AlphaCard
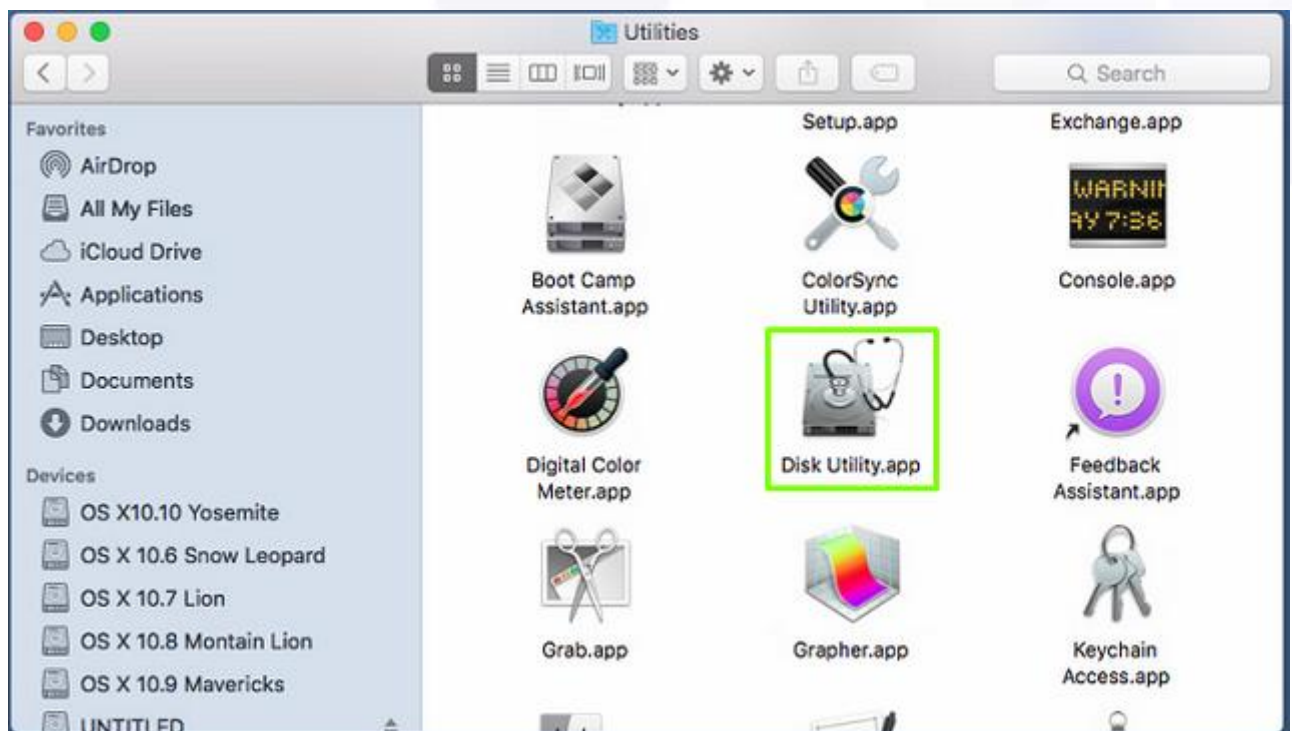# ID Builder
for Mac

www.AlphaCard.com

TECHNOTE
(48/2015)

How to Recover cP in MAC OS X El Capitan

Warning: Please note that if you have any data that you need to use in the USB dongle, you'll need to back it up.
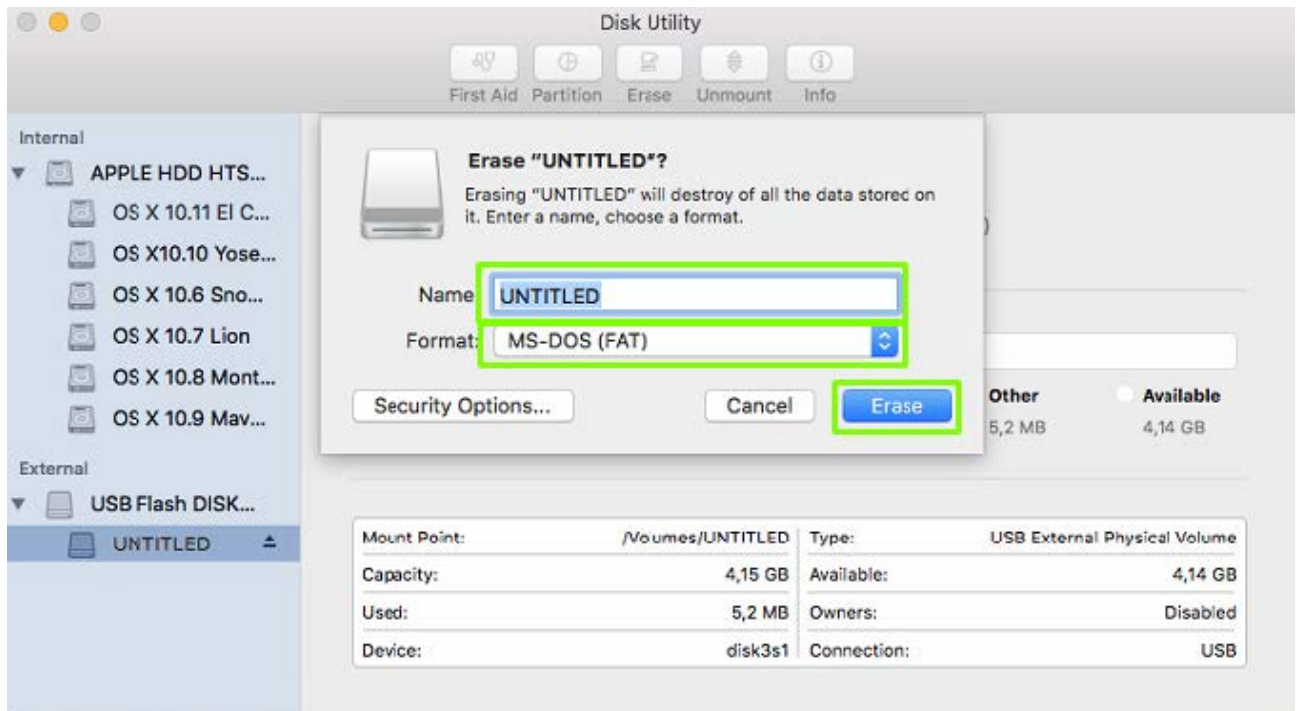
If your license is not recognized you'll need to format your dongle to FAT format. To do this, please follow the steps below.

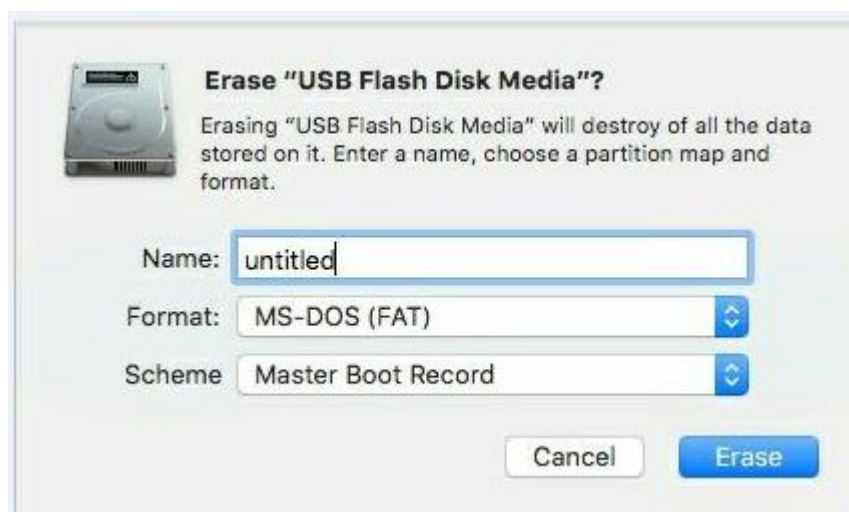1. Go to **Applications > Utilities > Desk Utility.app**

2. This will prompt the following window, the next step is to select your AlphaCard ID Builder and then click on Erase.

EMAIL:
support@alphacard.com

PHONE:
(866) 945-6810

SUPPORT:
AlphaCard.com/IDbuilder/support

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3. Then you should select the format MS-DOS (FAT), continue with the erase.

If you have a Mac skin as shown below, please select the option **Master Boot Record** in **Scheme**.

4. After erasing the USB dongle, please be sure that you haven't any USB third party devices connected to your computer besides the AlphaCard ID Builder dongle. Next, open AlphaCard ID Builder and go to **File > ID Builder License**.

WARNING: If you didn't respect the point **4**, your license won't be correctly recognized.

5. Then click on the Try to recover online button.

6. AlphaCard ID Builder will prompt a pop-up informing that your license is recovered, restart AlphaCard ID Builder and it's ready to use.