Some Help With

How to Fix 'AnyDesk Crashed' Error: Step-by-Step Guide for Quick Resolution

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Receiving an error message like “AnyDesk crashed” can be frustrating, especially if you need to access a device urgently. This error indicates that the AnyDesk application has encountered a critical problem that is preventing its operation. Below, we provide a detailed guide on how to proceed if you encounter this message.

1. Understanding the error message

The message “AnyDesk crashed. Please help us to locate the problem by submitting this crash report. If you send us a message, please mention the report ID” means that the AnyDesk application has experienced an unexpected failure. AnyDesk requests that you send an error report to help them identify and correct the problem in future updates.

2. Sending the error report

When prompted to send an error report, follow these steps:

- **Click “Send”**: This will allow AnyDesk to receive technical details about the occurred failure. This information is valuable for developers and can help prevent similar issues in the future.
- **Mention the report ID**: If you decide to contact AnyDesk support for more specific follow-up, make sure to include the error report ID. This ID is unique and will allow AnyDesk technicians to quickly identify the issue in their records.

3. Restart AnyDesk

Once the error report has been sent, try restarting the application:

- **Close AnyDesk completely**: Ensure that the application is completely closed. This can be done from the Task Manager in Windows (Ctrl + Shift + Esc) or the Activity Monitor in macOS.
- **Restart your computer**: In some cases, a simple restart can resolve the issue. This may help refresh background processes and free up memory.
- **Reopen AnyDesk**: After restarting, try opening the application again to see if the problem persists.

4. Update AnyDesk

Make sure you are using the latest version of AnyDesk. Software updates often include fixes for known errors. To update AnyDesk:

- **Visit the official website**: Go to AnyDesk.com and download the latest available version.
- **Install the update**: Follow the instructions to update the application. This could resolve issues caused by obsolete versions or incompatibilities.

5. Check your system settings

If the problem persists after updating, check your system settings:

- **Hardware drivers**: Ensure that all your system drivers, especially those related to graphics and networking, are up to date.
- **Disk space**: Verify that you have sufficient disk space for AnyDesk to function properly.
- **Background programs**: Some background programs may interfere with the operation of AnyDesk. Try temporarily disabling non-essential programs.

6. Reinstall AnyDesk

If the above steps do not resolve the issue, it may be necessary to reinstall AnyDesk:

- **Uninstall AnyDesk**: In Windows, go to Control Panel > Programs > Programs and Features, select AnyDesk, and click “Uninstall”. In macOS, drag AnyDesk to the trash.
- **Remove residual files**: After uninstalling, check for any residual files or folders on your system and delete them.
- **Reinstall AnyDesk**: Download a fresh copy from the official website and install it following the instructions.

7. Contact AnyDesk support

If you continue to experience issues after following all these steps, it is best to contact AnyDesk’s technical support. Provide them with the error report ID and describe the actions you have taken so far. This will give them a solid starting point to help you resolve the issue.

These types of errors can be perplexing, but by following this step-by-step guide, you can address and hopefully resolve the problem quickly. Keeping your software up to date and being mindful of potential conflicts with other programs will help you avoid future complications.