



## NOTE 46

### Drivers don't load in Windows 10 and 11

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Recent versions of Windows 10 and Windows 11 have implemented new security features called "Core Isolation" and "Memory Integrity" designed to prevent malicious software from corrupting your system. When they are enabled these features prevent our driver from loading. These can be turned off in Windows which should allow the driver to load properly. We are working on a fix for future driver releases to enable the use of these security features but in the meantime you can disable them by following the directions below.

1. Open Windows Security (type Windows Security in the search bar)
2. Open Device Security
3. Click "Core isolation details"
4. Turn Memory integrity to "Off"
5. Reboot

After the reboot the drivers should load properly. Please contact Technical Support below if this does not resolve your issue.

#### Tech Support

If at any point you need help with this information please contact our Technical Support department at 585-271-8870 between the hours of 9AM and 5PM EST or by email at [support@audioscience.com](mailto:support@audioscience.com)