HC1 shows in Device Manager but not in Windows Mobile Device Center

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Symptom: When the HC1 is connected to the pc, it shows up in Device Manager as Microsoft USB Sync or Windows Mobile Remote Adapter and Wasp HC1, but Windows Mobile Device Center does not recognize that a device has been connected.

Possible Solution: 1. Set Windows Mobile Device Center to run in Windows Vista compatibility mode:

1a. Navigate to C:\Windows\WindowsMobile\ and locate wmdc.exe

1b. Right click wmdc.exe and go to Properties > Compatibility.

1c. Click "Change settings for all users" and enter administrator credentials if needed.

1d. Check the box "Run this program in compatibility mode for" And select Windows Vista, then click OK twice.

2. Download WMDC-Helper.exe from Juniper Systems from this article:
https://www.junipersys.com/support/article/12162

Run it as administrator, then restart the pc and try connecting the HC1 again.