

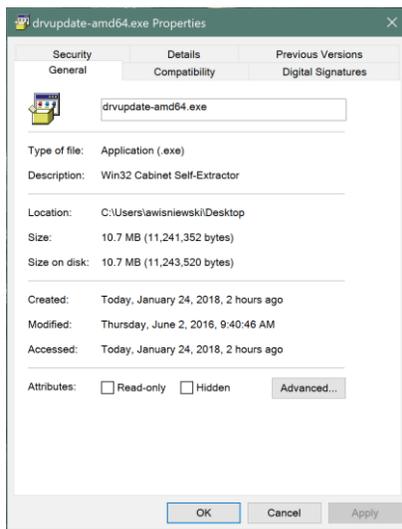
# AirTrack

## Windows Mobile Device Center: Windows 10 Compatibility Workaround

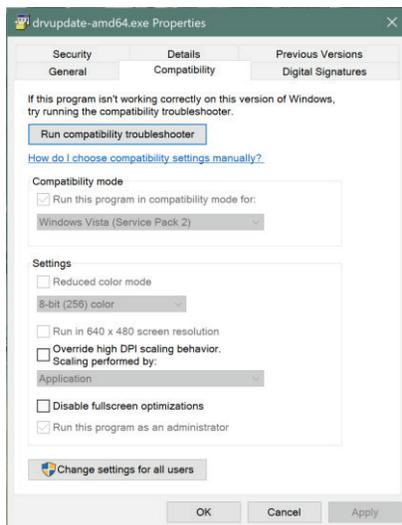
[This guide was put together using Windows 10 v.1703, if your computer is not up to date, please perform all available updates before continuing]

[Please follow the steps listed below to ensure the correct settings/configuration are loaded on your computer]

- 1) If present, please uninstall all Windows Mobile Device Center applications from your computer so it can be reinstalled fresh.
- 2) Locate the WMDC installation application (drvupdate-amd64.exe) and then right click followed by selecting "Properties":

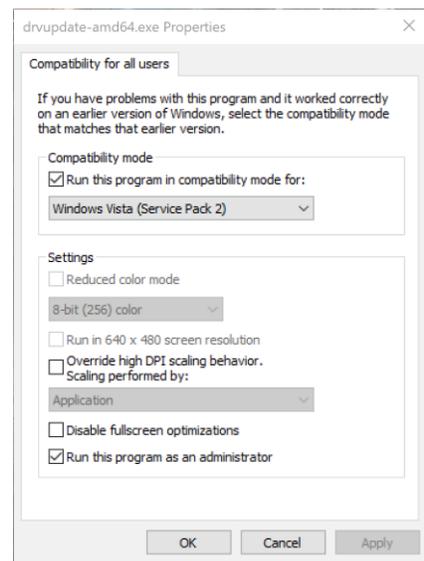


- 3) Next, please click on the "Compatibility" tab and then click the "Change settings for all users" button:

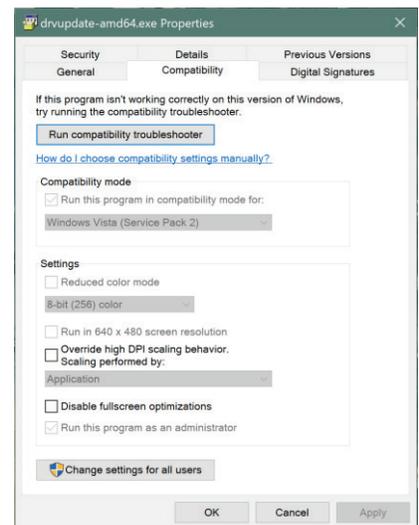


**NEXT →**

- 4) In this window please check the "Run in compatibility mode" checkbox and in the drop down select "Windows Vista (Service Pack 2)" as well as the "Run as Administrator" checkbox at the bottom of the window. Once complete, click the "Apply" button followed by the "OK" button:

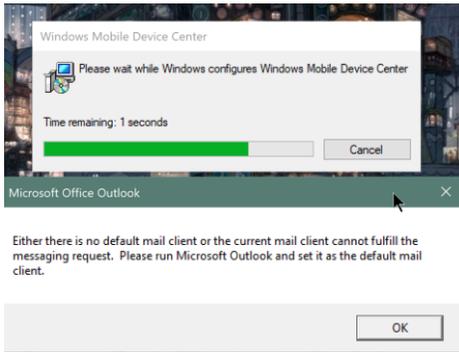


- 5) You will now be back at the installer's properties window, which should now match the changes just made in the previous step:

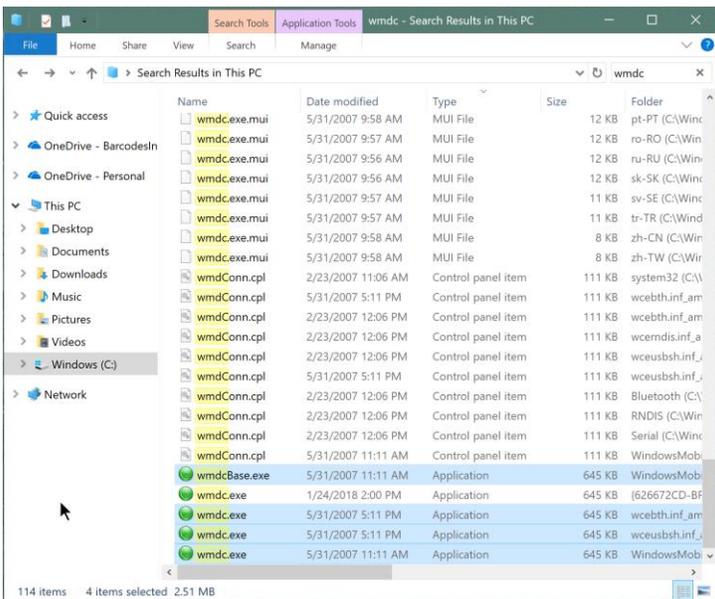


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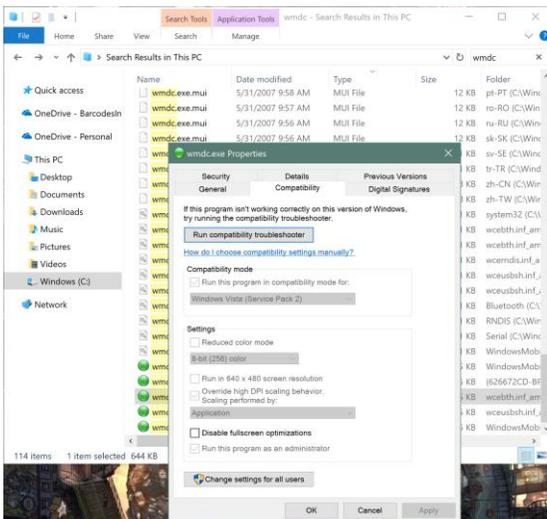
- 6) Click "OK" to close the Properties window followed by right clicking the installer file once more and selecting "Run as Administrator". During installation you will be prompted with an error stating no default email is set. This can be ignored and does not have any effect on the process:



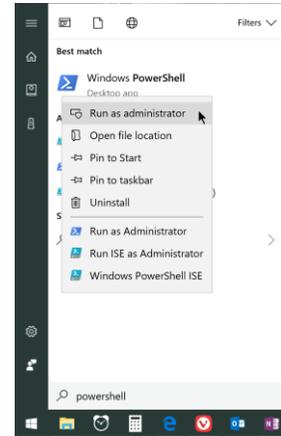
- 7) Once installation is complete, open an explorer window and locate all WMDC application exe files using the search box:



- 8) Next, you will follow the same steps as done for the installer file and change the compatibility settings for each applicable exe:



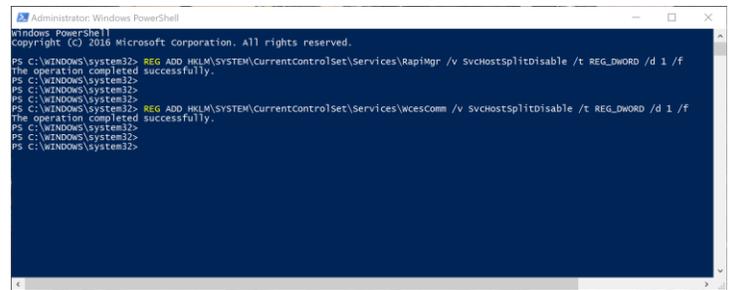
- 9) Once the changes for each exe have been made, please open a Windows Powershell window, running as administrator:



- 10) In the PowerShell window please copy, paste and then run each of the command lines listed below:

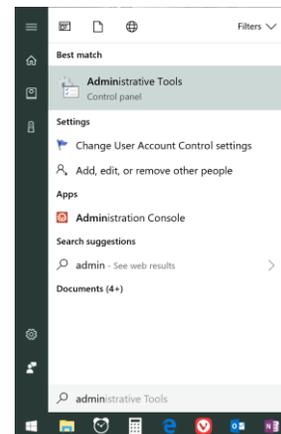
`REG ADD HKLM\SYSTEM\CurrentControlSet\Services\RapiMgr /v SvcHostSplitDisable /t REG_DWORD /d 1 /f`

`REG ADD HKLM\SYSTEM\CurrentControlSet\Services\WcesComm /v SvcHostSplitDisable /t REG_DWORD /d 1 /f`

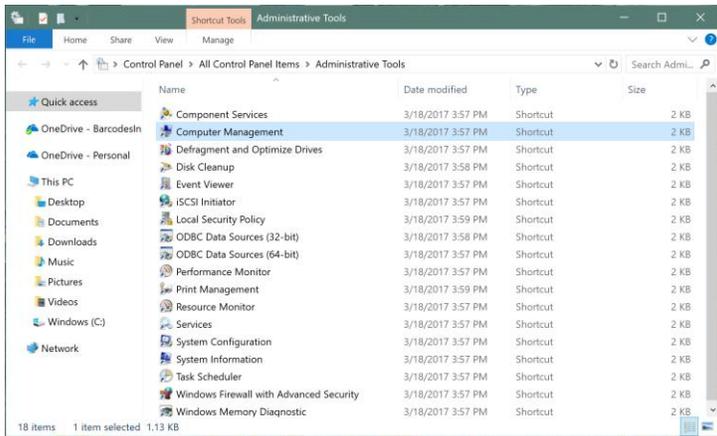


- 11) Once PowerShell commands are completed, please reboot your computer for changes to take effect.

- 12) Once reboot is complete, please open the "Administrative Tools" window followed by "Computer Management"



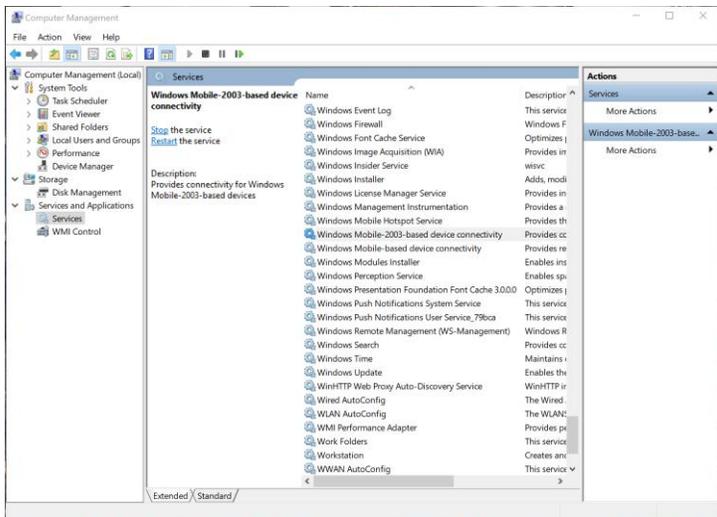
**NEXT ↓**



13) In the next window, select “Services” from the directory tree and locate the two services listed below:

“Windows Mobile-2003-based device connectivity”

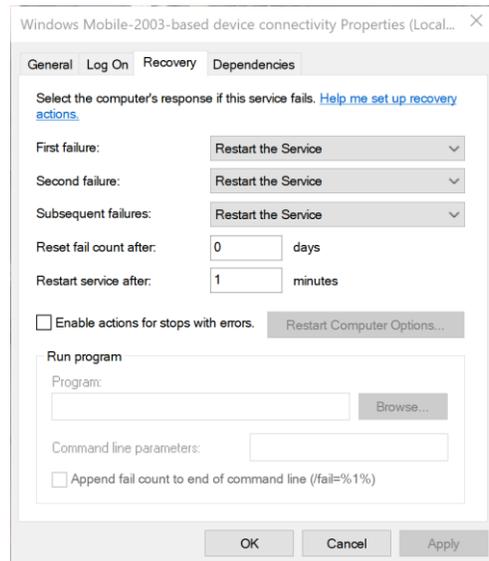
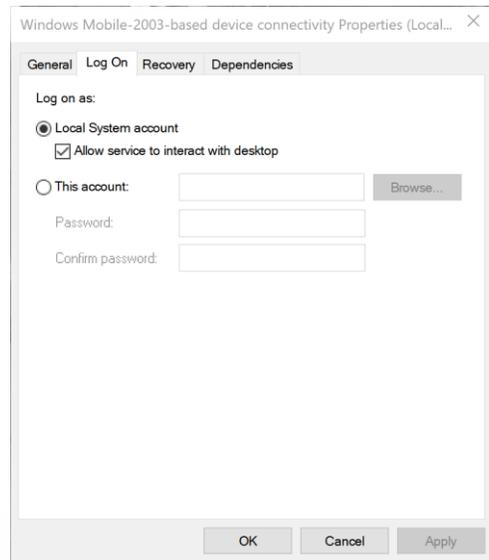
“Windows Mobile-based device compatibility”



14) Next, you will perform the following steps for both of the two services listed above:

- Right Click >>> Stop
- Right Click >>> Properties
- Click “Log On” tab >>> Click “Local system account” as the Log on & check “Allow service to interact with desktop”
- Click “Apply”
- Click Recovery tab >>> Change “Subsequent Failures” drop down to “Restart the service”
- Click “Apply”
- Click “OK”
- Once these steps have been performed for both services, please right click each and select “Start” to restart the services:

**NEXT →**



15) Once all above steps are complete, please reboot the computer once more to complete the installation and setup process.

## \*\*\* NOTE \*\*\*

- When cradling a Windows Mobile device you may still receive an initial error stating WMDC could not run/install, this can be ignored and the program should still automatically run after the device is placed in the cradle. You will be able to see the device from both the WMDC application and Windows Explorer:

