Some Help With

How to Fix Black Screen Issues in Azure Virtual Server with AnyDesk: Essential Solutions

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If you're facing a black screen issue when trying to access your virtual server in Azure via AnyDesk, especially when the VM is not signed in, it's understandable that this can disrupt your workflow. This situation is not uncommon and there are several steps you can follow to mitigate this problem.

Common Causes of the Issue

The black screen behavior typically occurs due to how graphical sessions are managed in Windows when no user is active on the server. When connected through RDP and then logging out, the graphical session for AnyDesk may become inaccessible.

Steps to Resolve the Issue

Here are some solutions that have worked for other users:

1. **Enable Night Access**: Ensure that the "Night Access" option is enabled in AnyDesk settings. This allows the application to function without requiring an active session.
2. **Adjust Display Settings**: Reducing screen quality in AnyDesk settings may help. Try changing the display setting to "Low" to enhance performance when accessing the VM.
3. **Run AnyDesk as a Service**: Configure AnyDesk to run as a Windows service. This can ensure that AnyDesk remains active and accessible even when no user is connected to the server. To do this, enable the feature in the AnyDesk settings and ensure that the service starts automatically.

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4. **Check Group Policies**: Sometimes, group policies applied to the Windows server can interfere with remote access. Make sure there are no restrictions prohibiting remote connections when no active users are present.

5. **Consider Remote Desktop Drivers**: Ensure that all remote desktop drivers are updated and functioning properly. Issues with drivers can sometimes contribute to this type of problem.

Conclusion

While it can be frustrating to deal with black screen issues in AnyDesk, following these steps should help you resolve the issue and restore access to your virtual server in Azure without relying on an active RDP session. Feel free to try these solutions and enhance your access experience through AnyDesk.

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