

Knowledge Base Article

Product Group: Microlog Analyzer

Product: Microlog Analyzer Series

Version: N/A

Abstract

This article provides instructions on what to do when Windows Mobile Device Center (WMDC) is installed on a Windows 7 computer, but there are issues opening the application.

Overview

Follow the procedure below to correct the launch issue with WMDC:

- Open the file **C:\Windows\inf\setupapi.dev.log**. Windows Mobile Device Center writes to this log file. This is where all setup logs are recorded.
- Find **\WindowsMobile** in the log, and verify whether there were any errors while installing the application. The errors may be marked with “!!!”.
- An antivirus program may deny WMDC setup access to the registry. If an administrator-managed antivirus application is being used (i.e. McAfee Enterprise), the administrator must allow the following file to run:

```
C:\Windows\WindowsMobile\wmdc.exewindows  
C:\Windows\WindowsMobile\wmdHost.exe  
C:\Windows\WindowsMobile\wmdsyncman.dll
```

- There will be an entry that states the installer was unable to write to the following registry:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows  
NT\CurrentVersion\Svchost
```

The Admin user will need rights to this registry key. Edit the permissions, changing the ownership to the Admin Group (the user should be part of this group).

- Reboot the computer once the permissions have been changed.
- Finally, install WMDC.

This program will now launch from the Start menu. WMDC may initiate Windows Update, which will download any updates before the program starts.

The Microlog will now connect and communicate with SKF @ptitude Analyst.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by email at TSG-CMC@skf.com.

