

# Installing Windows Mobile Device Center

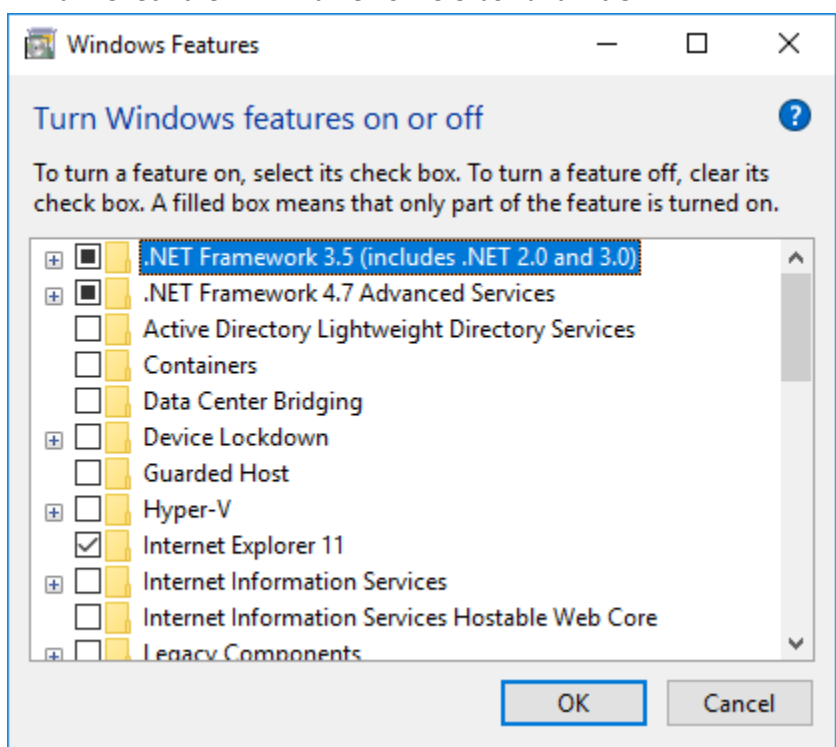
## On Windows 10 1709

This document describes the steps to get Windows Mobile Device Center (WMDC) working with Windows 10 1709 (Fall Creators).

The WMDC installer can be downloaded from here: <https://support.microsoft.com/en-us/help/931937/description-of-windows-mobile-device-center>

### Steps to install WMDC

- 1) Ensure you have the latest Windows Updates on your Windows 10 1709 PC.
- 2) Ensure .net 3.5 is enabled
  - a. Hit the “Start” button and type “Turn Windows Features on or off”
  - b. Check the .NET Framework 3.5 box and hit OK



- 3) Install WMDC using the .exe installer.
- 4) Run the WmdcFixesWin10 installer. This will prompt for a reboot at the end.
- 5) After your computer reboots, launch WMDC, and connect your Windows Mobile device. If WMDC doesn't connect, follow the steps below. In most cases, this is needed once.
  - a. Uninstall WMDC (see problem #4 below)
    - i. a. Start->Settings->Apps
    - ii. Uninstall both “Windows Mobile Device Center” and “Windows Mobile Device Center Driver Update”.
  - b. Install WMDC again using the .exe installer.

## Problems (these are addressed in the steps above)

- 1) Initially after 1709 came out, WMDC would not install, complaining about a missing DLL. This has been fixed with a Windows Update. Update KB4054517 (Dec 11 2017 update) has this fixed, and it should carry forward to any future cumulative updates. It is unknown which updates had this fixed first (we didn't go back any further to test).
- 2) After installing WMDC, WMDC will fail to launch. The solution is to set two registry keys.  
[HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\RapiMgr]  
    "SvcHostSplitDisable"=dword:1  
[HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\WcesComm]  
    "SvcHostSplitDisable"=dword:1  
Followed by a reboot. These are included in the Juniper Systems WmdcFixesWin10 installer.
- 3) WMDC closes after the device disconnects. This causes subsequent attempts to connect to fail because WMDC is not running in the background. The fix for this is to follow [these steps](#) (also included in the WmdcFixesWin10 installer).
- 4) After the first install of WMDC, it will not connect to a Windows CE/Mobile device. It has been found that uninstalling and reinstalling WMDC fixes this problem.