

# Wasp

## BARCODE TECHNOLOGIES

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

Scott Leonard - 2020-06-26 - in [FAQs](#)

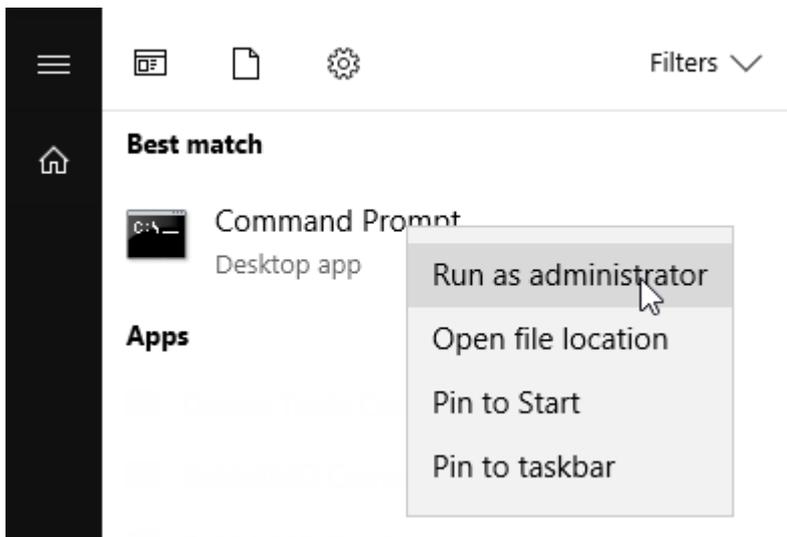
Issue: When troubleshooting mobile device connection issues, it is sometimes necessary to remove all drivers for the mobile device.

### **1. Open a Command Prompt as an 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 in subsequent steps.)**

## 2. Enter the following commands into the command prompt

For each of the commands below, type them out exactly or copy/paste them into the command prompt, then press Enter to execute the command

```
set devmgr_show_nonpresent_devices=1  
devmgmt.msc
```

*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.)*

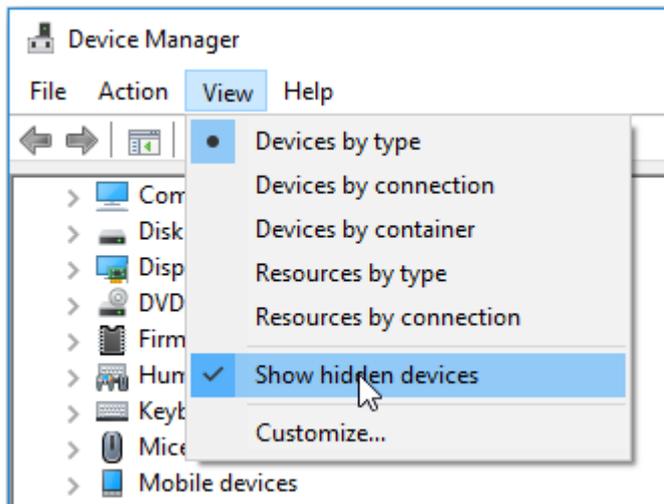
This should open the **Device Manager**.

A screenshot of an Administrator Command Prompt window. The title bar reads 'Administrator Command Prompt'. The window content shows the following text:

```
Microsoft Windows [Version 10.0.16299.1029]  
(c) 2017 Microsoft Corporation. All rights reserved.  
  
C:\windows\system32>set devmgr_show_nonpresent_devices=1  
C:\windows\system32>devmgmt.msc  
C:\windows\system32>
```

## 3. Enable Show Hidden Devices

In the Device Manager, select View > **Show hidden devices**



#### 4. Expand the following topics:

- Mobile Devices
- Network Adapters
- Portable Devices
- Universal Serial Bus Controllers

#### 5. In The topics from the previous step, look for any of the following:

- Microsoft USB Sync
- Microsoft Windows Mobile Remote Adapter
- Windows Mobile-based device support
- Unknown USB Device (Device Descriptor Request Failed)
- portable device with a name you gave the trouble device
- any of the above with a number after it, e.g. #2

#### 6. Uninstall each of the above devices

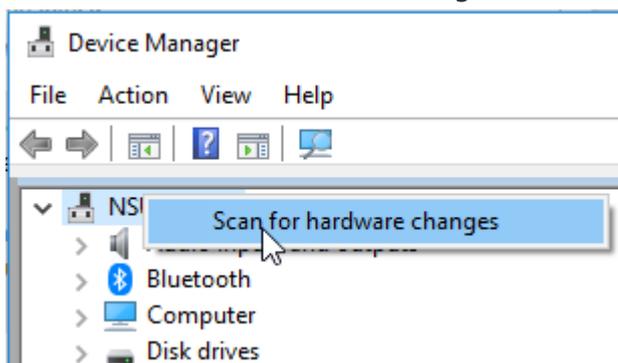
For each of the objects the previous step:

- Right-click, then select **Uninstall**.
- If there is a checkbox for "**Delete the driver software for this device**", check it and click OK.
- Repeat this step until they're all gone.



## 7. Refresh the Device List

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](#)