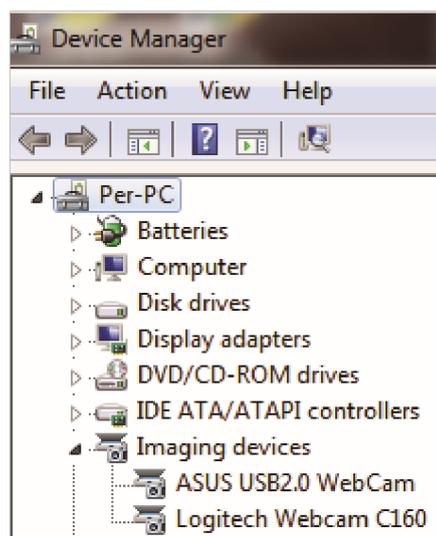


# Camera driver problems

This paper is related to the [memo on Communication problems](#).

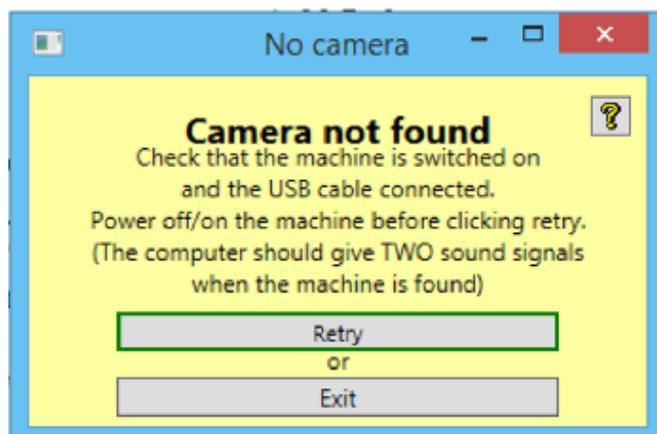
You need to investigate the root to problems if the PC program does not find the machine after installation.

First you should check that the WebCam driver appears under *Imaging Devices* in the *Device Manager*.



The WebCam C160 driver is part of the BOS package and will be automatically installed, unless you de-select this driver during the installation process.

Older units of the BridgeSorter can have Logitech 120. You find the drivers at [Logitech's support center](#).

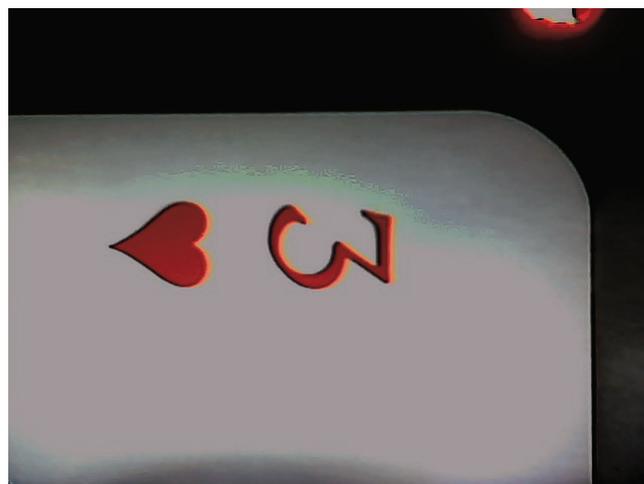


## SEVERAL IMAGING DEVICES

It can happen that the PC uses other drivers than the intended if you, as in the example above, find several Imaging Devices in the Device Manager.

Put a deck in the hopper and start Bridgesorter diagnostics (either from BOS or DupSoft) to make sure that the picture from the camera is OK.

The picture should look as shown to the right.



Another camera software [than BridgeSorter's] has connected if the index appears to be bigger (i.e. a smaller part of the corner than shown above is in view). This is for example a known problem with Dell's webcam software.

Please close BOS, uninstall the interfering camera software and then re-start the PC, if you would come across this problem.

## LOGITECH ALERT

Check PROPERTIES if the Logtech Webcam is indicated with a triangle in the Device Manager. Click [this link](#) if it in Properties says Error 39.

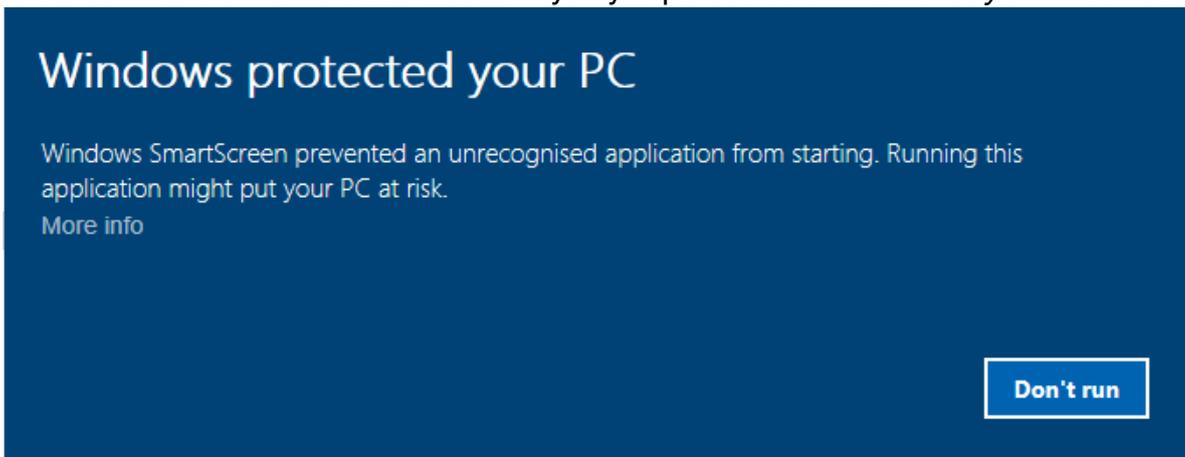
# Driver installation issues

Note that you should **NOT connect the machine until you have installed the drivers**. The easiest way to come forward is to re-install BOS if you missed to select the relevant hardware, i.e. BridgeSorter or Duplimate no. 1700 –.

## WINDOWS SECURITY

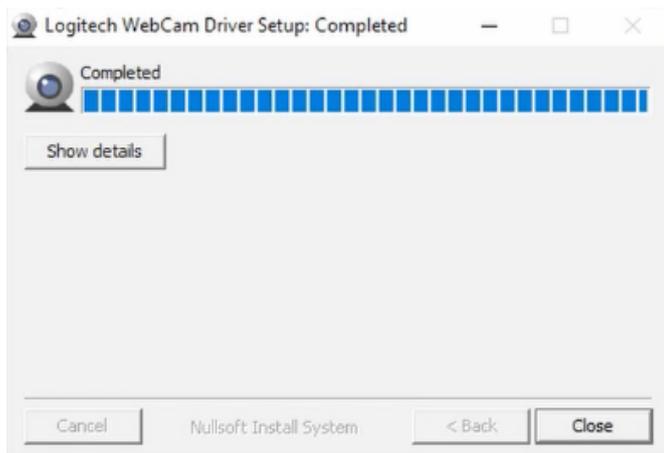
Your first problem will be to bypass the security. The procedure is different on different versions of Windows, and third party virus programs can complicate it further. Our advice is that you shall NOT use any additional security as Windows security is nowadays sufficient.

You need to click the alternative in small print, in this case "More info", to bypass the security warning shown below. Then select the "Run anyway" option. See also *Security Issues* below.



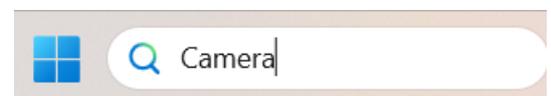
## DRIVER INSTALLATION

The driver installation is automatic, but you should check that the Setup reports *Ready to use* for the machine's driver (to the right) and *Completed* for the camera driver (below).



## CAMERA ALREADY IN USE

If the camera does not connect as it should after successful installation: Open Windows/Camera (the app) and, if it says, "camera already in use" (or the like), go to PRIVACY SETTINGS and allow other programs to use the camera.



## ASSIGN DRIVERS MANUALLY

You may need to study this section if the camera is not found after installation.

### Camera drivers

Open the *Device Manager* and search for Logitech Webcam under *Cameras*, *Imaging devices* or (on newer Windows) *Audio*. You should see that the camera driver appears/disappears as you power on/off the machine. (There is also another device appearing in *Ports* when you power the machine, but that is not what you should look for here.)



Right-click and select *Update Driver Software* when you have located the device corresponding to the machine.

Update Driver Software - Logitech Webcam C160

How do you want to search for driver software?

### Browse for camera drivers

Select "Browse my computer" (do NOT let Windows search for drivers).

→ Search automatically for updated driver software  
Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.

Select the "Let me pick from a list" alternative (i.e. again avoid the search alternative).

→ Browse my computer for driver software  
Locate and install driver software manually.

### Select drivers

Select Logitech Webcam C160 in the list that appears (the latest version if there are several). See the illustration below.

Update Driver Software - Logitech Webcam C160

Browse for driver software on your computer

Search for driver software in this location:

C:\Users\Anna\Documents

Browse...

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.

Update Driver Software - Logitech Webcam C160

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 that you want to install, click Have Disk.

Show compatible hardware

Model
 Logitech Webcam C160 Version: 13.0.1783.0 [14/05/2010]
 Logitech Webcam C160 Version: 13.80.853.0 [22/10/2012]
 USB Video Device

# Security 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 drivers under *Imaging devices*, *Cameras* or *Audio*. It should be named C160. If you instead see something like "USB Web camera" the drivers have not been successfully installed.

## A driver can't load on this device

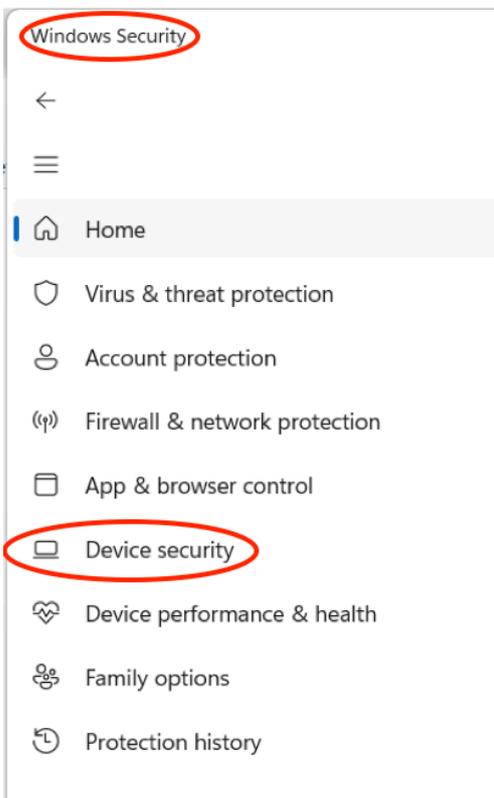
*Security, Windows 10*

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.

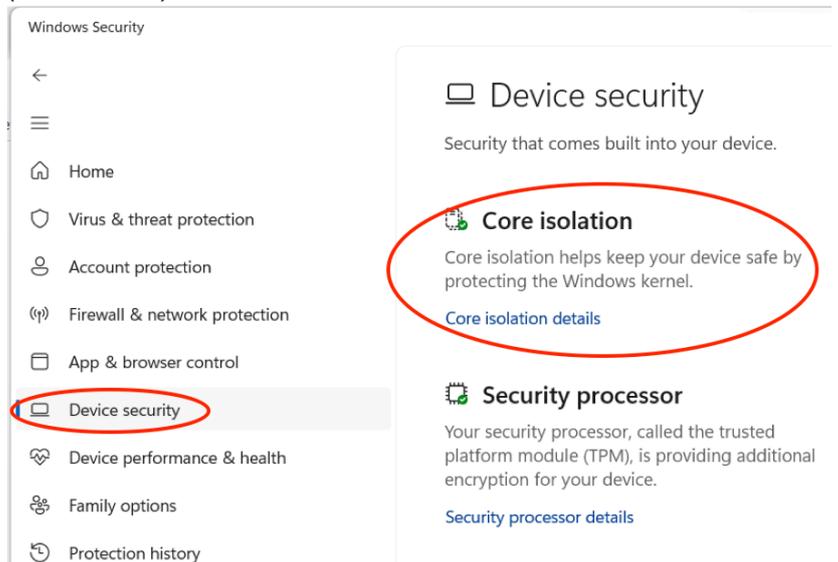
**Warning:** Turning off Memory Integrity on a Secured-core PC takes the device out of a Secured-core state. If you choose to continue using your device without addressing the driver problem, you might discover that the functionality the driver supports does not work any longer, which could have consequences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

### To turn off the memory Integrity setting

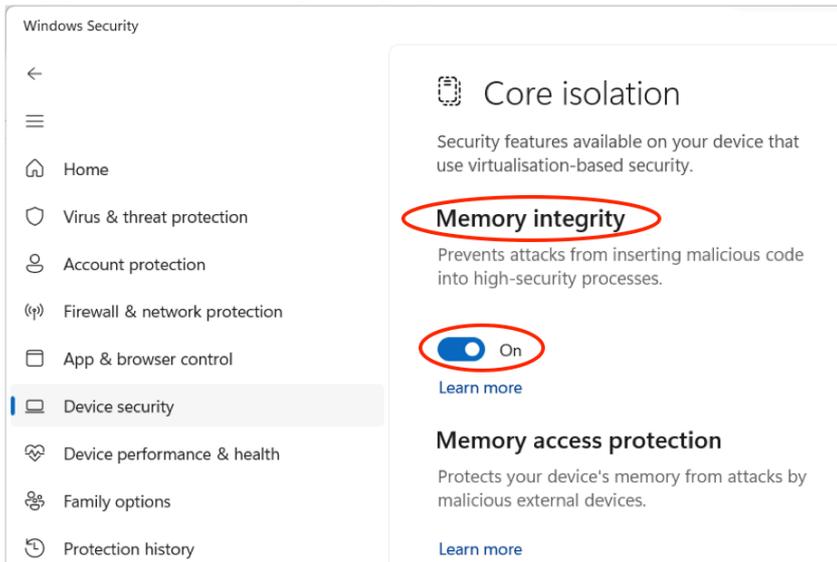


To fix this issue you need to open Windows' security settings and select "*Device security*".

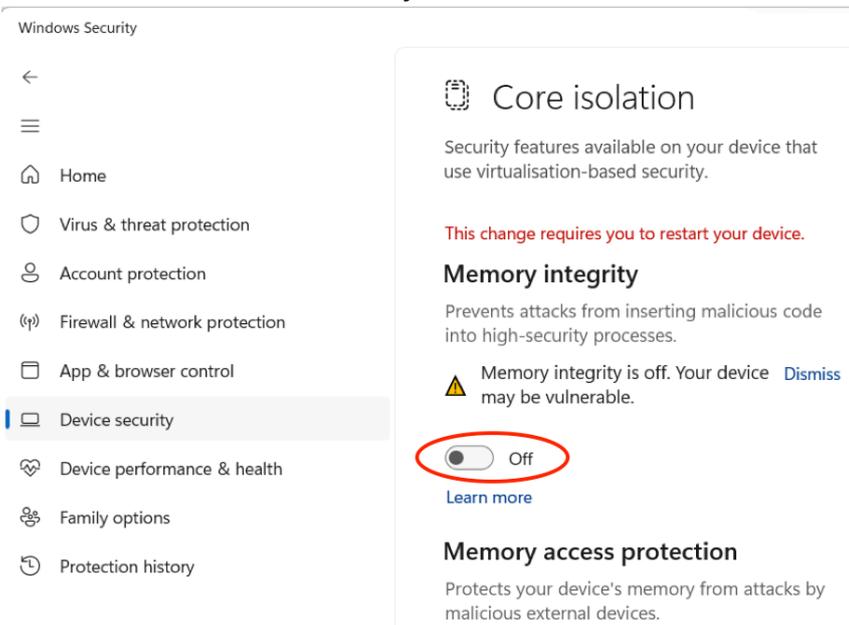
Then click "*Core isolation details*" (see below).



Toggle under *Memory integrity* from on to off.



It should look like this when you are done:



Reboot the computer and then reinstall the BOS package.

Run the following installs manually if the problem would persist:

### 32 bit OS

C:\BOS\DupSoft\LWS\_Driver\_installer\_x86.exe

C:\BOS\DupSoft\32bitsdrivers\DPInst.exe

### 64 bit OS

C:\BOS\DupSoft\LWS\_Driver\_installer\_x64.exe

C:\BOS\DupSoft\64bitsdrivers\dpinst.exe

The driver install exes are found in the BOS-X.zip directory.