# The Imaging Source Helpdesk



# Code 39 {Bad Image} in Device Manager

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If the error Code 39 {Bad Image} occurs, the only way to get the driver installed is disabling the Memory Integrity feature through the BIOS setting. This is done by disabling the '**Set VT for Direct I/O**' feature which is part of the Bios Virtualization settings.

Although this may works under these conditions, you may still face an issue with 'Group Policy' as this Core Isolation/Memory Integrity feature has been identified by Microsoft as a potential security pathway. In essence this is why they enabled the feature in April 2018. This could be disabled too.

Please be aware, that this creates a security risk.

However, that must not really help. The error happens for very old drivers for devices, that are not built any more for many years.