Support Note

WINDOWS MOBILE DEVICE CENTER CONNECTION ISSUES

PC Operating System support of Windows Mobile Device Center

Microsoft® ended support for Windows Mobile® Device Center (WMDC) in 2012; the latest Microsoft PC operating systems are not designed to be compatible with WMDC. WMDC may not work with the recently released Windows® 10 version 1703, or any subsequent Windows 10 versions.

Trimble® recommends that you consider alternative solutions to WMDC where possible. Some alternatives are listed below.

When WMDC must be used with operating systems that no longer support it, there are some options you can try to get it working. These are also listed below.

Alternative solutions to Windows Mobile Device Center

Try direct Internet connections via Wi-Fi, cellular modem, or through Ethernet connections. Specific workflows may be supported via Internet connections for file transfer depending on the software applications used. For example, if you are using Trimble Access™ software, you can use Trimble AccessSync software and a Trimble Connect account to transfer files between the controller and Trimble Connect via an Internet connection.

Further options may be available for specific products and applications and may be listed in product user guides.

Workarounds and troubleshooting options to get WMDC working

WMDC may no longer work in the latest Windows operating systems. Windows 10 version 1703 has been widely reported to no longer work with WMDC. The following options could help to get WMDC working again.

Install and enable .NET Framework 3.5

Sometimes before successfully installing WMDC, you must 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. Run the 64-bit drvupdate-amd64.exe or 32-bit drvupdate-x86.exe installer as an Admin and in *Compatibility Mode* for Windows Vista® if WMDC and the required drivers do not successfully install automatically through the Windows Update service when you connect USB.

Registry Changes

After installation and once *Windows Mobile Device Center* appears in the product list under the Start menu on the desktop PC, you may need to add the following Registry entries, and then perform a Restart.

- HKLM\SYSTEM\CurrentControlSet\Services\RapiMgr\SvcHostSplitDisable = 1
- HKLM\SYSTEM\CurrentControlSet\Services\WcesComm\SvcHostSplitDisable =1

Trimble®

These Registry entries change the way in which the operating system handles the background processes ("Services") that control WMDC connectivity. The handling of background Services has changed in Windows 10 1703 and these additions allow WMDC to continue to work.

A PC application tool that will add these Registry settings is available *here* to simplify the Registry editing process. The tool must be run with Administrator privileges because it modifies the PC's Registry.

Download the tool to your PC and from the File Explorer right-click the file and choose ***Run as Administrator***. A pop-up confirms the tool is from Trimble Navigation and asks for confirmation to run; choose ***Yes***. A command window opens and displays the Registry values changed. Press any key to exit the application once it is complete.

For more information

Contact your local Trimble Distribution Partner.

TRANSFORMING THE WAY THE WORLD WORKS