

Knowledge Base Article

Product Group: Software - Generic
Product: Microsoft Windows Mobile Device Center
Version: N/A

Abstract

This knowledgebase article provides instructions on how to correctly install Microsoft Windows Mobile Device Center on a Windows Server 2008R2 computer.

Overview

To enable Windows Mobile Device Center (WMDC) on Windows Server 2008R2 computer, the Desktop Experience feature must be installed before Windows Mobile Device Center is installed. If Windows Mobile Device Center is installed before the Desktop Experience feature is enabled, the following error message will appear:

“The update could not be installed because at least one Windows component required by Windows Mobile Device Center is missing.”

To resolve this problem, follow the steps below:

1. Click Start, point to Administrative Tools, and then click Server Manager.
2. In the console tree, click Features, and then click Add Features.
3. In the details pane, click to select the Desktop Experience check box.
4. Click Next, and then click Install.

Windows Mobile Device Center can now be successfully installed.

For further assistance, please contact the Technical Support Group by phone at 1-858-496-3627, or by e-mail at TSG-CMC@skf.com.