

Solution for the use of eDC Handheld Devices with Windows 10 PCs

Windows Mobile Device Center is no longer available to download from Microsoft's website, but can be downloaded from: <https://support.honeywellaidc.com/s/article/From-where-to-download-the-Windows-Mobile-Device-Center>

The decision to download the relevant software for your PC from this or another website is a decision for your trust IT.

Problem

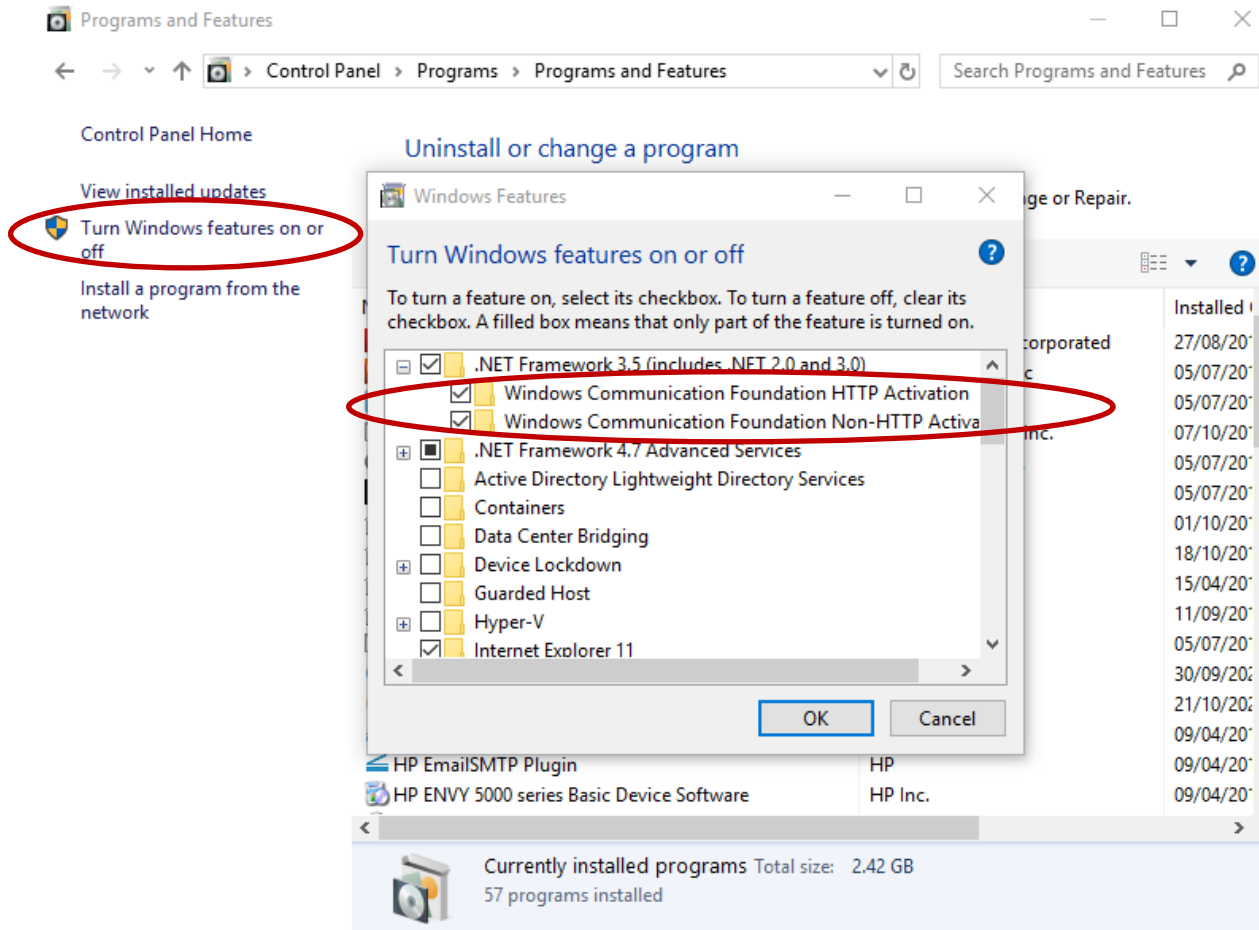
Default or newly installed Window Mobile Device Center does not launch - either nothing happens or it will be stuck on the splash screen.

Primary Solution:

1. Enable .Net features in **Control Panel > Programs > Program and Features > Turn Windows features on or off**. Ensure both available options under **.NET Framework 3.5 (includes .Net 2.0 and 3.0)** are checked.

Image is on the following page





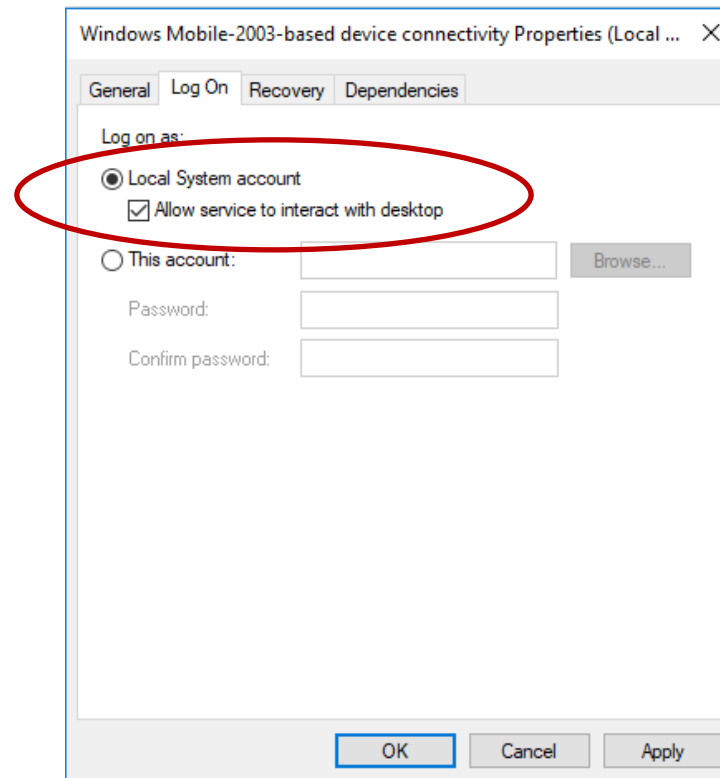
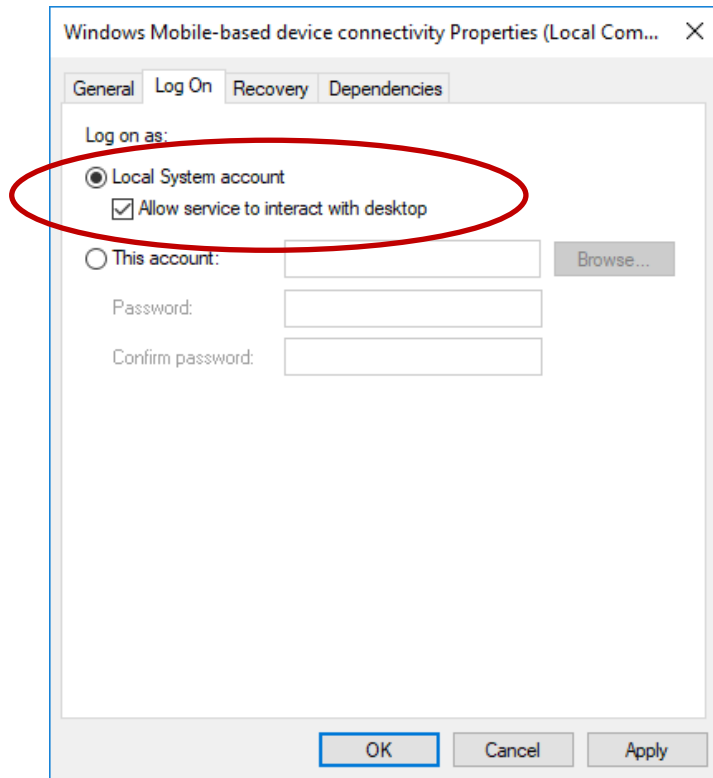
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2. Open **Services.msc**.
3. In turn go to **Windows Mobile-based device connectivity** and **Windows Mobile-2003-based device connectivity**.
4. Right click and select **Properties**.
5. Go to **Log On Tab**.
6. Click **Local System account** and check **Allow service to interact with desktop**:

Image is on the following page





7. Click **Apply**.
8. Go to **General** Tab.
9. Press **Stop** button and wait.

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10. Once stopped, press **Start** button.
11. Press **OK**.
12. Restart your PC.
13. Cross check again step 5 to make sure it is still set properly.

If you are still having problems connecting the PDA (WM/WEHH 6.5 device) to the PC, please follow the steps below:

1. On the PDA, open the **Start** menu.
2. Open **Settings**.
3. Open **Connections**.
4. Open **USB to PC**.
5. Uncheck **Enable advanced network functionality**.

Sometimes you may **lose connection again after reconnecting mobile devices**.

- If this happens, repeat Solution 1 steps 2 to 6 to make sure the settings are still there.
- If this all correct, disconnect the mobile devices and restart the two services in Solution 1 steps 8 to 10, and then connect the mobile devices again.



Secondary Solution (If the primary solution alone does not work)

1. With Administrator privileges on your PC open a command prompt and run the following two commands:

```
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. Restart the PC.
3. Open Windows Mobile Device Center if it does not start automatically.

Tertiary Solution

If you are using Windows 10 N (without Media Player), install the Media Feature Pack for N edition of Windows 10 [Version 1703](#).

