Some Help With

Session ended unexpectedly

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Error Code

- anynet_unknown
- win32_10054
- win32_10060
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Cause

This error occurs when an external factor disrupts the AnyDesk connection. Here are some common reasons why this might happen:

- The remote device is powered off unexpectedly.
- The local or remote device loses internet access.
- A security software (firewall, antivirus, anti-ransomware), either on the local or remote device, ends the AnyDesk session.
- A network-level security solution (router, proxy, VPN, etc.), either on the local or remote device, blocks or disconnects the AnyDesk session.

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Fix

Please make sure your firewall on both the local and remote devices as well as networking hardware such as routers do not interfere with AnyDesk's connection.

Check security & firewall settings

- Ensure the firewall on both local and remote devices allows AnyDesk
- Ensure network devices (routers, VPNs, proxies) are configured to avoid interference with AnyDesk.
- Add exceptions for AnyDesk in any antivirus or security software on both devices.

Adjust connection settings in the client

1. Go to **Settings** > **Connection** > **General**.
2. Clear the **Allow direct connections** checkbox.
3. If the issue persists, add */np* to the AnyDesk ID or Alias (for example, **000111222/np** or **test@ad/np**) when connecting.

If your session disconnects at predictable intervals (e.g., every 30 seconds or 10 minutes), it's likely due to security software flagging the connection:

- Review the logs in your security software for blocked or terminated connections.
- Add AnyDesk to your software's trusted applications list or create a specific rule to maintain the session.

A numeric or alphanumeric code that indicates a specific issue or status in the AnyDesk application during use.

A built-in feature that creates a secure, private connection between local and remote devices. It enhances security by linking only the two devices directly, without allowing access to other devices on either network.

A unique number automatically assigned to each installed AnyDesk app. It's used to identify the device and connect to it remotely.