Windows Mobile Device Center troubleshooting on Windows 10

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Issue:

Windows Mobile Device Center (WMDC) will not open on Windows 10

Windows Mobile Devices will not show as **Connected** in WMDC when using Windows 10

Basic Troubleshooting for WMDC on Windows 10

1. Download and Install WMDC

The installer for WMDC can be downloaded from the links below:

64bit: https://dl.waspbarcode.com/kb/wmdc/wmdc-64-bit-drvupdate-amd64.exe

32bit https://dl.waspbarcode.com/kb/wmdc/wmdc-32-bit-drvupdate-x86.exe

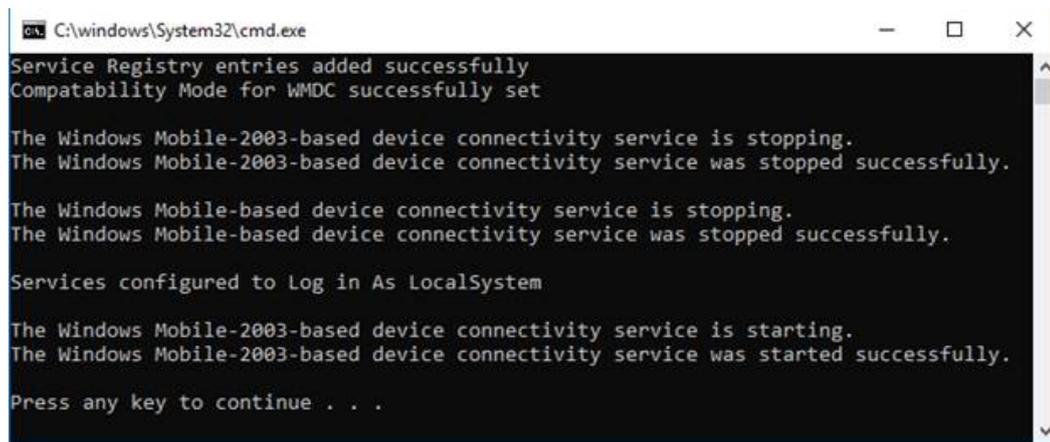If WMDC does not open after being installed, proceed to the next step.

2. Run WMDC_Service_Fix.bat

Download the following

https://dl.waspbarcode.com/kb/wmdc/WMDC_Service_Fix.bat

Right click the file, and choose **Run as Administrator**

If successful, the screen should show the following:

If your system does not allow running bat files, or if you are concerned about running bat files on your system, there are comments in the file which detail every command being executed.
You can also find instructions to manually change these settings in the following article:
https://support.waspbarcode.com/kb/articles/1568

3. Verify Connection Settings

Some mobile devices require specific connection settings to connect properly

HC1 Connection settings:

https://support.waspbarcode.com/kb/articles/1018

WDT60 Connection Settings:

https://support.waspbarcode.com/kb/articles/1099

(There are no specific connection settings for the WDT90 or WDT92)

4. Establish the Mobile Device Connection

Open Windows Mobile Device Center

then plug in the mobile device.

It should install the drivers and, within a few minutes, start showing connecting then connected.

If the mobile device does not connect, proceed to the next step

5. Thorough Device Removal

Unplug the device from USB

Follow the steps in the Knowledge Base article below:

https://support.waspbarcode.com/kb/articles/1229

Go back to the previous step, and **Establish the Mobile Device Connection**

Occasionally, this step needs to be completed several times before your Mobile Device will connect.

If, after several attempts, it has not connected, proceed to:

Additional Troubleshooting for WMDC on Windows 10

Additional Troubleshooting for WMDC on Windows 10

1. Remove McAfee Live Safe

McAfee Live Safe interferes with the operation of many mobile devices

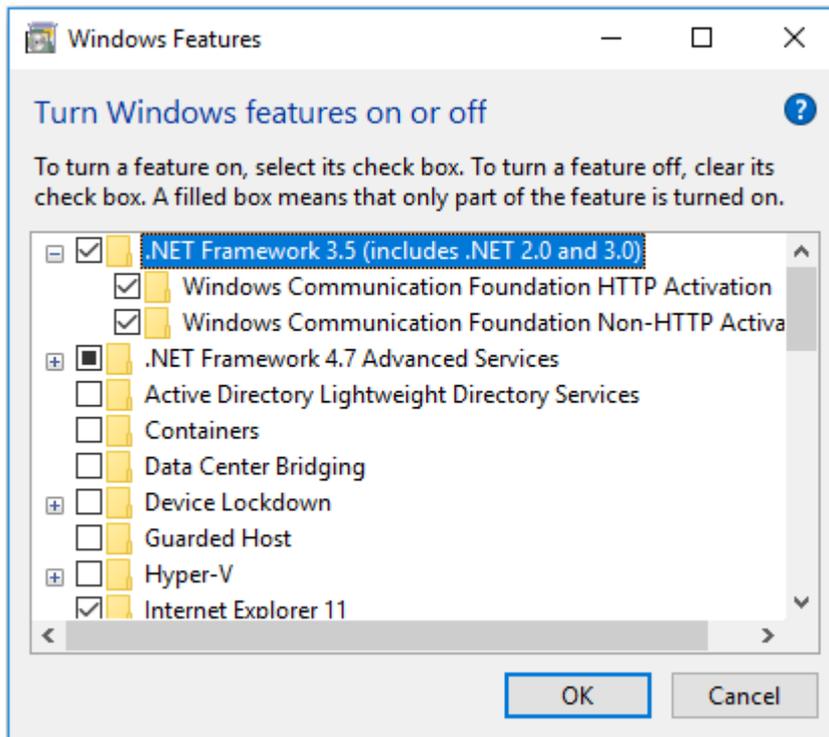https://support.waspbarcode.com/kb/articles/1050

If you have Live Safe, or any other protection software mentioned in the above article:

Using **add/remove programs**, completely uninstall that software

2. Verify that .NET 3.5 has been fully installed

Open Control Panel > Programs and Features > Turn Windows features on or off.

Allow Windows to update the feature.

3. Download and run the WMDC-Helper.exe

Download WMDC-Helper.exe the from the following:

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

After it has downloaded, right-click it, and select **Run as Administrator**.

4. Reboot the PC (Do Not Skip this Step)

5. Warm or Cold Boot your Mobile Device

While the PC is rebooting, perform a warm or cold boot depending upon the following:

Is there is any data on the device that needs to be kept?

If there is not, then **clean/cold boot** the device.

If there is data that needs to be retained on the device, **warm boot** the device.

6. Verify Connection Settings
Some mobile devices require specific connection settings to connect properly
(If a cold/clean boot was performed these settings will need to be applied again)

HC1 Connection settings:
https://support.waspbarcode.com/kb/articles/1018

WDT60 Connection Settings:
https://support.waspbarcode.com/kb/articles/1099

(There are no specific connection settings for the WDT90 or WDT92)

7. Establish the Mobile Device Connection
Open Windows Mobile Device Center
then plug in the mobile device.
It should install the drivers and, within a few minutes, start showing connecting then connected.
If the mobile device does not connect, proceed to the next step

8. Thorough Device Removal
Unplug the device from USB
Follow the steps in the Knowledge Base article below:
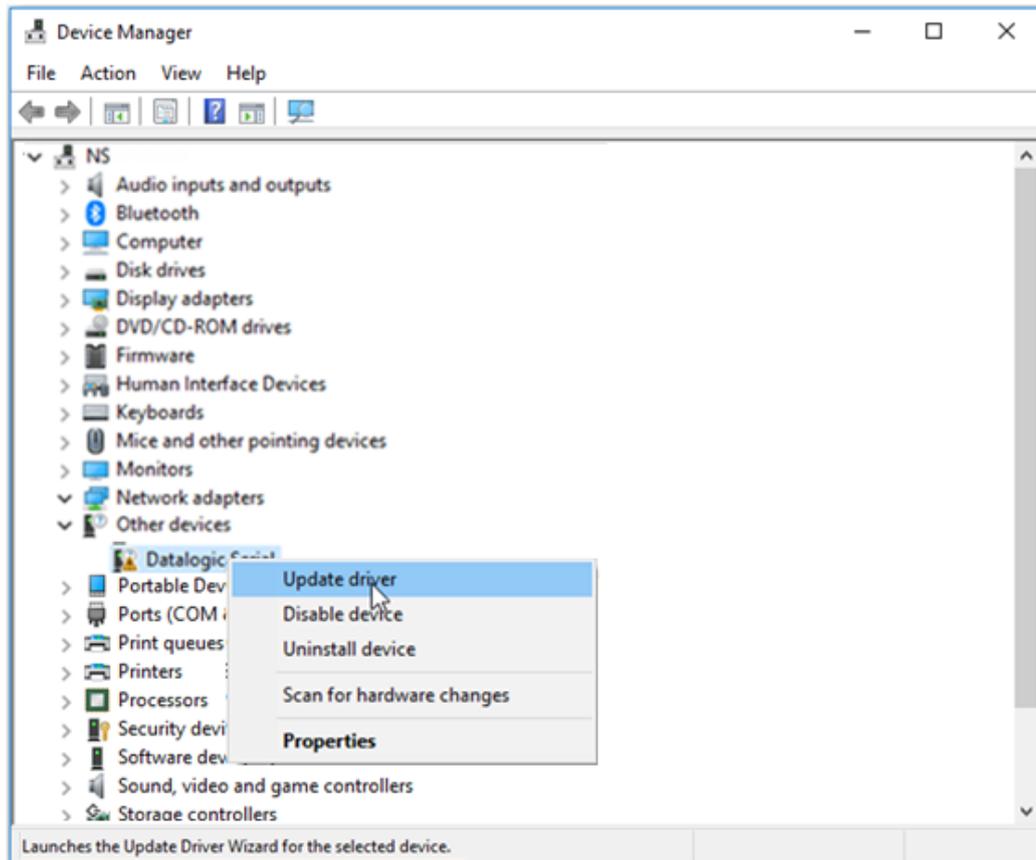https://support.waspbarcode.com/kb/articles/1229

Attempt the previous step again.

9. Update the Driver, if Necessary
In the **Device Manager**, Open the **Other** topic
If you see either **RNDIS** or **Datalogic Serial**,

Right click on that item and choose **Update Driver**

Browse to the following directory:

C:\Windows\Windows Mobile\

Be sure that **Include Subfolders** is checked and select **Next**

This should install the appropriate driver for your mobile device, which will now show as one of the devices listed in the previous step.

Go back and attempt to **Establish the Mobile Device Connection** again

Occasionally, these steps needs to be completed several times before your Mobile Device will connect.

If, after several attempts, it has not connected, proceed to:
Advanced Troubleshooting for WMDC on Windows 10

Advanced Troubleshooting for WMDC on Windows 10

This section is for more advanced users, if all of the above has failed to resolve the issue.

1. Uninstall and Reinstall .NET 3.5

If .NET errors are contributing to the failure of WMDC, you may need to uninstall and reinstall .NET 3.5

The following article details this process:

https://support.waspbarcode.com/kb/articles/1285

2. Uninstall and Reinstall WMDC

In add/remove programs, uninstall all instances of Windows Mobile Device Center and related updates.

You may need to refer to the following if it does not properly uninstall:

https://support.waspbarcode.com/kb/articles/1346

3. Verify that Microsoft Windows Remote Desktop Connection is not interfering with the WMDC connection

When using **Microsoft's Windows Remote Desktop Connection** to remote into a PC, no mobile device connected to this PC will show as **Connected** in WMDC. This is a limitation of how Windows Remote Desktop handles USB connections.

If the you must troubleshoot the device using a remote connection, it is recommended to use other remote desktop tools to do so.

4. Verify that nothing is interfering with the WMDC connection

Sometimes, in particularly restrictive systems, there may be other components interfering with the connection.

This may include: Network Settings, Firewalls, Group Policies, or Protection Software. The following article is intended for more advanced users and details some possible solutions:

https://support.waspbarcode.com/kb/articles/1060

Related Pages

- Windows Mobile Device Center (WMDC) Troubleshooting Resources