

Windows 10 & Gx Connectivity Troubleshooting

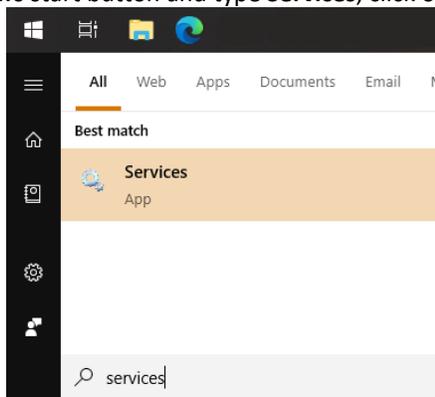
Determine the version of Windows 10 you are using: Left-mouse-click the start button, or press the Windows logo key + R, or press CTRL + ESC on the keyboard, and type 'winver' (without the quote marks) and press ENTER. A screen will popup displaying the version of Windows 10.



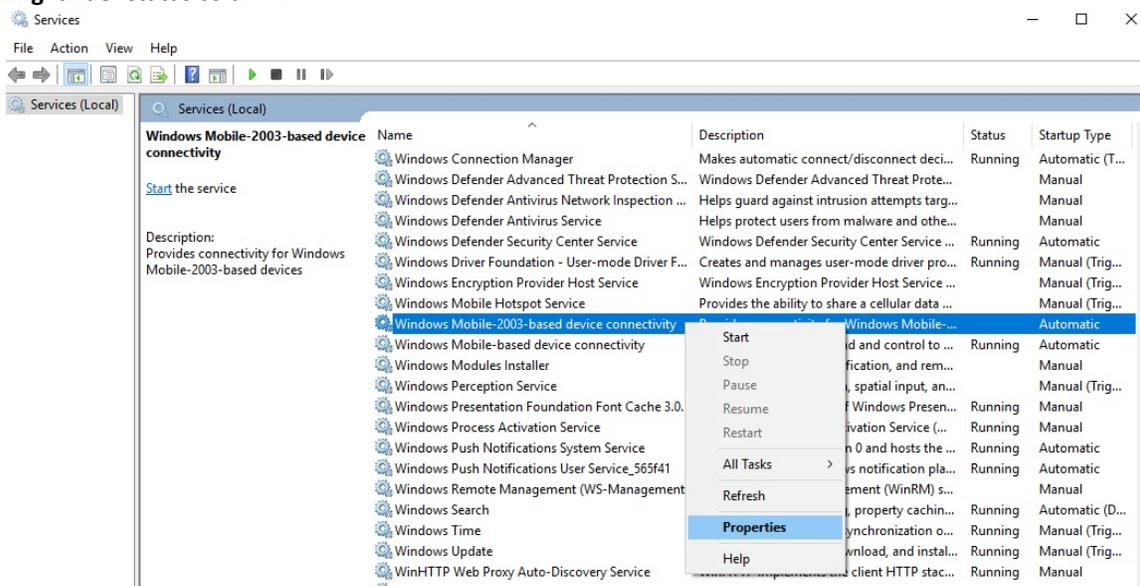
Version 1709 or higher will auto-install Windows Mobile Device Center. Version 1703 or lower, Windows Mobile Device Center will need to be manually downloaded and installed. Full administrative permissions are required for the installation.

Gx Connectivity Issues with Windows 10

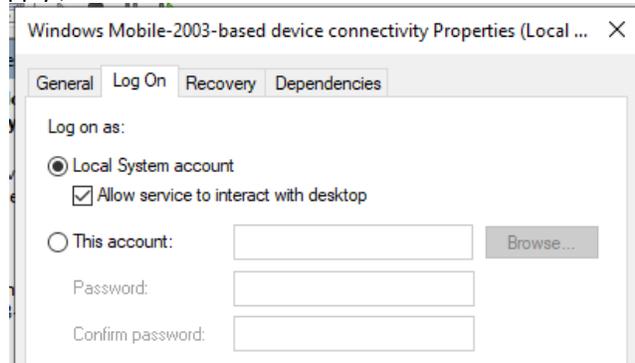
1. Click the Windows start button and type **Services**, click on, or press ENTER to launch **Services**:



2. In the **Services** window, scroll toward bottom and try to find '**Windows Mobile-2003-based device connectivity**'. If found, right-click the service and goto **Properties**. If not found, Windows Mobile Device Center was not installed. Try to reinstall again, possibly a under different Windows account (admin). Notice the process in the screenshot below does not show '**Running**' under status column.



3. In **Properties** window, click the 2nd tab **Log On** then click **Local System Account** as shown below. Local System Account should be the correct setting for Device Center to work properly. Check the checkbox for 'Allow service to interact with desktop'. Click 'Apply', then 'OK'.



4. After 'OK', you should be back on the **Services** screen and then right-click the same **Windows Mobile-2003-based device connectivity** from above, then click **Start**. This should result in **Running** status for the process.

 windows mobile hotspot service	Provides the ability to share a cellular data ...		Manual (1/1)
 Windows Mobile-2003-based device connectivity	Provides connectivity for Windows Mobile-...	Running	Automatic
 Windows Mobile-based device connectiv	Provides remote command and control to ...	Running	Automatic