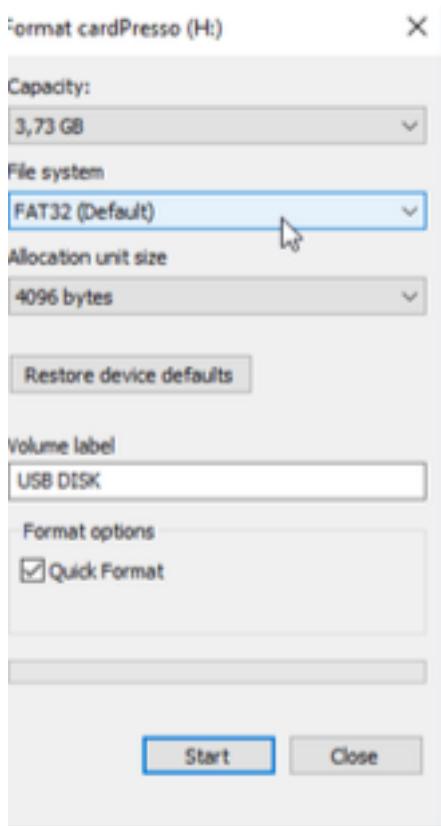
This article is applicable for the following:

Licence type : CardPresso USB Licence

Error : Licence Key not detected (even if CardPresso USB Licence is plugged in)

Follow these steps to resolve the issue:

1. Download and install the latest version of Cardpresso from <https://www.cardpresso.com/cardpresso-software/latest-release/>
2. Once you have installed the latest version, open Cardpresso and see if your issue has been resolved. If you still get the error message that the licence key is not detected, then go to step 3
3. In Windows, open your Windows Explorer and select "This PC" then look for the CardPresso USB Drive in the "Devices and Drives section.
4. Right click on the CardPresso USB drive and select "Format" and check the settings as per the image below, then click "Start"



5. When the USB has finished formatting: Go to the menu **CP > cardPresso License**, click on **Try to Recover Online** and restart cardPresso.

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<https://www.visionidz.com.au/kb/entry/86/>