

# Recovering WMDC on Windows 10 from Creator's Edition Update

25 November 2017

Mark's Notes:

Don't feel special. It has affected 100% of our customers using Windows Mobile Devices.

You will know this has happened because when you click on the WMDC icon:



Nothing will happen, or it will open but NOT connect to your mobile device.

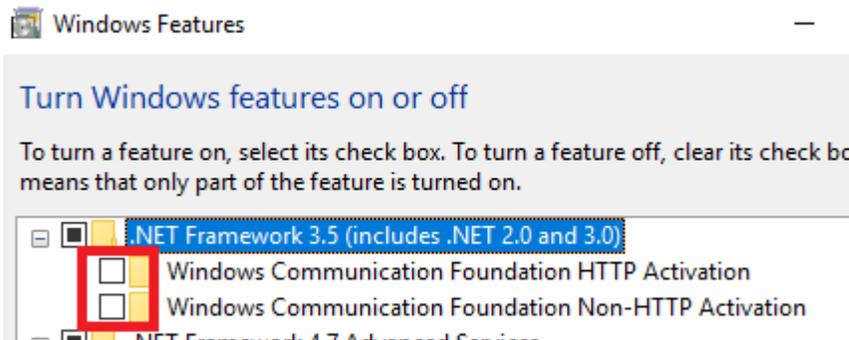
This document matches Mark's video: <https://youtu.be/VHI4dwVbGbl> Watch the video, it shows exactly how to fix.

Mark's recipe:

1. Make the two registry entries using the Admin mode on Windows Power Shell (or command line):

```
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
```

2. Control Panel: Program and Features: Turn Windows features on or off (left side bar), check both the Windows Communication Foundation checkboxes under .NET Framework 3.5:



3. Services: stop both Windows Mobile services, then change the user to top selection and check box to allow interaction with screen, finally restart both services.
4. Reconnect Windows Mobile Device. If it does not start, change the check status on the Start: Settings: Connections: USB to PC: 'Enable advanced network functionality. (If checked, uncheck and reconnect; if unchecked, then check and restart.)
5. If this does not work, reboot your computer and try connecting again.



## Resources

Juniper Systems

<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>

Handheld Group

<https://www.handheldgroup.com/support-rugged-computers/knowledgebase-KB/22996/>