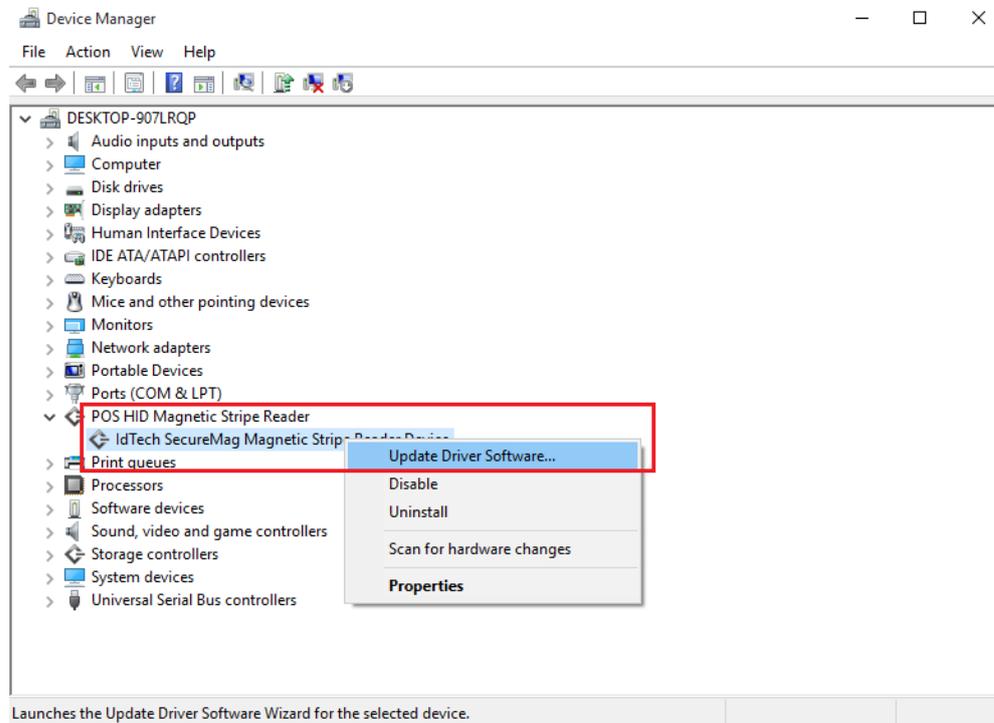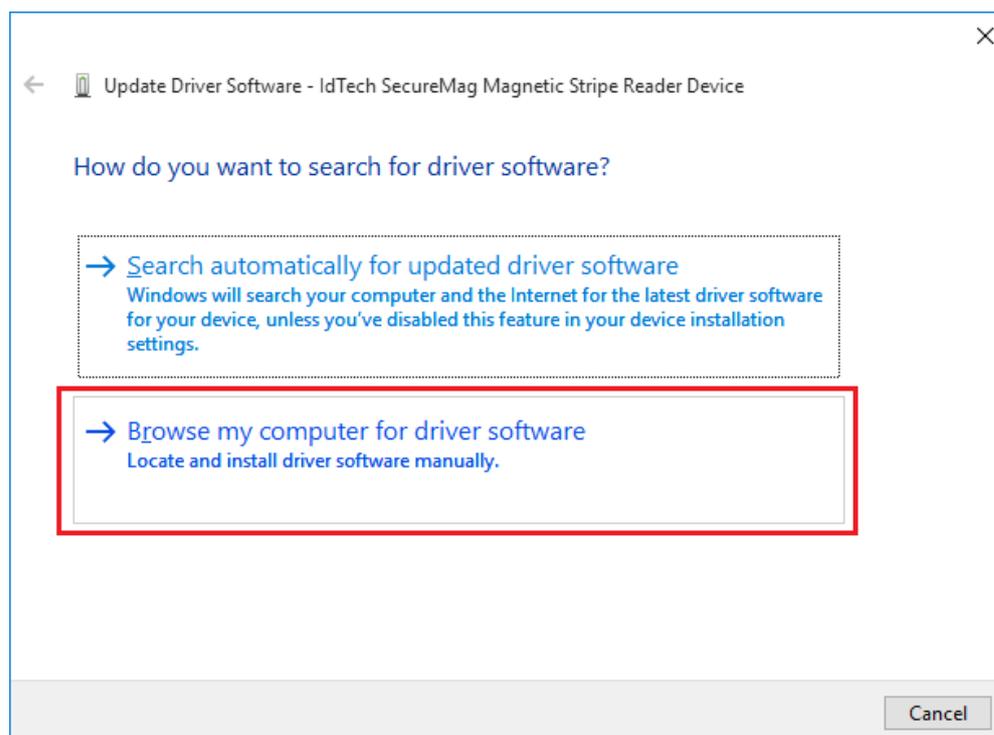There is USB HID Format issue will not be used, when the User used the Win10. You need change MSR driver to fix this issue, please follow step as below,
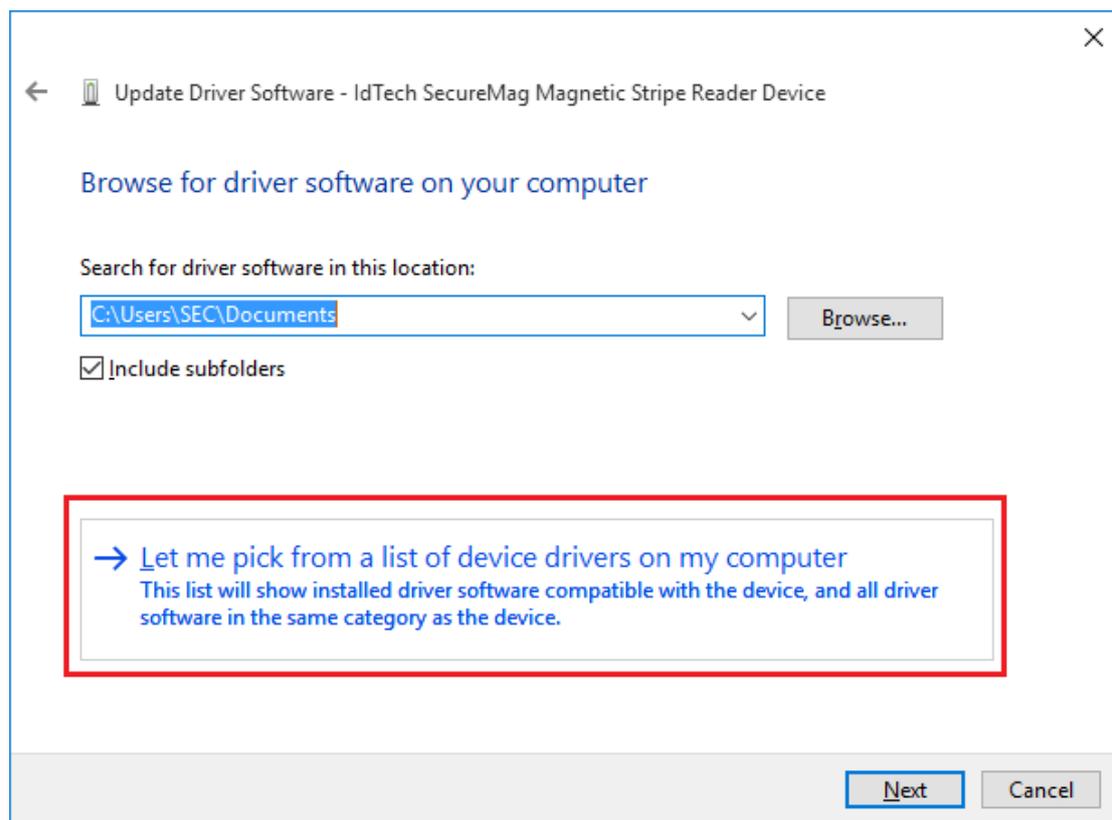
Step-1. Please open MSR Device's Properties from Device management and chose "Update Driver Software" button.
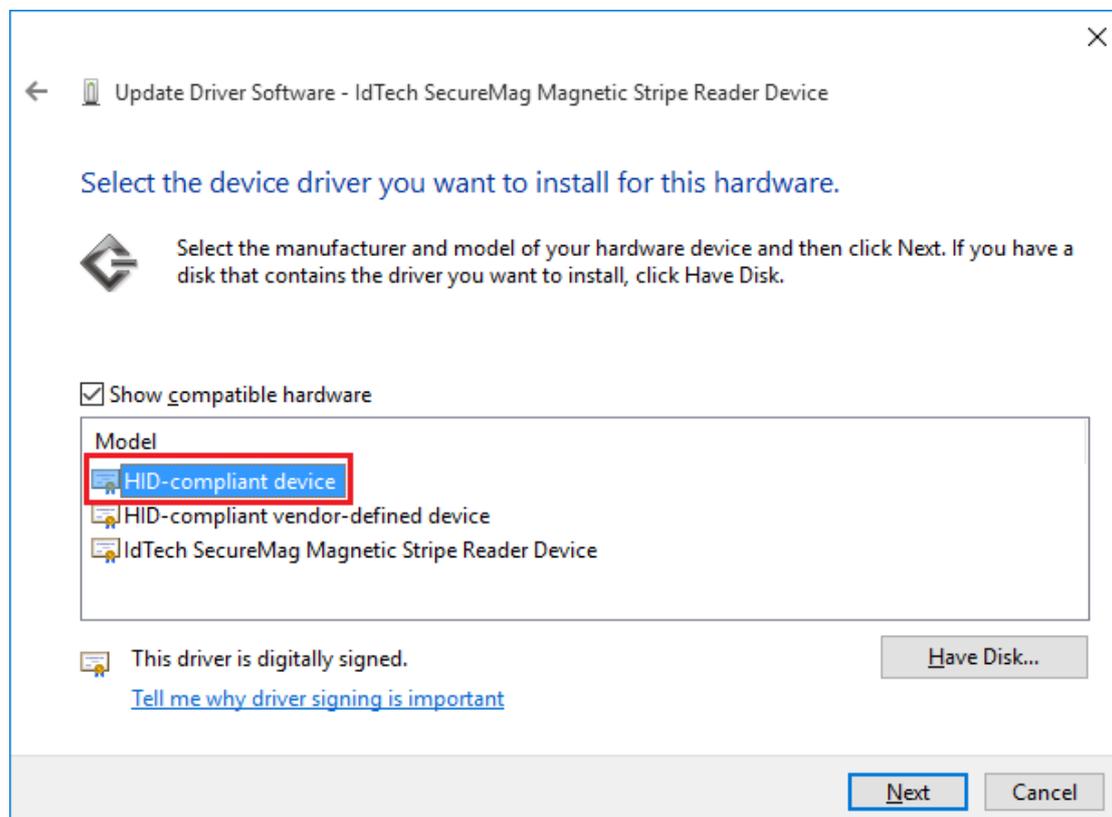


Step-2. Please chose "Browse my computer for driver software" button.

**Step-3. Please chose "Let me pick from a list of devices on my computer" button.**



Update Driver Software - IdTech SecureMag Magnetic Stripe Reader Device

Browse for driver software on your computer

Search for driver software in this location:

C:\Users\SEC\Documents

☑ Include subfolders

→ Let me pick from a list of device drivers on my computer
This list will show installed driver software compatible with the device, and all driver software in the same category as the device.

Next    Cancel

**Step-4. Please chose "HID-compliant driver" and press "Next" button.**



Update Driver Software - IdTech SecureMag Magnetic Stripe Reader Device

Select the device driver you want to install for this hardware.

Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.

☑ Show compatible hardware

Model
HID-compliant device
HID-compliant vendor-defined device
IdTech SecureMag Magnetic Stripe Reader Device

This driver is digitally signed.
Tell me why driver signing is important

Have Disk...

Next    Cancel

Step-5. USB HID Format issue will be fixed.