32.02. When confronted with a dark screen during an RDP or TeamViewer session

Occasionally, RDP and TeamViewer users will see a black screen when accessing a Windows server, or even on Windows 11.

The server often still responds to external users, but the desktop is unusable and none of the programs are displayed. For example, the mSupply web URL may still work for external users.

We assume the logged-in user's session has been disrupted and that this is a Windows issue.

The Fix

Follow the steps below to get past the black screen:

- Log in and view the black screen.
- Press Ctrl + Alt + Delete on the keyboard, or send this key combination from TeamViewer.
- The Windows security options screen will appear, as shown below.
- Select Sign out to end the current session.
- Sign back in, and the desktop should appear normal.

From:
https://docs.msupply.org.nz/ - **mSupply documentation wiki**

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