



CardFive FAQ

- **I cannot install / run the Number Five software? I am running into registry errors. The SCOS Control Panel will not show up in the Control Panel.**

Change USB PenFive stick to a port on the rear of the computer for a better connection. Make sure you are the admin for your computer or make sure you have admin rights. Check your user options through Windows.

- **I am receiving errors Missing KeyFive license. What do I do?**

Go to control panel, look for SCOS control panel, click on “Detect readers” once.

Once a reader is detected, click on the item that popped up and then click test to verify that the reader is communicating. Proceed to starting up the program as normal.

- **I want to use ODBC. What CardFive Edition do I need?**

Card Five Professional

- **Does CardFive support Vista OS 64bit?**

Coming soon!

Vista OS 32bit is supported

- **How can I do the upgrades in CardFive Editions?**

Please contact your local reseller or contact sales@digion24.com for referral to a local reseller in your area.

- **Can I use CardFive in several workstations connected to the same LAN?**

Yes you can. For that you have to have CardFive Net Editions.

- **I only need to connect to a CSV file database. What edition should I have?**

With CardFive Lite XL edition, you can connect to a CSV database.



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- **I want to change my database file to another computer or location, where is its default location?**

Your CardFive database file position is default to the following path:

My computer → Local Disk (i.e. C:) → Program Files → Card Five (Number Five) → Card Five (+ version and edition) → Data

- **Which edition do I need to encode magnetic stripes?**

Card Five Classic (Version 8.2) already allows you to encode magnetic stripes.

- **I am having problems with magnetic encoding.**

Magnetic stripe encoding option may not be enabled. To enable it, follow these two steps:

File → Card Print → Properties → Device Settings → Device Options → Magnetic Encode → Yes

File → Card Print → Operations → Magnetic Encoding Enabled

When encoding to a magnetic stripe, the first line is alphanumeric and the second and third line are strictly numeric.

- **Can I encode contactless cards with CardFive?**

To encode contactless cards you will need the CardFive Professional edition.

- **How do I get my text fields to show as multiple lines?**

Tick the box marked multi-line type your text in the proper field. Once finished the text will realign to form rows of text.

For More Online Knowledge Base Information please visit
http://www.nfive.com/index.php?option=com_wrapper&Itemid=381