WMDC Connection Troubleshooting

One of the most frequent questions I get is why won't my handheld connect to the PC via Windows Mobile Device Center (WMDC) anymore? The problem is usually caused by a Windows 10 update or an update to your Antivirus/Firewall application. Here are the troubleshooting steps I take to resolve the issue:

1. **Be sure Windows Mobile Device Center will open on your PC.** Open Windows Mobile Device Center (WMDC) from the Start Menu or from a shortcut on your desktop or task bar if you have created them.
   A. If you cannot find Windows Mobile Device Center on your PC, download the correct installer from our website using the appropriate link below, making sure you know where the file is being stored. If you are unsure about whether you have a 32 or 64 bit PC, you can check your PC properties. Most likely you have a 64 bit PC.
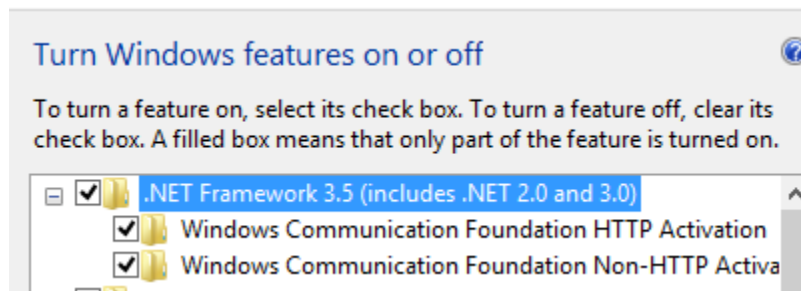
      [Windows Mobile Device Center for 32 bit PC's](#)
      [Windows Mobile Device Center for 64 bit PC's](#)

      When the install file has been saved to your PC, find the install file using Windows Explorer. ***Right click*** on the install file and choose ***Run as Administrator***. The file name will be drvupdate-x86.exe **or** drvupdateAMD64.exe.

   B. If Windows Mobile Device Center will not launch fully you will need to download the WMDC Helper application using this link: [WMDC Helper](#) making sure you know where the file is being stored. When the install file has been saved to your PC, find the install file using Windows Explorer and ***right click*** on the file and choose ***Run as Administrator***. The file name will be ***WMDC-Helper.exe***. You may be prompted by a security message to allow this application to make changes… Click Yes or Allow. Next, you will see a message prompting you to restart your PC. Go ahead and restart your PC now. After the restart, be sure that Windows Mobile Device Center will open on your PC.

2. Power ON your handheld device and then reboot it. Usually this can be accomplished by holding the Power button continuously.

3. After the handheld has completely booted, open Windows Mobile Device Center on your PC. Connect the handheld via the USB cable. Allow about one minute to see if the device will connect. If not, disconnect the handheld and close Windows Mobile Device Center. Proceed to the following steps.

4. **Be sure you have .NET 3.5 Framework enabled on the PC.**
    A. To check this setting, open *Control Panel* on your PC. You can get to Control Panel by typing in Control Panel in the Search box next to the Start Menu in Windows 10 and Windows 8. In Windows 7, Control Panel will show up in the Start Menu.
    B. Once in Control Panel, click *Programs and Features*. You may need to click the Large Icons button to see Programs and Features.
    C. Once in Programs and Features, click the *Turn Windows Features On or OFF* button. It will take a few seconds for list of features to be populated. Expand the item *.NET Framework 3.5* by clicking the + button to the left. Be sure **both** items indented underneath are checked as shown below.   *Ok* out when done here.

    D. Open Windows Mobile Device Center on the PC and connect the handheld via the USB cable. If the device will not connect, close Windows Mobile Device Center and unplug the handheld. Proceed to the next steps.

5. On the handheld device, click on the Start Menu and **open the ActiveSync app**.

    Next, click *Menu > Connections*.   Be sure the settings are like this and then *OK* back out.
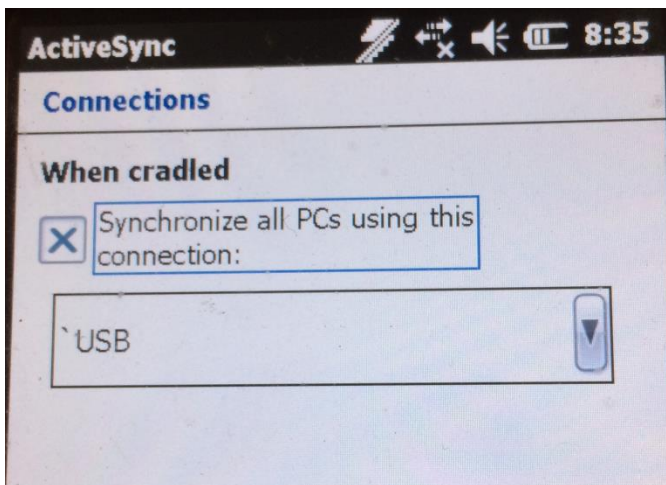
6. On the handheld, click Start menu > Settings > Connections > USB to PC. Change the Enable advanced network functionality setting from the current assignment and then **OK** back out. Open Windows Mobile Device Center on the PC and reconnect the handheld via the USB cable. Allow one minute or so to see it will make a connection. If not, go back to the USB to PC setting enable the Advanced network functionality as shown below by putting an x in the box and then **OK** back out. Proceed to the next step.

7. Close Windows Mobile Device Center but leave the handheld plugged in. Next, go back to Control Panel as we did in step #4A. This time do not go to

Programs & Features, but rather open the *Devices and Printers* category. You should see an item in the Devices list named Microsoft Windows Remote Mobile Adapter (it may have also have a # assigned to it). *Right click* on the device(s) with this name and choose *Remove Device*. Close out of Control Panel, disconnect the handheld, and open Windows Mobile Device Center. Plug the handheld device in again via the USB cable and wait for one minute for the device to connect. If it will not connect, close Windows Mobile Device Center, disconnect the handheld, and proceed to the next step.

8. **Uninstall Windows Mobile Device Center Driver Update** and **Windows Mobile Device Center** using Control Panel > programs and Features. Right click on Windows Mobile Device Center Update first and choose Uninstall. When this is complete uninstall Windows Mobile Device Center. Restart your PC after the uninstall is completed.

9. **Reinstall Windows Mobile Device Center as Administrator** by downloading the appropriate installer from Step 1A. Run the installer as administrator as described in step 1A. Once the install has started you can plug in your handheld again. Give this process about 5 minutes to see if the handheld will connect. If it does not connect, unplug the handheld device and close Windows Mobile Device Center. Proceed to the next step.

10. **Disable your antivirus/firewall application**. If you have gotten this far without successful connection, the problem is very likely your firewall/antivirus application. Try temporarily disabling your firewall and then open Windows Mobile Device Center and connect the handheld device. Hopefully this will do the trick. Note that many firewall applications will allow users to exclude or set an exception for Windows Mobile Device Center. There are far too many antivirus/firewall applications for me to give you detailed instructions on how to do this. You can start by checking the Settings or Options in your firewall application or use Google to find a "How To" tutorial. Better yet, consult your IT technician. The Windows Mobile Device Center program files are found in the C:\Windows\Windows Mobile folder if you need to specify a folder location to set an exception.

Please let us know if you find other solutions to the connection issues.