# 32.02. When confronted with a dark window screen during a RDP or Teamviewer seesion

Occasionally RDP and Teamviewer users will notice a `Black Dark` window screen when accessing the Windows server or even on Windows 11.

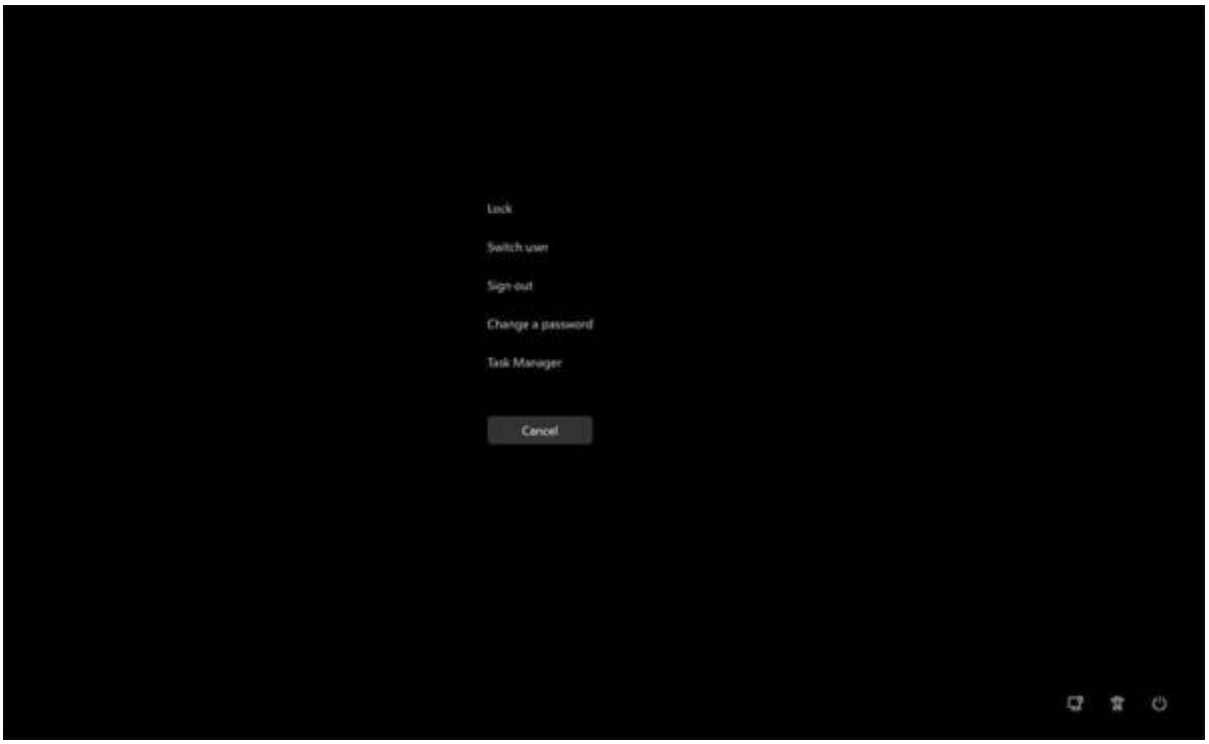
You may often notice that the server is responsive to external users, but the desktop is unusable with non of the programs being displayed. i.e the mSupply web url may still be responsive for external users.

We assume that the session for the logged in user has been disturbed and it is a Windows issue.

# The Fix

Follow the steps below to by pass the `Black Dark` window screen.

- Login and view the dark screen
- Click on `Control + Alt + Delete` on the keyboard or on Teamviewer send this Key combination.
- Get the emergency windows option as shown below.
- Simply `Sign out` from the current logged in session.
- Then Sign back and the Desktop should appear normal.



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