How to Fix Code 10-19-31-32-37-39-41 Errors

A troubleshooting guide for code 19 errors in device manager

https://www.lifewire.com/how-to-fix-code-19-errors-2623182

The Code 19 error is one of several Device Manager error codes. It's caused by one or more issues with parts of the Windows Registry that contain driver and other information about the particular hardware device.

The Code 19 error will usually display in one of the following two ways:

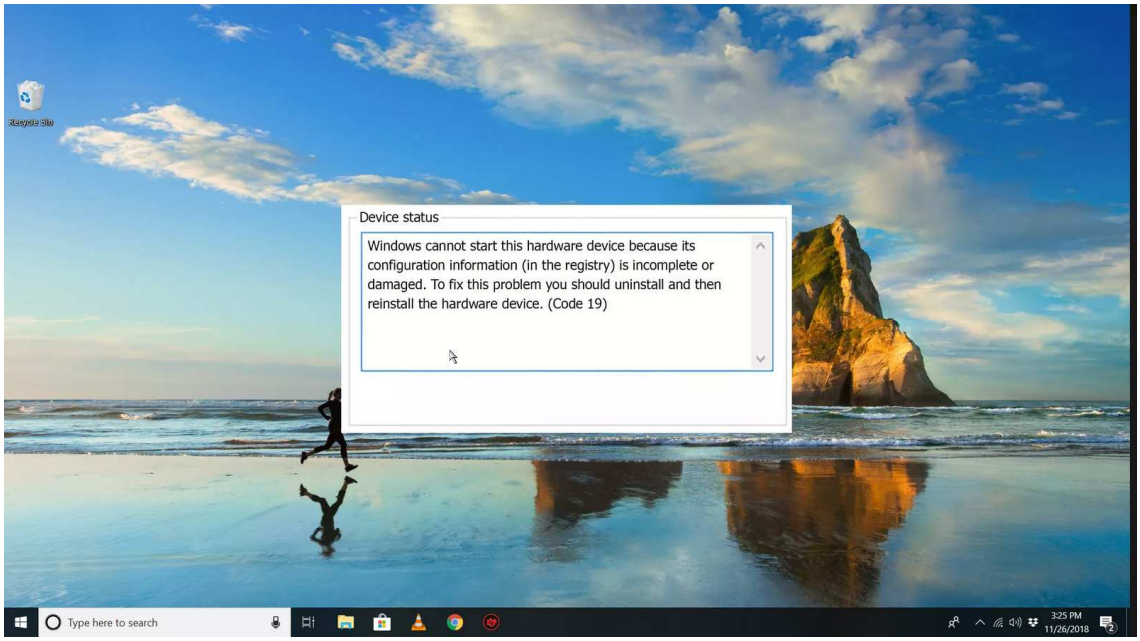
```
Windows cannot start this hardware device because its configuration information (in the registry)
is incomplete or damaged. To fix this problem you should uninstall and then reinstall the
hardware device. (Code 19)

Windows cannot start this hardware device because its configuration information (in the registry)
is incomplete or damaged. To fix this problem you can first try running a Troubleshooting Wizard.
If that does not work, you should uninstall and then reinstall the hardware device. (Code 19)
```

Details on Device Manager error codes like Code 19 are available in the Device Status area in the device's properties.

Important: Device Manager error codes are exclusive to Device Manager. If you see the Code 19 error elsewhere in Windows, chances are it's a system error code, which you should not troubleshoot as a Device Manager issue.

The Code 19 error could apply to any hardware device in Device Manager but most Code 19 errors appear on optical drives like DVD and CD drives, USB devices, and keyboards.

Code 19 errors could also be seen in any of Microsoft's operating systems, including Windows 10, Windows 8, Windows 7, Windows Vista, Windows XP, and more.



How to Fix a Code 19 Error

1. Restart your computer if you haven't done so already. There is always the remote possibility that the Code 19 error you're seeing was caused by some kind of fluke or temporary problem. If so, a simple reboot might fix the Code 19.

2. Did you install a device or make a change in Device Manager just before you noticed the Code 19? If so, it's very possible that the change you made caused the Code 19 error. Undo the change if possible, restart your PC, and then check again for the Code 19 error.

   Depending on the changes you made, some solutions might include:

   - Removing or reconfiguring the newly installed device
   - Reversing the registry changes you made
   - Rolling back the driver to the version prior to your update

3. Delete the UpperFilters and LowerFilters registry values. A common cause of Code 19 errors is the corruption of two registry values in the DVD/CD-ROM Drive Class registry key. (see article below)

   Note: Deleting similar values in the Windows Registry could also be the fix to a Code 19 error that appears on a hardware device other than a DVD/CD drive. The UpperFilters/LowerFilters tutorial linked above will show you what you need to do.

4. Uninstall iTunes through Control Panel or with a program uninstaller. While that might sound a little drastic, iTunes is the cause of enough Code 19 errors to make it into this troubleshooting guide.

   If removing iTunes works, you might try installing it again from scratch, which doesn't always re-introduce the problem.

5. Reinstall the drivers for the device. Uninstalling and then reinstalling the drivers for the device that's experiencing the Code 19 error is a likely solution to this problem.

   Note: Properly reinstalling a driver, as in the instructions linked above, is not the same as updating a driver. A complete driver reinstall involves removing the currently installed driver and then letting Windows install the driver over again from scratch.

6. Update the drivers for the device. Installing the latest manufacturer supplied drivers for a device with the Code 19 error could fix the problem. If updating the drivers solves the Code 19 error, it probably means that there was some kind of issue with the drivers that Windows was storing that you reinstalled in the previous step.
7. Use System Restore to revert device drivers and registry configurations back to a state previous to the Code 19 error. Be sure to choose a restore point from a date and time before you know or suspect that the Code 19 error first appeared.
8. Disable any hardware-based security on the device. Windows could report a Code 19 error on a device like an external hard drive if the drive had been previously secured with a password.
9. Replace the hardware. As a last resort, you might need to replace the hardware that has the Code 19 error.

   It's also possible that the device is not compatible with this version of Windows. You can check the Windows HCL to be sure.

   Note: If you've discovered that hardware can't be the cause of this Code 19 error, you could try a repair install of Windows. If that doesn't work, try a clean install of Windows. We don't recommend doing either of those more drastic options *before* you try replacing the hardware, but you may have to if you're out of other options.

10. Your Code 19 error should now be resolved.

See article below.

How to Delete the UpperFilters and LowerFilters Registry Values

https://www.lifewire.com/how-to-delete-the-upperfilters-and-lowerfilters-registry-values-2619222

Removing the UpperFilters and LowerFilters registry values from the Windows Registry is a likely solution to a number of Device Manager error codes.

UpperFilters and LowerFilters values, sometimes incorrectly called "upper and lower filters," might exist for several device classes in the registry but those values in the DVD/CD-ROM Drives class tend to corrupt and cause problems most often.

A few of the more common Device Manager error codes that are often caused by UpperFilters and LowerFilters issues include Code 19, Code 31, Code 32, Code 37, Code 39, and Code 41.

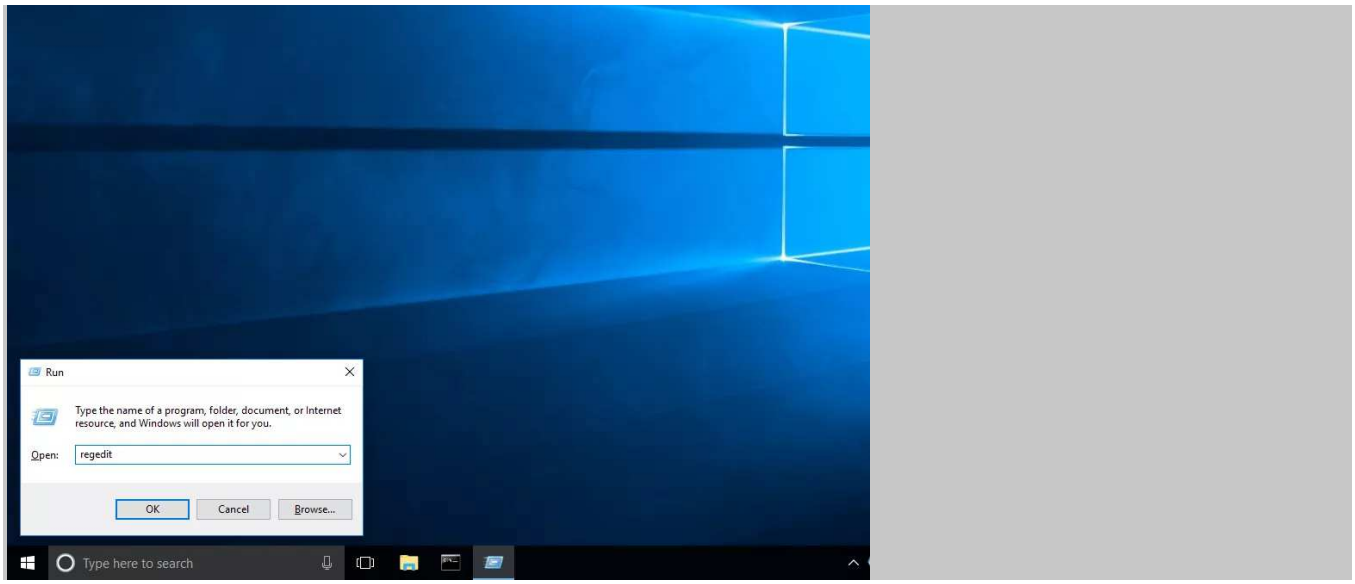
Note: These steps apply no matter what version of Windows you're using, including Windows 10, Windows 8, Windows 7, Windows Vista, and Windows XP.

How to Delete the UpperFilters and LowerFilters Registry Values

Removing the UpperFilters and LowerFilters values in the Windows Registry is easy and should take less than 10 minutes:

Tip: As you'll see below, deleting registry data is a pretty straightforward concept, but if you're not comfortable with it, learn how to add, change, & delete registry keys & values in the Windows Registry Editor.

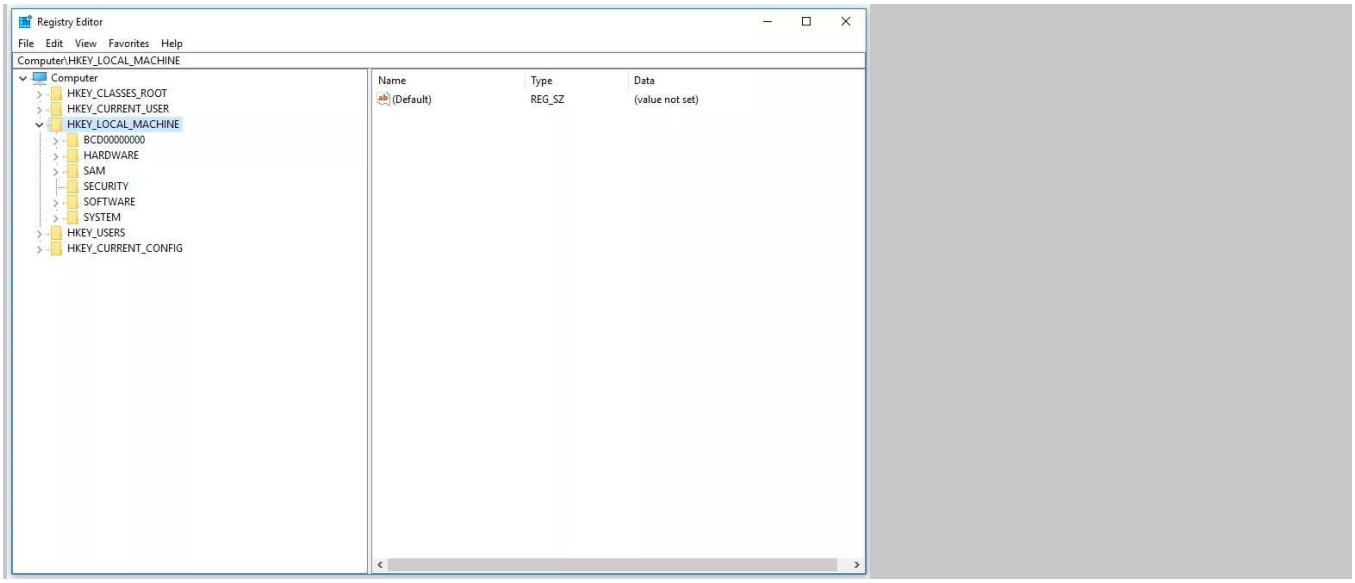
1. Execute **regedit** from the Run dialog box (**WIN+R**) or Command Prompt to open Registry Editor.



   Changes to the registry are made in these steps! Take care to only make the changes outlined below. We highly recommend that you play it safe by backing up the registry keys you plan on modifying.

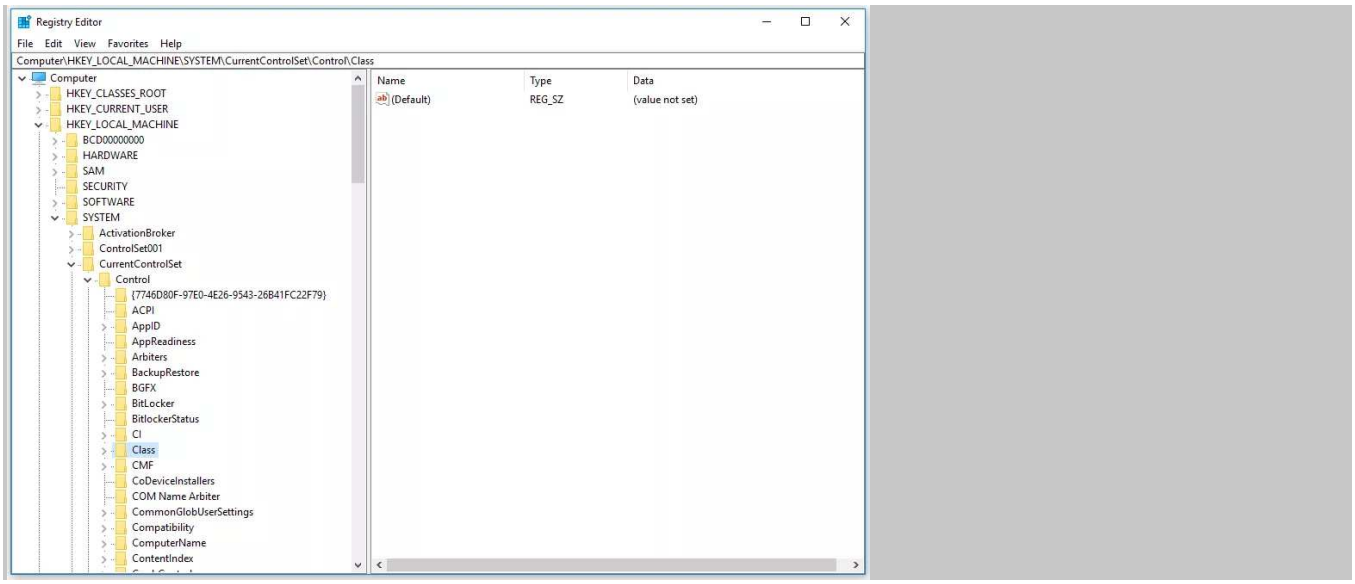
   If you're using Windows 10, 8, 7, or Vista, you may need to answer **Yes** to any *User Account Control* questions before Registry Editor will open.

2. Locate the **HKEY_LOCAL_MACHINE** hive on the left side of Registry Editor and then tap or click the **>** or **+** icon next to the folder name to expand it.



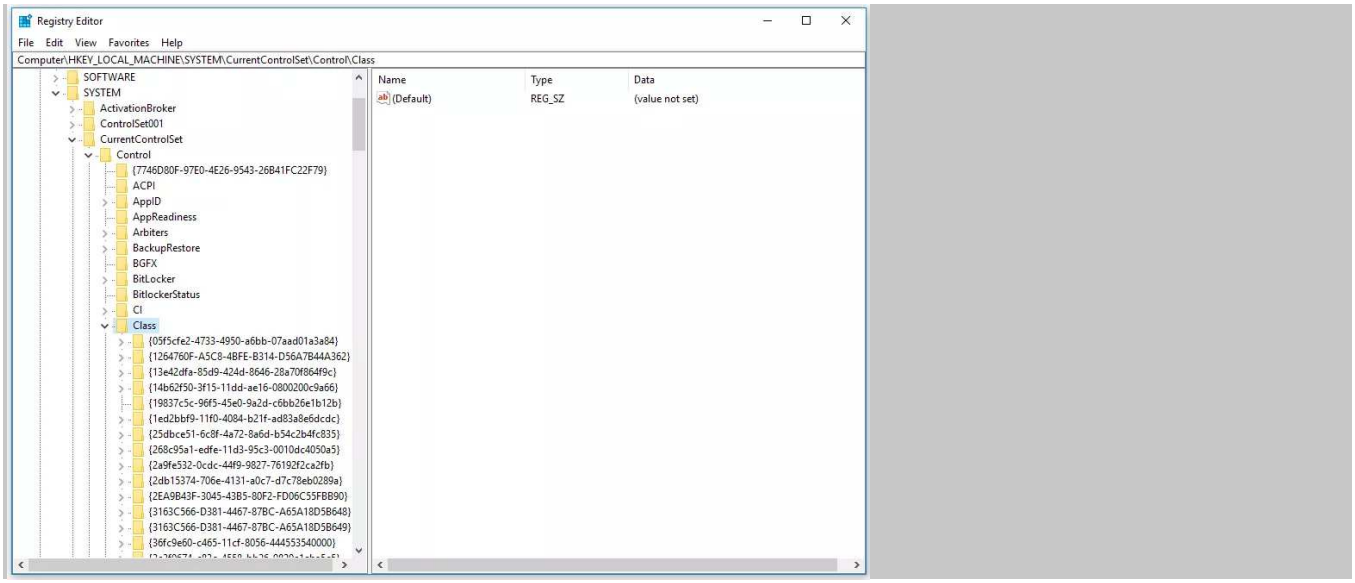
3. Continue to expand the "folders" until you reach this registry key.

   `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Class`



4. Tap or click on the **>** or **+** icon next to the **Class** key to expand it. You should see a long list of subkeys open up under *Class* that looks something like this:

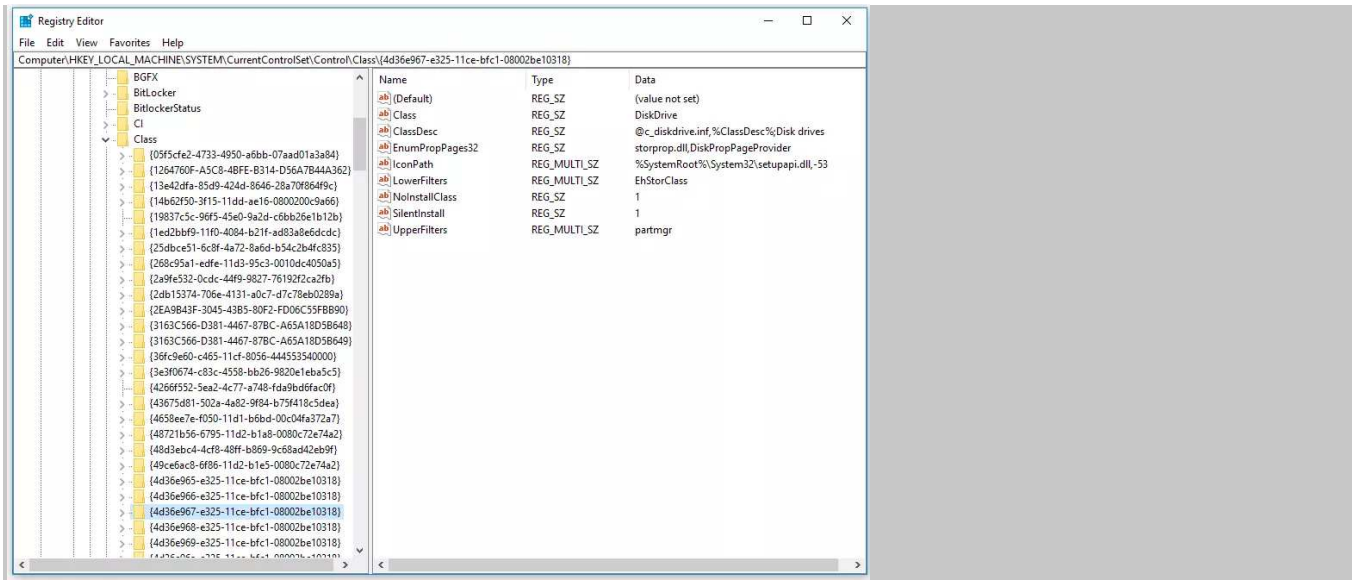
   `{4D36E965-E325-11CE-BFC1-08002BE10318}`



Class Key Expanded in Registry Editor.

Each 32-digit subkey is unique and corresponds to a particular type, or class, of hardware in Device Manager.

5. Determine the correct Class GUID for the hardware device. Using this list, find the correct Class GUID corresponding to the type of hardware that you're seeing the Device Manager error code for.



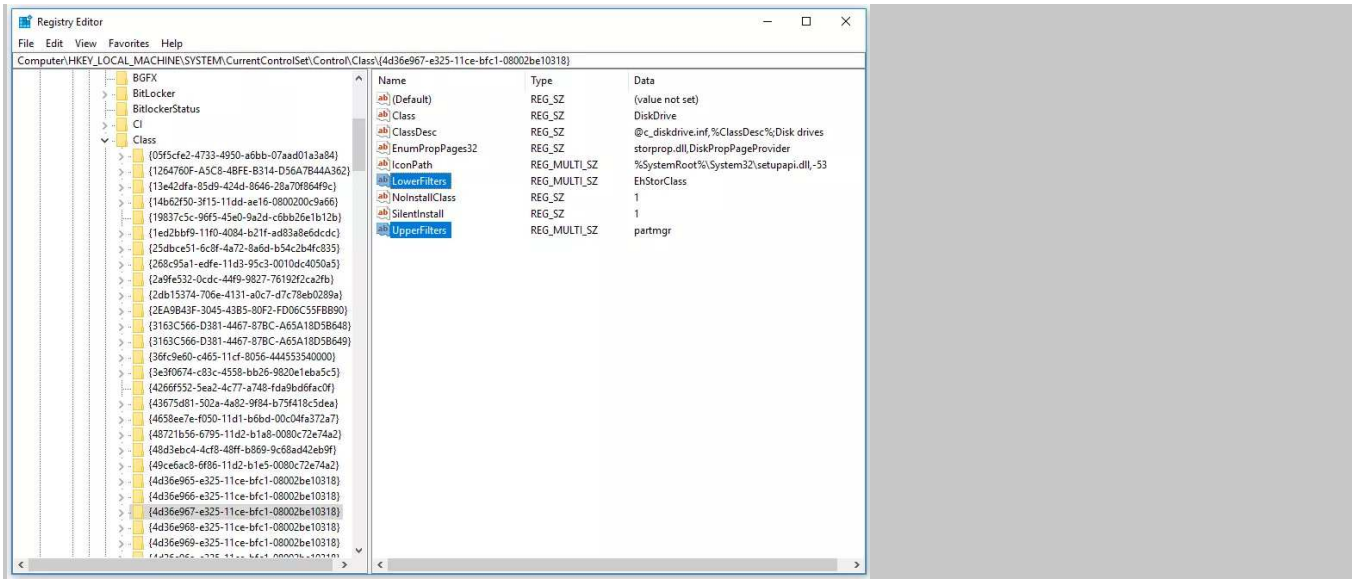
For example, let's say your DVD drive is showing a Code 39 error in Device Manager. According to the list above, this is the GUID for CD/DVD devices:

```
4D36E965-E325-11CE-BFC1-08002BE10318
```

Once you know this GUID, you can continue with Step 6.

Many of these GUIDs look the same but they're definitely not. They are all unique. It might help to know that in many cases, the difference from GUID to GUID is in the first set of numbers and letters, not the last.

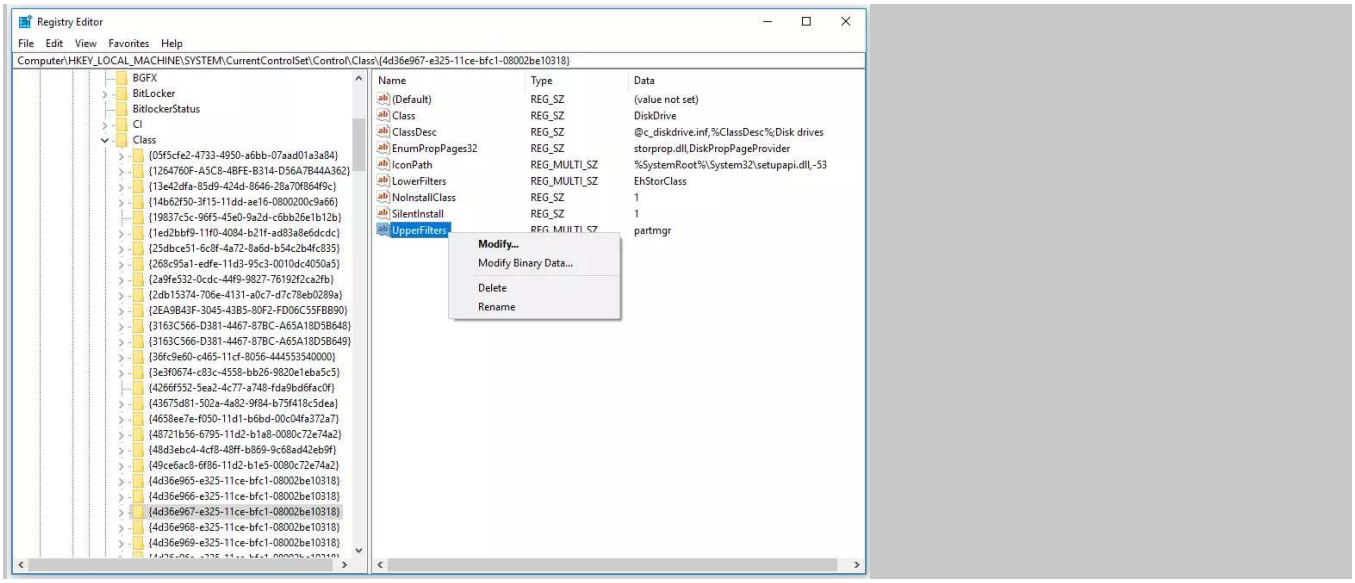
6. Select the registry subkey corresponding to the device's Class GUID that you determined in the last step.
7. In the results that appear on the window on the right, locate the **UpperFilters** and **LowerFilters** values.



If you don't see either registry values listed, this solution isn't for you. Double-check that you're looking at the correct device class but if you're sure you are, you'll have to try a different solution from our How to Fix Device Manager Error Codes guide.

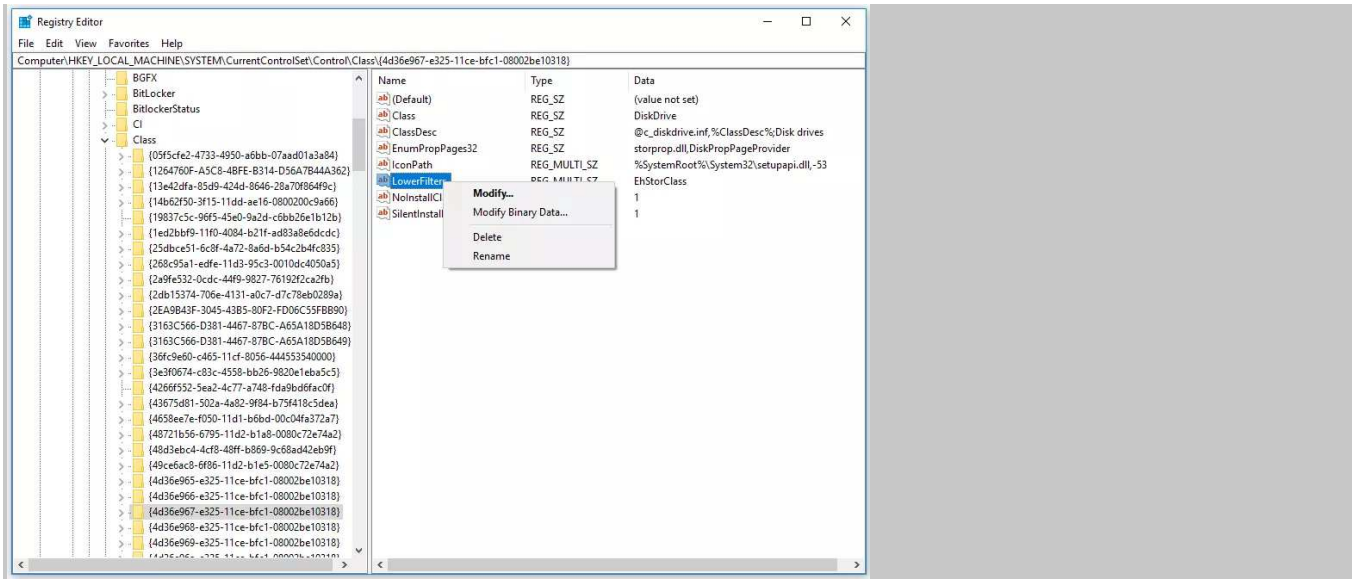
If you only see one or the other value, that's fine. Just complete Step 8 or Step 9 below.

8. Right-click or tap-and-hold on **UpperFilters** and choose **Delete**. Choose **Yes** to the *"Deleting certain registry values could cause system instability. Are you sure you want to permanently delete this value?"* question.

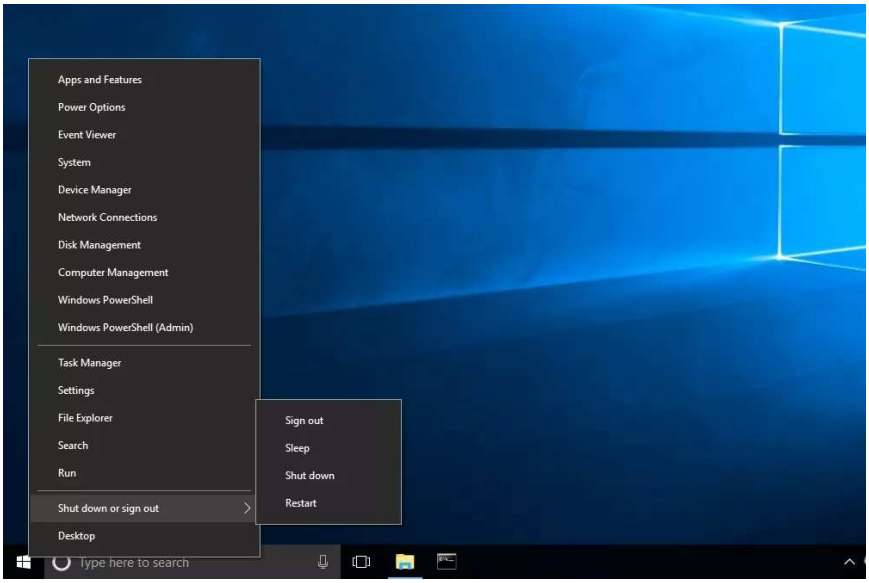


You might also see an **UpperFilters.bak** or **LowerFilters.bak** value but you don't need to delete either of these. Deleting them probably won't hurt anything but neither one is causing the Device Manager error code you're seeing.

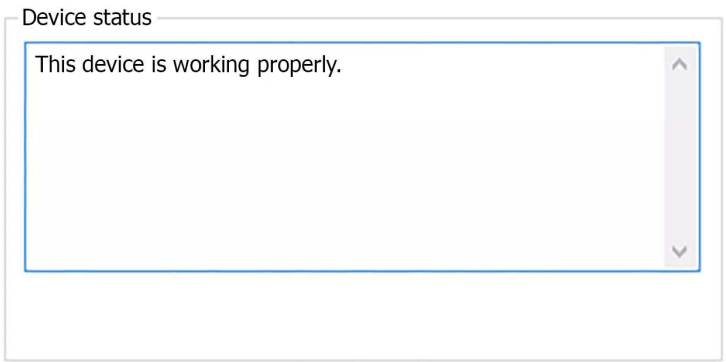
9. Repeat Step 8 with the **LowerFilters** value.



10. Verify that neither an *UpperFilters* nor a *LowerFilters* registry value exists, and then close Registry Editor.
11. Restart your computer.



12. Check to see if deleting the UpperFilters and LowerFilters registry values solved your problem.



If you've completed these steps due to a Device Manager error code, you can view the device's status to see if the error code is gone. If you're here because of a missing DVD or CD drive, check *This PC*, *Computer*, or *My Computer*, and see if your drive has reappeared.

Note: It may be necessary to reinstall any programs designed to utilize the device you've removed the *UpperFilters* and *LowerFilters* values for. For example, if you removed these values for the BD/DVD/CD device, you may have to reinstall your disc burning software.