HOW TO: Open RDP files on systems running the Anniversary Update

455 Faye Buckley July 11, 2017 <u>Software & Hardware</u> Problem:

After manually upgrading Windows 10 to the Anniversary version, even though Remote Desktop Connection functions, created ones will not.

Solution:

- 1. Type **display** in the search box.
- 2. Select Display Settings.
- 3. You'll see a text in red "A custom scale factor is set".
- 4. Click on the text underneath "Turn off custom scaling and sign out".
- 5. Sign back in.
- 6. MSTSC should now work and RDP file passed as a parameter.

Online URL: https://hdkb.clemson.edu/phpkb/article.php?id=455