Windows 10 & Gx Connectivity Troubleshooting

<u>Determine the version of Windows 10 you are using</u>: 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.

About Windows	×
Windows 10	
Microsoft Windows Version 1809 (OS Build 17763.379) © 2018 Microsoft Corporation. All rights reserved.	

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:

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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.

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🔍 Services (Local)	Services (Local)					
	Windows Mobile-2003-based device connectivity	Name ^ Windows Connection Manager	Description Makes automatic connect	t/disconnect deci	Status Running	Startup Type ^ Automatic (T
	<u>Start</u> the service	Windows Defender Advanced Threat Protection S Windows Defender Antivirus Network Inspection Windows Defender Antivirus Service	Windows Defender Advanced Threat Prote Helps guard against intrusion attempts targ Helps protect users from malware and othe			Manual Manual Manual
	Description: Provides connectivity for Windows Mobile-2003-based devices	Windows Defender Security Center Service Windows Driver Foundation - User-mode Driver F Windows Encryption Provider Host Service Windows Mobile Hotspot Service	Windows Defender Security Center Service Windows and manages user-mode driver pro Windows Encryption Provider Host Service Provides the ability to share a cellular data		Running Running	Automatic Manual (Trig Manual (Trig Manual (Trig
		Windows Mobile-2003-based device connectivity Windows Mobile-based device connectivity Windows Modules Installer Windows Percention Service	Start Stop Pause	Windows Mobile d and control to fication, and rem	Running	Automatic Automatic Manual Manual (Trig
		Windows Presentation Foundation Font Cache 3.0. Windows Process Activation Service Windows Push Notifications System Service	Resume Restart	f Windows Presen ivation Service (n 0 and hosts the	Running Running Running	Manual Manual Automatic
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		Windows Time Windows Update WinHTTP Web Proxy Auto-Discovery Service	Help	ynchronization o wnload, and instal client HTTP stac	Running Running Running	Manual (Trig Manual (Trig Manual





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'.

	Windows Mobile-2003-based device connectivity Properties (Local						\times
	General	Log On	Recovery	Dependencies			
y	Log on as:						
e	 Local System account Allow service to interact with desktop 						
		account:				Browse	
	Pas	sword:					
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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 wobile Hotspot Service	Provides the ability to share a cellular data		Ivianual (Tri
🎇 Windows Mobile-2003-based device connectivity	Provides connectivity for Windows Mobile	Running	Automatic
🖾 Windows Mobile-based device connectivity	Provides remote command and control to	Running	Automatic



