

## DRAFT FIX INSTRUCTIONS

### Greenlee Records Manager and Windows 10

#### Background

Several years ago, Microsoft informed the world that they would stop support for Windows Mobile Device Center in 2018. Normally, “stopping support” means simply providing no new updates. However, in this case they have, in some of the most recent updates to Windows 10, actively disabled or even removed key components required for communication with portable devices that use Windows CE or Windows Mobile as their operating system. As the later versions of Windows CE, such as used in Sidekick Plus and TV220 are still actively sold by Microsoft, this policy is almost unbelievable.

What is presented here are potential solutions to this trouble. It is presented in two main options as there are differences between versions of Windows 10 and between machines that have been upgraded from earlier editions of Windows and fresh installations. We are still investigating this and will simplify these instructions if we can.

As you can imagine, it is not just Greenlee Communication’s products that are affected. There are many professional devices in use around the world that utilize Windows CE and will continue to do so for years to come. This has been stated to Microsoft by us and these other companies; we are still to receive a reply.

#### Notes

All fixes and the installation of Greenlee Records Manager (GRM) require administrator rights to be enabled. Some may find that they need to run GRM with admin rights too (depends on system policies).

If any of these instructions seem daunting, please refer to your IT team. Do not mess with the registry of your machine without good cause or basic understanding of what this can do; incorrect changes can stop your system from working.

We present links for downloads directly from Microsoft or other company’s servers to ensure that you can trust each download is “clean.” Note that these may be removed by Microsoft or Juniper Systems at any time.

#### Preparation

Ensure that you have the most recent installer for GRM downloaded from the software support pages at [www.greenleecommunications.com](http://www.greenleecommunications.com) and have also updated your Sidekick Plus or TV220 to the most recent software too.



## Potential Fix 1 – Registry Adjustment

### Symptom

While attempting to install or uninstall Windows Mobile Device Center on Windows 10 Fall Creators Update (v1709), during the Windows Mobile Device Center Update portion, an error is generated:

*There is a problem with this Windows Installer package. A DLL required for this install to complete could not be run. Contact your support personnel or package vendor.*



Installation does not continue.

### Potential Fix

This requires a command prompt or PowerShell with admin rights.

1. Enter the following two commands (copy and paste) onto the command line, press enter after each.  

```
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. Exit command prompt.
3. Reboot the computer.

This has been found to work on some machines. But not all. It may also need to be repeated after future Windows updates or even after each reboot.



## Potential Fix 2 – Replacement of Communication System and Registry Adjustment

**Symptom:** Device Manager only shows the mobile device as Microsoft Windows Mobile Remote Adapter (or Microsoft USB Sync) but not as a Portable Device, so Windows Mobile Device Center will not show the device as connected.

### Potential Fix

All these steps must be carried out with admin rights.

1. Media Feature Pack: Download **all of these**, and install any that will, in this order:
  - a. (v1503) <https://www.microsoft.com/en-us/download/details.aspx?id=48231>
  - b. (v1511) <https://www.microsoft.com/en-us/download/details.aspx?id=49919>
  - c. (v1607) <https://www.microsoft.com/en-us/download/details.aspx?id=53356>
  - d. (v1703) <https://support.microsoft.com/en-us/help/4016817/media-feature-pack-for-n-edition-of-windows-10-version-1703-april-2017>
  - e. (v1709 & v1803) <https://www.microsoft.com/en-us/software-download/mediafeaturepack>
2. Uninstall and reinstall WMDC.
3. Set this to run (for all users) in Compatibility mode for Vista:  
**C:\Windows\WindowsMobile\wmdc.exe**
4. Download WMDC-Helper.exe from [Juniper Systems](http://www.junipersys.com/content/download/13707/206847/version/1/file/WMDC-Helper.exe):  
(<http://www.junipersys.com/content/download/13707/206847/version/1/file/WMDC-Helper.exe>) and Run As Administrator.
5. Reboot the PC.
6. Run Command Prompt or PowerShell as admin
7. Enter the following two commands (copy and paste) onto the command line, press enter after each.

```
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
```
8. Next run Services.msc
9. Stop Windows Mobile-2003-based device connectivity.
10. Stop Windows mobile-based device connectivity.
11. Get properties of Windows mobile-based device connectivity. Set the Log On tab to Local System Account. OK.
12. Get properties of Windows Mobile-2003-based device connectivity. Set the Log On tab to Local System Account. OK.
13. Start Windows Mobile-2003-based device connectivity.
14. Start Windows mobile-based device connectivity.
15. If wmdc.exe is running in Task Manager, end it, then relaunch WMDC from the Start Menu.
16. Note: It may be necessary to reapply all or portions of this fix after rebooting the PC. Hardware resets, including Warm Boot and Clean Boot may be necessary at this point.



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### Summary

We suggest that you or your IT team also lobby Microsoft to re-instate basic connectivity for Windows CE devices to Windows 10 for the foreseeable future as any of these methods detailed above could be stopped by future updates to Windows 10.