Technical bulletin 201 Windows Mobile Device Center will not open to allow connection to ABB NGC after upgrading to Windows 10

	Totalflow products	Doc name:	Technical bulletin 201
File name:	2105498TBAB-TB201	Status of document:	Released
Issued by department:	Totalflow customer service	Distribution:	External public
Date:	7/18/2016	Creator name:	Andrew Munn
Revision:	AB	Contact:	+1 918.338.4888 or 800.442.3097
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Proprietary information



1. Introduction

This technical bulletin is designed for use by:

- Anyone upgrading their PC operating system from previous versions of Microsoft Windows[®] to Windows 10
- Anyone using Windows Mobile Device Center to connect to an NGC via a USB cable

2. Description

Windows Mobile Device Center (WMDC) does not launch for users on a Windows 10 device. Attempting to upgrade a system from Windows 7 or 8 to Windows 10 renders WMDC inoperable: it won't open or allow connection to an NGC using a USB, and cannot be uninstalled.

NOTE: Using a Windows 10 device (or upgrading to Windows 10) does not affect WMDC users connecting to an NGC using Ethernet or MMI (ARINC) connector.

3. Is your product effected?

ABB Totalflow customers using WMDC to connect to an NGC via a USB AND who are upgrading to Windows 10, will be affected.

4. Resolution

Several options exist for resolving this issue:

- Uninstall WMDC and PCCU prior to Windows 10 upgrade
- Reset a Windows 10 device to its factory defaults
- Purchase serial (DB9) cables to connect to the local MMI connection on the NGC

OPTION 1: Remove Windows Mobile Device Center and PCCU prior to upgrading to Windows 10

1 Uninstall Mobile Device Center and PCCU from a Windows 7 or 8 device.

Click Start > Control Panel. The *Adjust your computers settings* screen appears. Select **Programs > Uninstall a Program**. A list of installed programs appears. Select **Windows Mobile Device Center** and click **Uninstall**.

Windows Mobile Device Center is uninstalled.

- 2 Repeat step 1 for Windows Mobile Device Center Driver Update.
- 3 Upgrade to Windows 10.
- 4 Re-install PCCU.

NOTE: Select Run as administrator on the setup.exe file.



5 During setup, click **Next**, accept the license agreement, click **Next**. The Setup Type screen appears.

OPTION 1: Remove Windows Mobile Device Center and PCCU <u>prior</u> to upgrading to Windows 10

Setup	
Setup Type Select the setup type that best su	its your needs.
	Select Software to Install:
	Totalflow PCCU 7
	📕 Totalflow Simulator (G4)
183	Totalflow Simulator (NGC)
TOTALFLOW	♥ Windows Mobile Device Center (Needed for NGC USB connection)
InstallShield	< Back Next > Cancel

6 On the Setup Type screen, select Windows Mobile Device Center and click **Next.** A command prompt window opens. Windows Mobile Device Center files installation is complete.



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OPTION 2: Reset a Windows 10 device to its factory defaults

WARNING: This option removes all applications and returns the computer to the factory defaults. Backup any applications and data. ABB is not responsible for application or data loss.

1 Click **Start** > **Settings**. The Settings screen appears.



2 On the Settings screen, select **Update & security**. The *Update & Security* window appears.

← Settings		- 🗆	×
C UPDATE & SECURITY		Find a setting	٩
Windows Update Windows Defender Backup Recovery	Reset this PC If your PC isn't runnin choose to keep your t Windows. Get started	ng well, resetting it might help. This lets yo files or remove them, and then reinstalls	u
Activation For developers	Advanced star Start up from a device change Windows star system image. This wi Restart now	rtup æ or disc (such as a USB drive or DVD), rtup settings, or restore Windows from a iill restart your PC.	

OPTION 2: Reset a Windows 10 device to its factory defaults

- 3 On the *Update* & *Security* window, select **Recovery > Get started**. The *Choose an option* screen appears.
- 4 On the Choose an option screen, select either Keep my files or Remove everything.

 Settings UPDATE & SECURITY 	$ \bigcirc$ \times Find a setting ρ
Windows Update Windows Defender Backup	Reset this PC Choose an option
Recovery Activation For developers	Keep my files Removes apps and settings, but keeps your personal files. Removes everything Removes all of your personal files, apps, and settings.

The refresh completes.

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OPTION 2: Reset a Windows 10 device to its factory defaults

5 Re-install PCCU.

NOTE: Select Run as administrator on the setup.exe file.

e Home Share	View Man	age	AF	IER UPGRA	ADING TO W	INDOWS 10	~
→ * ↑ → Rei	movable Disk (E:) > P	CCU Install Files >				✓ ひ Search PCCU Install Files	,
Quick access	Name	^	Date modified	Туре	Size		
Desktop 🖈	Activesync		4/15/2015 9:35 AM	File folder			
L Downloads	HelpFiles		4/15/2015 9:35 AM	File folder			
Documentr	README_files		4/22/2015 11:33 AN	1 File folder			
	Redists		4/15/2015 9:35 AM	File folder			
Pictures 📌	TfDrivers		4/15/2015 9:35 AM	File folder			
J Music	Totalflow Si	0	PM	File folder			
Videos	Totalflow Si	Open Due as a dualation test	AM	File folder			
OneDrive	WindowsM	Kun as administrator	AM	File folder			
	🗟 0x0409	Iroubleshoot compatibili	ty PM	Configuration sett	22 KB		
This PC	AutoRun	Send to	> AM	Windows Batch File	1 KB		
_ Removable Disk (E;)	🔄 AutoRun	Cut	AM	Setup Information	1 KB		
	🔮 data1	Conv	AM	Cabinet File	582 KB		
Network	data1.hdr		AM	HDR File	212 KB		
	🔮 data2	Create shortcut	AM	Cabinet File	69,080 KB		
	ISSetup.dll	Delete	8 PN	1 Application extens	568 KB		
	layout.bin	Rename	AM	BIN File	1 KB		
	README	Properties	PM	HTM File	273 KB		
	🔄 setup 📃 🛁		AM	Application	788 KB		
	🔬 setup		4/15/2015 9:05 AM	Configuration sett	3 KB		
	setup.inx		4/15/2015 9:05 AM	INX File	301 KB		
	setup.isn		8/22/2011 12:45 AN	1 ISN File	254 KB		

6 Re-install any needed applications, including Totalflow PCCU and Windows Mobile Device Center.



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OPTION 3: Purchase serial (DB9) cables to connect to the local MMI connection on the NGC

Purchase the following parts:

MMI-to-military connector (P/N 2101412-001)





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OPTION 3: Purchase serial (DB9) cables to connect to the local MMI connection on the NGC

PCCU Cable - Military connector-to-DB9 serial, 8' (P/N 2015240-004)



Digi Edgeport/1 USB-to-serial cable (P/N 1801382-001)



NOTE: Use only the Digi Edgeport/1.

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OPTION 3: Purchase serial (DB9) cables to connect to the local MMI connection on the NGC

The completed cable looks like this:



Additional Information

Totalflow product customer service

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