## || Parallels<sup>®</sup>

## CardPresso USB dongle is not working in Windows virtual machine

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Business Edition

## Symptoms

When I connect CardPresso USB dongle to the Mac and forward it to Windows virtual machine, I cannot see any files on the device.

## Information

Due to CardPresso USB dongles limitation there is a licensing issue when the device is used in Parallels Desktop.

CardPresso license cannot be identified, so it shows a completely empty device with no data inside.

This behavior is constant even if an official CardPresso licensing application is launched in Windows virtual machine.

Please contact CardPresso for additional information and further assistance.

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