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Scott Barnett - 2018-09-11 - in Mobile Computers

Symptom

On Windows Server 2008 R2 or 2012 (or Windows Small Business Server 2011), during the installation of Windows Mobile Device Center, user receives this message:



Windows Mobile Device Center Driver Update

The update could not be installed because at least one Windows component required by Windows Mobile Device Center is missing.

OK

Resolution

Follow Microsoft's instructions in article "Windows Mobile Device Center requires the Desktop Experience on Windows 2008":

<http://support.microsoft.com/kb/950169>

In Server 2012, the same directions from the above link apply, but Desktop Experience has been relocated on the Features list. It is now found as a subcomponent of User Interfaces and Infrastructure.

<https://blogs.technet.microsoft.com/meamcs/2012/05/01/how-to-add-desktop-experience-feature-on-windows-server-2012-server-8-beta/>

Related Pages

- [Windows Mobile Device Center \(WMDC\) Troubleshooting Resources](#)