



Support Note

Aug 2020

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 PC operating systems released from Microsoft are no longer designed to be fully compatible with WMDC. Future Windows 10 versions may not work with WMDC.

Trimble recommends that alternative solutions to WMDC be considered where possible, and some alternatives are listed below in this Support Note. When WMDC must be used with operating systems that no longer support it, there are some options that can be tried to get it working, and those are listed below as well.

Alternatives to Windows Mobile Device Center

Direct internet connections via Wi-Fi, cellular modem or through Ethernet connections may be an option. Specific workflows may be supported via internet connections for file transfer depending on the software applications used. E.g. Trimble Access users can use AccessSync 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. The following options could help to get WMDC working again.

Install and enable .NET Framework 3.5 & then WMDC

Sometimes before being successful at 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 (access this via Properties/Compatibility) if WMDC and the required drivers do not successfully install automatically through the Windows Update service when you connect the device via 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.

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

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

These Registry entries change the way in which the OS 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 PCs Registry.

Download the tool to your PC and from the File Explorer right-click the file and choose ‘Run as Administrator’. A pop-up will confirm the tool is from Trimble Navigation and ask for confirmation to run – choose Yes. A command window will open and display the Registry values changed. Press any key to exit the application once it is complete.

For more information

For more information contact your local Trimble Distribution Partner.