Some Help With

Troubleshooting Common AnyDesk Issues: Error and Status Messages Explained

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Common Issues with AnyDesk

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Error Messages	Status Messages	Messages while connected	Fatal Error	Exit Codes

If you encounter issues with AnyDesk, you're not alone. This article will guide you through the most common error and status messages you may encounter and how to troubleshoot them.

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Error Messages

Cannot connect to/Disconnected from the AnyDesk network	**This message appears when the client cannot connect to the AnyDesk server. It may be due to a slow internet connection, improperly configured firewall, or general network issues. Ensure that the host device has an active internet connection and that security solutions allow access to servers. For more information, see Firewall. If using On-Premises versions, ensure that the host device can connect to your server. Check the system time and synchronize it through an online time server.**
Waiting for image.	This message may appear due to a slow internet connection, improperly configured firewall, or general network issues.
This desk is not available. Please make sure that AnyDesk is running on the remote computer and it is connected to the internet.	This message may appear due to a slow internet connection, improperly configured firewall, or general network issues. For more information, refer to Disconnecting Sessions.
AnyDesk is not connected to the server. Please check your internet connection	This message may appear due to a slow internet connection, improperly configured firewall, or general network issues. For more information, refer to Disconnecting Sessions.
Status: win32_10060	This error code is generated by Windows and displayed by AnyDesk, usually due to an improperly configured firewall. For more information, refer to Disconnecting Sessions.
Status: win32_11001	This error code is generated by Windows and displayed by AnyDesk, usually due to an improperly configured firewall. For more information, refer to Disconnecting Sessions.
Status: win32_10054	This error code is generated by Windows and displayed by AnyDesk, usually due to an improperly configured firewall. For more information, refer to Disconnecting Sessions.

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Status Messages

Could not log in to the remote computer. AnyDesk's window must be open on the remote computer in order to connect.	**Interactive Access must be configured on the remote computer to always show a connection request.**
The session was interrupted on the remote side. Please wait while AnyDesk is trying to restore the session.	The connection was reset due to an improperly configured firewall. For more information, refer to Disconnecting Sessions.
The network connection was closed unexpectedly.	The connection was reset due to an improperly configured firewall. For more information, refer to Disconnecting Sessions.
The Session was denied due to the access control settings of the remote computer.	Your ID is not whitelisted in the ACL (Access Control List) of the remote client.
Your license does not allow more sessions. Please close other sessions or contact sales to obtain an upgrade.	This message is displayed when the session limit of your license has been reached. In rare cases, terminated sessions may still run in the background, which can be handled in your customer portal on my.anydesk.com.
The session has ended. Status: desk_rt_27	This message is displayed when the session is automatically disconnected due to inactivity. This occurs only if the remote device is using AnyDesk 6.1.0 for Windows or newer, while the connecting device is **not** using AnyDesk 6.1.0 for Windows or newer.

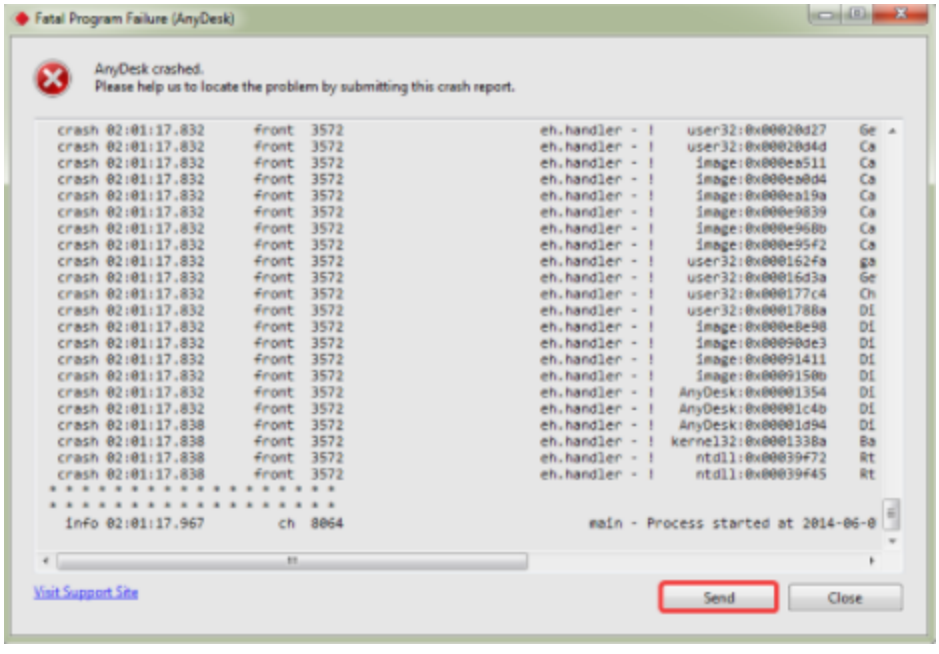
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Messages while connected

Please wait for the remote user to accept the UAC dialog.	**The remote side will display a Windows UAC dialog that requires administrator credentials or cancellation of the UAC request.**
Too many rejected connection attempts. Please try again later.	After several rejected session requests, no additional requests can be made for a period of time.
Logging on to the remote computer is blocked by the AnyDesk settings.	The remote side is configured to not allow incoming connections.
Remote display server is not supported (e.g. Wayland)	This message will appear if the remote side uses Linux with a display server other than X11. In most cases, the display server can be changed on the login screen while the user is logged out of the session (this varies slightly between distributions)

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Fatal Error



If a critical error occurs that AnyDesk cannot recover from, a crash dialog will appear.
It contains technical information to identify issues.

The “Send” button submits the crash information, including the device’s IP address, to our servers to help locate and fix the issue.
To provide further information, send a copy of the crash report, including the crash-ID and a detailed report of the actions preceding the crash, to our support team.

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Exit Codes

Documentation of exit code values for third parties using AnyDesk from scripts or other programs.

Code	Description
1000	AnyDesk could not run because ntdll was not found.
1001	AnyDesk could not run because kernel32 was not found.
7000	Path initialization failed. See windows event log for details.
7001	Signature check failed.
7002	Unrecognized command line parameter.
7003	Could not start process (already started).
8000	The requested operation requires elevation (start as admin).
9000	A generic exception occurred in the application. See trace.
9001	The process terminated itself because of a severe error condition. See trace.
9002	The process encountered a system exception. Please contact support.
9004	Error while writing the requested information to stdout.
9005	Error while reading required information from stdin.
9006	The password to be set is too short.
9007	Error while registering the license. See trace for information.
9010	Could not perform the requested operation because the AnyDesk service was not running.
0xad1000	Could not remove an older client’s executable.
0xad1001	Could not stop an older client’s service.
0xad1002	Could not terminate an older client’s processes.
0xad1003	Could not install the service. May happen in case a Windows Control Panel is open.
0xad1004	An unexpected error occurred.
0xad1005	Received invalid installation parameters.
0xad1006	Could not install the custom client (installation set to disallowed).

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