Fix for remote desktop unexpected loss of connection on Windows 10

Some Windows 10 users have experienced the Remote Desktop app for Windows losing a connection to a campus machine while working from home. Changing two Group Policy settings for Remote Desktop fixes this issue.

Administrator rights on the computer are required to make any Group Policy changes. Changes can be made on your local machine but may also need to be made on the machine you are remoting in to.

1. Log on to the computer.

   Changes will apply to all accounts that sign onto the machine. Changes can be made while signed on any account with admin rights on the computer.

2. In the Windows 10 search tool, type “msc” into the Search field.

3. Click “Run as administrator” from the search results.
   a. If prompted, enter the admin username and password.

4. A Local Group Policy Editor app window will open. In the left navigation tree:
   a. Click the drop-down arrow next to “Administrative Templates” to expand the sublist.
   b. Click the drop-down arrow next to “Windows Components” to expand the sublist.
   c. Scroll down and drop-down click the arrow next to “Remote Desktop Services” to expand the sublist.
   d. Click “Remote Desktop Connection Client” from the sublist.
e. Double-click "Turn Off UDP On Client" in the list on the right side of the app window.

5. In the upper-left corner of the window, change the "Turn Off UDP On Client" setting from Not Configured to Enabled. Click Apply, then click OK.

7. Double-click the entry "Use WDDM graphics display driver..." to open.

8. In the upper-left corner of the window, change the "USE WDDM graphics display driver..." setting from Not Configured to Disabled. Click Apply, then click OK.

9. Click the 'X' at the top-right corner of the Local Group Policy Editor window to close the app.

10. Restart your computer. Changes will not take effect until a restart is initiated.

Related articles
- Remote Desktop from Windows to Windows
- Cannot load Files tab in web browser
- Fix for remote desktop unexpected loss of connection on Windows 10
- Connecting to VPN on Linux - Ubuntu
- Install the VPN client on Mac OS
Need Help?

Contact the IST Service Desk at helpdesk@uwaterloo.ca or 519-888-4567 ext. 44357.