

Engineering Note: EN0109 Installing Sensor Interface Module drivers on Windows 10 & 11

Summary:	Additional steps to disable core isolation to allow installation of Sensor Interface Module Drivers (Model SIM01/SIM02) on Windows 10 and 11		
Products affected:	Hydronix Sensor Interface Modules SIM01/SIM02		
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Summary

This note details steps to disable core isolation and install Sensor Interface Module (SIM) drivers on Windows 10 and 11 systems. If core isolation is enabled, the problem presents once Hydro-Com (up to and including v2.15.0.0) is installed and the SIM is plugged in or if the SIM is plugged in and driver software (HS0076 up to v2.0.0 or HS0109 up to v1.0.0) is used. Noticeable issues:

- Windows notification that driver for Sensor Interface Module failed to load
- Device Manager reports the driver failed to load
- Orange "USB OK" light on Sensor Interface Module does not light up

Installation Procedure

1. In the windows search box at the bottom left of the screen type "Core Isolation" and select the best match as shown in Figure 1 - Select Core Isolation.



Figure 1 - Select Core Isolation



2. Ensure Memory integrity is switched off.

Windows Security		- 🗆 X
÷	Core isolation	
■ 命 Home	Security features available on your device that use virtualisation-based security.	Do you have a question? Get help
Virus & threat protection	Memory integrity	
Account protection	Prevents attacks from inserting malicious code into high-security processes.	Help improve Windows Security Give us feedback
010 Firewall & network protection	Off Off	
App & browser control		Change your privacy settings
므 Device security	Resolve any driver incompatibilities and scan again.	View and change privacy settings for your Windows 10 device.
𝒝 Device performance & health	Scan again	Privacy settings
$_{\beta}\beta_{i}$ Family options	Review incompatible drivers	Privacy dashboard Privacy Statement
Settings		

Figure 2 - Switch off Memory Integrity

3. If Hydro-Com is installed, run the Hydro-Com installer and select "Remove" Hydro-Com, ensuring the user performing the installation has local machine administrator privileges. *NB: It is not important to this issue whether the database and system settings are preserved.*

Hydro-Com - InstallShield Wizard X			
Program Maintenance			
Modify, repair, or remove the program.			
○ <u>M</u> odify			
1 1	Change which program features are installed. This option displays the Custom Selection dialog in which you can change the way features are installed.		
◯ Re <u>p</u> air			
F	Repair installation errors in the program. This option fixes missing or corrupt files, shortcuts, and registry entries.		
• <u>R</u> emove	Remove Hydro-Com from your computer.		
InstallShield			
	< <u>B</u> ack <u>N</u> ext > Cancel		

Figure 3 - Remove Hydro-Com

- 4. Unplug the Sensor Interface Module
- 5. Reboot the machine
- 6. Run the Hydro-Com installer as an administrator (right-click Hydro-Com installer exe and select "Run as administrator") and follow the installation wizard to install Hydro-Com
- 7. Plug in the Sensor Interface module and ensure the orange "USB OK" light on the SIM is lit and no error notifications are received