Some Help With

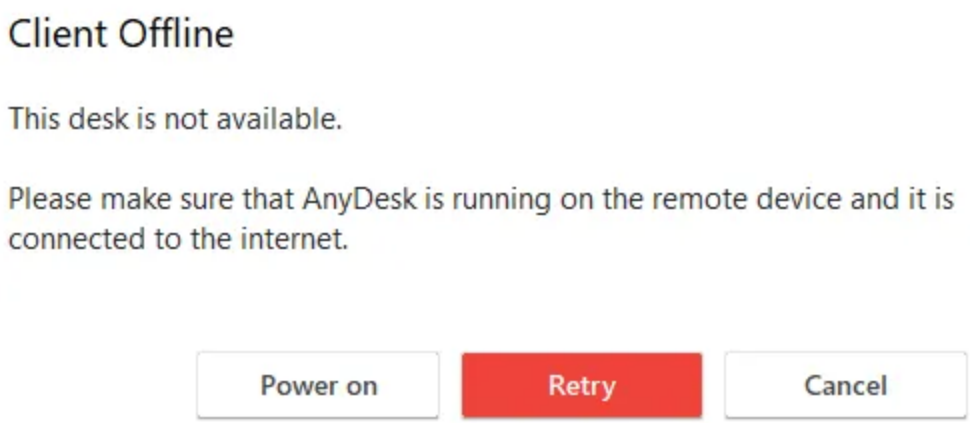
Client Offline

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Cause

The **Client Offline** message appears when AnyDesk on the remote device cannot connect to the AnyDesk network.

This error may occur if:

- The remote device is turned off, in sleep mode, or offline.
- AnyDesk is not running on the remote device.
- Antivirus or firewall settings are blocking AnyDesk traffic.
- The device clock is incorrect or not synchronized with internet time.
- The AnyDesk app is outdated.

Solution

To resolve the error:

1. **Turn on the remote device**. If supported, you can also use Wake-on-LAN (click **Power on** in the dialog).
2. **Check the internet connection.** Make sure the remote device is online and stable.
3. **Start AnyDesk.** Verify the AnyDesk app is running on the remote device.
4. **Update AnyDesk.** Install the latest version on both local and remote devices.
5. **Allow AnyDesk through security software.** Configure antivirus or firewall settings to permit AnyDesk traffic. For more information, see Configure firewalls for AnyDesk.
6. **Correct the system clock.** Ensure the device time is accurate and synced with internet time.
7. **Check network connectivity.** Confirm the device is connected to the AnyDesk network. For more information, see Disconnected from the AnyDesk Network.

If the problem continues, contact AnyDesk Support.

A feature that allows you to remotely wake up a sleeping or powered-off PC. You can control an offline device remotely by waking it up before creating a connection. To wake up a turned-off PC, you need another turned-on device within the same network.