Some Help With

Resolving AnyDesk Screen Recording Permission Issues on Mac: A Comprehensive Guide

If you're using AnyDesk and encountering issues with screen recording permissions on Mac, you're not alone. Many users have reported that, despite granting the necessary permissions, AnyDesk fails to recognize them properly. This can be especially frustrating, particularly in environments utilizing mobile device management (MDM) profiles that block certain settings.

Here are some recommendations that may help you navigate this situation:

1. **Check Permissions**: Ensure that AnyDesk has access to screen recording. To do this, visit `System Preferences` > `Security & Privacy` > `Screen Recording`. From there, you can verify if AnyDesk is checked. However, if the permissions are enforced by MDM settings, you may not be able to adjust this manually.

2. **Remove and Re-add Permissions**: Although you mention that your clients are unable to do this, it is a common step that sometimes resolves the issue. You should remove AnyDesk from the list and then re-add it. This recalibrates the settings, allowing the software to recognize the appropriate permissions.

3. **Contact AnyDesk Support**: If the problem persists, consider reaching out to AnyDesk's technical support. You can do this through the contact form in your AnyDesk panel. They are trained to provide personalized assistance and may offer direct solutions to your specific situation. Although you note that responses may take some time, it's important to document the issue as thoroughly as possible so the support team understands the severity and nature of the problem.

4. **Consider Other Factors**: When dealing with permission compatibility issues, check for available updates for both AnyDesk and your Mac operating system. Keeping software up to date often resolves compatibility and functionality problems.

Unfortunately, sometimes these issues may not have a quick fix, but effectively managing permissions and seeking support are essential steps to ensure a smooth experience with AnyDesk.

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