



WASP PROTECT

Portal > Knowledgebase > FAQs > Windows Mobile/CE Devices: thorough driver removal from Device Manager

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

Scott Barnett - 2020-06-26 - in FAQs

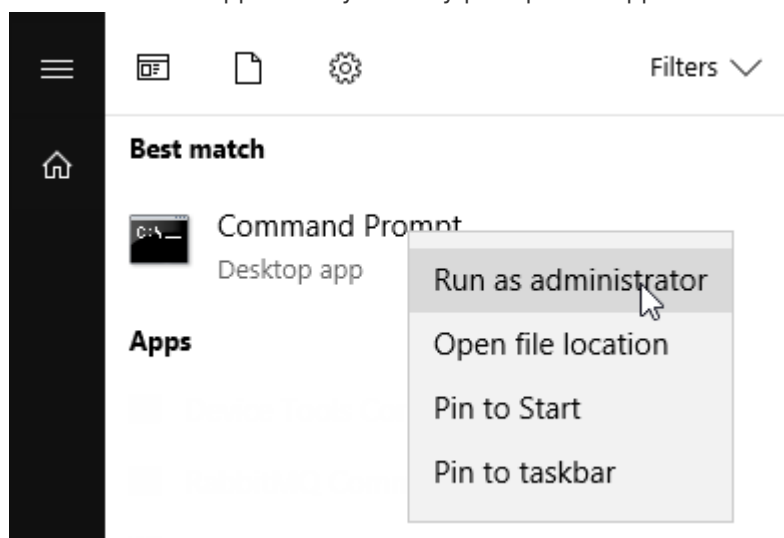
Issue: When troubleshooting mobile device connection issues, it is sometimes necessary to remove all drivers for the mobile device.

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.)

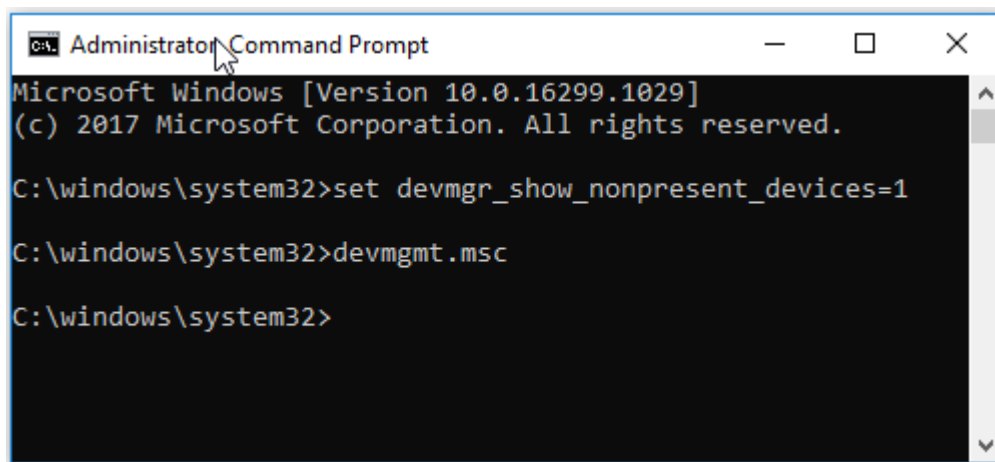
2. Enter the following commands into the command prompt

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.)

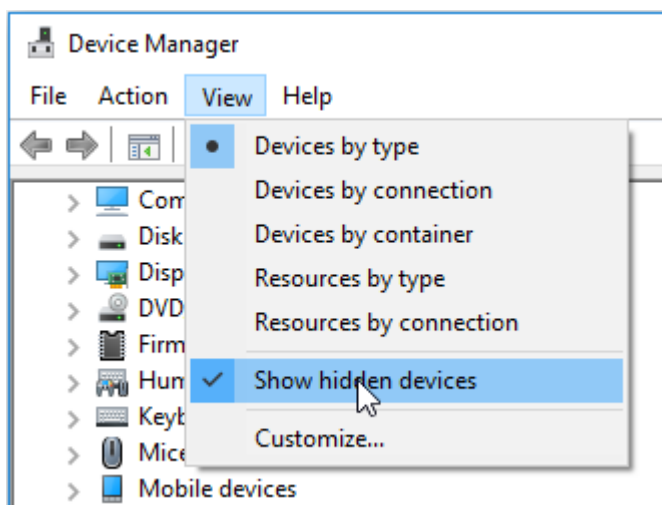
This should open the **Device Manager**.



```
Administrator: Command Prompt  
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

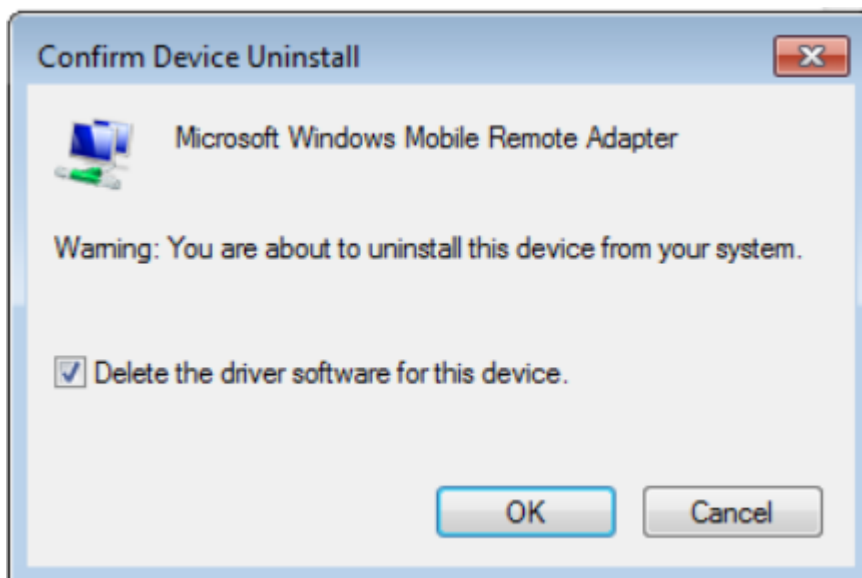
5. In The topics from the previous step, look for any of the following:

- 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:

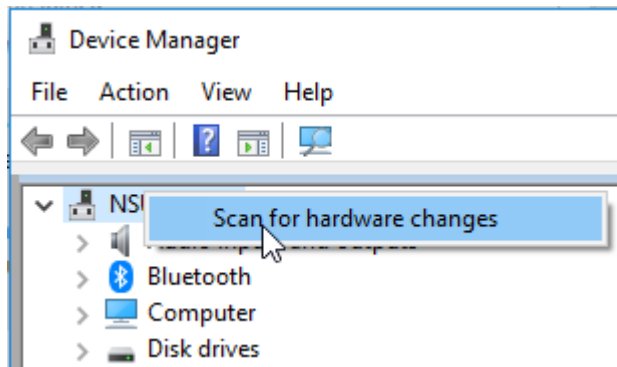
- Right-click, then select **Uninstall**.
- If there is a checkbox for "**Delete the driver software for this device**", check it and click OK.
- Repeat this step until they're all gone.



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](#)