Windows 10 Creators Update (v1703) and Fall Creators Update (v1709): Windows Mobile Device Center message "This app isn't working correctly" or hangs at splash screen

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Symptoms

After applying one of these updates...

Windows 10 Creators Update (shows version 1703 when running winver.exe, starting around April 12, 2017)

Windows 10 Fall Creators Update (shows version 1709 when running winver.exe, starting

around October, 2017)

... attempts to run Windows Mobile Device Center fail with the message "This app isn't working correctly", or starts to run but hangs at the splash screen.

In Event Viewer, the Windows Application Event Log may show one or more of these errors:

- Failed to start the Windows Mobile-2003-based device connectivity service due to CreateSemaphore(0x80070005) failure (see data for failure code).
- The server {373E19B5-76AA-46D5-93A9-2E39A99B39B2} did not register with DCOM within the required timeout.

Problem 1: "This app isn't working correctly"
Solution 1: In Programs and Features, uninstall (in this order) Windows Mobile Device Center Driver Update and Windows Mobile Device Center, then reinstall (see below for installer downloads).

Problem 2: WMDC hangs at splash screen

Do both parts of the solution.

Solution 2 part a: In the Services applet (services.msc):

Stop Windows Mobile-2003-based device connectivity.
Double-click on it.
On the Log On tab, set it to log on as Local System Account (don't check the box "Allow service to interact with desktop), then OK.

Stop Windows Mobile-based device connectivity.
Double-click on it.
On the Log On tab, set it to log on as Local System Account (don't check the box "Allow service to interact with desktop), then OK.

Start Windows Mobile-2003-based device connectivity.
Start Windows mobile-based device connectivity.

In Task Manager, end task on wmdc.exe and/or wmdcBase.exe. Windows Mobile Device Center should now run correctly.

Solution 2 part b: Start a Command Prompt as Administrator, then run these commands:

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

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Solution source:

https://answers.microsoft.com/en-us/windows/forum/windows_10-update/after-windows-10-creators-update-can-not-connect/9807ebe3-0e53-410d-b3b2-067d3f92de0e

Related Pages

- Windows 10 (v1709), 1803 and 1090: Windows Mobile Device Center fails to install or uninstall. "There is a problem with this Windows Installer package. A DLL required for this install to complete could not be run..."
- Windows 10 Fix Summary for Windows Mobile Device Center issues (win10fix)
- Windows Mobile Device Center (WMDC) Troubleshooting Resources
- Windows Mobile Device Center and Windows 10
- Windows Mobile Device Center (and ActiveSync for Windows XP) download links