

# Lane7000 Error: Please Present One Card Only (on some physically thicker cards)

## Summary:

Lane7000 Error: Please Present One Card Only (on physically thicker cards)

Newer, thicker cards return error on the device when inserted on Lane7000: **Please Present One Card Only**

Example of issued card types known to cause this:

Capital One Quick Silver Mastercard  
Capital One Venture Visa  
Amazon Visa

## Cause:

Known issue

## Solution:

○ N/A

## Tracking Information:

WIT# ~~CP-12191~~ (New: CP-12653)  
Found in: 8.5.7.1

Fixed in: Fixed by updating UPP on device. Version list per Counterpoint version can be found here:

[http://ncrcounterpointhelp.com/#../Subsystems/V85\\_Release\\_Notes/content/credit\\_cards/updated\\_ncr\\_secure\\_pay\\_support.htm?TocPath=NCR%2520Counterpoint%2520Release%2520Notes%257Ccredit%2520Cards%257C\\_\\_\\_\\_\\_5](http://ncrcounterpointhelp.com/#../Subsystems/V85_Release_Notes/content/credit_cards/updated_ncr_secure_pay_support.htm?TocPath=NCR%2520Counterpoint%2520Release%2520Notes%257Ccredit%2520Cards%257C_____5)

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