Some Help With

Troubleshooting Guide: Fixing 'Seeing No Image' or Black Screen Issues in AnyDesk

Seeing No Image or Black Screen

Description:

If you're encountering the "Seeing No Image" message or a black screen for an extended period after initiating a connection, it's possible that the display drivers on the remote device you're connecting to have been disabled or turned off.

This issue is particularly common with modern hardware, as the display drivers often shut down when no monitor is detected. Consequently, AnyDesk is unable to retrieve information from the drivers, leading to the message or black screen.

Possible Solutions:

- Ensure a monitor is connected to the remote device. By doing so, the computer will recognize the connected display and will keep the display drivers active.
    - If a monitor is connected, ensure that it is turned on and active.
    - If you prefer not to connect a monitor, a workaround would be to connect a headless display adapter to the device.
- If this issue arises when connecting to a remote Windows Server device:
    - Confirm that you have an active RDP connection to the Windows Server account you are attempting to connect to.
    - Verify that the RDP window is not minimized.

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