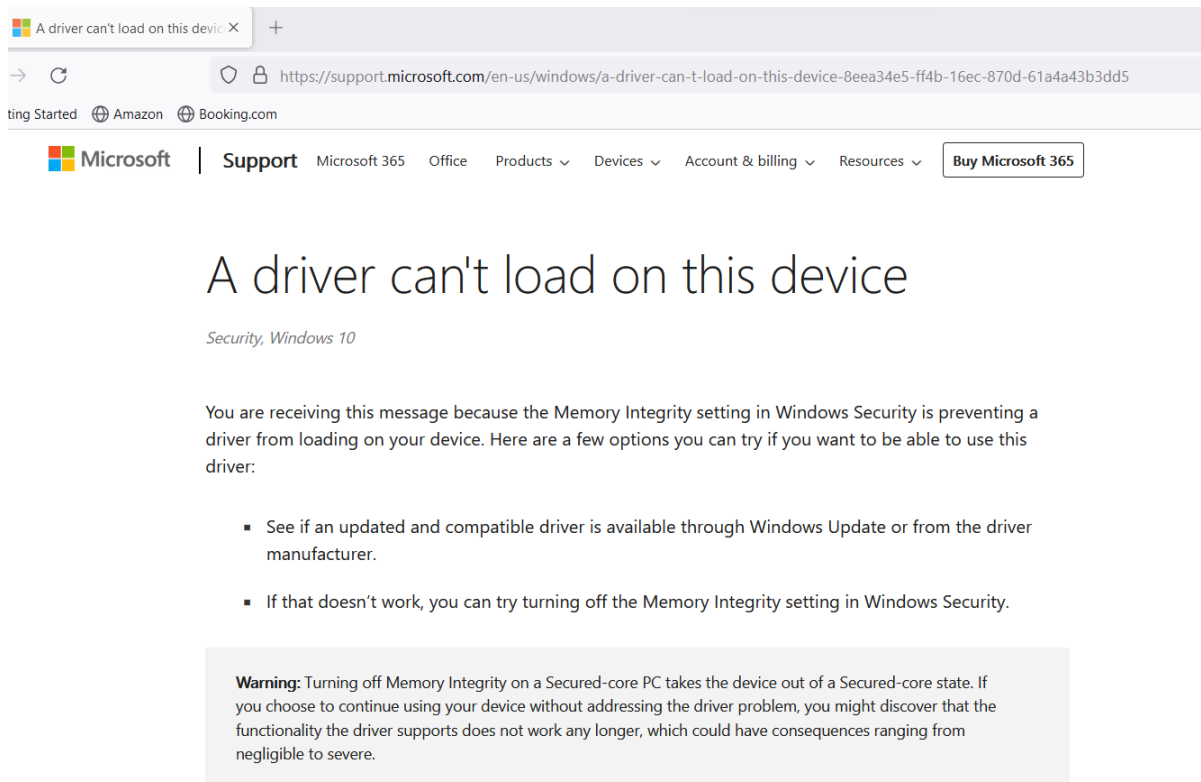


Camera driver issues

Some newer computers have very strict security settings that may cause problems with some of the older drivers necessary to control a BridgeSorter or Duplimate.

One way to notice this problem is to run the "device manager" and look for the logitech camera under imaging devices or cameras. It should be named C160. If you instead see something like "USB Web camera" the drivers have not been successfully installed.



The screenshot shows a web browser window with a single tab titled "A driver can't load on this device". The address bar contains the URL: <https://support.microsoft.com/en-us/windows/a-driver-can-t-load-on-this-device-8eea34e5-ff4b-16ec-870d-61a4a43b3dd5>. The browser's address bar also shows "ting Started" and search engines for "Amazon" and "Booking.com". The Microsoft Support navigation bar includes the Microsoft logo, "Support", and links for "Microsoft 365", "Office", "Products", "Devices", "Account & billing", and "Resources". A "Buy Microsoft 365" button is also present.

A driver can't load on this device

Security, Windows 10

You are receiving this message because the Memory Integrity setting in Windows Security is preventing a driver from loading on your device. Here are a few options you can try if you want to be able to use this driver:

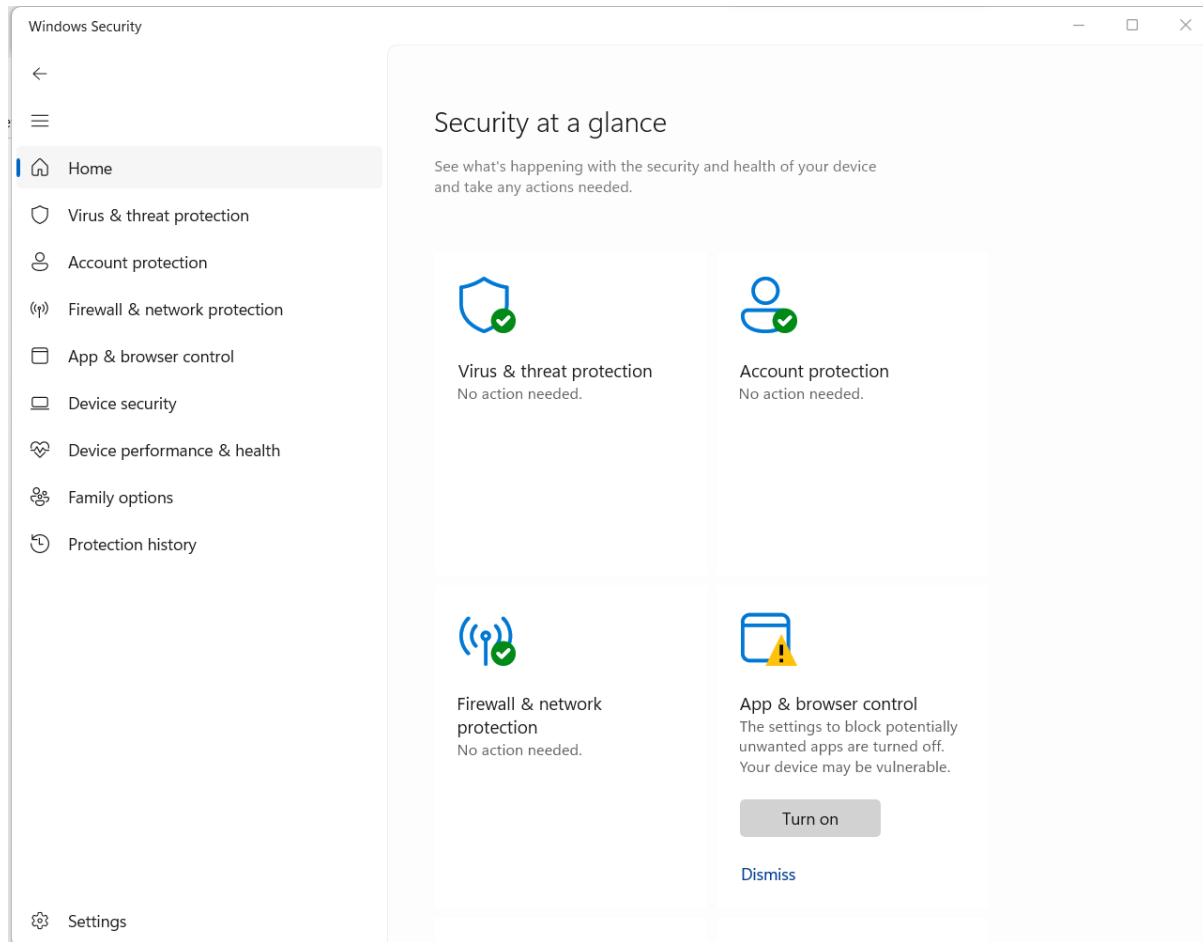
- See if an updated and compatible driver is available through Windows Update or from the driver manufacturer.
- If that doesn't work, you can try turning off the Memory Integrity setting in Windows Security.

Warning: Turning off Memory Integrity on a Secured-core PC takes the device out of a Secured-core state. If you choose to continue using your device without addressing the driver problem, you might discover that the functionality the driver supports does not work any longer, which could have consequences ranging from negligible to severe.

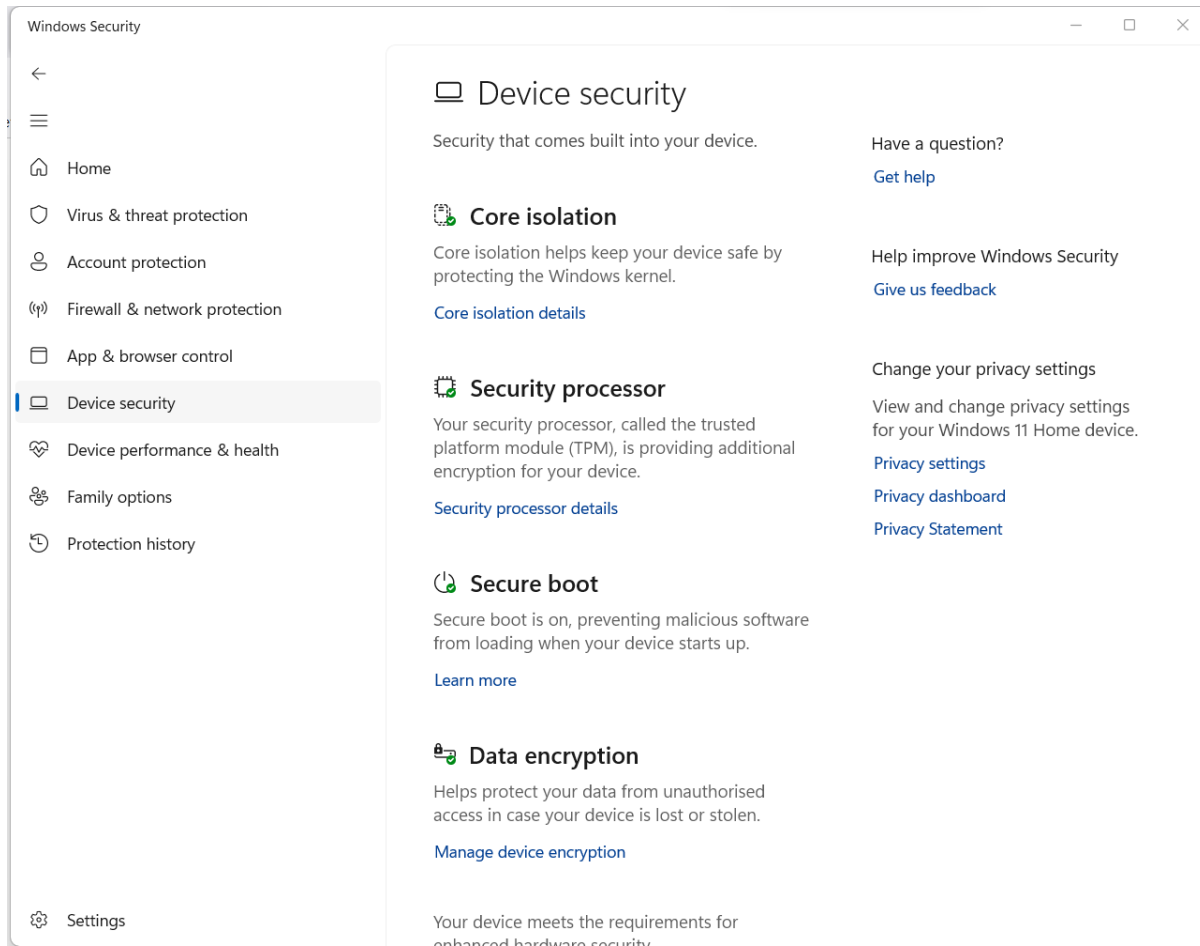
To turn off the memory Integrity setting

To fix this you need to change a Windows security setting.

1. Begin by opening the security center and choose "Device security"



2. Click the text saying "Core isolation details"



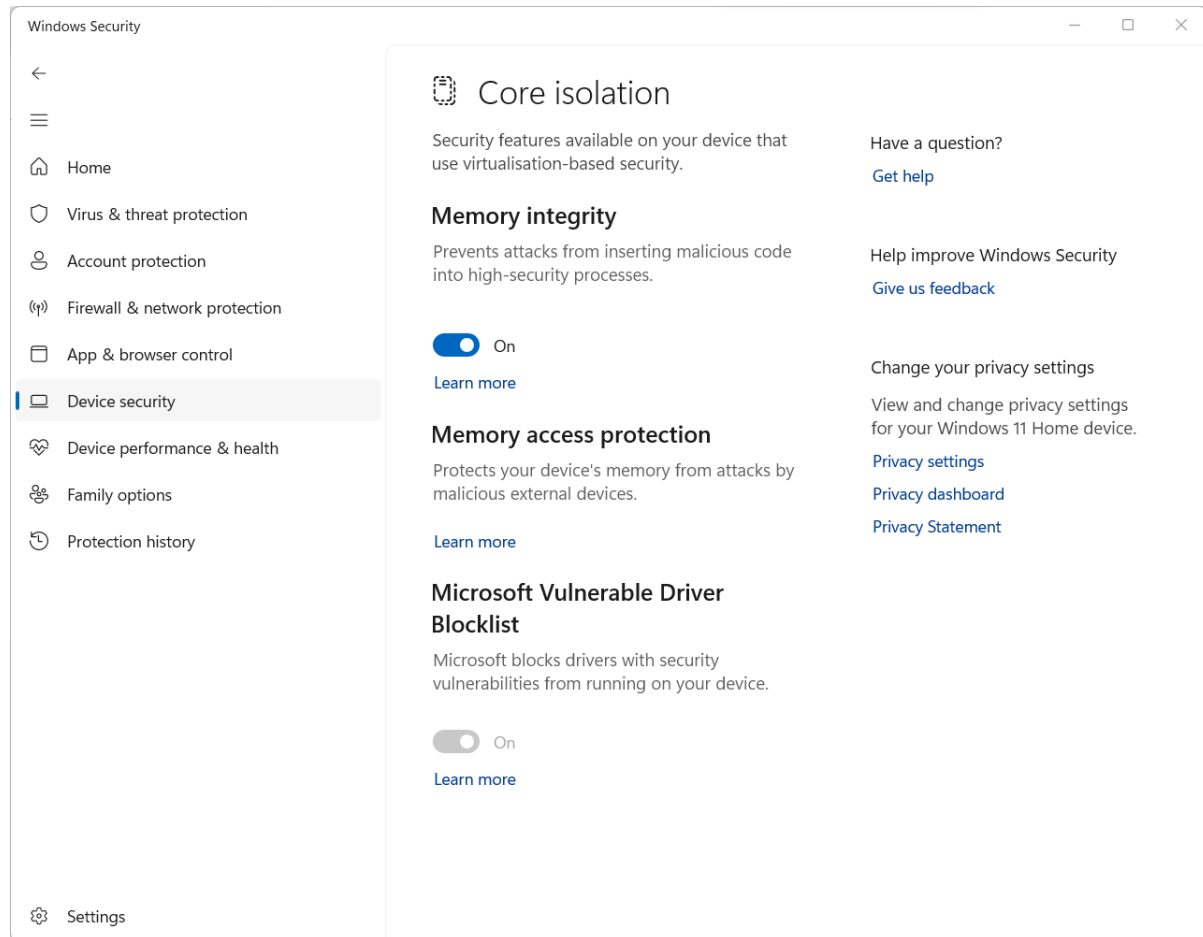
The screenshot shows the Windows Security application window. The title bar reads "Windows Security". On the left is a navigation pane with the following items: Home, Virus & threat protection, Account protection, Firewall & network protection, App & browser control, **Device security** (highlighted with a blue bar), Device performance & health, Family options, and Protection history. At the bottom left is a "Settings" link. The main content area is titled "Device security" and contains the following sections:

- Core isolation**: Security that comes built into your device. Core isolation helps keep your device safe by protecting the Windows kernel. [Core isolation details](#)
- Security processor**: Your security processor, called the trusted platform module (TPM), is providing additional encryption for your device. [Security processor details](#)
- Secure boot**: Secure boot is on, preventing malicious software from loading when your device starts up. [Learn more](#)
- Data encryption**: Helps protect your data from unauthorised access in case your device is lost or stolen. [Manage device encryption](#)

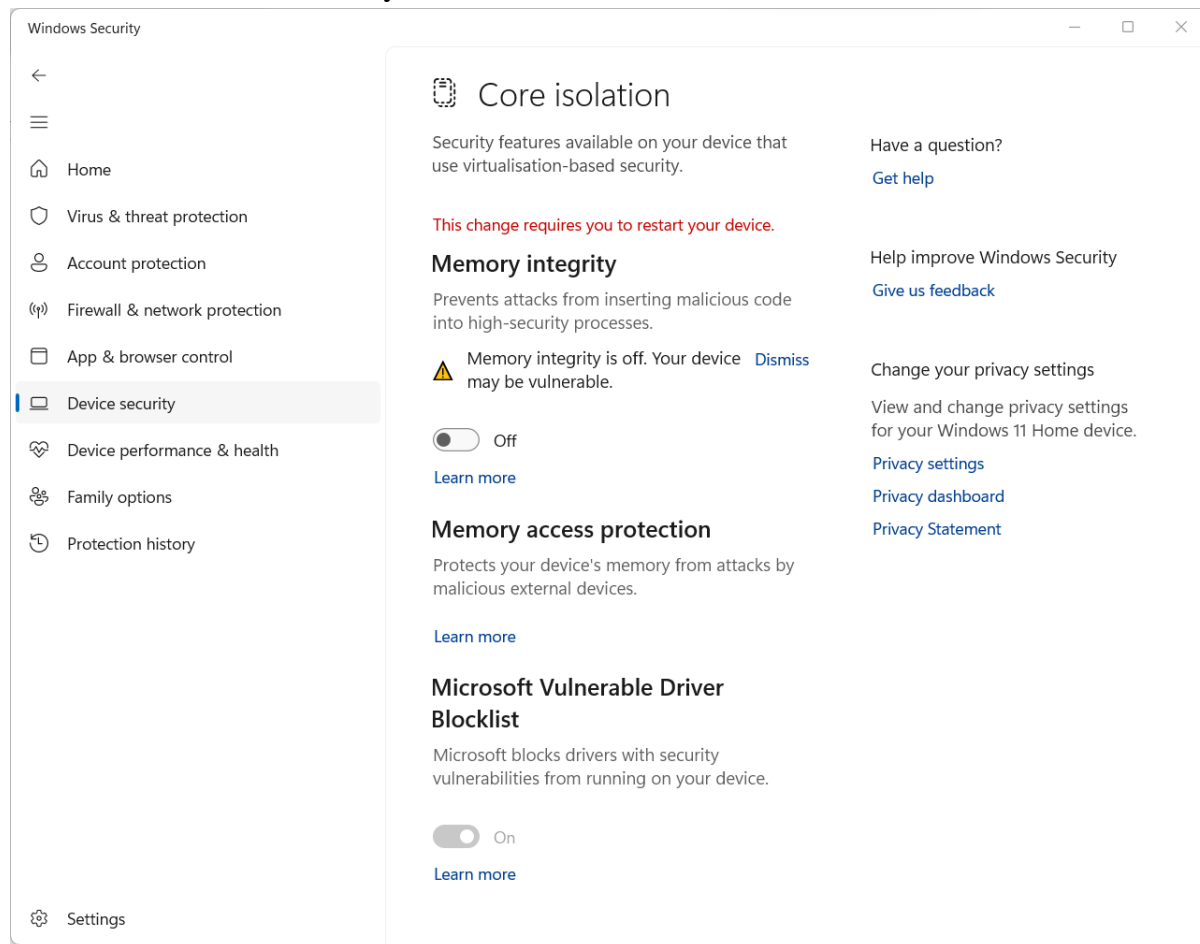
On the right side of the main content area, there are three sections of links:

- Have a question? [Get help](#)
- Help improve Windows Security [Give us feedback](#)
- Change your privacy settings
View and change privacy settings for your Windows 11 Home device.
[Privacy settings](#)
[Privacy dashboard](#)
[Privacy Statement](#)

Click 3. Toggle under *Memory integrity* from on to off.



It should look like this when you are done:



4. Reboot the computer and then reinstall the BOS package.

(5.) If it still does not work, run the following installs manually:

32 bit OS

[C:\BOS\DupSoft\LWS Driver installer x86.exe](#)

[C:\BOS\DupSoft\32bitsdrivers\DPInst.exe](#)

vcredist_x86.exe (located in the directory you unzipped BOS-X.zip)

vcredist_x86_12.exe (located in the directory you unzipped BOS-X.zip)

64 bit OS

[C:\BOS\DupSoft\LWS Driver installer x64.exe](#)

[C:\BOS\DupSoft\64bitsdrivers\dpinst.exe](#)

vcredist_x86.exe (located in the directory you unzipped BOS-X.zip)

vcredist_x86_12.exe (located in the directory you unzipped BOS-X.zip)