Some Help With

Discontinuation of older AnyDesk versions

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Starting **April 4, 2024**, the following AnyDesk versions will no longer be able to connect to the AnyDesk network:

Platform	**Unsupported Versions**
Windows	Older than **AnyDesk 5.0.0**
macOS	Older than **AnyDesk 5.0.1**
Linux	Older than **AnyDesk 5.0.0**
Android	Older than **AnyDesk 5.0.0**
ChromeOS	Older than **AnyDesk 5.0.0**
iOS	Older than **AnyDesk 3.0.0**
tvOS	Older than **AnyDesk 4.4.0**
Raspberry Pi OS	Older than **AnyDesk 5.1.0**

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> 🚨 **IMPORTANT**
>
> If you are using an outdated version, you will see the error message: *Disconnected from the AnyDesk network.*



Disconnected from network.png

Why is this happening?

This change enables us to enhance security, improve performance, and provide better support for the latest versions of AnyDesk.

> 💡 **NOTE**
>
> This change does not affect users of our On-Premises solution.

How to check your AnyDesk version

1. Open the AnyDesk application.
2. Go to **Settings** and open the **About AnyDesk** tab.
3. Your version number will be displayed under **Version**.

How to update your AnyDesk client

To continue using AnyDesk without interruption, update to the latest version **here**.