

Technical Bulletin: Core Isolation

Description

Core isolation is a Windows security feature built into Windows 10 and Windows 11. It uses virtualization-based security to keep essential Windows processes separated from potential malware, potentially preventing malicious code from exploiting system vulnerabilities. When Windows 11 was first released it shipped with Core isolation turned off. However, it is now enabled by default on new devices and clean installations.

The XDR Anatomic sensor is not compatible with Core isolation. When this conflict occurs, Windows will fail to recognize the sensor, and imaging software will not detect it. In Device Manager, the XDR Anatomic sensor will appear with a yellow exclamation mark, indicating a device error.

Solution

We recommend using the XDR CLARITY® Sensor, which is fully compatible with Core isolation. Its driver operates normally and is not affected by this issue.

Other Workarounds

Although disabling Core isolation can restore functionality for the XDR Anatomic sensor, it should be considered carefully. Anyone choosing this option should fully understand the associated risks and may want to consult their IT professional before making changes.

Additional information about Core isolation is available from Microsoft:

https://support.microsoft.com/en-us/windows/device-security-in-the-windows-security-app-afa11526-de57-b1c5-599f-3a4c6a61c5e2#bkmk_coreisolation