Common Fixes:

- Ensure the latest 32-bit/64-bit Windows Mobile Device Center software is installed.
- On the GPS device, navigate Windows Start / Settings / Connections / USB to PC. Clear the box for "Advanced Network Functionality". Unplug the unit, and reconnect it. Give the PC time to install a new set of drivers.
- Reset the device while connected to your computer. Repeat if necessary.
- Disconnect unit, re-boot PC and GPS device, re-connect GPS device to PC.
- Ensure the user has full administrator privileges or log on as the administrator.
- Some USB ports differ from others, and some motherboards have different chipsets from one side to another, so try different USB ports and avoid USB ports from peripheral devices such as monitors, keyboards, and adaptors
- Remove any existing partnerships to WMDC. Partnerships are computer specific and will hinder connections to other machines. Always connect as a guest.
- If you notice that WMDC is trying to rename the mobile device, on the device select Start / Settings / System / About / Device ID and change the name from its default.

Advanced Troubleshooting:

- Ensure the PC has all the latest Windows updates (One missing update can cause issues)
- Ensure that your virus scanner/security is not stopping or blocking the files wmdc.exe or wmdcbase.exe
- Check your User Account Settings. Go to Start / Control Panel / User Account Settings, and set the Slider Bar to Never Notify
- Ensure that the .NET Framework 3.5.1 is turned on in Control Panel / Programs and features / Turn Windows Features On/Off
- With the mobile device physically connected to the office computer (even if the connection fails):
  - Open the Device Manager, and then if you are in RNDIS(Advanced Network Functionality Enabled) mode, select Network adaptors, or if you are in USB mode(Advanced Network Functionality Disabled), select Universal Serial Bus controllers.
  - Right click the entry in the list that shows a connection to a device and select Update Driver.
  - If that fails, right click the entry and select Uninstall Driver, and then immediately disconnect the device and then reconnect the device.
  - If this still fails, delete the driver, immediately disconnect the device, uninstall the WMDC, and then reconnect the device (this may take a couple of minutes). The device should be recognized. Reinstall the WMDC version 6.1.6965 or later.
- Test the unit on a different PC or with a different USB cable.