



PP Systems (70021-1)

CIRAS-3 WMDC Troubleshooting for Windows 10 Application Note

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1.0	9/62017	A. Rothwell	For CIRAS-3 PC Utility Version 2.0

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Windows Mobile Device Center (WMDC) Troubleshooting for Windows 10

The following issues may cause connectivity problems between the CIRAS-3 and the PC:

1. **WMDC is not installed.** Unplug the USB connection between the computer and the CIRAS-3. Install WMDC from the Microsoft website for the appropriate computer type. The current links are:

For 32 bit computers:

<https://www.microsoft.com/en-us/download/details.aspx?id=14>

For 64 bit computers:

<https://www.microsoft.com/en-us/download/details.aspx?id=3182>

Note: Although these links may refer to Windows Vista, this software is applicable for Windows 10. Make sure you manually accept the license agreement (see below).

2. **WMDC is installed but the license agreement has not been accepted.**

Click the Windows search text box (where it says “Type here to search”) located next to the Start button in the left hand corner of the screen. Type “Windows Mobile Device Center”. Select the Desktop App and select Accept in the license agreement window.

Note: If the license agreement is not accepted, WMDC will not run correctly and connectivity between the two devices will fail.

Once these two issues have been resolved, restart the computer.