

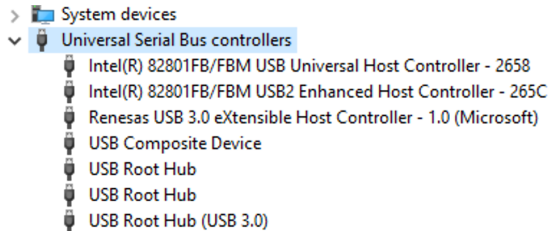
Reward-it

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**Magicard: Unable to delete print service in
Device Manager in order to scan for devices**

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Should a Magicard printer driver report that it is not installed correctly (by highlighting the printer icon in DEVICES AND PRINTERS), the device should be removed from UNIVERSAL SERIAL BUS CONTROLLERS and a new scan performed to find the device again.



If the Printer service does not delete from this list and a green 'uninstall' bar 'ticks' but stops halfway through, follow the steps below:

Click Windows Start Menu and type CMD

Right click the Command Prompt icon and select Admin

Type:

net stop spooler

Then type:

net start spooler

Type:

exit

Open DEVICE MANAGER again and highlight UNIVERSAL SERIAL BUS CONTROLLERS (1 x click)

Select SCAN FOR HARDWARE CHANGES (Right click or from the ACTION menu at the top)

Within DEVICES AND PRINTERS there will now be 2 copies of the printer (2 icons)

Carefully choose the icon that is not installed correctly

Both icons will disappear from the folder temporarily.

Within DEVICE MANAGER repeat the scan for hardware changes

Return to DEVICES AND PRINTERS where the correct working printer icon should show.

Perform a test print.