Windows 11 Troubleshooting

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Enterprise & Windows 11

Note While TempWorks does not officially support the use of Windows 11 with Enterprise, this article outlines some troubleshooting steps that may help alleviate issues being presented with the Microsoft Remote Desktop application.

Due to the nature of these troubleshooting steps (changing Windows Registry values), it is recommended you enlist the help of your IT team before making any changes.

Troubleshooting the Remote Desktop Application

Remote Desktop Application stuck at screen that states "Loading Virtual Machine" or "Configuring Remote Connection"
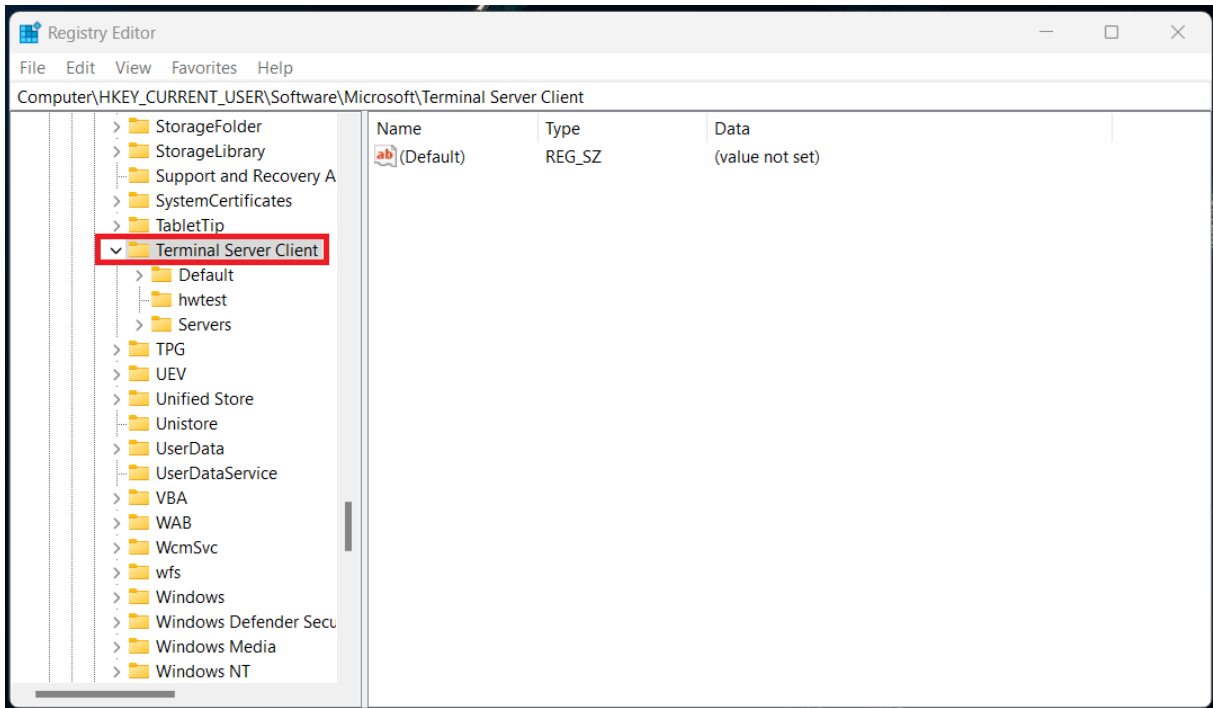
After attempting to login to apps.ontempworks.com, in the event the Remote Desktop application appears frozen at a screen that states "Loading Virtual Machine" or "Configuring Remote Connection", try one or both of the following:
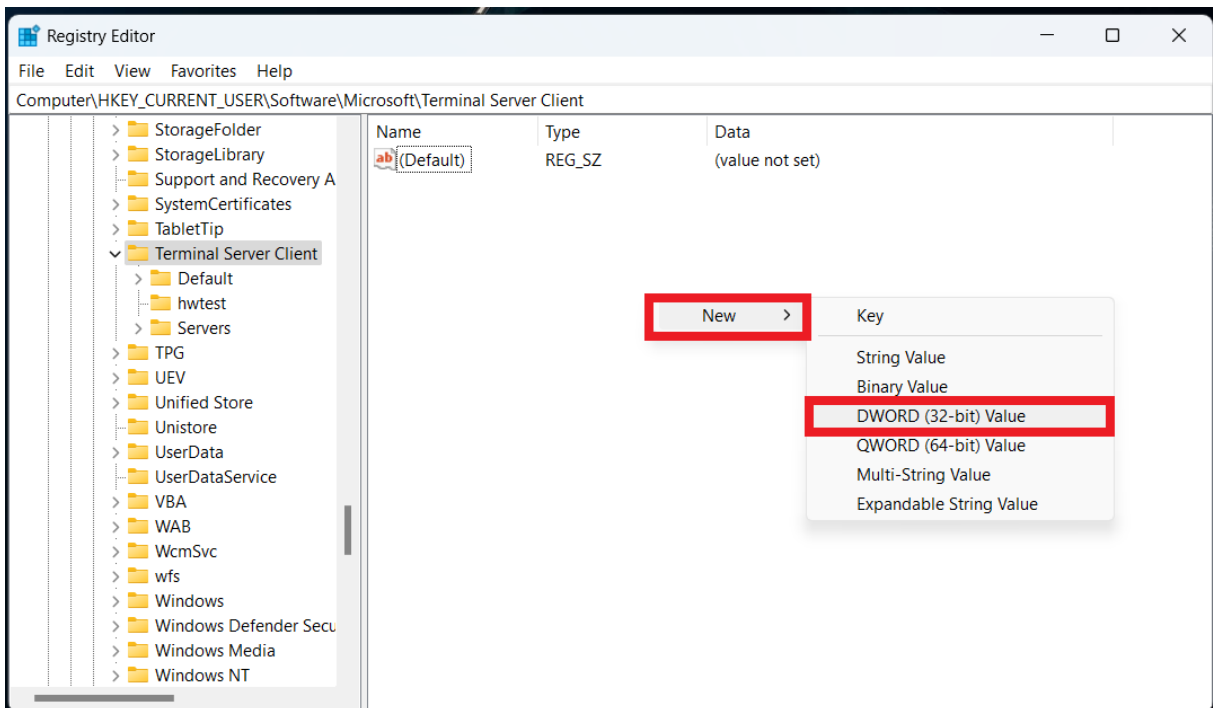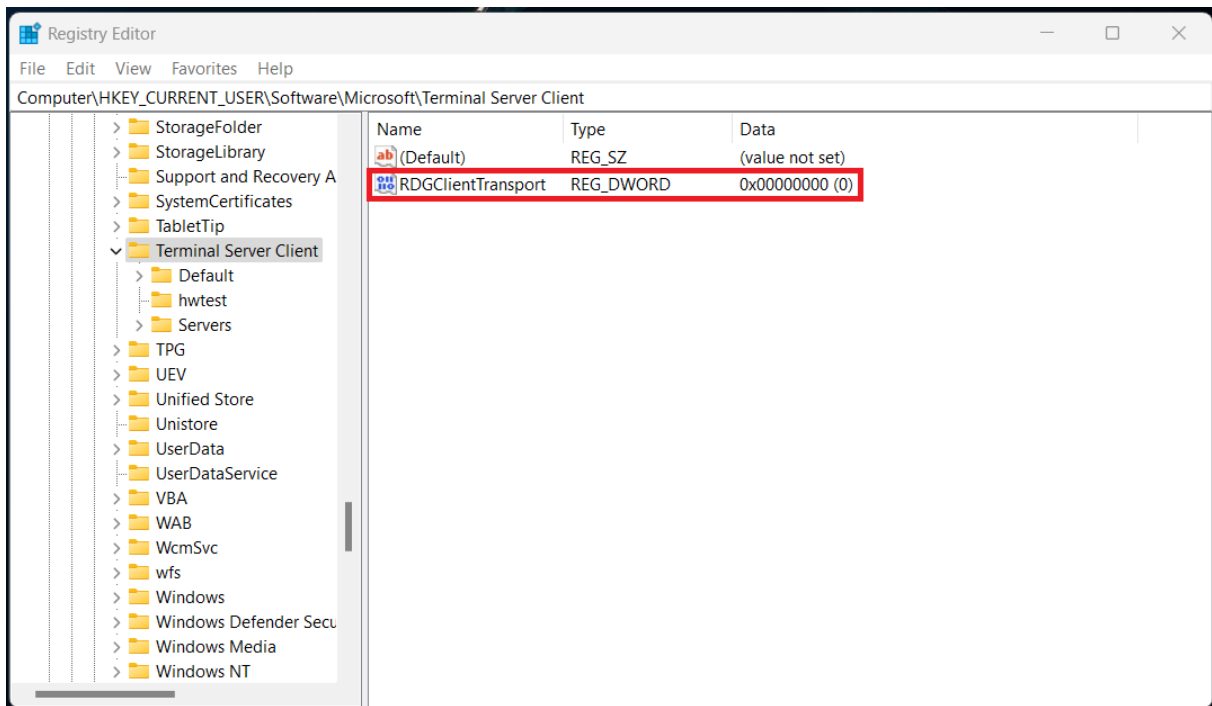
Method 1:

1. Open Registry Editor:
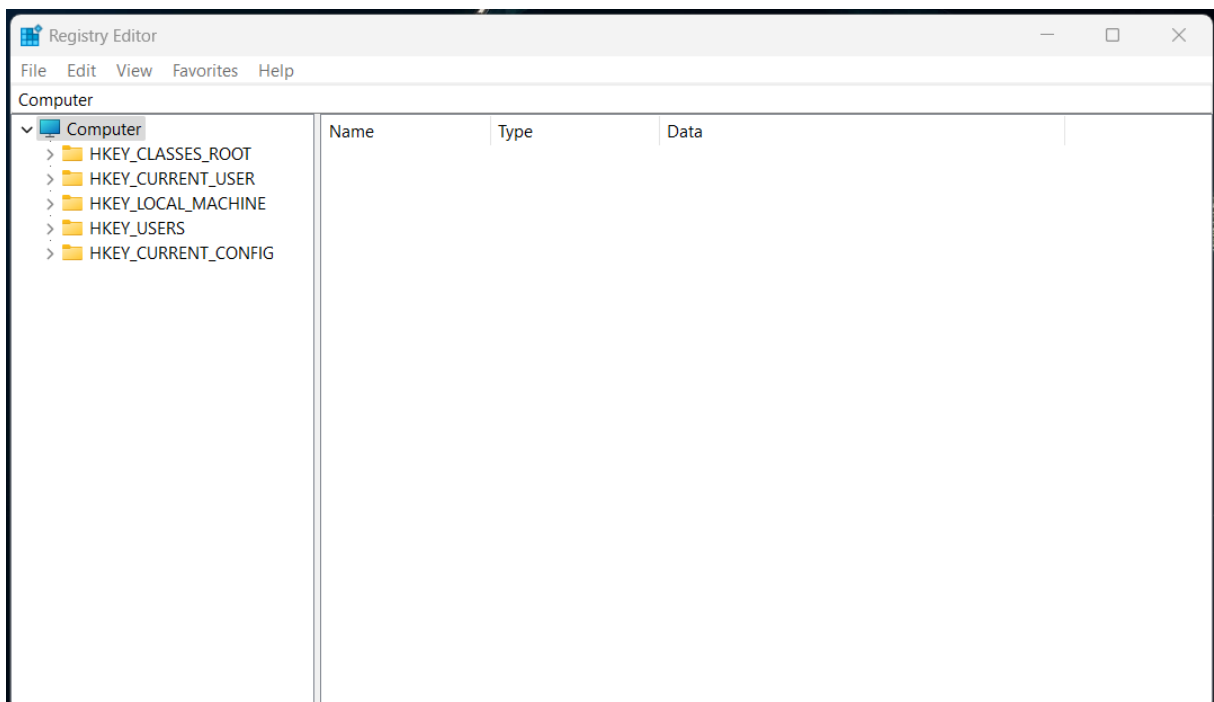
2. Navigate to HKEY_CURRENT_USER > Software > Microsoft > Terminal Server Client:
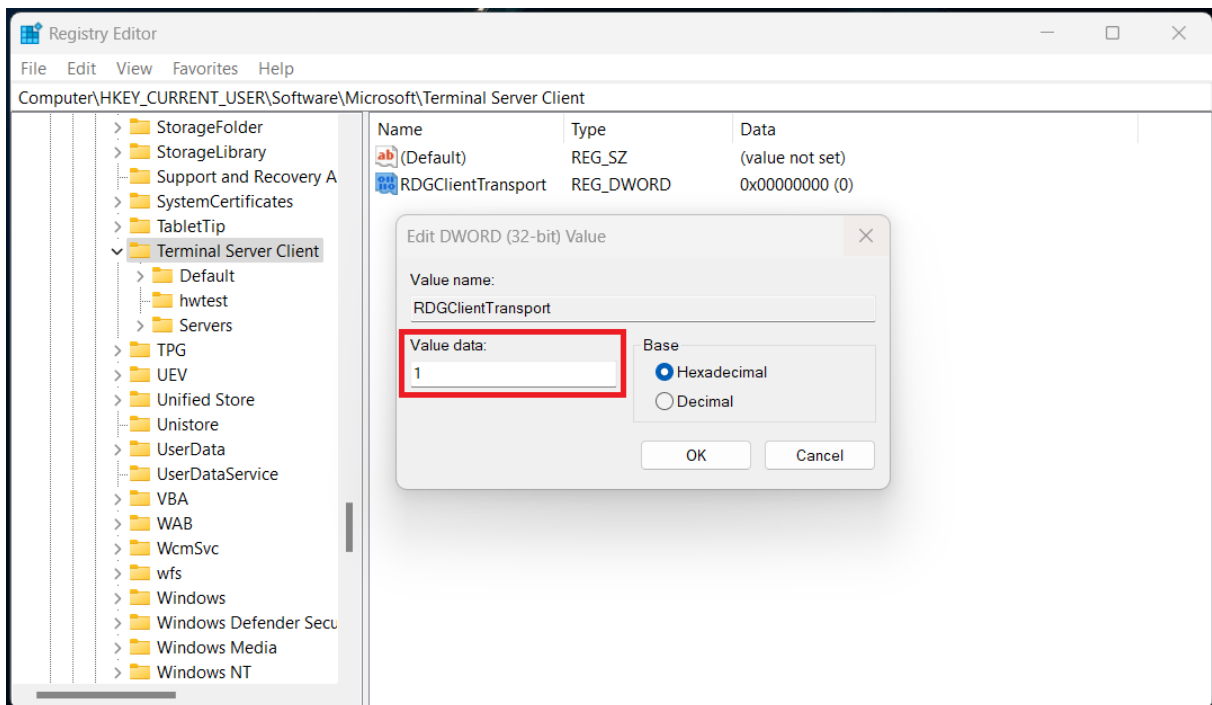
3. Navigate to the right-hand pane, right-click, and select New > DWORD (32-bit value):

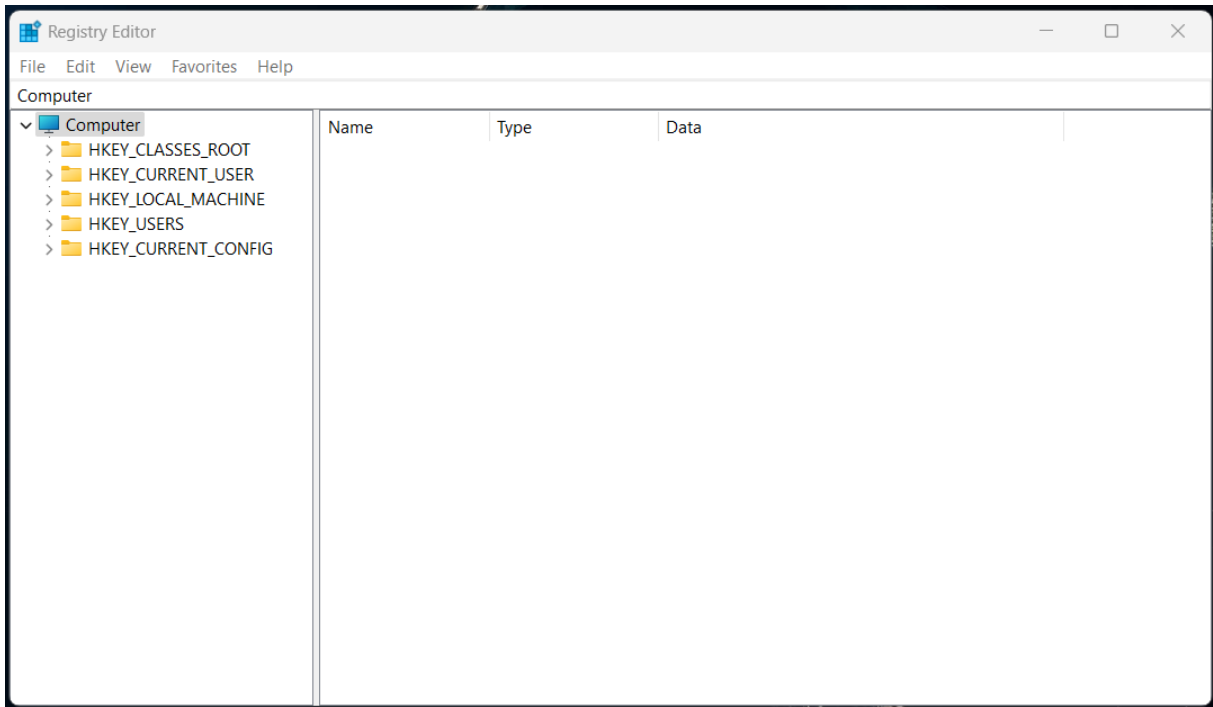4. Name this option as "RDGClientTransport":

5. Double-click this newly created file to open its properties. Look for an option to set the value data. Enter the value 1:
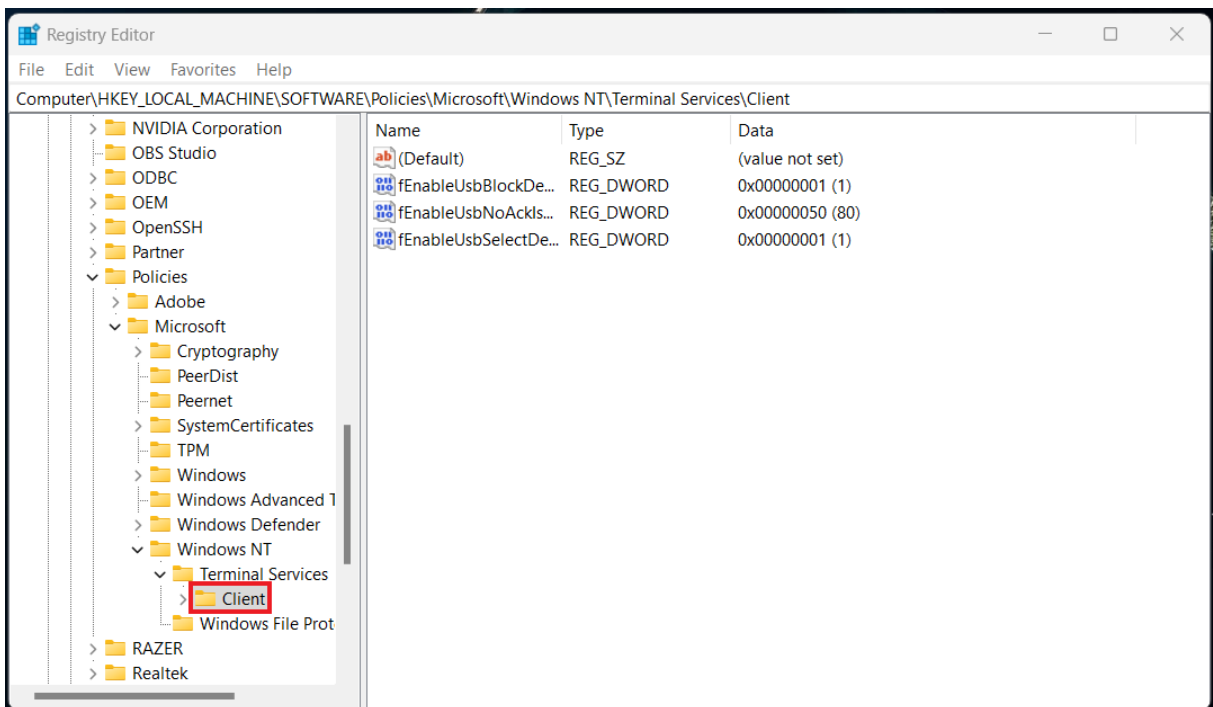

6. Select "OK" and close the Windows Registry window.

7. Restart your computer and attempt to login once more to apps.ontempworks.com.
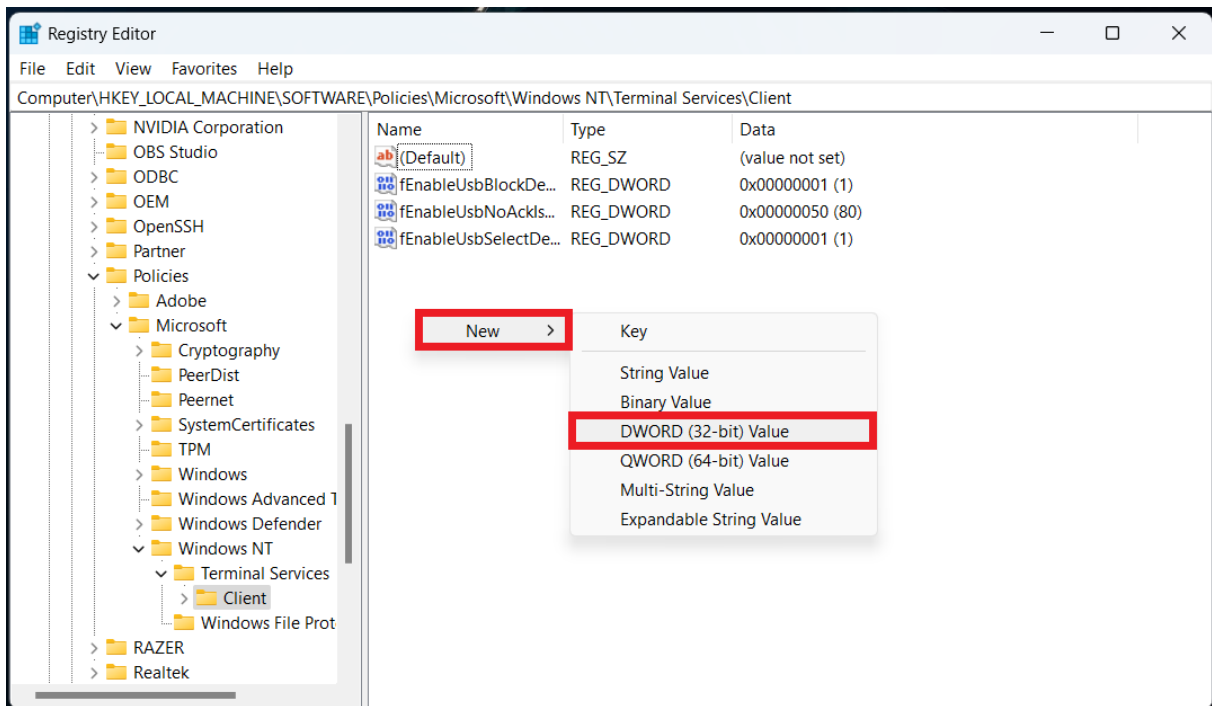
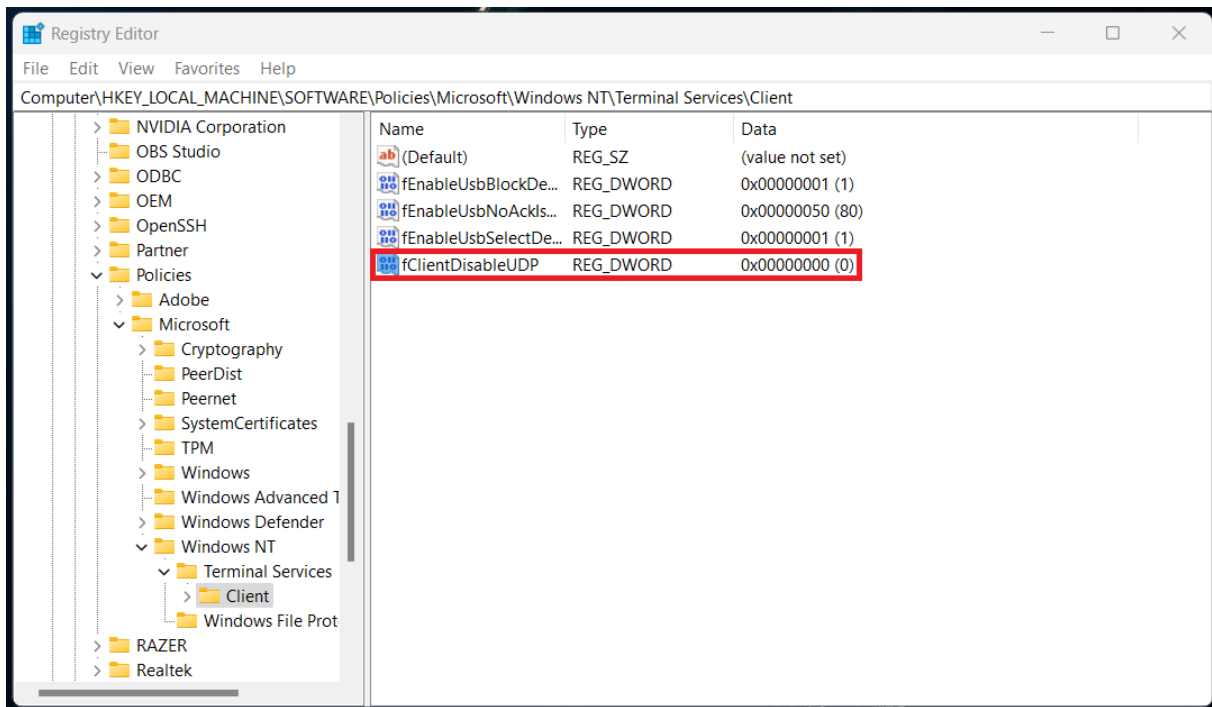**Method 2:**

1. Open Registry Editor:

2. Navigate to HKEY_LOCAL_MACHINE > SOFTWARE > Policies > Microsoft > Windows NT > Terminal Services > Client:
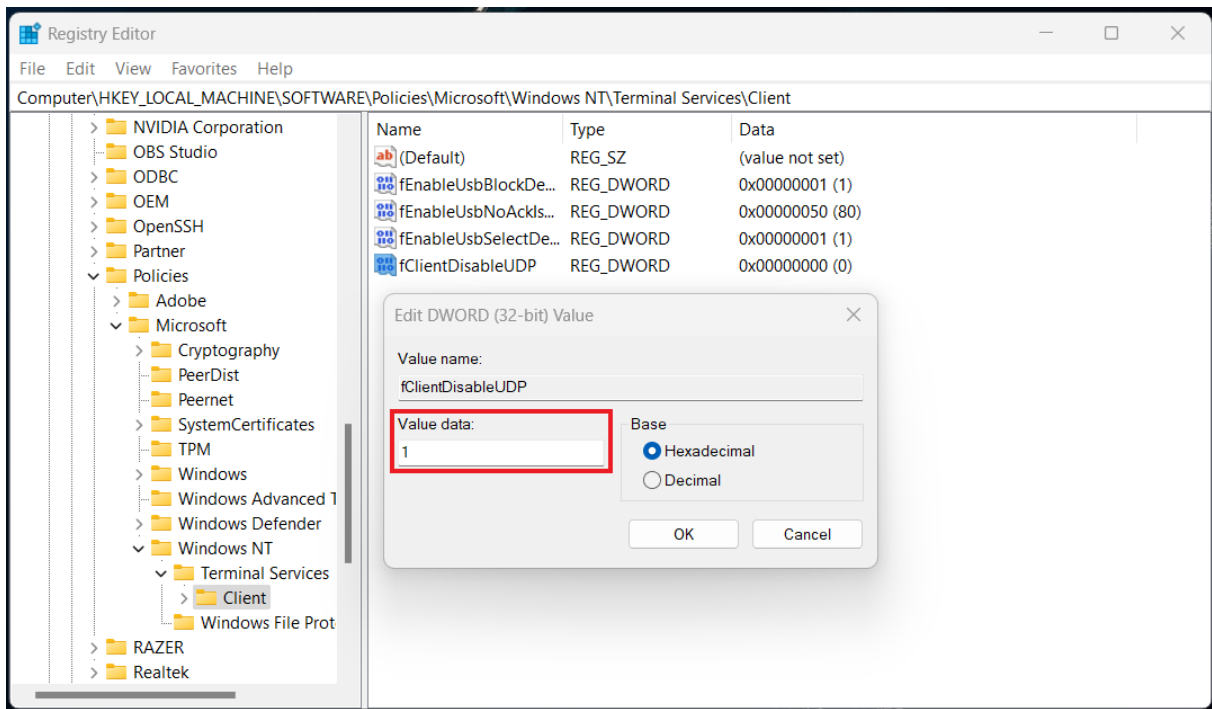

3. Navigate to the right-hand pane, right-click, and select New > DWORD (32-bit value):

4. Name this option as "fClientDisableUDP":

5. Double-click this newly created file to open its properties. Look for an option to set the value data. Enter the value 1:

6. Select "OK" and close the Windows Registry window.

7. Restart your computer and attempt to login once more to apps.ontempworks.com.

Note For this method, while disabling UDP may help in compatibility, it will have a detrimental effect on all RDP performance. Performance may suffer greatly depending on the quality of the user's internet connection.

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