RDP Disconnections on RDP Client_RDP SSH

Last updated by | Kevin Gregoire | Mar 29, 2022 at 11:47 AM PDT

Tags	
cw.TSG	cw.RDP-SSH

Contents

- Symptoms
- Root Cause Analysis
    - References
    - Tracking close code for this volume
- Customer Enablement
- Mitigation

- Need additional help or have feedback?

Symptoms

There are multiple scenarios that could be covered in this TSG:

- RDP disconnections/reconnections from some client machines
- Not able to connect at all from some clients to some servers that will depends on OS and/or RDP client

Root Cause Analysis

Will depend on what is the fix below:

- If the issue is resolved by a KB then this is by design regarding the RDP client version
- If the issue is resolved by some setting at on the listener, then the root cause will depend on that

References

Please find below all the articles describing the improvements that were covered or problems that were addressed on each RDP client upgrade.

- Windows 7 client VMs to upgrade to RDP 8.0 ⧉
- Windows 7 client VMs to upgrade to RDP 8.1 ⧉ **Note:** To upgrade to RDP 8.1 first you need to upgrade to 8.0
- Remote Desktop clients ⧉
- Remote Desktop Protocol (RDP) 10 AVC/H.264 improvements in Windows 10 and Windows Server 2016 Technical Preview ⧉
- Remote Desktop Preview now available on Windows 10 Mobile and Continuum ⧉

Tracking close code for this volume

| Root Cause	Product	Support Topic	Cause Tracking code	Bug
1	*Azure Virtual Machine ◆ Windows*	*Routing Azure Virtual Machine V3\Management\Manage or use RDS in Azure*	*Root Cause - Windows Azure\Virtual Machine\Guest OS - Windows\VM Responding\RDP Client*	

To know how to flag a bug on a case please refer to [How to do Proper Case Coding](#)

Customer Enablement

N/A

Mitigation

Depending on the client machine, ensure you are having the latest client. The RDP client version can be identified on the registry entry: `HKLM\SYSTEM\ControlSet001\Control\Terminal Server\Winstations\RDP-Tcp\WdName`

Client OS	Latest RDP Client Version	Links to upgrade
Windows 7	RDP 8.1	Install first [KB2592687](#) ⧉ and then [KB2830477](#) ⧉
Windows 8	RDP 8	No upgrade needed
Windows 8.1	RDP 8.1	No upgrade needed
Windows 10	RDP 10.0	Ensure [KB3200970](#) ⧉ is installed

From Windows OSs

Windows Server	Native RDP Client version	RDP Client versions supported	Built-in encryption level (with CALs)	Links to upgrade
Windows Server 2008 R2	RDP 7	RDP and later	Kb	Install first KB2592687 ⧉ and then KB2830477 ⧉
Windows Server 2012	RDP 8	RDP 6 and later	1024Kb	No upgrade needed
Windows Server 2012 R2	RDP 8.1	RDP 6 and later	1024Kb	No upgrade needed
Windows Server 2016	RDP 10.2	RDP 8 and later	Kb	Ensure KB3200970 ⧉ is installed

Target Windows Servers

Client OS	Where to find the latest client	More information and capabilities of this client
Android	The latest version could be found on the marketplace	Microsoft Remote Desktop for Android ⧉
iOS	The latest version could be found	Microsoft Remote Desktop for iOS ⧉
MAC	The latest version could be found	Microsoft Remote Desktop for Mac ⧉

From other OSs

Further assistance with RDP Clients then:

- Product: **Azure Virtual Machine - Windows**
- Support topic: **Routing Azure Virtual Machine V3\Management\Manage or use RDS in Azure**

Need additional help or have feedback?

To engage the Azure RDP-SSH SMEs...	To provide feedback on this page...	To provide kudos on this page...
Please reach out to the **RDP-SSH SMEs** ⧉ for faster assistance. Make sure to use the **Ava process** for faster assistance.	Use the **RDP-SSH Feedback** form to submit detailed feedback on improvements or new content ideas for RDP-SSH. ***Please note*** the link to the page is required when submitting feedback on existing pages! If it is a new content idea, please put N/A in the Wiki Page Link.	Use the **RDP-SSH Kudos** form to submit kudos on the page. Kudos will help us improve our wiki content overall! ***Please note*** the link to the page is required when submitting kudos!