



FROZEN SESSION SCREENS – WINDOWS UPDATE

This self help guide will help you resolve “Frozen Screens” when you are accessing your hosted services provided by The Solutions Team. Using this guide will save your valuable time and improve your service experience.

If your workstation’s (PC / Laptop) Microsoft Operating System is not up to date with all the fixes, patches, etc., it is possible you might experience a Frozen Screen when you are in an RDWeb session. To prevent this issue and many others, please use Microsoft Update to keep your device up to date.

For further information or for additional assistance, please contact your Solutions Team assigned Business Consultant or you may reach us at 877-226-9478 / info@mysolutionsteam.com.

Thanks in advance for allowing us to help you.

The Solutions Team.