

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.

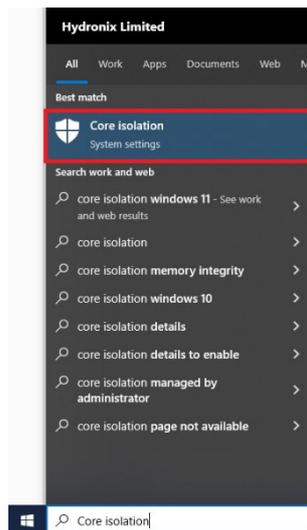


Figure 1 - Select Core Isolation

2. Ensure Memory integrity is switched off.

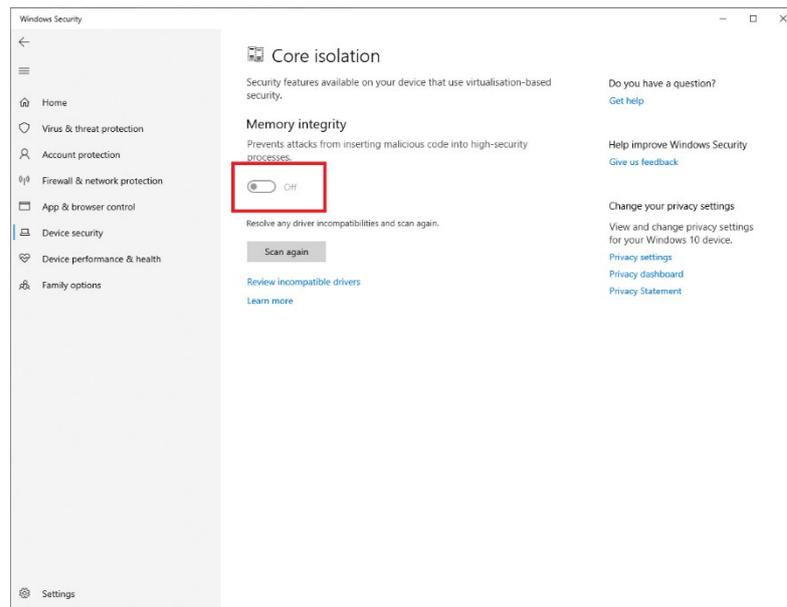


Figure 2 - Switch off Memory Integrity

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.

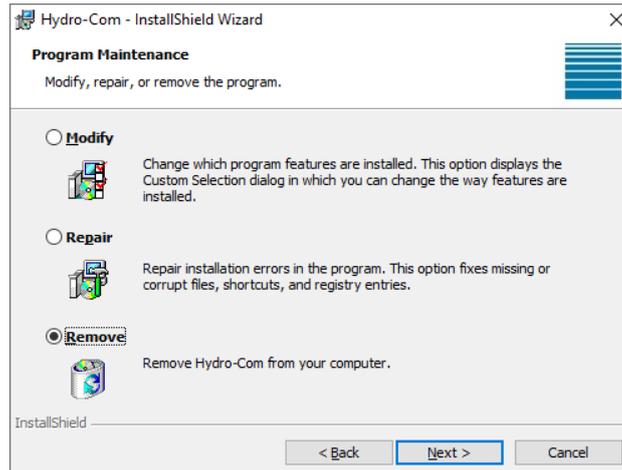


Figure 3 - Remove Hydro-Com

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