

# NewSonic GmbH

## Non-destructive Materials Testing

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WINDOWS 10 trouble shooting and remedy the problem

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### Windows 10:

- After the first major system update in most of the cases the computer won't serve anymore „mobile device center“.
- In some cases just after any software update the system will stop working with the SonoDur2

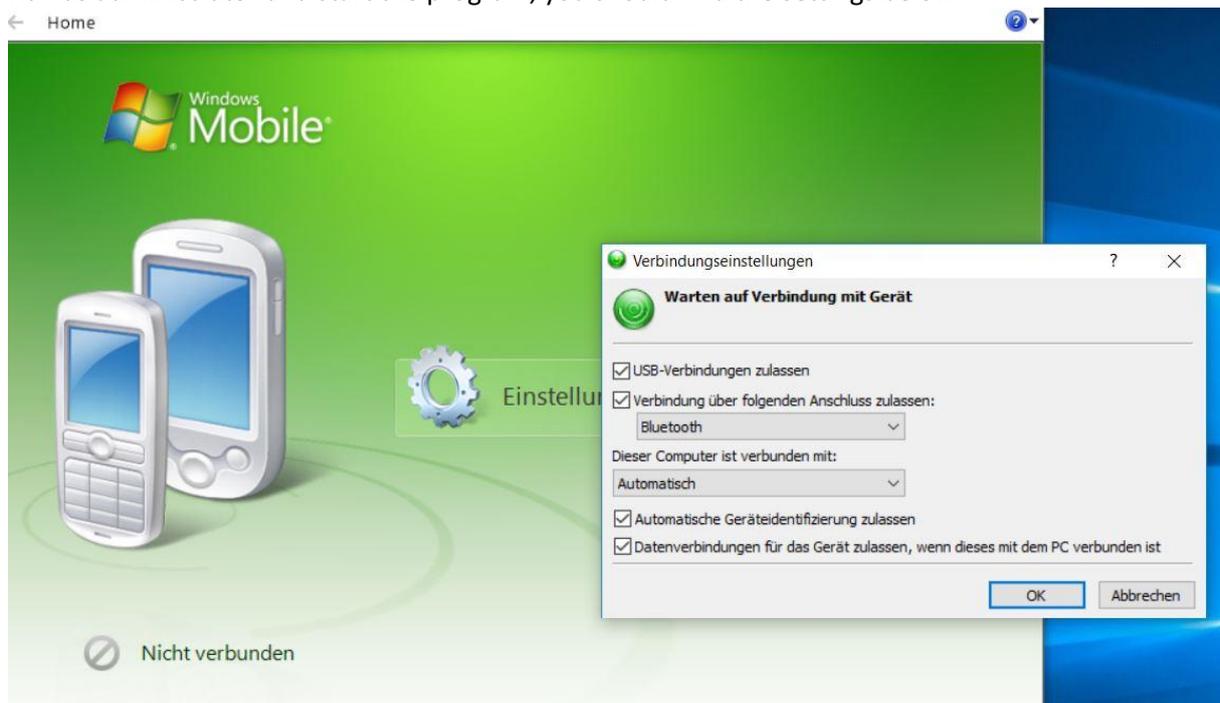
Whenever the machine stops working you need to take the same action as described below. The procedure prescribe here is some practical experience how to get the machine working again.

There is no guarantee that these measures help and NewSonic does not take any responsibilities for system errors on your PC.

### Windows Mobile Device Center

Basic settings:

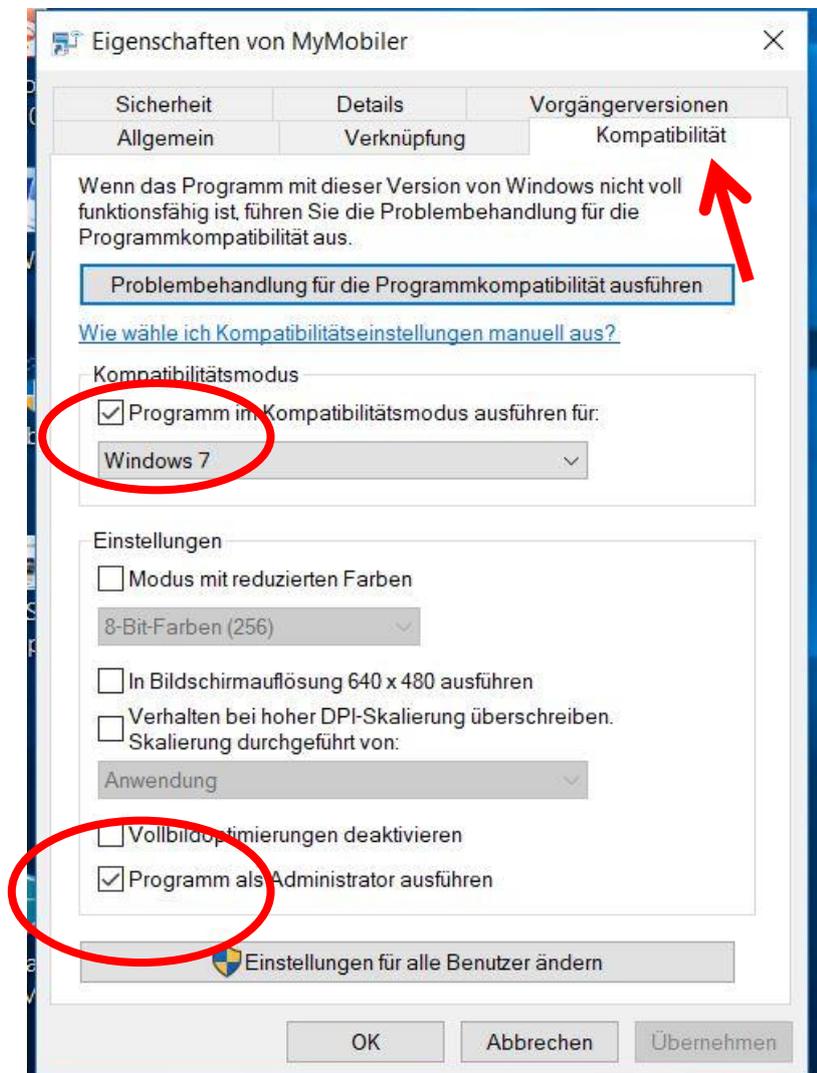
Run as administrator and start the program, you should find the settings below.



Furthermore set Windows mobile to Compatibility for Windows 7 like the program "My Mobiler" as shown below.

## My Mobiler

Setting: Compatibility "Windows 7"



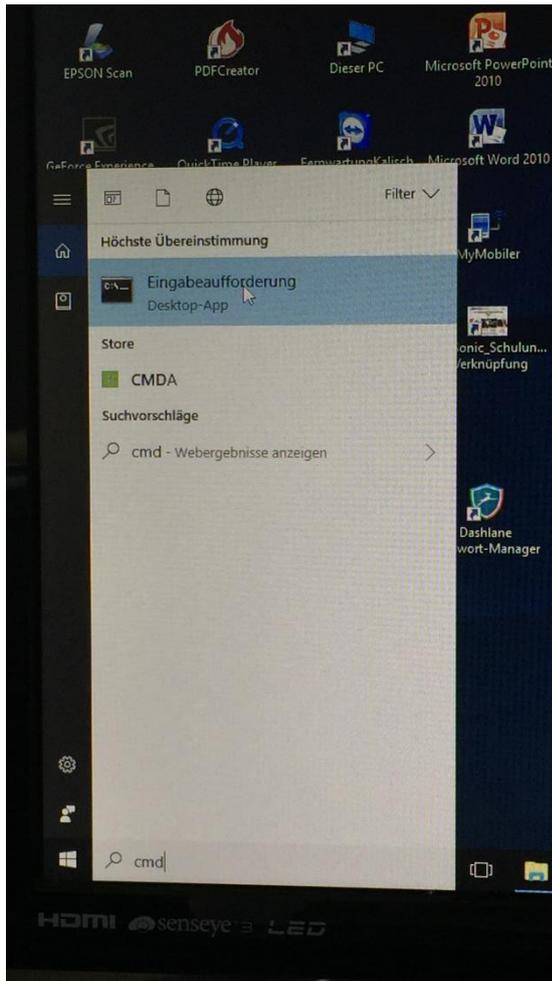
In order to secure the communication between PC WIN10 and SonoDur2, please do the following:

Insert two batch files into the directory of your PC.

For this please type

CMD

in the search line at the bottom left of your PC. The Machine shows the "prompt" program at the top of the window.



Tap on it with your right mouse button.

It will open a subwindow „execute as administrator“.

Then copy the following lines from here:

```
REG ADD HKLM\SYSTEM\CurrentControlSet\Services\RapiMgr /v SvcHostSplitDisable /t REG_DWORD /d 1 /f
```

```
REG ADD HKLM\SYSTEM\CurrentControlSet\Services\WcesComm /v SvcHostSplitDisable /t REG_DWORD /d 1 /f
```

And put it into the prompt line of the prompt field one after the other using the right button of your mouse.

Close everything and restart your PC.

You may find these hints together with some information in the internet:

<https://stackoverflow.com/questions/32052429/how-to-connect-a-windows-mobile-pda-to-windows-10>