



*"Cipher USB Cable (Nissan) Driver Error (Code 39)"*

In Windows 10 (22h1) & Windows 11 Applications we have had issues with our customers receiving this message when installing our software and plugging in the UpRev interface to the USB ports in the windows device.

*"Windows cannot load the device driver for this hardware. The driver may be corrupted or missing. (Code 39)"*

with some help from industry partners (Thank you Matt @ Nistune). A temporary solution has been found. While we work with Microsoft to have our driver distributed directly from Microsoft driver services this is the way to make your cable work properly.

- On the task bar type in "Windows Security" to open the **Windows Security App**.
- On the left side bar click on "**Device Security**"
- From the Device Security screen, click on "**Core isolation details**"
- In the main Core Isolation menu, under **Memory Integrity** turn that setting to "**off**"

Once you turn off the Memory integrity, you'll be asked to reboot your windows device. When the reboot is complete your UpRev / Cipher USB cable will work normally.

If you continue to have Driver error codes, after all of these steps are complete please contact [support@uprev.com](mailto:support@uprev.com) for detailed assistance or call our support line.