



# WASP PROTECT

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## Windows 10 Fix Summary for Windows Mobile Device Center issues (win10fix)

Scott Barnett - 2019-05-22 - in FAQs

Links to full articles regarding these fixes are below in Related Pages.

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**Problem:** Device Manager only shows the mobile device as Microsoft Windows Mobile Remote Adapter (or Microsoft USB Sync) but not as a Portable Device, so Windows Mobile Device Center will not show the device as connected.

Media Feature Pack: Download all of these, and install any that will, in this order:

1. (v1503) <https://www.microsoft.com/en-us/download/details.aspx?id=48231>
2. (v1511) <https://www.microsoft.com/en-us/download/details.aspx?id=49919>
3. (v1607) <https://www.microsoft.com/en-us/download/details.aspx?id=53356>
4. (v1703)

<https://support.microsoft.com/en-us/help/4016817/media-feature-pack-for-n-edition-of-windows-10-version-1703-april-2017>

5. & 6. (v1709 & v1803)

<https://www.microsoft.com/en-us/software-download/mediafeaturepack>

Uninstall and reinstall WMDC.

For Windows 10 v1709, use the workaround in the DLL article linked below. Note: Microsoft may have fixed the problem that article addresses.

Set this to run (for all users) in Compatibility mode for Vista:

C:\Windows\WindowsMobile\wmhc.exe

Download WMDC-Helper.exe from Juniper Systems via page:

<https://www.junipersys.com/support/article/12162>

After downloading, right-click WMDC-Helper and Run As Administrator.

Reboot the PC.

Hardware resets, including Warm Boot and Clean Boot may be necessary at this point.

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**Problem:** WMDC will not run on Windows 10 Creators Update (v1703) or later:

Run Command Prompt as an 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
```

Services.msc:

Stop Windows Mobile-2003-based device connectivity.

Stop Windows mobile-based device connectivity.

Get properties of Windows mobile-based device connectivity. Set the Log On tab to Local System Account. OK.

Get properties of Windows Mobile-2003-based device connectivity. Set the Log On tab to Local System Account. OK.

Start Windows Mobile-2003-based device connectivity.

Start Windows mobile-based device connectivity.

If wmhc.exe is running in Task Manager, end task on it, then relaunch WMDC from the Start Menu.

Note: It may be necessary to reapply all or portions of this fix after rebooting the PC.

#### Related Pages

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- [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..."](#)
- [WMDC-Helper.exe for Windows 10 \(by Juniper Systems\)](#)
- [Windows Mobile Device Center \(WMDC\) Troubleshooting Resources](#)
- [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](#)

- [Windows Mobile Device Center and Windows 10](#)