McAfee protection products prevent Windows Mobile/CE device connection

Scott Leonard - 2019-03-18 - in Mobile Computers

The following products are known to prevent Windows from recognizing Windows Mobile/CE devices (e.g. HC1, WDT60, and others) in Windows Mobile Device Center:

McAfee Livesafe

McAfee Security Scan Plus

The only known workaround is to uninstall the product(s) from the PC, then reboot. Simply disabling the product will not fix the problem.

Note: When uninstalling LiveSafe, if you get a message that says "Navigation to the webpage was cancelled", you will need to download a removal utility from McAfee and use

that to uninstall LiveSafe:

http://download.mcafee.com/products/licensed/cust_support_patches/MCPR.exe

Related Pages

- Windows Mobile Device Center (WMDC) Troubleshooting Resources