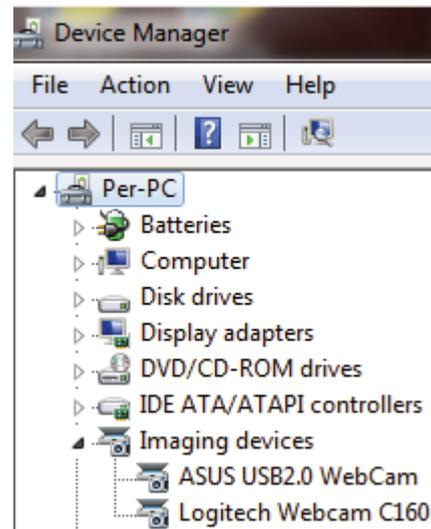# Card not recognized – black images

A Windows update can disable the driver that the camera needs to take images of the cards. A typical symptom is that you persistantly get *Card not recognized* on the bottom card in the hopper and the images are all black in Diagnostics/Camera.

REMEDY

1. Make sure that the machine is on and connected.

2. Go to *Device manager* and locate *Logitech Webcam C160* under *Imaging devices.*

3. Right-click on *Logitech Webcam C160* to display the sub-menu (below):

4. Choose *Update driver*

5. Select *Search automatically* in the dialog that appears

6. Start BOS and duplicate as usual.