

Bulletin Number	TSB-080617-S Rev 02
Issue Date	8 th June 2017
Title	PC Software Issues on Windows 10
Affected Products	eXport
Affected Software Version(s)	Any Version of 7.x
Priority	High

DISCLAIMER

We explicitly point out that all recommendations published in in this document have been created very carefully; however, they:

- i. cannot claim to be entirely complete under any circumstances
- ii. must only be understood as a recommendation only.

Due to the continuous technical development we cannot guarantee that our recommendations are up to date at any given time.

The recommended actions shall always be carried out at one's own risk, unless these are carried out by our company or our subcontractors on a contractual basis.

We shall not accept any liability for losses that may result from the publication of our recommended actions or the full or partial application thereof. Liability for any substantive or intangible damages shall be excluded in so far as permitted by law.

Caution: Carefully perform the steps described in this section. Faulty editing of the PC settings may lead to severe problems. Before you make any modifications, safe the PC settings, so you can restore them in the event of problems.

Problem Description

We have seen some issues with eXport specifically on Windows 10 Operating System. The symptoms are

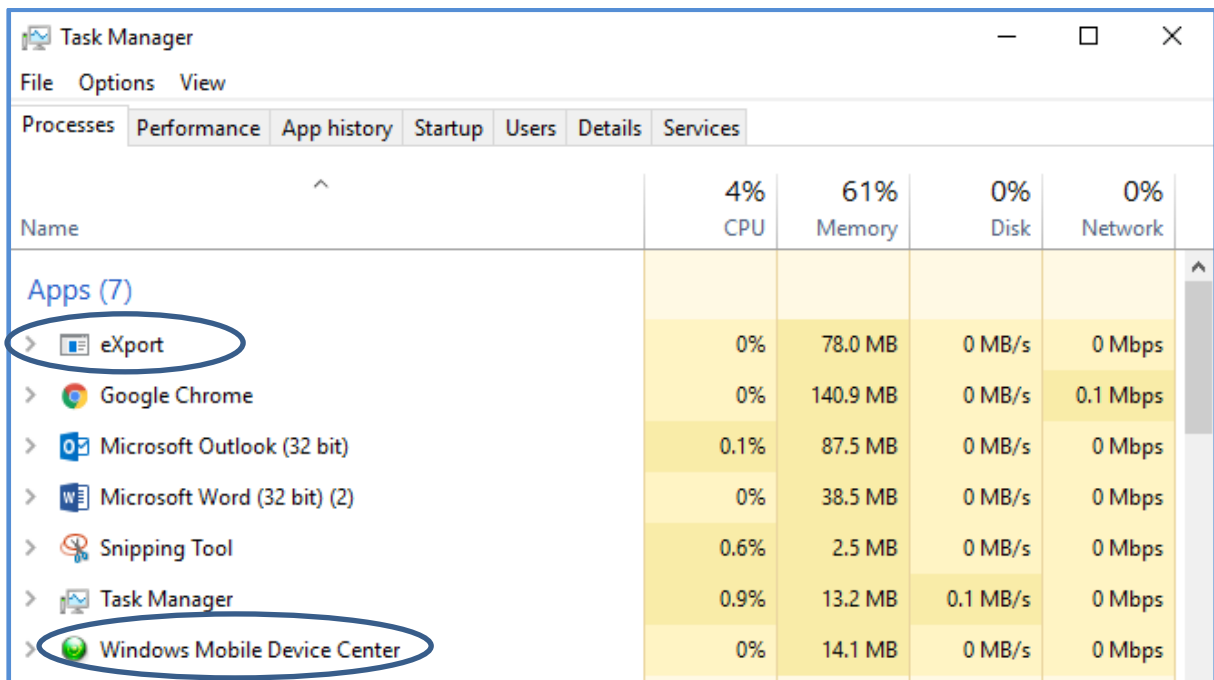
1. eXport takes a very long time to Launch (2 minutes or so).
2. PC is unable to connect to a WireXpert using USB Active Sync Cable.

The issue we believe is caused by Windows 10 updates, which causes inconsistent behaviour in Windows Mobile Device Centre (WMDC).

Recommended Fix

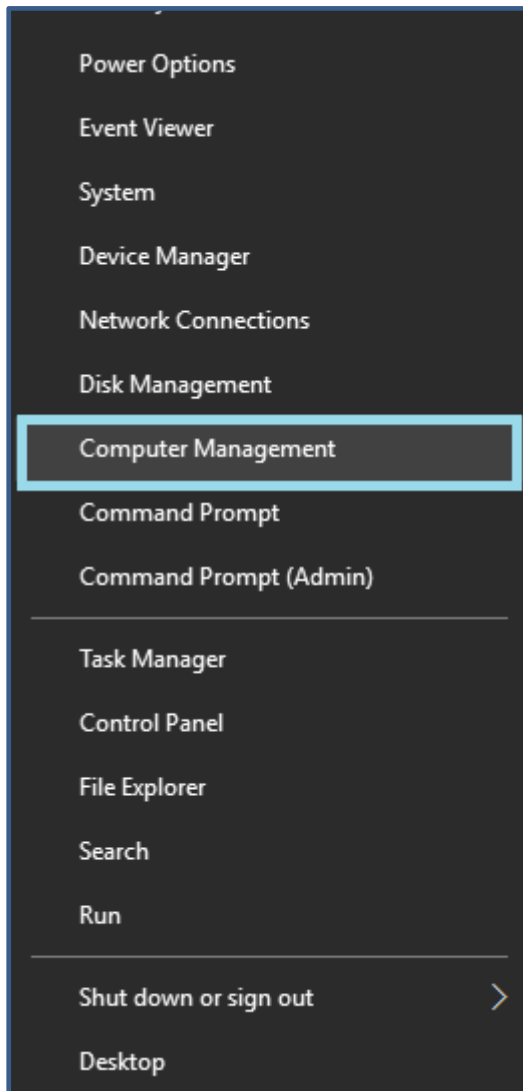
Please follow the steps below to fix this issue on Windows 10.

- ✓ Make sure WireXpert is not connected to your PC using USB Active Sync Cable.
- ✓ Close eXport and WMDC if these applications are already running.
 - You may also want to check “Task Manager” to ensure these applications are not running (See image)

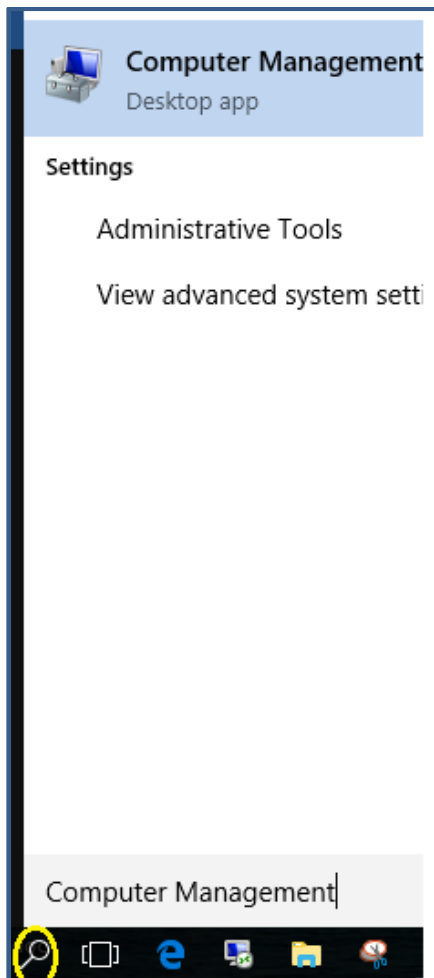


Name	CPU	Memory	Disk	Network
Apps (7)				
eXport	0%	78.0 MB	0 MB/s	0 Mbps
Google Chrome	0%	140.9 MB	0 MB/s	0.1 Mbps
Microsoft Outlook (32 bit)	0.1%	87.5 MB	0 MB/s	0 Mbps
Microsoft Word (32 bit) (2)	0%	38.5 MB	0 MB/s	0 Mbps
Snipping Tool	0.6%	2.5 MB	0 MB/s	0 Mbps
Task Manager	0.9%	13.2 MB	0.1 MB/s	0 Mbps
Windows Mobile Device Center	0%	14.1 MB	0 MB/s	0 Mbps

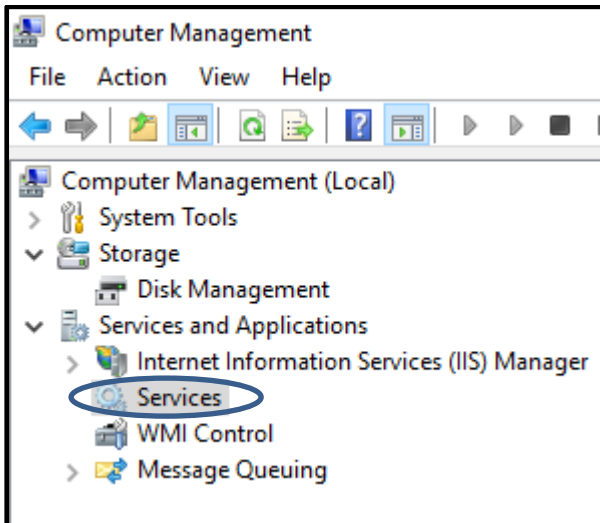
- ✓ Right Click on your Windows 10 Start menu, go to “Computer Management”.



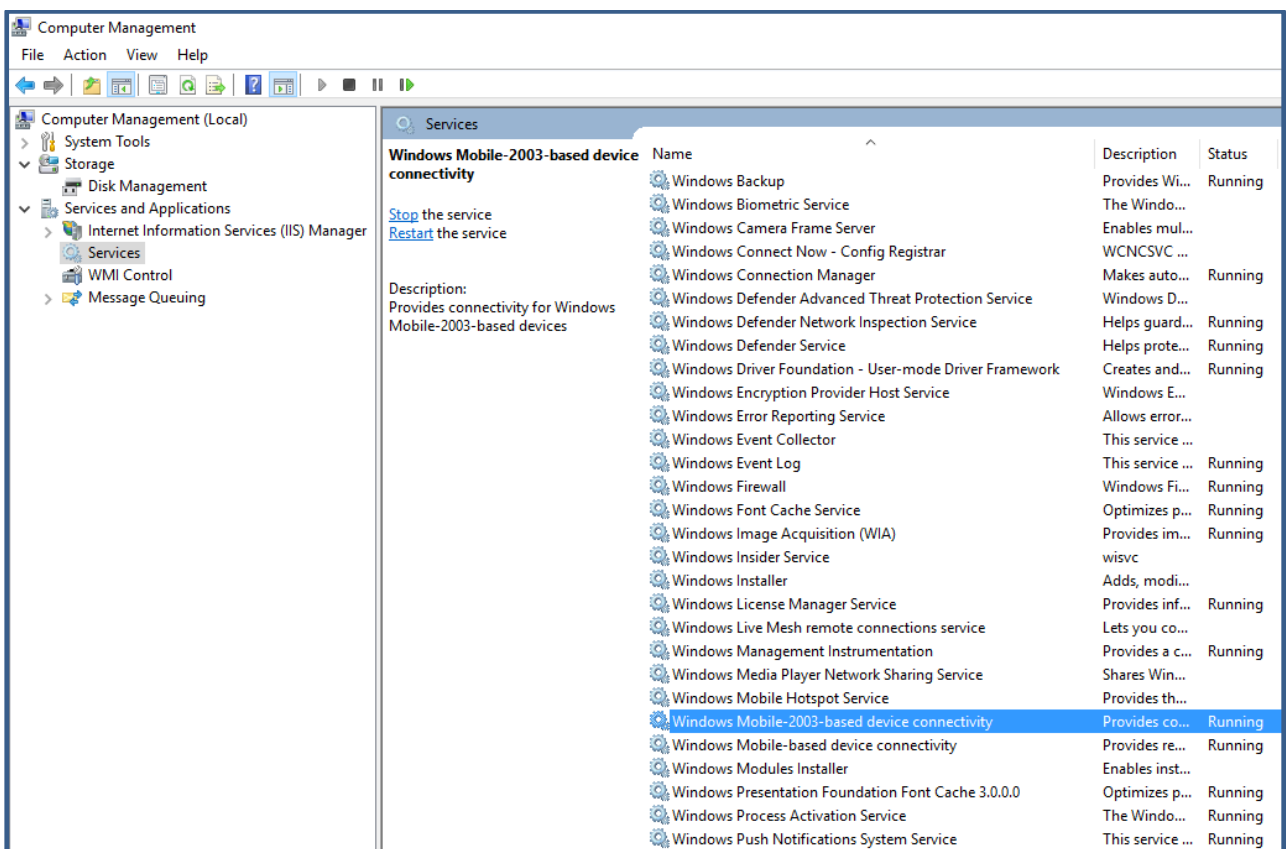
- ✓ Alternately click on the Search Icon and type “Computer Management”.



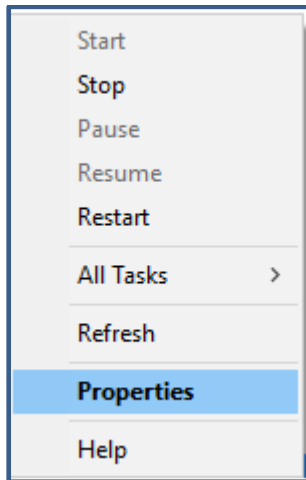
- ✓ Once you are on the Computer Management Window, go to “Services And Applications” and click on “Services”.



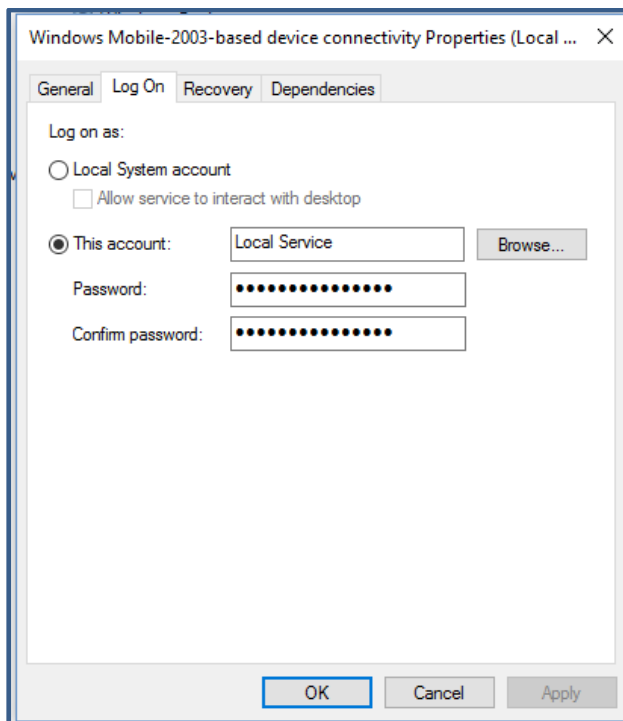
- ✓ On the right hand panel, locate the Service Name “Windows Mobile-2003-based device connectivity”



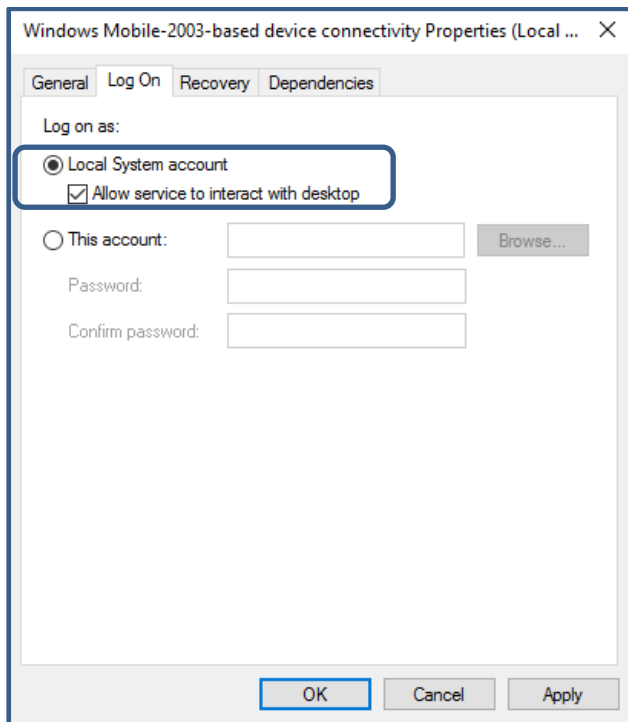
- ✓ Right Click on Windows Mobile-2003-based device connectivity and select “Properties”



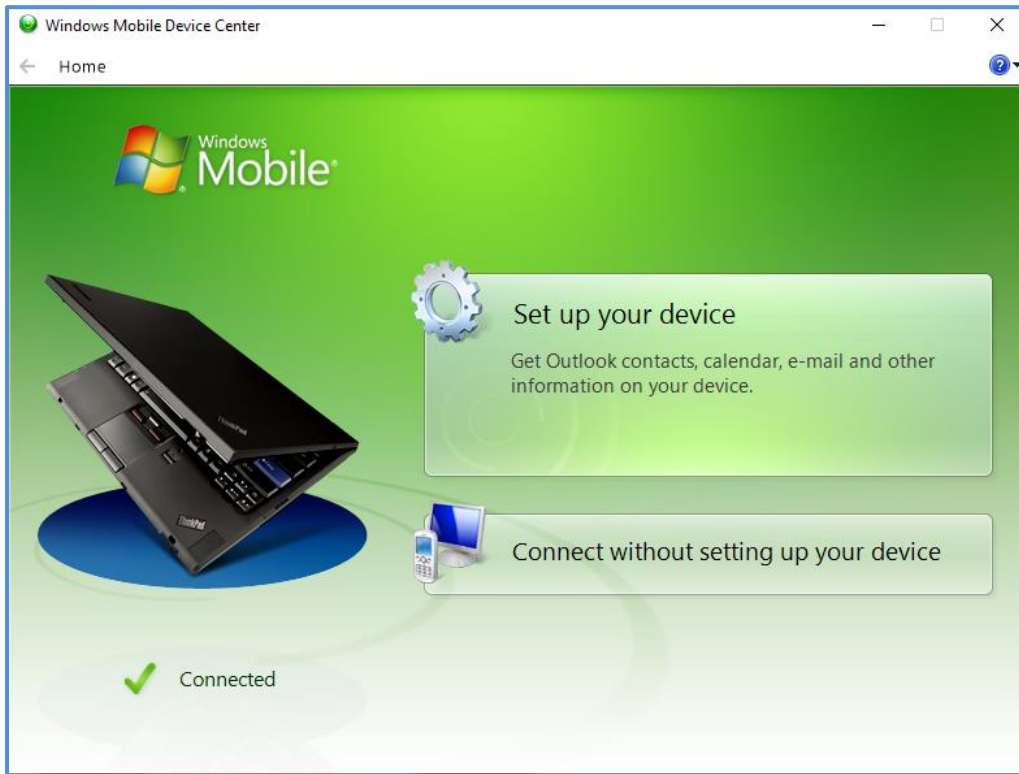
- ✓ From the Properties window, select Tab “Log on”



- ✓ Select option “Local System Account” and “Allow Service to interact with desktop”.
- ✓ Click “Apply” followed by “OK” button. Exit from “Computer Management” Window.



- ✓ Now connect WireXpert to your PC using Active Sync cable and you should be able to see a screen like the one below.



- ✓ If you still do not see WMDC screen as above, you may be required to manually launch WMDC.
- ✓ Click on the Search Icon on your Task Bar and type “Windows Mobile Device Center”

