Some Help With

Troubleshooting Remote Desktop Session Disconnection Issues: A Comprehensive Guide

Title: Dealing with Session Disconnection Issues in Remote Desktop Sessions

Are you experiencing frequent disconnections in your remote desktop sessions? If the session disconnects at regular intervals, it may be due to a security solution on your local or remote endpoints going through active connections and disconnecting those from “unknown” or “untrusted” IP addresses.

To resolve this issue, ensure that your firewall on both local and remote devices, as well as networking hardware such as routers, do not interfere with your remote desktop connection. You can find more information on this in our Help Center at Firewall Support.

Additionally, make sure to create exceptions for AnyDesk in any security solutions like antivirus software on both the remote and local devices.

If these steps do not resolve the problem, try disabling “Allow direct connections” in the Settings > Connection > General on both computers. Another option is to add “/np” at the end of the AnyDesk-ID/Alias you are trying to connect to (e.g., “000111222/np” or “test@ad/np”).

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