

## Technical bulletin 201

# Windows Mobile Device Center will not open to allow connection to ABB NGC after upgrading to Windows 10

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### Totalflow products

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Proprietary information

## 1. Introduction

This technical bulletin is designed for use by:

- Anyone upgrading their PC operating system from previous versions of Microsoft Windows® to Windows 10
- Anyone using Windows Mobile Device Center to connect to an NGC via a USB cable

## 2. Description

Windows Mobile Device Center (WMDC) does not launch for users on a Windows 10 device. Attempting to upgrade a system from Windows 7 or 8 to Windows 10 renders WMDC inoperable: it won't open or allow connection to an NGC using a USB, and cannot be uninstalled.

NOTE: Using a Windows 10 device (or upgrading to Windows 10) does not affect WMDC users connecting to an NGC using Ethernet or MMI (ARINC) connector.

## 3. Is your product effected?

ABB Totalflow customers using WMDC to connect to an NGC via a USB AND who are upgrading to Windows 10, will be affected.

## 4. Resolution

Several options exist for resolving this issue:

- [Uninstall WMDC and PCCU prior to Windows 10 upgrade](#)
- [Reset a Windows 10 device to its factory defaults](#)
- [Purchase serial \(DB9\) cables to connect to the local MMI connection on the NGC](#)

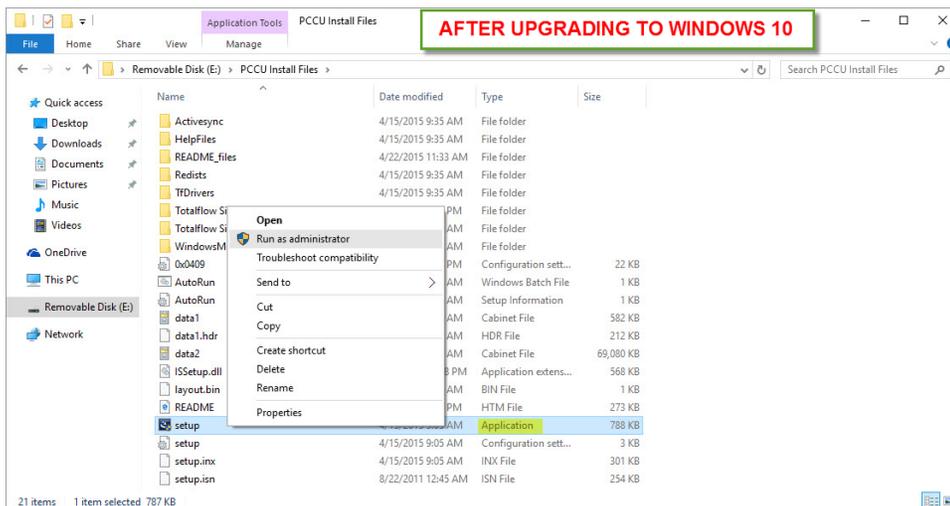
## OPTION 1: Remove Windows Mobile Device Center and PCCU prior to upgrading to Windows 10

- 1 Uninstall Mobile Device Center and PCCU from a Windows 7 or 8 device.

Click **Start > Control Panel**. The *Adjust your computers settings* screen appears.  
Select **Programs > Uninstall a Program**. A list of installed programs appears.  
Select **Windows Mobile Device Center** and click **Uninstall**.

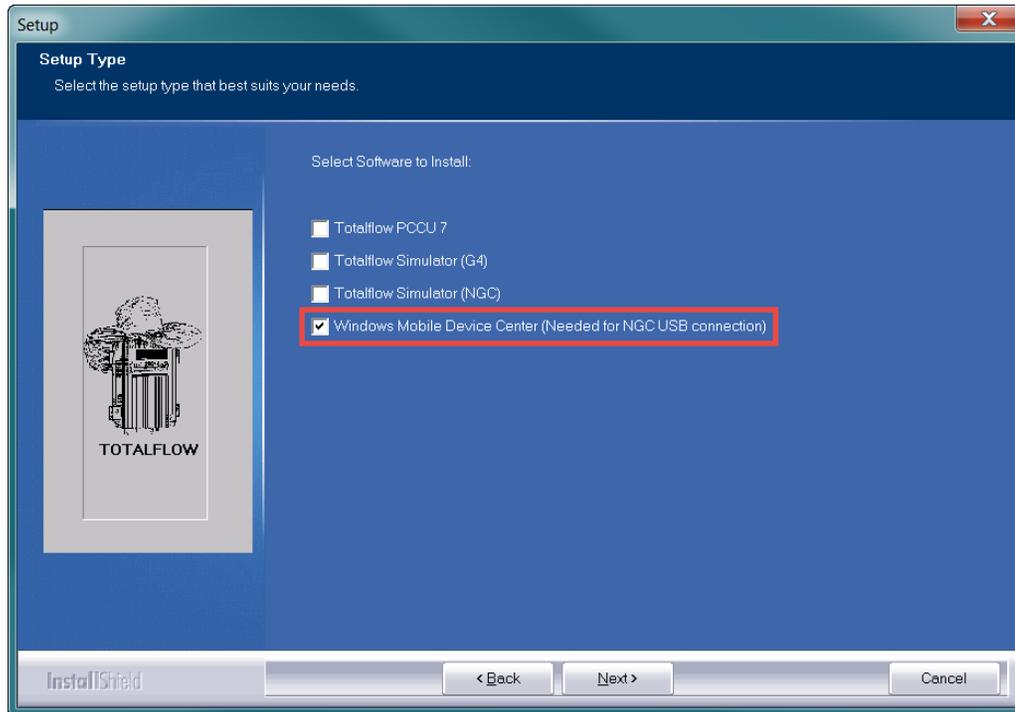
Windows Mobile Device Center is uninstalled.

- 2 Repeat step 1 for Windows Mobile Device Center Driver Update.
- 3 Upgrade to Windows 10.
- 4 Re-install PCCU.  
NOTE: Select *Run as administrator* on the setup.exe file.

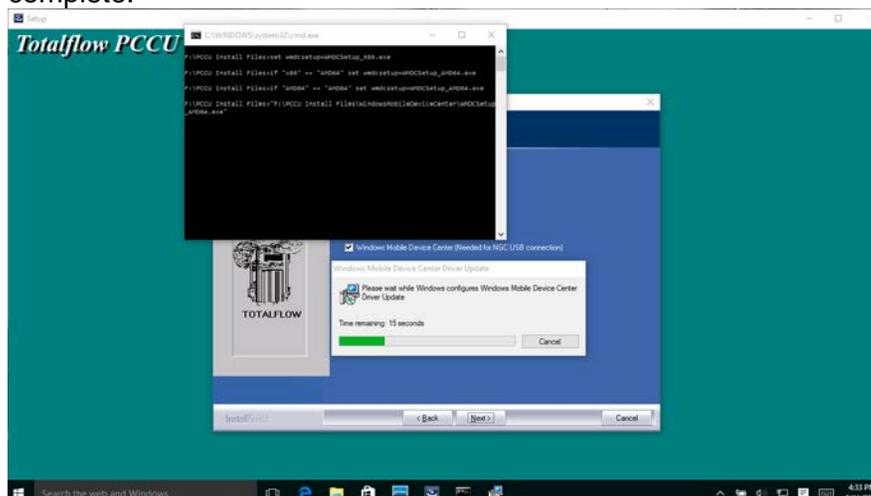


- 5 During setup, click **Next**, accept the license agreement, click **Next**.  
The Setup Type screen appears.

**OPTION 1: Remove Windows Mobile Device Center and PCCU prior to upgrading to Windows 10**



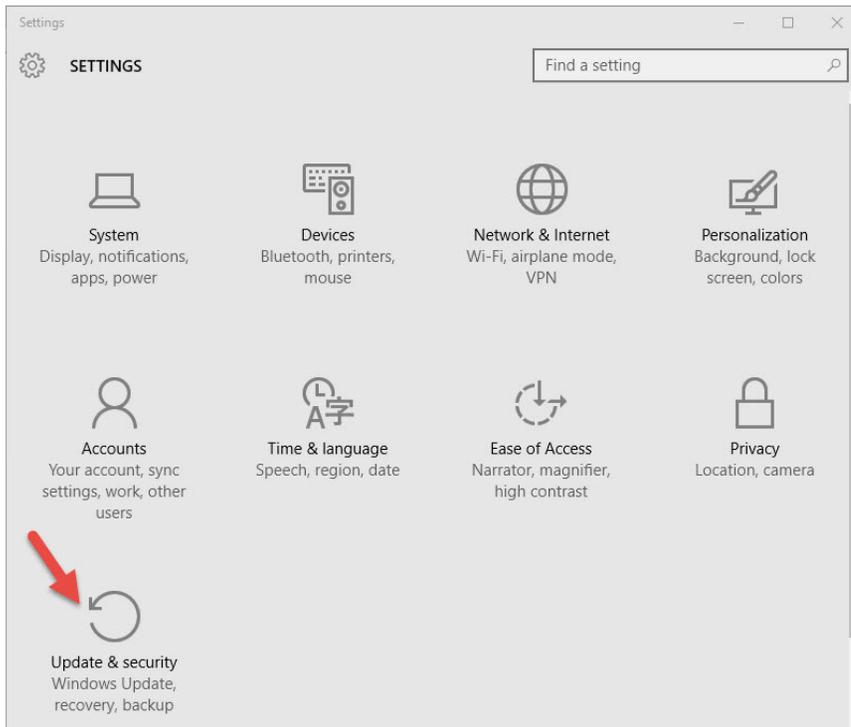
- 6 On the Setup Type screen, select Windows Mobile Device Center and click **Next**. A command prompt window opens. Windows Mobile Device Center files installation is complete.



## OPTION 2: Reset a Windows 10 device to its factory defaults

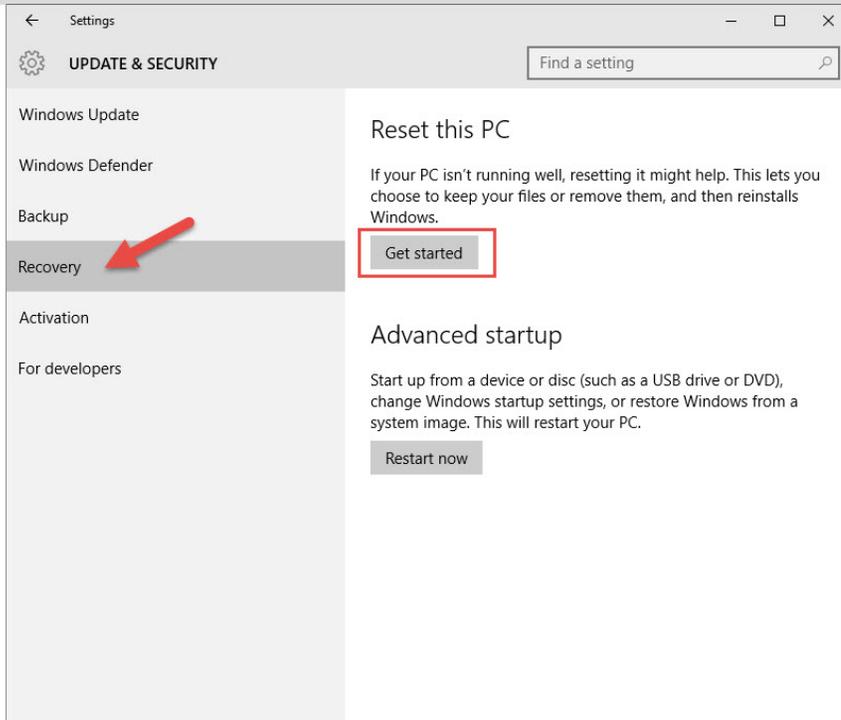
**WARNING:** This option removes all applications and returns the computer to the factory defaults. Backup any applications and data. ABB is not responsible for application or data loss.

- 1 Click **Start > Settings**. The *Settings* screen appears.

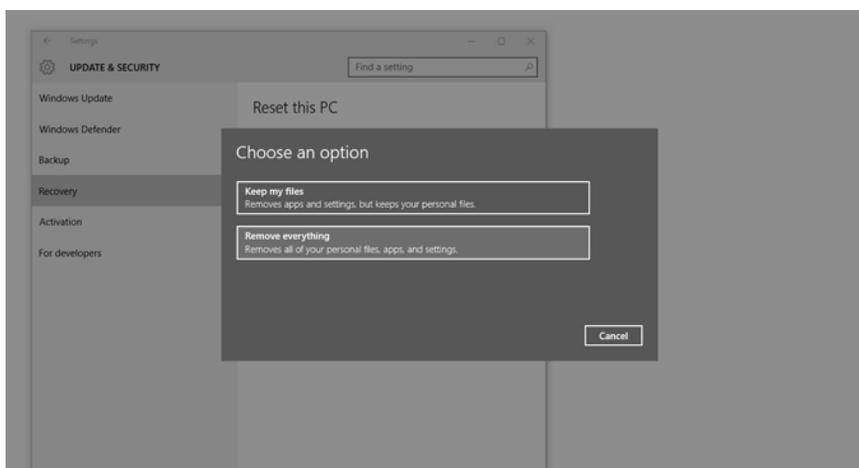


- 2 On the Settings screen, select **Update & security**. The *Update & Security* window appears.

## OPTION 2: Reset a Windows 10 device to its factory defaults



- 3 On the *Update & Security* window, select **Recovery > Get started**. The *Choose an option* screen appears.
- 4 On the *Choose an option* screen, select either *Keep my files* or *Remove everything*.

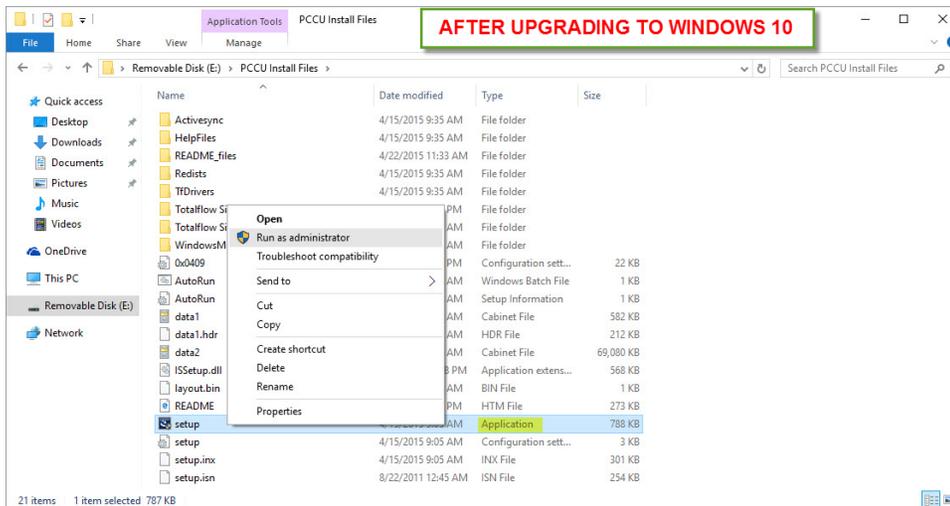


The refresh completes.

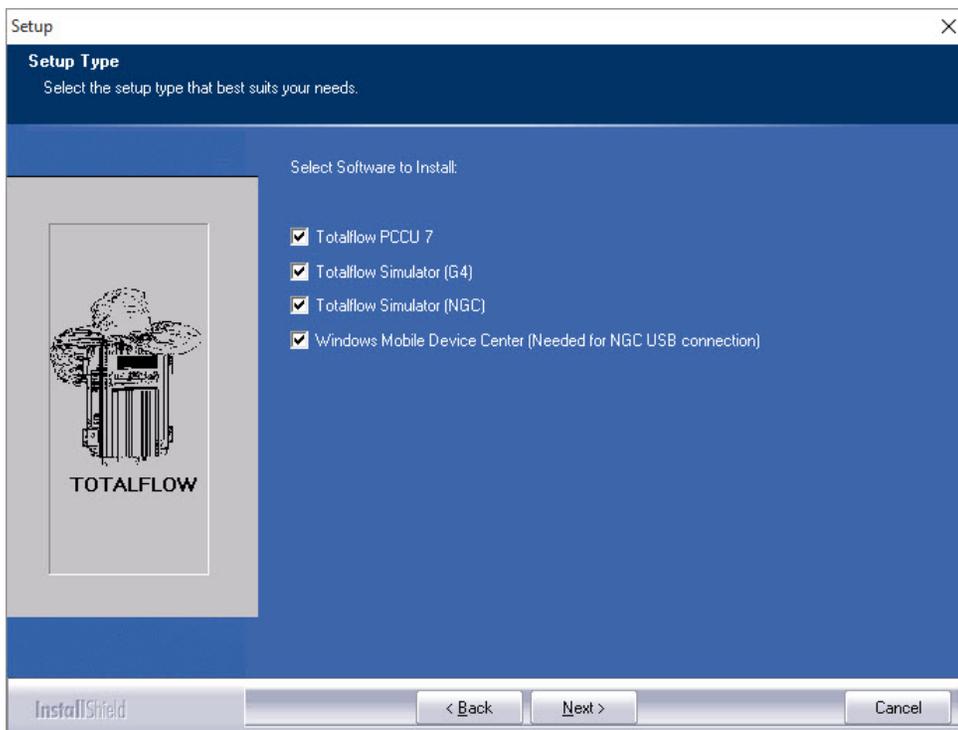
## OPTION 2: Reset a Windows 10 device to its factory defaults

### 5 Re-install PCCU.

NOTE: Select *Run as administrator* on the setup.exe file.



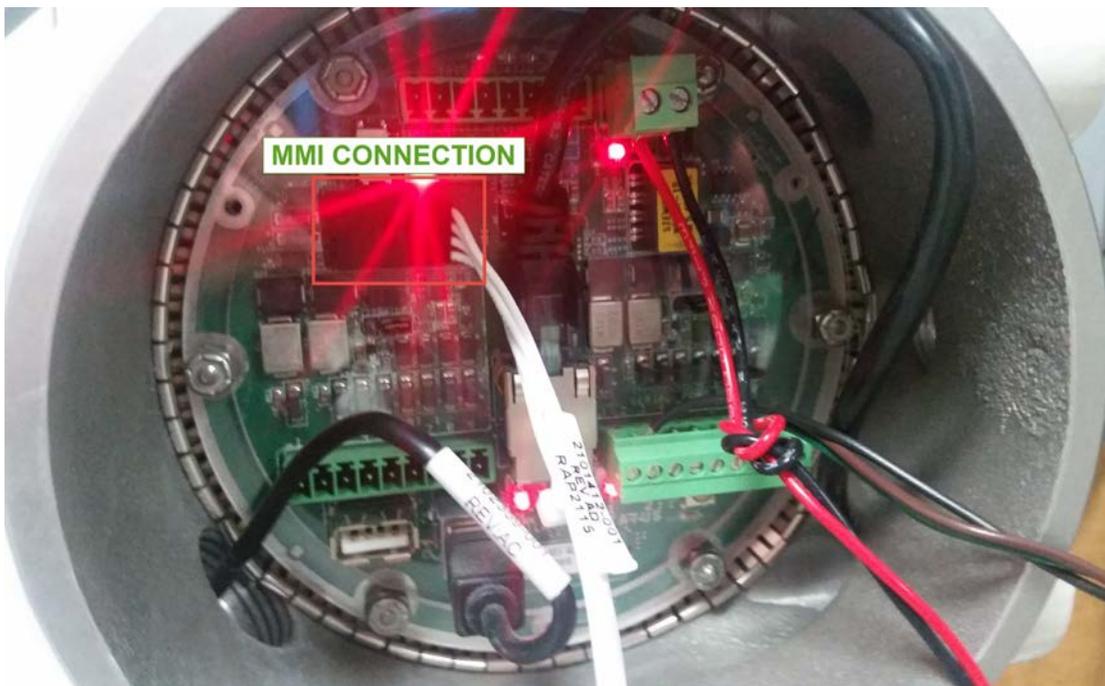
### 6 Re-install any needed applications, including Totalflow PCCU and Windows Mobile Device Center.



**OPTION 3: Purchase serial (DB9) cables to connect to the local MMI connection on the NGC**

Purchase the following parts:

MMI-to-military connector (P/N 2101412-001)



**OPTION 3: Purchase serial (DB9) cables to connect to the local MMI connection on the NGC**

PCCU Cable – Military connector-to-DB9 serial, 8' (P/N 2015240-004)



Digi Edgeport/1 USB-to-serial cable (P/N 1801382-001)

NOTE: Use only the Digi Edgeport/1.



**OPTION 3: Purchase serial (DB9) cables to connect to the local MMI connection on the NGC**

The completed cable looks like this:



## Additional Information

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