

# RDP Session Disconnected\_RDP SSH

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

## Tags

cw.TSG

cw.RDP-SSH

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## Symptoms

1. Customer reports that he is getting kicked out of RDP connections or even when he tries to RDP, the RDP connection closes right away
2. On the Guest OS logs, you see several crashes from the *spooler* service

## Root Cause Analysis

When the customer is trying to connect to the VM, on his RDP client is trying to map printers on the RDP session. When spooler on the server crashes, this affects and terminate the RDP session.

## Tracking close code for this volume

Root Cause	Product	Support Topic	Cause Tracking code	Bug
1	Azure Virtual Machine  Windows	<i>Routing Azure Virtual Machine V3\Cannot Connect to my VM\My problem is not listed above</i>	<i>Root Cause - Windows Azure\Virtual Machine\Guest OS - Windows\VM Responding\RDP Listener misconfiguration/issues\RDP Client</i>	

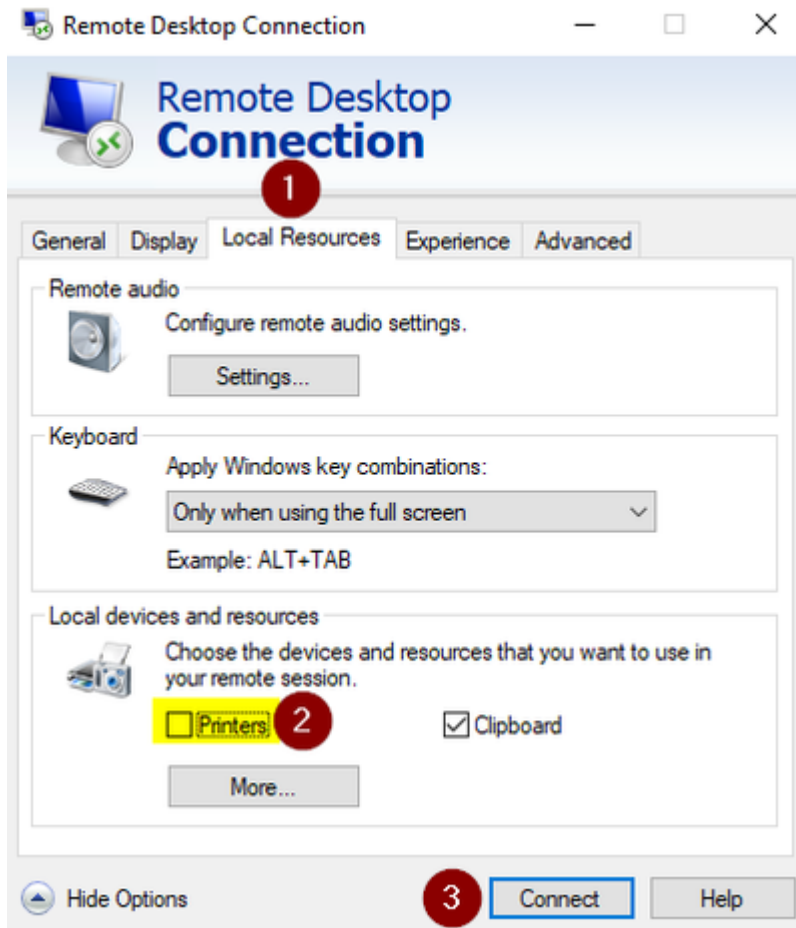
To know how to flag a bug on a case please refer to [How to do Proper Case Coding](#)

## Customer Enablement

N/A

## Mitigation

1. To mitigate just ask the customer to uncheck the Printer Mapping on his/her RDP client. This will allow the customer to RDP normally:



2. If the customer is interested to use a printer using the RDP session, then you will need to troubleshoot why the spooler service is crashing:

1. Setup *Windows Error Reporting* service by performing the following changes in the registry:

```
HKLM\SOFTWARE\Microsoft\Windows\Windows Error Reporting <--- Create the
HKLM\SOFTWARE\Microsoft\Windows\Windows Error Reporting\LocalDumps\DumpFolder <--- Create the
HKLM\SOFTWARE\Microsoft\Windows\Windows Error Reporting\LocalDumps\DumpCount <--- Create the
HKLM\SOFTWARE\Microsoft\Windows\Windows Error Reporting\LocalDumps\DumpType <--- Create the
HKLM\SYSTEM\CurrentControlSet\Services\WerSvc\Start <--- Ensure the
```



2. Restart the *Windows Error Reporting* service so it takes this new configuration
3. Reproduce the service crash. The moment that the process crash, the folder *c:\CrashDumps* is going to be created and inside the user mode dumps to collect
3. Once you collect the memory dump, engage GES for a dump analysis:
  1. Cut a problem with the following details

- Product: **Windows Svr 2008 R2** or **Windows Svr 2012 R2 Datacenter** or **Windows Svr 2016 Datacenter** as appropriate
- Support topic: **Routing Windows V3\System Performance\An application or process hangs or crashes**
- Problem Description:

```
===== <start copy> =====
The OS cannot come all the way up due to services that hangs/crashes
Symptoms description:

SR#
VM name
Service affected
===== <end copy> =====
```

- These routing will route you to a Windows team however since we need to engage GES, override the routing to
  - For Premier cases: **Windows EE Premier** queue
  - For Professional cases: **Windows EE Pro** queue

2. Follow the Windows EE action plan

4. Detach the OS disk and reassemble the VM.

## Escalate

- If this doesn't work out, please reach out to the [Unable to RDP-SSH SME channel on teams](#) ☐ for advise providing the case number, issue description and your question

## Need additional help or have feedback?

<i>To engage the Azure RDP-SSH SMEs...</i>	<i>To provide feedback on this page...</i>	<i>To provide kudos on this page...</i>
<p>Please reach out to the <a href="#">RDP-SSH SMEs</a> ☐ for faster assistance.</p> <p>Make sure to use the <a href="#">Ava process</a> for faster assistance.</p>	<p>Use the <a href="#">RDP-SSH Feedback</a> form to submit detailed feedback on improvements or new content ideas for RDP-SSH.</p> <p><b>Please note</b> 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.</p>	<p>Use the <a href="#">RDP-SSH Kudos</a> form to submit kudos on the page. Kudos will help us improve our wiki content overall!</p> <p><b>Please note</b> the link to the page is required when submitting kudos!</p>