

# Poor Performance and Popup Windows Freeze or Do Not Appear in Enterprise Remote-App

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## Overview

When navigating to areas in TempWorks Enterprise that cause a popup menu or dialog to appear, the screen may turn grey and unresponsive with no popup appearing. The window may appear after 20-60 seconds. Clicking away from Enterprise or closing the window and then returning to it may cause the window to appear.

General performance experience is degraded in **RemoteApps**.

This is a known issue with Microsoft's remote desktop client integrated in the Microsoft Windows operating system.

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## Affected

This issue affects TempWorks Enterprise users who run Enterprise through our Remote-App deployment options, such as <https://apps.ontempworks.com/>.

It is known to affect computers with Windows 10 version 1709 who do not have the latest updates, or computers with Windows 10 version 1803.

Find your operating system version here:

<https://support.microsoft.com/en-us/help/13443/windows-which-operating-system>

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## Resolution

For users on versions other than 1803, you should apply the latest Microsoft Windows updates.

- Frequently asked questions about windows updates are found here:
  - <https://support.microsoft.com/en-us/help/12373/windows-update-faq>

For users on Windows 10 Version 1803, the resolution is more complicated.

- Microsoft has yet to release a fix for this issue for version 1803.

Possible options to work around the issue on 1803 are following:

1. Roll back to 1709. This option is only available for a few days following an upgrade to version 1803. It may necessitate a reinstall of your operating system which will come with associated potential for data loss.

2. Wait for Microsoft to release a fix to correct the issue. A fix such as this is expected in the next few weeks to months.  
(Update: Microsoft did update the RDP client with 1809, however that version is currently delayed due to issues with it's release)
3. Update to the opt-in "Fast Ring" updates for preview builds of the operating system. Great caution should be used when participating in this program as this software from Microsoft is less tested and includes known issues that could negatively impact the use of your PC. Details on this are in the resources below.
4. Manually patch the faulting remote desktop components.

Version of Windows from before June 12th:

- Replace the mstsc.exe and mstscax.dll with working versions.
  - Further details provided below in resources.
- The following utility is provided with no support to perform this replacement.
  - Run this at your own risk: <https://twcdn.blob.core.windows.net/mstsc-17677/AppsRDPFix.exe>
  - You must close out of all TempWorks Apps and have administrator privilege on your PC to perform this.
  - The utility will rename the current mstsc files to .bak and replace them with fixed version.

Version of Windows from on or after June 12th (e.g. the June 12<sup>th</sup> 2018 1803 build KB4284835 – 17134.112 or the July 10<sup>th</sup> 2018 1803 build KB4284835 – 17134.165)

- Use the details contained in this article to download a patch:
  - <https://support.gotomyerp.com/portal/kb/articles/critical-advisory-applications-are-slow-after-windows-10-update-to-1803>
  - Run the patch at your own risk.
  - You must close out of all TempWorks Apps and have administrator privilege on your PC to perform this.

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## Resources

- Details regarding the latest Insider preview\Fast Ring of Windows 10 which is reported to fix this issue:
  - <https://blogs.windows.com/windowsexperience/2018/05/24/announcing-windows-10-insider-preview-build-17677/#57P39VkhMIIQDvvc.97>
- Technet discussion regarding issue on version 1803:
  - <https://social.technet.microsoft.com/Forums/en-US/f3e9852b-393c-4aa0-9d2f-961a82cfc603/remotetapp-after-windows-10-update-1803-are-slow-and-right-mouse-button-is-not-responding-it-reacts?forum=winserverTS&prof=required>
- Technet discussion regarding issue on version 1709:
  - <https://social.technet.microsoft.com/Forums/office/en-US/cdf12bbc-ff78-4d6e-9e12->

63f99ae4d511/w10-1709-remoteapp-popups-hidden-behind-main-window?forum=winserverTS

- Support article from GoToMyERP regarding this issue, including details on manual fix:
  - <https://support.gotomyerp.com/portal/kb/articles/critical-advisory-applications-are-slow-after-windows-10-update-to-1803>
- Example script to manually fix components from KnowAll (private cloud hosting):
  - <http://www.knowall.net/cloudfix17677.ps1>

## Related Articles