Some Help With

Status: desk_rt_ipc_error

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Error

desk_rt_ipc_error

Cause

This error occurs when an external application - such as the operating system or a security tool - terminates the AnyDesk Session. The cause and solution depend on the operating system.

- **On Windows:** A security software (e.g., anti-ransomware tools) may block or interrupt Remote Desktop connections.
- **On Linux:** This error can occur due to using an unsupported display server or issues with the DNS resolver.

> 💡 **NOTE**
>
> AnyDesk now restarts its background service automatically if a timeout occurs. This helps prevent freezes and allows us to track and improve connection reliability over time.

Solution

To resolve this issue, follow the steps below based on your operating system.

For Windows

- **Whitelist AnyDesk** in your antivirus software or disable anti-ransomware features.
- **Reinstall AnyDesk** if it has been blocked or quarantined by security tools.

For Linux

- Ensure that both the login manager and the system use **Xorg** to prevent display server compatibility issues.
- Verify that your **DNS resolver** can correctly resolve AnyDesk URL addresses.

A session is a screen of a device shared within a concurrent connection. You can create a connection with a remote device, and you can create another session with the same remote device. Each opened window on the connected remote device will be displayed as a separate session. In AnyDesk, session is represented in separate windows on Windows and in tabs on Mac.

The ability to access and control a device from a different location using AnyDesk, facilitating remote support and work.