



WASP PROTECT

Portal > Knowledgebase > FAQs > Windows Mobile Device Center troubleshooting on Windows 10

Windows Mobile Device Center troubleshooting on Windows 10

Sicaro Burnett - 2018-09-25 - in FAQs

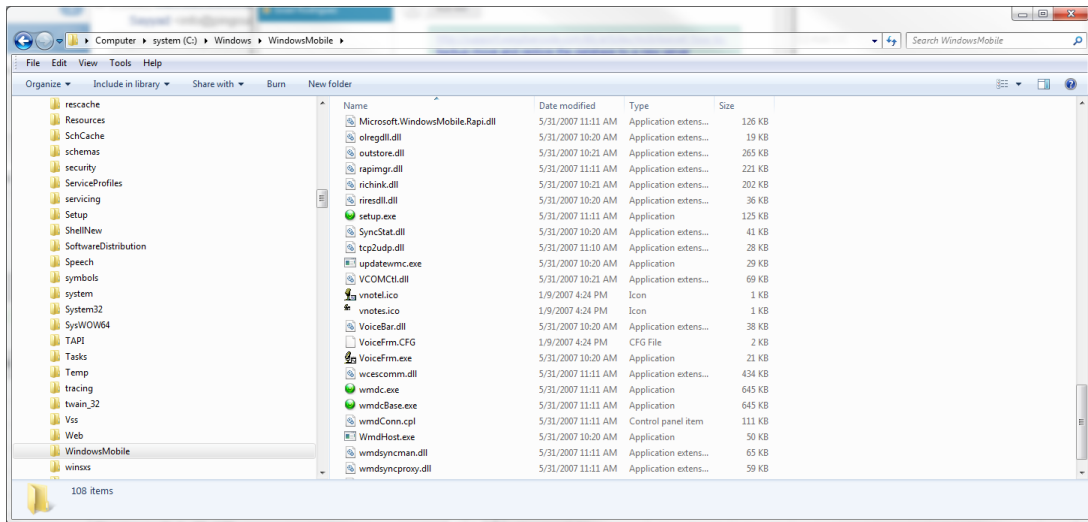
This article describes the steps to get Windows Mobile Device Center (WMDC) to work with Windows 10.

The installer for WMDC can be downloaded from the link below:

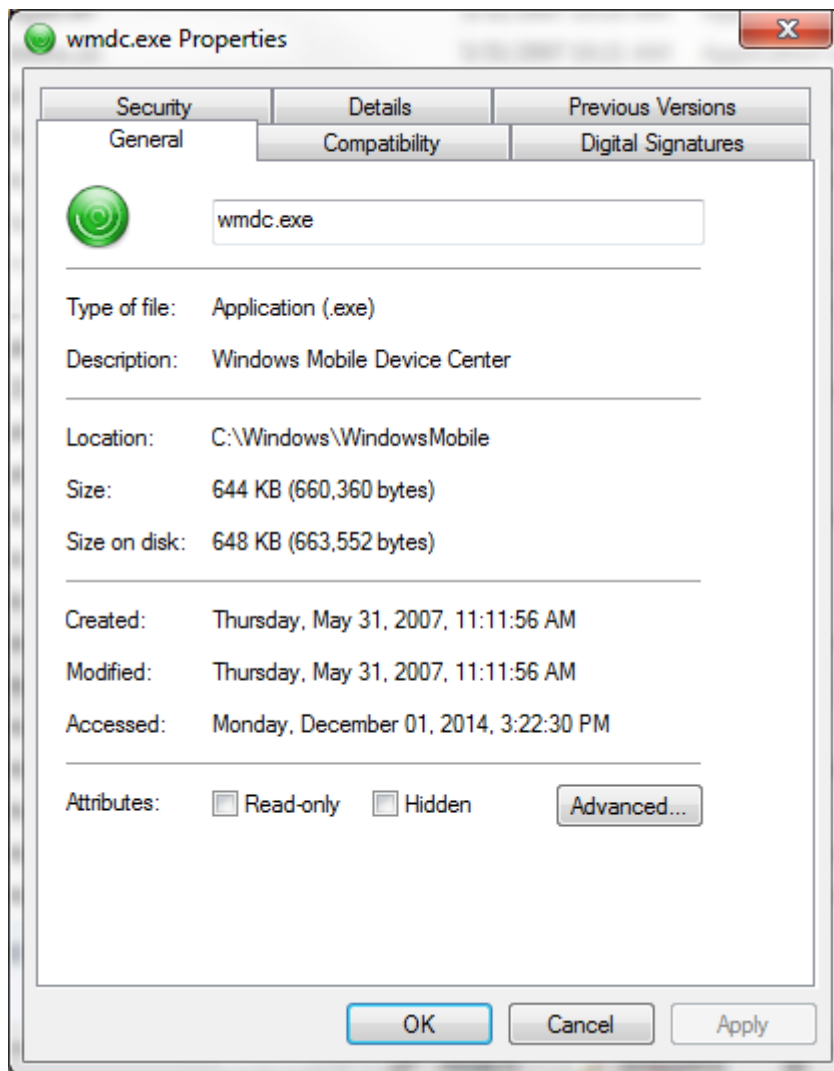
<https://support.microsoft.com/en-us/help/931937/description-of-windows-mobile-device-center>

Windows Mobile Device Center troubleshooting on Windows 10

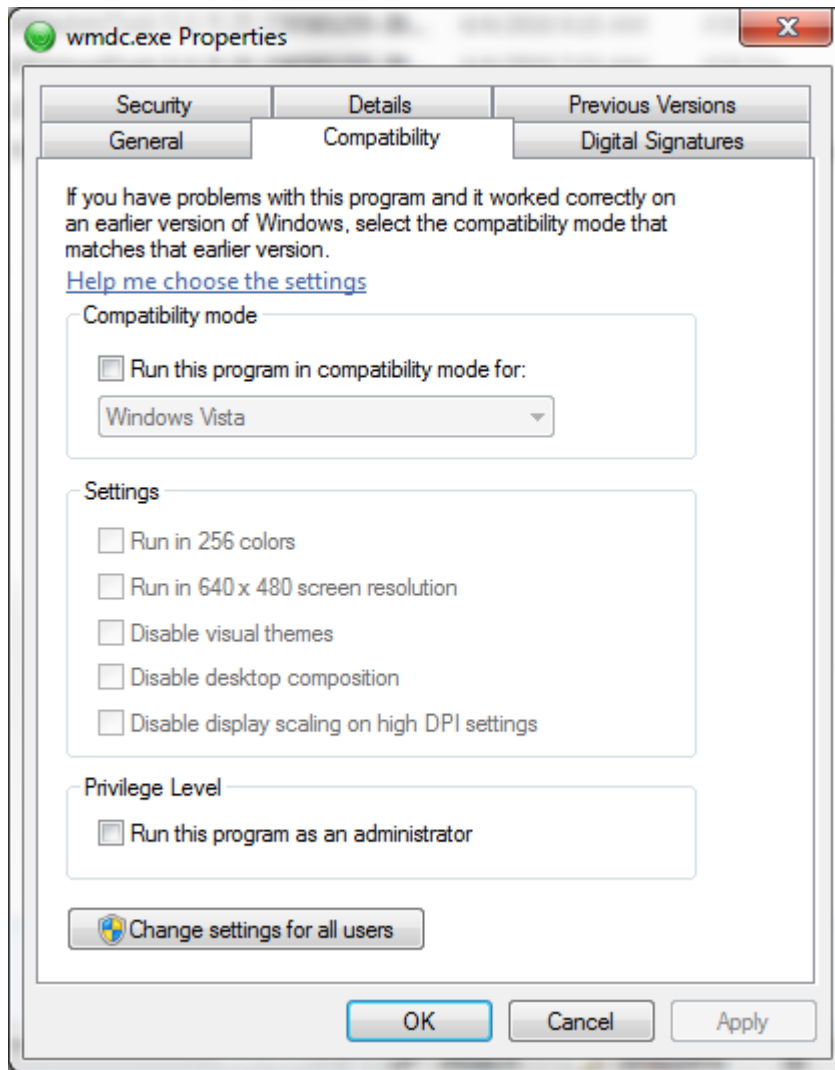
1. Unplug device from PC
2. Open Windows Explorer
3. Browse to C:\Windows\WindowsMobile



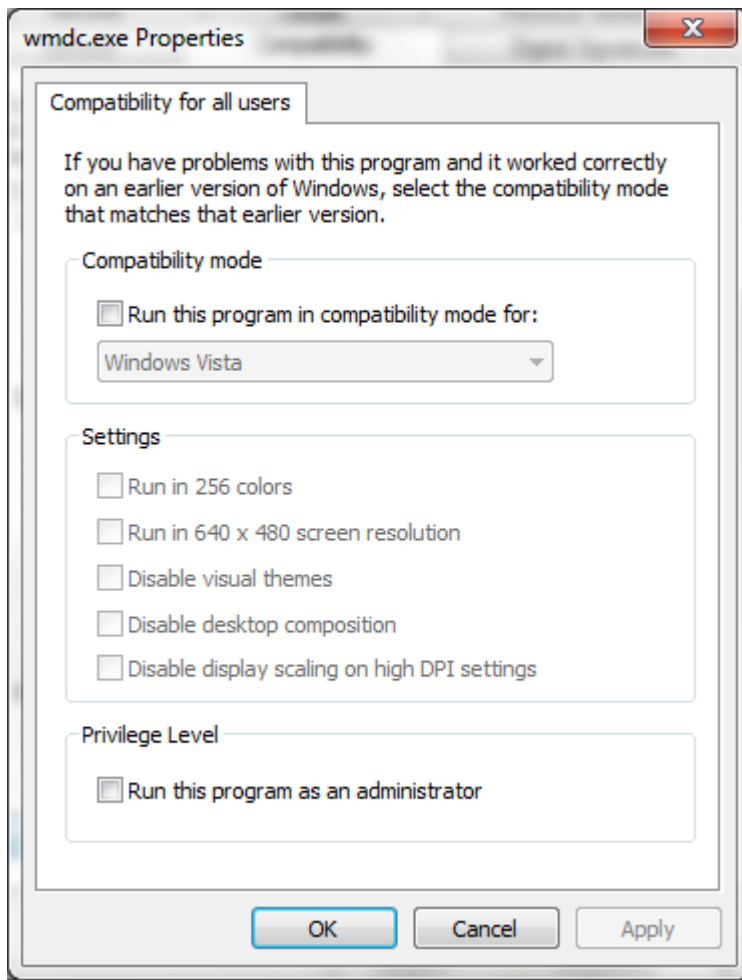
4. Right click on WMDC and choose Properties



5. Click on Compatibility



6. Click on Change settings for all users



7. Check the top box for Run this program in compatibility mode for Windows Vista and the box for Privilege Level Run this program as administrator, click Apply, then Ok

8. Run the command prompt as an administrator and run the following commands one at a time

```
REG ADD HKLM\SYSTEM\CurrentControlSet\Services\RapiMgr /v SvcHostSplitDisable /t
```

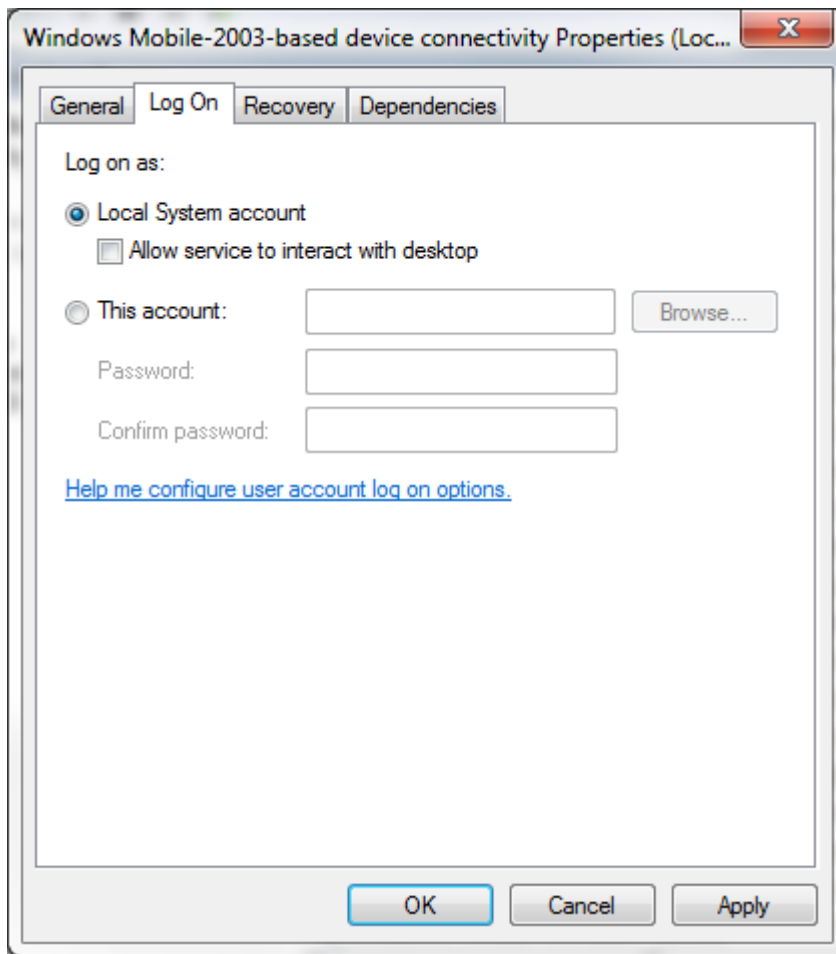
```
REG_DWORD /d 1 /f
```

```
REG ADD HKLM\SYSTEM\CurrentControlSet\Services\WcesComm /v SvcHostSplitDisable /t
```

```
REG_DWORD /d 1 /f
```

To open a command prompt as administrator, click start, type cmd, then right click on Command Prompt and select Run as administrator.

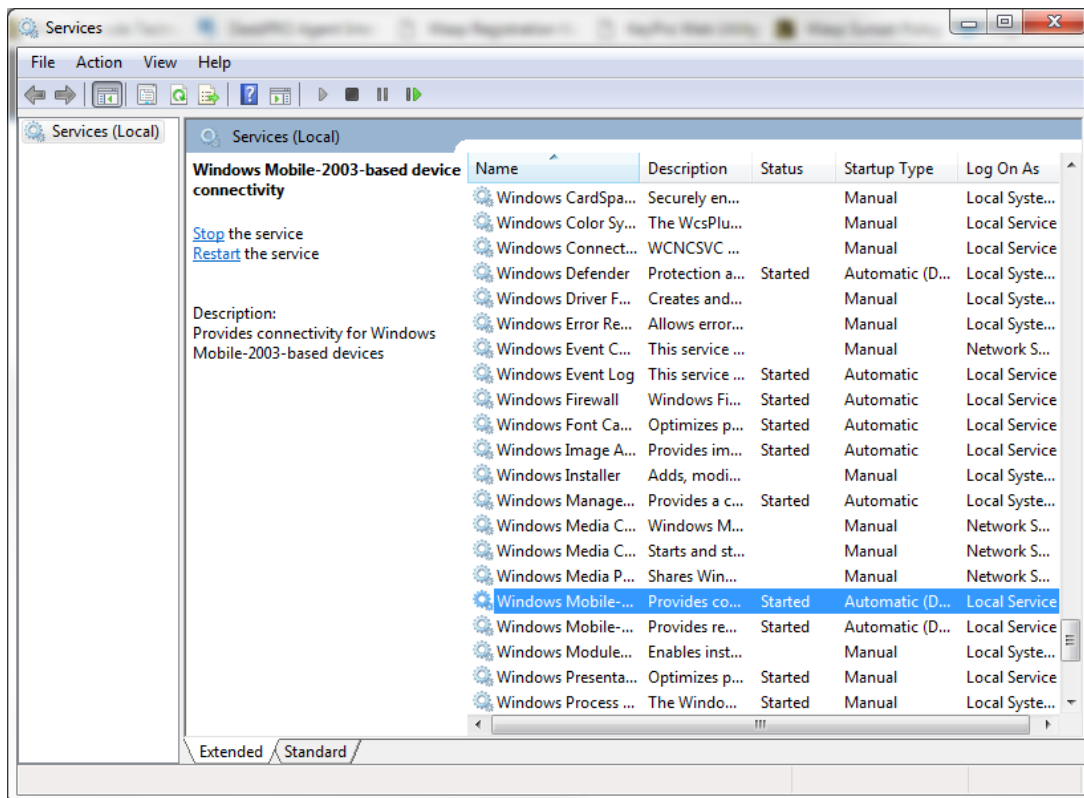
Right click and stop the service if it's started, if not right click and choose properties



Go to the Log On tab and check the box for Local System account.

Apply then OK

10. Right click on Windows Mobile-based device connectivity and stop the service is started otherwise choose properties



11. Download

WMDC-

Helper.exe <http://www.junipersys.com/content/download/13707/206847/version/1/file/WMDC-Helper.exe>

After it has downloaded, move to the desktop and right click and Run as Administrator.

12. Reboot the PC

13. While the PC is rebooting, if there is nothing on the device that needs to be kept, clean/cold boot the device, if there are, warm boot the device.

14. After the PC has been rebooted and before opening Windows Mobile Device Center, open Control Panel > Programs and Features > Turn Windows features on or off. Expand .NET Framework 3.5 and check both boxes. Allow Windows to update the feature.

15. Follow the steps in the Knowledge Base article below:

<https://support.waspbarcode.com/kb/articles/windows-mobile-ce-devices-thorough-driver-removal-from-device-manager>

Besides the items to look for open USB Serial Bus Controllers. Look for any USB device that

has (Device Descriptor Failed), if there are, remove them

16. Open Windows Mobile Device Center, then plug in the mobile device. It should install the drivers and within a few minutes should start showing connecting then connected.

If the mobile device does not connect, in Device Manager, look for any unknown devices that appeared, attempt to update the driver by pointing to C:\Windows\Windows Mobile it should then start installing the driver and connect to Windows Mobile Device Center.

If you are on version 1709 or version 1803 of Windows 10 or on an earlier version of Windows 10 that was previously working you will need to uninstall and re-install Windows Mobile Device Center again using the following Knowledge Base article

<http://support.waspbarcode.com/kb/articles/windows-10-fall-creators-update-v1709-windows-mobile-device-center-fails-to-install-or-uninstall>