

# Windows does not detect Magicard printers connected to USB port

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## 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

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