# M-VIEW DESIGNER 3.1 Compatibility Statement for Microsoft Windows 11, Windows 10

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1.0   The USB Driver has been known to work on PC's with Windows 11 Pro without issue, however the following information is supplemental for outlier use cases where there might be compatibility issues with the M-VIEW DESIGNER 3.1 software.

2.0   3rd Party Antivirus Compatibility

    2.1   We have had issues with USB downloads not working due to third party AV security software. The USB driver may install and look okay, but will still not work properly.

    2.2   Known 3rd party software causing issues includes Sentinel One Anti-Virus.

    2.3   You need to create an exception in the Sentinel One software to allow our M-VIEW HMI driver to work.

3.0   There is a known issue that affects some Windows 10 and later systems which causes issues with the M-VIEW HMI USB driver. Core isolation Memory integrity must be disabled.

    3.1   Method 1: See image below for how to turn it off.

USB Downloads and Memory Integrity Security Feature

Windows 10 Settings app
Update & Security
Windows Security (left column)
Open Windows Security button
Device security (left column)
Core isolation details (hyperlink)
Memory integrity has to be OFF.
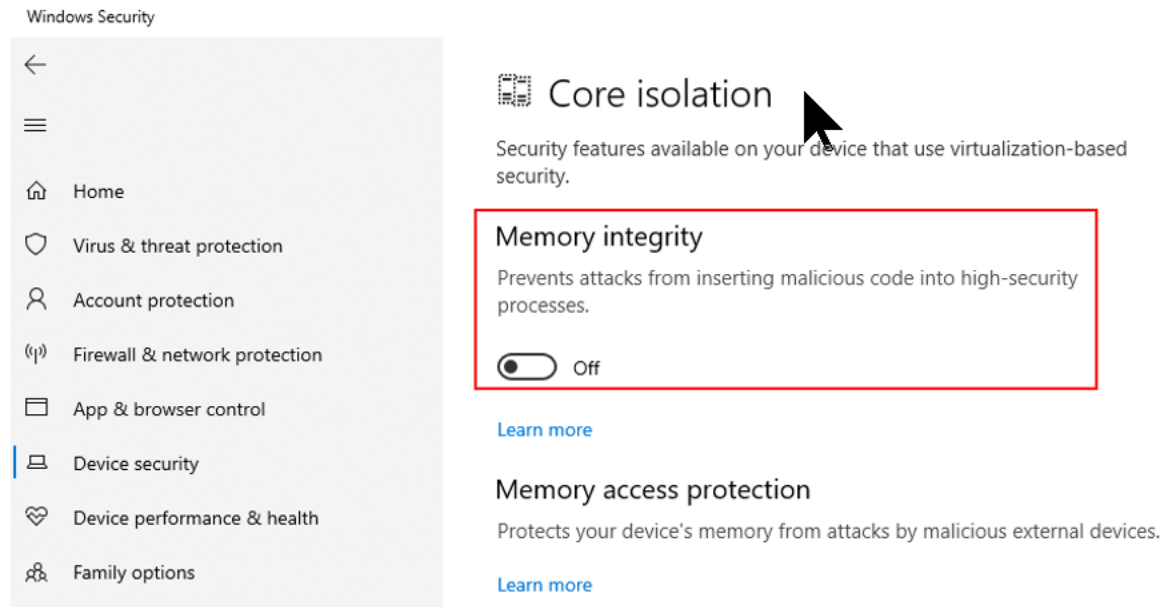
3.2   Method 2: HypervisorEnvorcedCodeInegrity enabled in registry. To fix it, you need to use Regedit. Depending on your login credentials, you may need to Run As Administrator.

Using Regedit, navigate to the following key:

`HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\DeviceGuard\Scenarios\`

Then check to see if you have the key:

`HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\DeviceGuard\Scenarios\`
`HypervisorEnforcedCodeIntegrity`

This \HypervisorEnforcedCodeIntegrity key, if it exists, needs its Enabled value set to 0. If there is a WasEnabledBy, that value also must be set to 0. Then you need to restart the PC after you change these values.