# 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

Online URL: https://counterpoint.knowledgebase.co/article.php?id=1379