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Windows Mobile/CE Devices: thorough driver removal from Device Manager

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Sometimes when troubleshooting mobile device connection issues, it is necessary to remove all drivers for the mobile device.

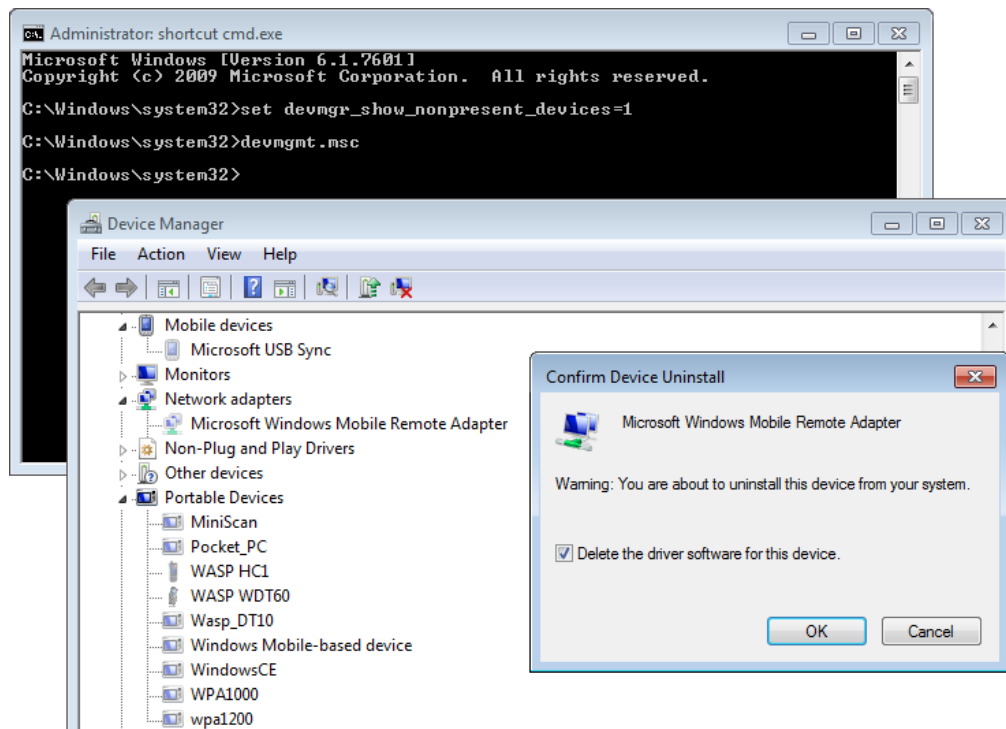
1. On the PC: run the Command Prompt as Administrator.
Click the Start menu
Type in the search box: cmd
In the list that appears, right-click cmd.exe (or Command Prompt), then Run As Administrator. Approve any security prompt that appears.
(Note: If you don't do the "right-click, Run As Administrator" steps, the hidden devices will not show up in Step 4.)
2. In the command prompt, exactly type or copy/paste the following command, then Enter:

```
set devmgr_show_nonpresent_devices=1
```


Note: To paste into a command prompt window, right-click anywhere in the window. If you get a menu, click Paste. (Windows 10 also allows Ctrl-V to paste into a Command Prompt.)
3. Type or copy/paste the following command, then Enter:

```
devmgmt.msc
```


The Device Manager will open.



4. View menu, Show Hidden Devices. With the command from Step 2, this shows non-present devices as grayed/ghosted icons.
5. Expand these topics if present:
 - Mobile Devices
 - Network Adapters
 - Portable Devices
6. In the topics from Step 5, look for:
 - Microsoft USB Sync
 - Microsoft Windows Mobile Remote Adapter
 - Windows Mobile-based device support
 - portable device with a name you gave the trouble device
 - any of the above with a number after it, e.g. #2
7. For each of the objects in Step 6, right-click, then Uninstall. If there is a checkbox for "Delete the driver software for this device", check it. Click OK. Repeat this step until they're all gone.
8. To get Windows to re-poll for devices, right-click the PC name (at the top of the Device Manager list), then click Scan For Hardware Changes.

Related Pages

- [Wasp WPL Label Printer Installation & Troubleshooting](#)

- [Windows Mobile Device Center \(WMDC\) Troubleshooting Resources](#)
- [Windows Mobile Device Center and Windows 10](#)