

# How to Delete the UpperFilters and LowerFilters Registry Values (fix codes 10-19-31-32-37-39-41)

<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.

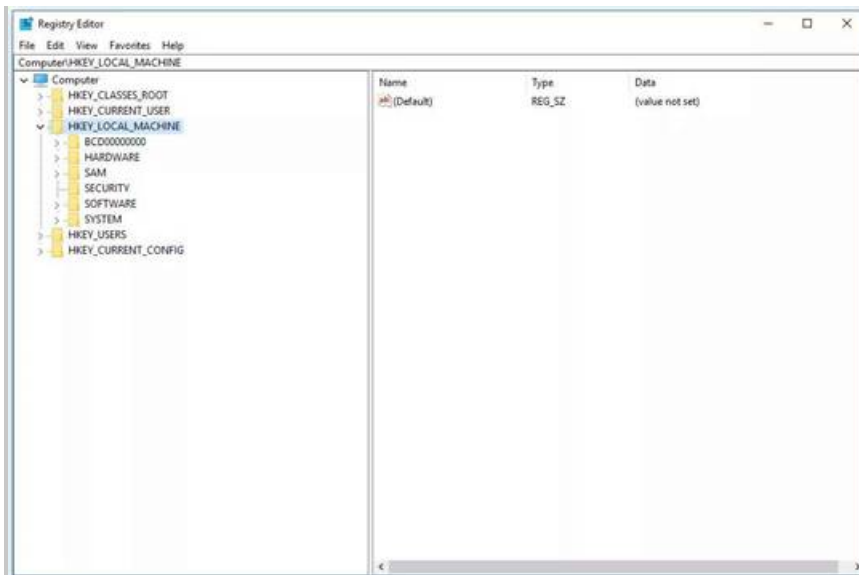
1. Execute **regedit** from the Run dialog box (**WIN+R**) or [Command Prompt](#) to [open Registry Editor](#).



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.

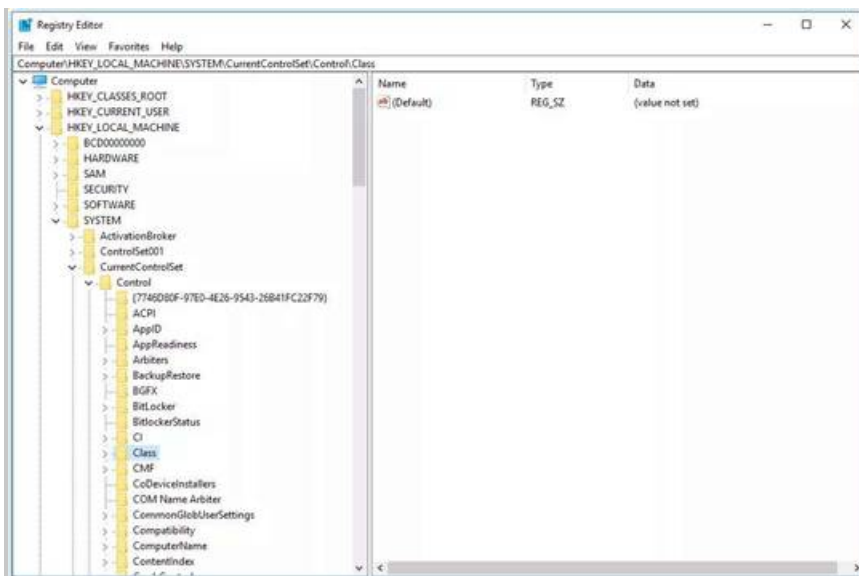
If you're using Windows 10, 8, 7, or Vista, you may need to answer **Yes** to any *User Account Control* questions before Registry Editor will open.

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.



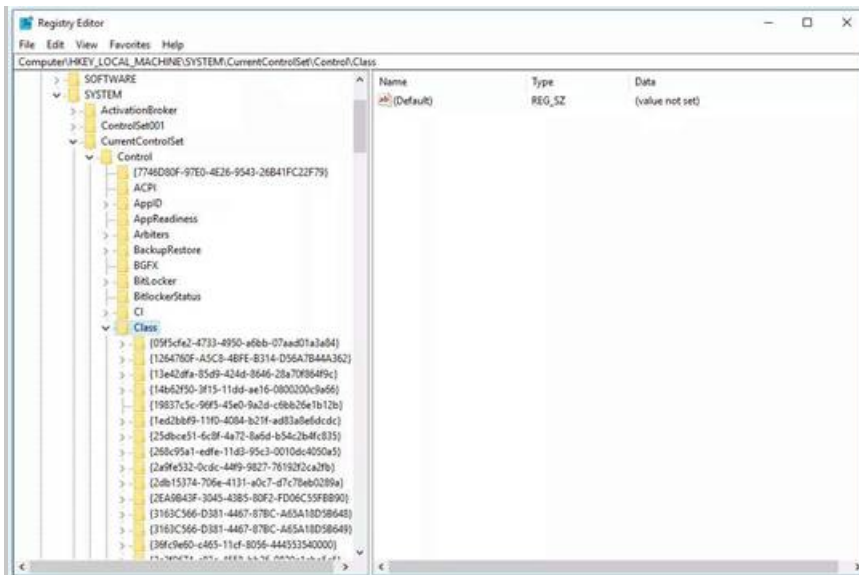
3. Continue to expand the "folders" until you reach this [registry key](#).

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:

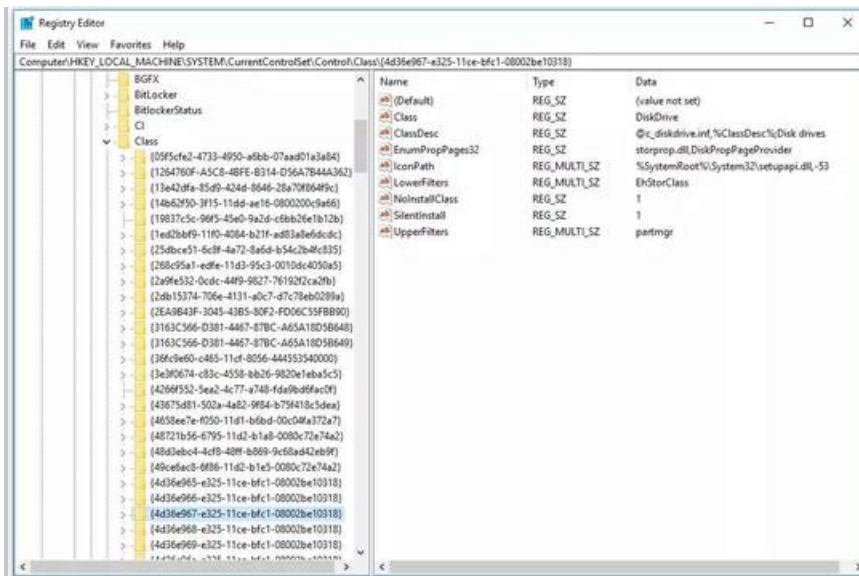
{4D36E965-E325-11CE-BFC1-08002BE10318}



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](#).

- 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.



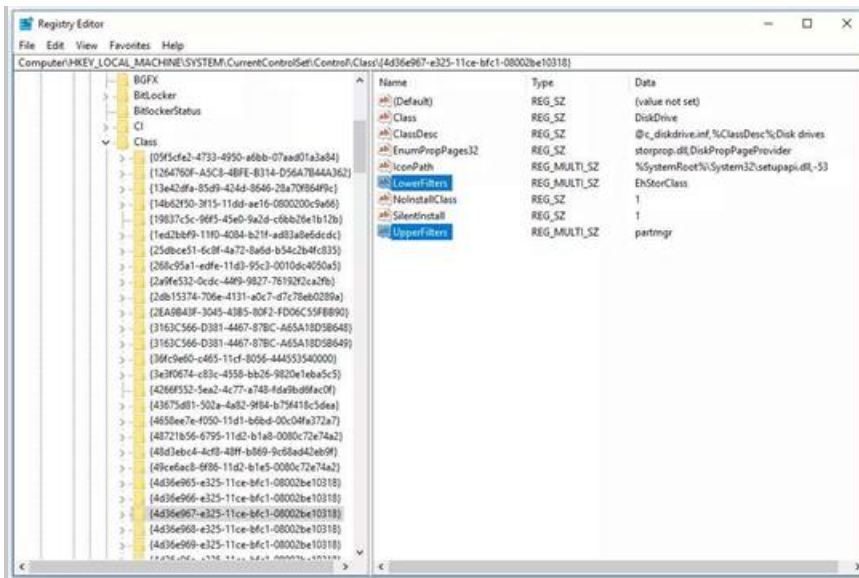
For example, let's say your DVD drive is showing a [Code 39 error in Device Manager](#). According to the list above, this is the GUID for CD/DVD devices:

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.

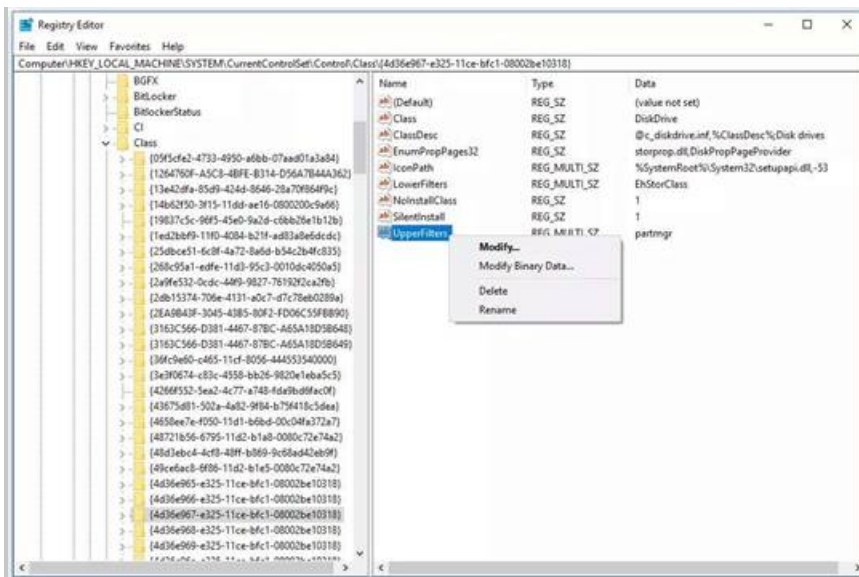
- Select the registry subkey corresponding to the device's Class GUID that you determined in the last step.
- In the results that appear on the window on the right, locate the **UpperFilters** and **LowerFilters** values.



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.

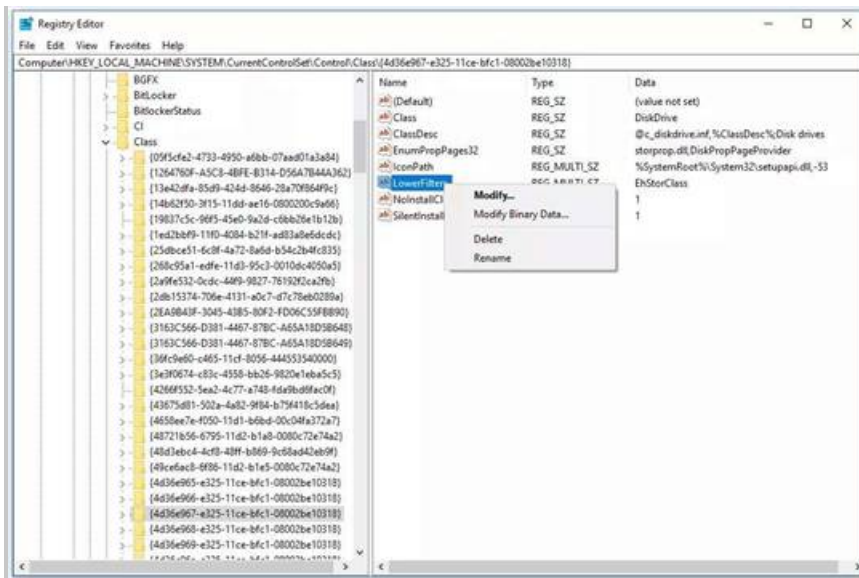
If you only see one or the other value, that's fine. Just complete Step 8 or Step 9 below.

- 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.

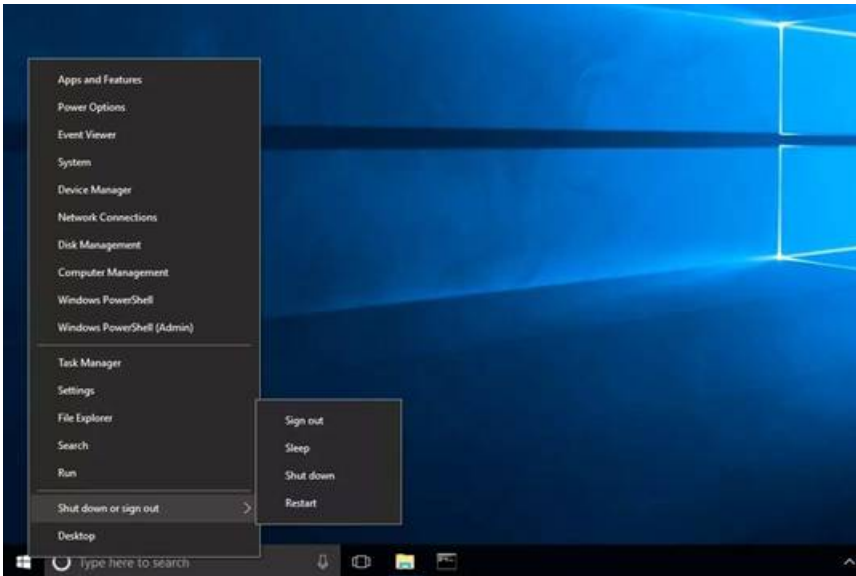


You might also see an **UpperFilters.bak** or **LowerFilters.bak** value but you don't need to delete either of these. Deleting them probably won't hurt anything but neither one is causing the Device Manager error code you're seeing.

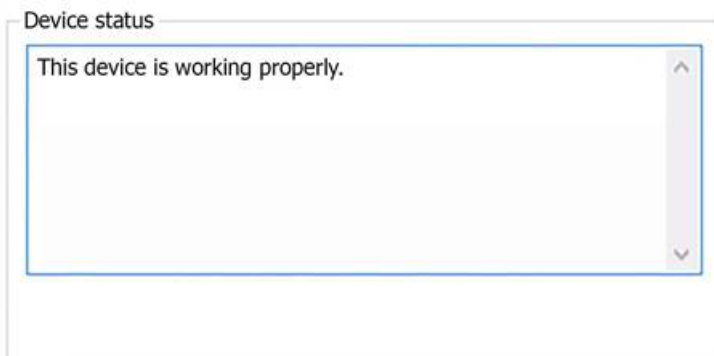
- Repeat Step 8 with the **LowerFilters** value.



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.

