

RDP Connection Troubleshooting Notes

02/15/2024 9:56 am EST

<https://social.technet.microsoft.com/Forums/windows/en-US/0dd2c0db-4eab-4e66-801d-76aeca59367a/remote-desktop-services-has-taken-too-long-to-load-the-user-configuration-from-server-event-id-20499?forum=winserverTS>

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The program mstsc.exe version 10.0.17763.404 stopped interacting with Windows and was closed. To see if more information about the problem is available, check the problem history in the Security and Maintenance control panel.

Process ID: 1558

Start Time: 01d585001ed33fab

Termination Time: 4294967295

Application Path: C:\Windows\System32\mstsc.exe

Report Id: 41783d01-8667-4d11-9ca7-387a96669de0

Faulting package full name:

Faulting package-relative application ID:

Hang type: Top level window is idle