Windows does not detect Magicard printers connected to USB port

Symptom

The computer does not seem to detect the printer's USB connection and the test page fails to print. If the computer you are configuring for a USB connection to the Magicard printer has at some time run another manufacturer's printer (e.g. Eltron C-Series printer), a Windows file necessary for the Magicard installation could be missing.

Resolution

Recover the file as follows:
1. Navigate to c:\windows\inf (Windows XP) or c:\winnt\inf (Windows 2000).
2. Find the file named **usbprint.in**, and then rename it to **usbprint.inf**.
3. Reconnect the USB cable.

Applies To

OnGuard (All versions); Windows XP

Additional Information