Technical Bulletin

System	Windows 10 or 11 systems with the Core isolation feature enabled
Issue	Windows does not detect Schick 33/ Elite USB Module driver
Reported by	Dentsply Sirona

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DESCRIPTION

Core isolation is a Windows security feature that is present is Windows 10 and Windows 11 operating systems. Core isolation provides virtualization-based security, effectively isolating core Windows processes from malware that could run malicious code or exploit vulnerabilities in the system.

Windows 10 systems that meet certain hardware requirements have Core isolation enabled. At the launch of Windows 11, Core Isolation had similar hardware requirements but was turned off initially; it is now enabled by default in new PCs and fresh installations.

The Schick 33/ Elite driver used with the Schick USB 2.0 Module is not compatible with the Core isolation feature. A symptom of this issue is that the Schick USB 2.0 Module will not be recognized by Windows and it will not be detected by the imaging software. In Windows Device Manager, the Schick USB 2.0 Module (identified as the CDR Elite USB Remote) will be listed with a yellow exclamation mark, indicating a problem with the device.

Imaging software such as CDR Dicom, Sidexis, and Intraoral Sensor Software cannot acquire images if the Schick USB 2.0 Module is not detected.

SOLUTION

If available, please use the Schick USB 3.0 Module instead of the Schick USB 2.0 Module. The Schick USB 3.0 Module and its driver are not affected by the Core isolation issue.

OTHER CONSIDERATIONS

Although not recommended because of security implications, it is possible to turn off the Core isolation feature. Before taking such action, users must be fully aware of the risk of doing so and may wish to contact their IT person prior to making any changes.

For additional information, please refer to following link from Microsoft:

https://support.microsoft.com/en-us/windows/core-isolation-e30ed737-17d8-42f3-a2a9-87521df09b78

In the event the problem persists, please contact Dentsply Sirona Technical Support for assistance (800) 659-5977.