

# When I swipe my card, Pharos says "internal server error" or "Unknown card ID"

**Q: When I swipe my card, Pharos says "internal server error" or "Unknown card ID"**

## Answer

If you have an older MIT ID card, such as the one shown below, you will need to obtain a new MIT ID card. Please visit the MIT Card Office in W20-021 to obtain a new card at no charge.



If you have one of the newer MIT ID cards, such as the examples below, it may indicate a problem with your card or a problem with the Pharos server. Please visit the Card Office or contact [icp-help@mit.edu](mailto:icp-help@mit.edu) to report the error. Be sure to include your 9 digit MIT ID number as well as the date and time when you received the error message so that server logs can be examined.



**See Also**

- [Pharos Printing Landing Page](#)