Some Help With

Change to default installation directory for Windows Custom Clients

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Starting 4 December 2025, Windows custom clients downloaded from my.anydesk II will use a different default installation directory. If you install a new custom client from that date onward, it will default to a new path.

File Type	Old Default Installation Directory	New Default Installation Directory
EXE	`C:\Program Files (x86)\AnyDesk-ad_{prefix}`	`C:\Program Files (x86)\AnyDesk-{prefix}`
MSI	`C:\Program Files (x86)\AnyDesk-ad_{prefix}_msi`	`C:\Program Files (x86)\AnyDesk-{prefix}_msi`

Only custom clients downloaded after this date are affected. Existing installations will remain unchanged.

Who is affected?

You are affected by this change if you:

- Download and install a Windows custom client from my.anydesk II on or after December 4, 2025.
- Use the **default installation directory** during setup.

> 💡 **NOTE**
>
> - Existing installations deployed before this date are not affected.
> - Portable AnyDesk clients are not affected.
> - AnyDesk clients for other operating systems are not affected.
> - Custom clients downloaded from my.anydesk I are not affected.

Why the change was made?

The previous installation directory format (`AnyDesk-ad_{prefix}`) caused issues with URL handler registration.

The updated format (`AnyDesk-{prefix}`) resolves these conflicts without requiring versioning changes or data migration.

Installation behavior after December 4

When you install a new Windows custom client after December 4, 2025:

- The installer places the application in the **new default directory**.
- Because the path is different, Windows treats the installation as a **separate application**, not an upgrade.
- If an older version is already installed, **both versions will coexist** in separate directories.

If you install a new client while an older version exists:

- **Old installation:** `C:\Program Files (x86)\AnyDesk-ad_{prefix}`
- **New installation:** `C:\Program Files (x86)\AnyDesk-{prefix}`

Both installations share the **same configuration files, ID**, and **settings**, as the configuration directory is unchanged.

FAQ

What are the old and new default installation directories for EXE files?

The old default installation directory for EXE files is `C:\Program Files (x86)\AnyDesk-ad_{prefix}`, and the new directory will be `C:\Program Files (x86)\AnyDesk-{prefix}`.

Will existing clients update automatically?

No. Existing clients will **not automatically migrate** to the new format. Windows does not support updates across different installation directories. Installing a new client results in an additional installation.

Do I need to uninstall the old installation to avoid having two versions?

Yes, if you want to avoid having two installations. To remove the old version, manually uninstall the client located at `C:\Program Files (x86)\AnyDesk-ad_{prefix}` .

Are configuration files, IDs, or settings affected?

No. The configuration directory remains the same. The newly installed client continues to use the **same AnyDesk ID and settings**.

Do I need to update scripts or integrations?

Yes. If you use automation tools or integrations, you must update them to reference the new path. This includes:

- Hardcoded file paths
- Direct calls to the executable
- URL handler integrations
- Automated deployment scripts

Ensure these references point to the updated installation directory: `C:\Program Files (x86)\AnyDesk-{prefix}`