

# Automated connection to Anydesk: Unable to access Anydesk on Linux from time to time (23/1/24) (1)

Problem:

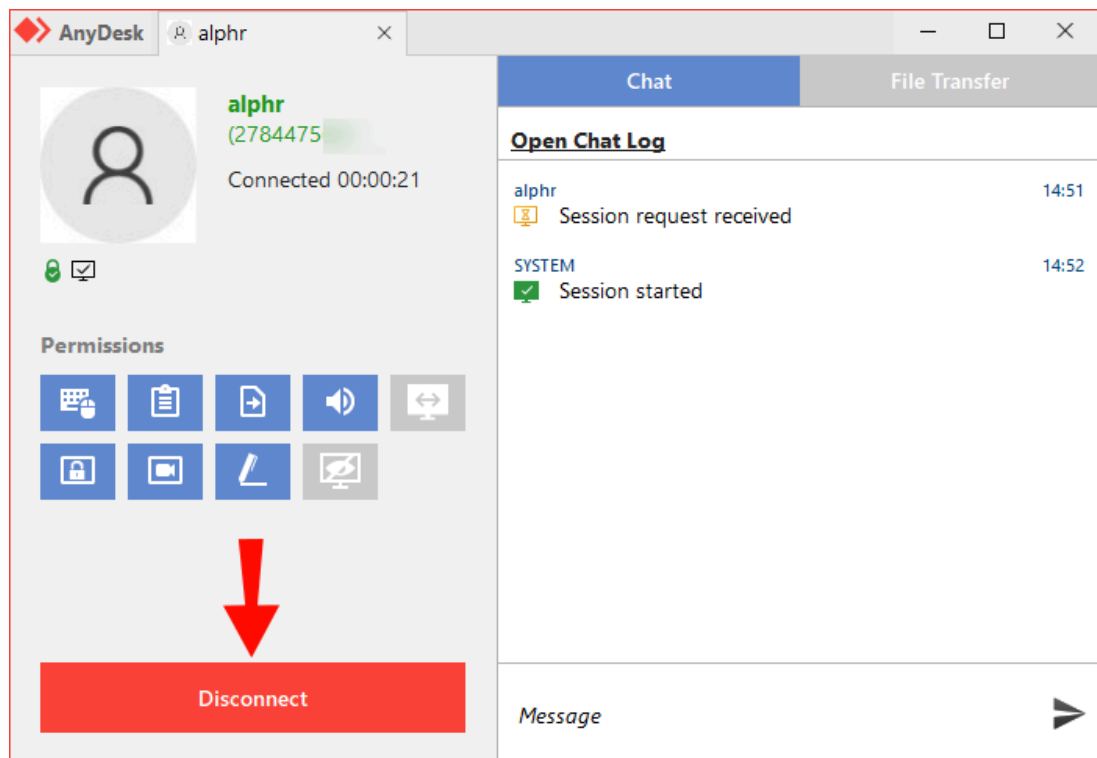
The user can't connect to Anydesk on Linux from time to time, we're forced to connect to the remote computer and restart Anydesk for users to be able to connect to it.

However

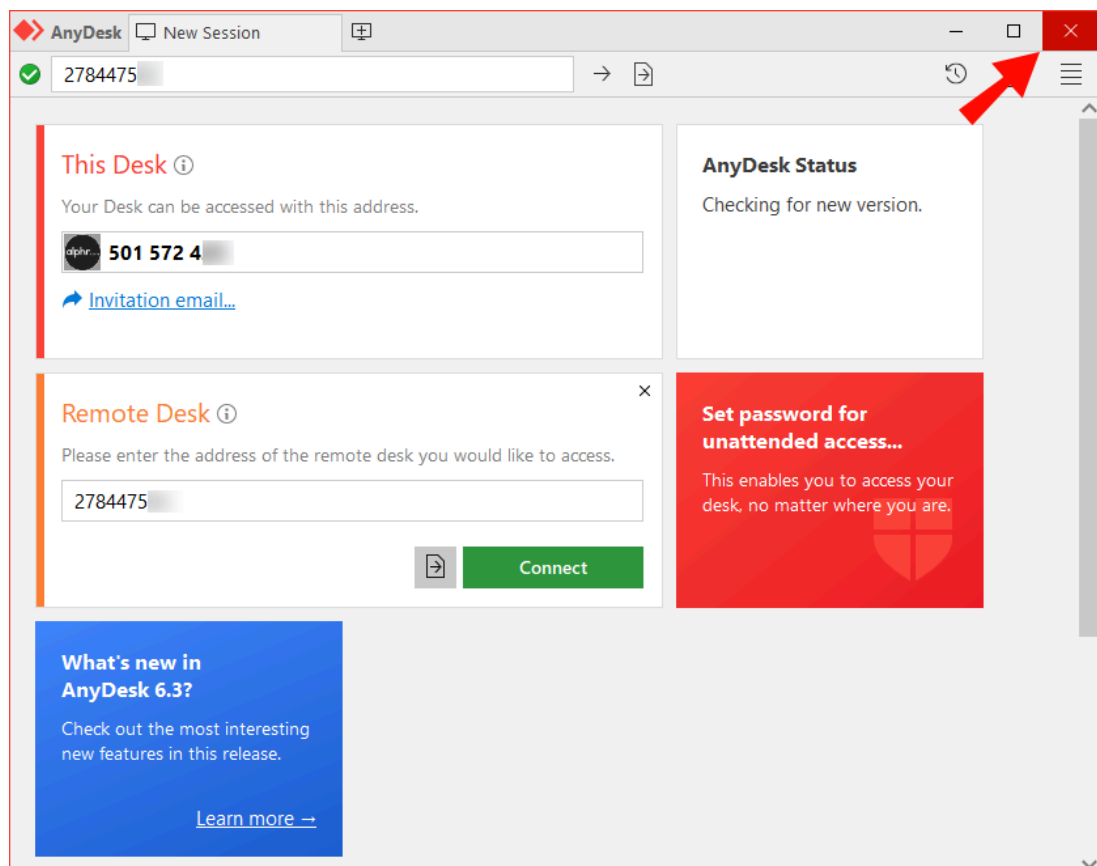
- What if I can't access the remote computer to restart Anydesk?

How Anydesk works

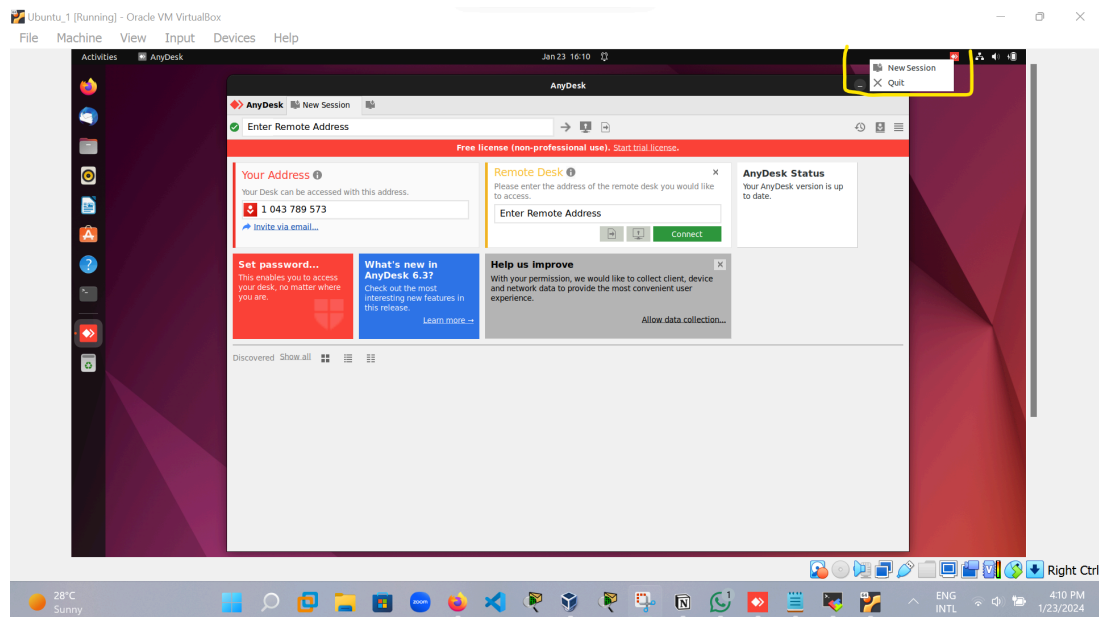
- The remote computer has an ID
- Client computer enters remote computer's ID to connect to it
- When disconnecting, the client user has 3 choices:
  - by pressing the "Disconnect " button



- By closing the Anydesk window



- Right-click on the Anydesk logo, then "quit".



## Causes:

- The first 2 Anydesk options (on Linux for the moment, we haven't yet tested for Windows as we're using RDP), don't allow total disconnection from the Anydesk connection session to the remote computer, so even if the user has clicked on "disconnect", Anydesk does not totally disconnect the user and considers him/her as still active (probably because MGBI uses Anydesk in its free version, which does not allow multiple sessions to be entered and exited 🧑), which subsequently blocks all connection requests to the remote computer.

## Solutions:

- You have to quit Anydesk completely using the 3rd logout option and then restart it, which will close all active sessions, allowing the user to connect to Anydesk again.

## How can I automate this solution to avoid having to do it manually?

- Exit Anydesk completely using the users who were connected to the remote computer
  - We'll prompt users to disconnect using the 3rd disconnection option
- Restart Anydesk each time users log off completely

On Linux, create a script that will analyze whether Anydesk is already running every X seconds, and if not, run Anydesk: ex:

auto\_start\_anydesk.sh

```
#!/bin/bash

while true; do
    #Check if Anydesk is already running
    if ! pgrep -x "anydesk" > /dev/null;then
        #Si ce n'est pas le cas, on lance Anydesk
        echo "Anydesk n'est pas encore en marche mais je vais le lancer pour toi huhuuu..."
        anydesk &
    fi
    #Wait 5 seconds before re-checking the status of Anydesk
    sleep 5
done
```

- Make the script executable

```
chmod +x auto_start_anydesk.sh
```

- Run script
  - general launch (stops if terminal is closed)

```
./auto_start_anydesk.sh
```

- custom launch (never stops)

```
#The output will be displayed in real time in the terminal while the script is running
#In the background. The tee command allows both to capture the output in a file (nohup.out)
#And to display it in the terminal.
#Nohup: no hang up: command to indicate that the process will continue
#Even after closing the terminal
```

```
#&: order that ensures that the process will continue  
#Even after closing the terminal
```

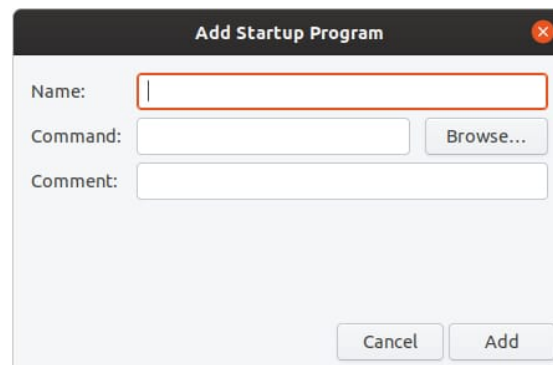
```
nohup ./auto_restart_anydesk.sh 2>&1 | tee /dev/tty &
```

Additional recommendations:

- Set Anydesk and its automatic restart script to launch automatically after rebooting the remote computer
  - Search for "Startup application".

In:

- name: [name of application or script to run on reboot, e.g. Anydesk / Script\_auto\_dem\_Anydesk ]
- Command; [application or script file directory]
  - ex: Anydesk, with the command "which anydesk", is located in /usr/bin/anydesk
  - ex:script\_auto\_start\_anydesk.sh, is located in /home/antonio/auto\_start\_anydesk.sh



Note: If the script doesn't start up as expected, run it manually using the command, this may be due to a bug 🤪:

```
nohup ./auto_restart_anydesk.sh 2>&1 | tee /dev/tty &
```