Some Help With

How to Fix AnyDesk Issues: Microsoft Defender Blocking Installations and Gateway 502 Error Solutions

TABLE OF CONTENT

- Issue 1: Microsoft Defender Flags Custom MSIs as Malicious
- Issue 2: Gateway 502 Error on the my.anydesk Portal

If you're an AnyDesk user facing recent technical issues, such as Microsoft Defender blocking your customized installations of AnyDesk or encountering the Gateway 502 error on the my.anydesk portal, you're not alone. Many users have reported similar challenges, and fortunately, there are solutions available to address them.

Issue 1: Microsoft Defender Flags Custom MSIs as Malicious

An increasing number of users have noticed that Microsoft Defender127 is identifying AnyDesk installations as potentially unwanted applications (PUA). This can happen due to stricter security settings or recent updates to the antivirus software. To resolve this issue, you can take the following steps:

1. **Check Security Settings**: Ensure that AnyDesk is added to the exceptions list of Microsoft Defender.
2. **Update AnyDesk**: Make sure you are using the latest version of AnyDesk, as updates are frequently released to address such conflicts. Consider version 9.0.9 and check for any newer patches.

Issue 2: Gateway 502 Error on the my.anydesk Portal

The Gateway 502 error indicates that the server is having difficulty processing the request. This issue might be temporary and often resolves itself. However, you might want to try the following:

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1. **Check Service Status**: Visit the official AnyDesk status page to verify if there are any service interruptions.
2. **Use an Alternative Browser or Client**: Sometimes, switching to a different browser or using the desktop client can help mitigate the issue.

Remember, the AnyDesk user community is here to support you. If these steps do not resolve your problems, consider reaching out to AnyDesk technical support for further assistance. We hope these tips prove useful and that you can continue to enjoy the benefits that AnyDesk offers for remote support and collaboration.

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