

With recent changes in the Windows O/S, many of our customers have been seeing an issue where Windows Mobile Device Center no longer works. I have found two workarounds and tested them both.

The first workaround has been reported with mixed results. Some users report that they have to re-work the steps every time they reboot. I have not seen this as the case with a surface tablet. It keeps the settings through a restart.

1. Click on the Windows start menu and type "computer management" and open the app
2. Under Services, select "Windows Mobile-2003-based device connectivity" and "Windows Mobile-based device connectivity"
3. Go to Log On and change it to Log on as "Local system account".
4. You will have to manually stop and restart both services

With this option WMDC may or may not start as usual. If it does not, open a file explorer window and look under "This PC" for a drive titled "Trimble Navigation" That will be your Trimble device.

The second workaround involves making registry changes and has been reported as being more permanent than the first. If you would like to review the complete resolution from the source with the original links for the application downloads, here it is: <http://www.junipersys.com/Juniper-Systems-Rugged-Handheld-Computers/support/Knowledge-Base/Support-Knowledge-Base-Topics/Desktop-Connection-ActiveSync-or-Windows-Mobile-Device-Center/WMDC-in-Windows-10>

1. Make sure the PC has 3.5 .net (install it if not)  
Sometimes before being successful at installing WMDC, you must first manually enable the required .NET Framework 3.5 under "Turn Windows features on or off" and/or by using the previous dotNetFx35setup.exe installer from Microsoft.
2. Then download the following application: [WMDC-Helper.exe](#) \*(You can find the download link from the original URL listed above)  
After install and once "Windows Mobile Device Center" appears in the list under the Start menu on the desktop PC, similar to as is automatically applied by our "WMDC-Helper.exe" utility referenced above, you may need to run Windows PowerShell as an administrator to apply the following registry commands, and then perform a Restart.
3. Open PowerShell as an Admin and copy and paste the scripts and run these two scripts on the target PC:
  - 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
4. Restart the PC