

**Important notice for users of Windows XP:** To continue receiving security updates for Windows, make sure that you're running [Windows XP with Service Pack 3 \(SP3\)](#). The support for Windows XP with Service Pack 3 ends April 8, 2014. If you're running Windows XP with Service Pack 3 (SP3) after support ends, to ensure that you will receive all important security updates for Windows, you need to upgrade to a later version, such as Windows 8.

For more information, see [Support is ending for some versions of Windows](#).

# You cannot completely disconnect a Terminal Server connection

Article ID: 216783 - [View products that this article applies to](#).

System Tip This article applies to a different version of Windows than the one you are using. Content in this article may not be relevant to you. [Visit the Windows 7 Solution Center](#)

This article was previously published under Q216783

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## SYMPTOMS

After a Terminal Server client loses the connection to a Terminal Server, the session on the Terminal Server may not transition to a disconnected state, instead, it may remain active even though the client is physically disconnected from the Terminal Server. If the client logs back in to the same Terminal Server, a totally new session may be established, and the original session may still remain active.

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## CAUSE

This issue can occur because Terminal Server implements a **Keep Alive** mechanism.

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## RESOLUTION

**Important** This section, method, or task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow these steps carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs. For more information about how to back up and restore the registry, click the following article number to view the article in the Microsoft Knowledge Base:

[322756](#)

How to back up and restore the registry in Windows

## Windows NT 4.0 Terminal Server Edition

To work around this issue, follow these steps:

1. Apply the latest service pack for Windows NT 4.0, Terminal Server Edition.
2. Use Registry Editor to add a DWORD value, **KeepAliveEnable**, with a Positive numeric value of 1 (which represents 1 minute) to the following registry key:  
HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Terminal Server
3. In the **Terminal Server Connection Configuration** tool, double-click **rdp-tcp**, and then click **Advanced**.
4. On the **On a broken or timed-out connection, <connect action> the session** line, click to clear the **inherit user config** option. Click **Disconnect** on **On a broken or timed-out connection, <connect action> the session**, and then click **OK**.

## Windows 2000 Server

To work around this issue, follow these steps:

1. Use Registry Editor to add a DWORD value, **KeepAliveEnable**, with a positive numeric value of 1 (which represents Enable) to the following registry key:  
HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Terminal Server
2. Open **Terminal Services Configuration** in **Administrative Tools**, double-click **RDP-Tcp** in the **Connections** folder, and then click the **Sessions** tab.
3. Click to select **Override user settings** and make sure that **Disconnect from session** is selected and then click **OK**.

## Windows XP and Windows Server 2003

To work around this issue, follow these steps:

1. Click **Start**, click **Run**, type **gpedit.msc**, and then click **OK**.
2. Expand **Computer Configuration**, expand **Administrative Templates**, expand **Windows Components**, and then click **Terminal Services**.
3. In the right pane, double-click **Keep-Alive Connections**.
4. Click **Enabled**, and then click **OK**.
5. Close Group Policy Object Editor, click **OK**, and then quit Active Directory Users and Computers.