

# VCDS Troubleshooting

## I run Windows 11 and VCDS randomly stopped working:

(See screenshots below)

1. Go ahead and uninstall VCDS.

2. Check this:  
Settings -> Update & Security -> Windows Security -> Device Security -> Core Isolation. Is "Memory integrity" turned on? If so, turn it off.  
That "feature" uses virtualization and will likely prevent the driver from loading. It is generally off by default on most systems, but I wouldn't put it past Microsoft to have it on...

3. Once you've disabled this, you can download and re-install VCDS.

Device Manager

Action View Help

Computers and electronics

Audio inputs and outputs

Batteries

Bluetooth

Cameras

Computer

Disk drives

Display adapters

Firmware

Human Interface Devices

IDE ATA/ATAPI controllers

Keyboards

Mice and other pointing devices

Monitors

Network adapters

Other devices

Ross-Tech HEX-USB

Print queues

Printers

Processors

Security devices

Software components

Software devices

Sound, video and game controllers

System devices

### Ross-Tech HEX-USB Properties

General Driver Details Events



Ross-Tech HEX-USB

Device type: Other devices

Manufacturer: Unknown

Location: Port\_#0004.Hub\_#0002

#### Device status

The drivers for this device are not installed. (Code 28)

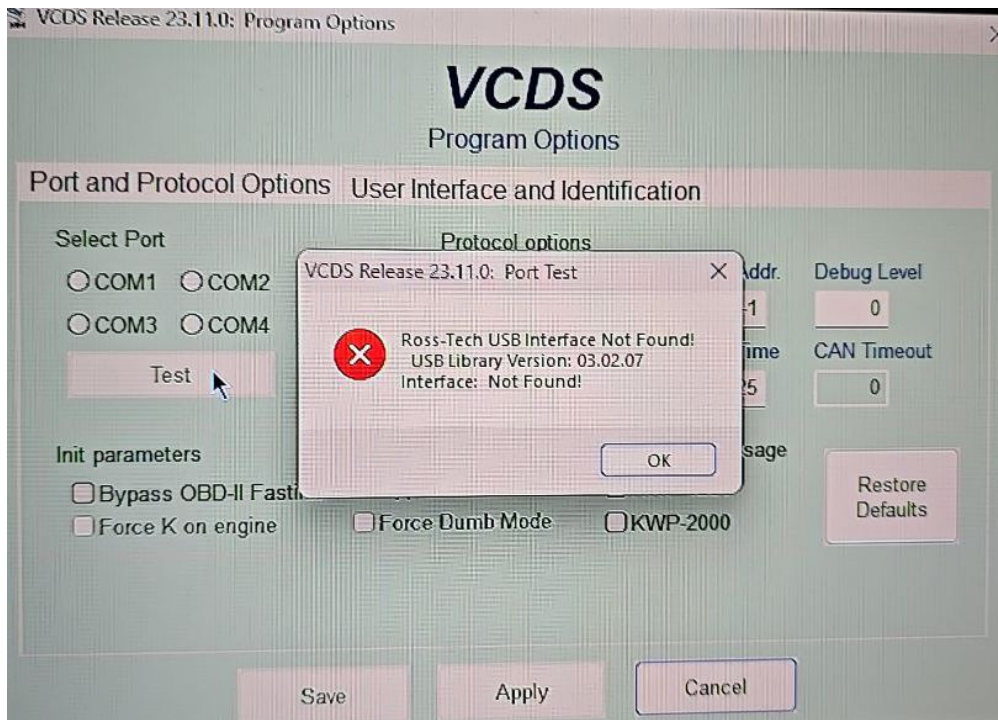
There are no compatible drivers for this device.

To find a driver for this device, click Update Driver.

Update Driver...

OK

Cancel



**(Credit to D. Bui)**

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