



# KB001279: TWEAKING RDP SETTINGS FOR BETTER PERFORMANCE

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## OVERVIEW

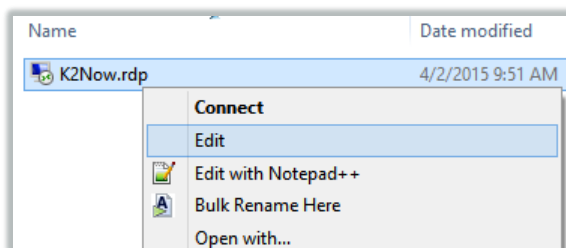
K2 may provide online, cloud-hosted virtual K2 environments for training events, product evaluation, product testing or other short-term requirements ("events"). These K2-provided virtual environments are hosted on a cloud service (Microsoft Azure) which is reachable via the internet. Users normally access these hosted virtual environments using the Microsoft Remote Desktop connection tool.

Environments with lower bandwidth may result in a slower user experience when users use these virtual environments. This document describes some settings which can be tweaked on the RDP files that connect to these environments to improve the perceived performance. Note that some of these settings may come at the cost of some functionality or screen fidelity.

## TWEAKING RDP SETTINGS FOR BETTER PERFORMANCE

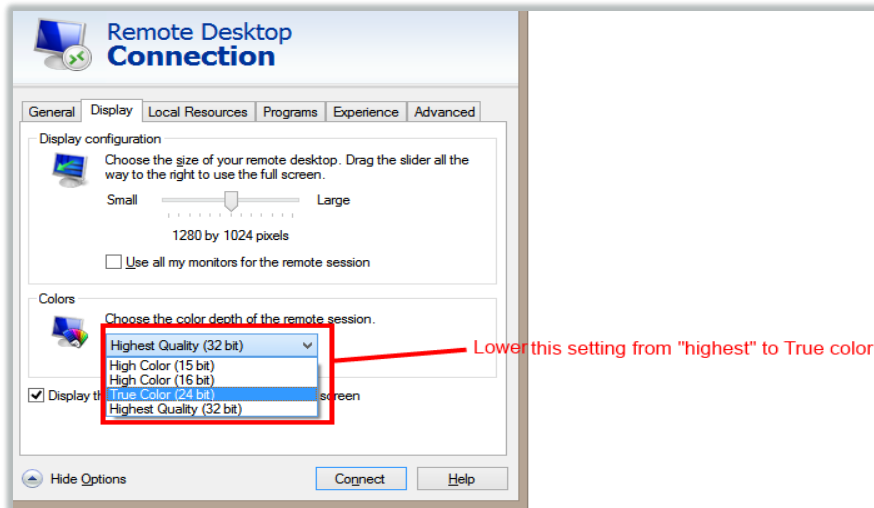
To modify these settings, save the RDP file provided by K2 to your machine and then edit the RDP file.

1. Edit the downloaded RDP file

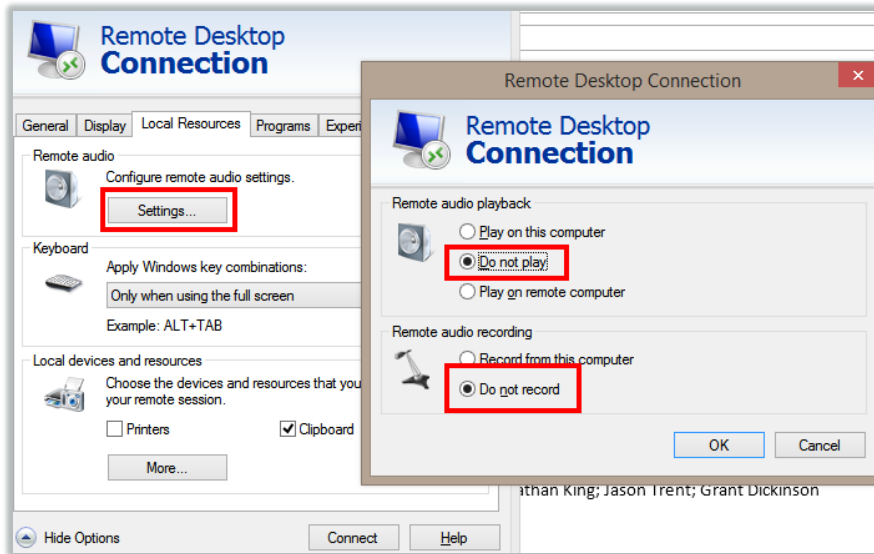




2. Lower the screen **color depth** to True Color, or even 16 bit.

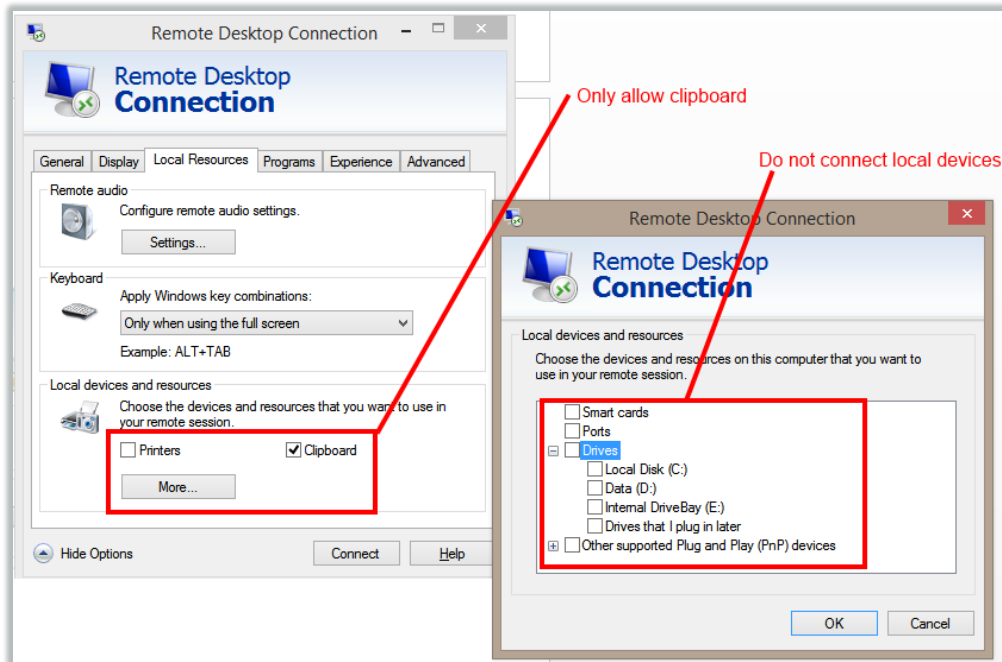


3. Disable **Remote Audio** settings

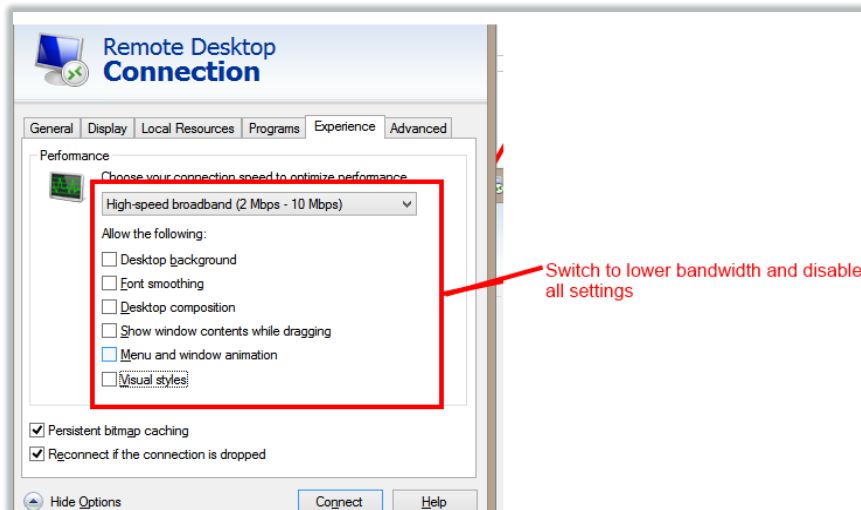




4. Do not connect any **Local Resources**, apart from the clipboard

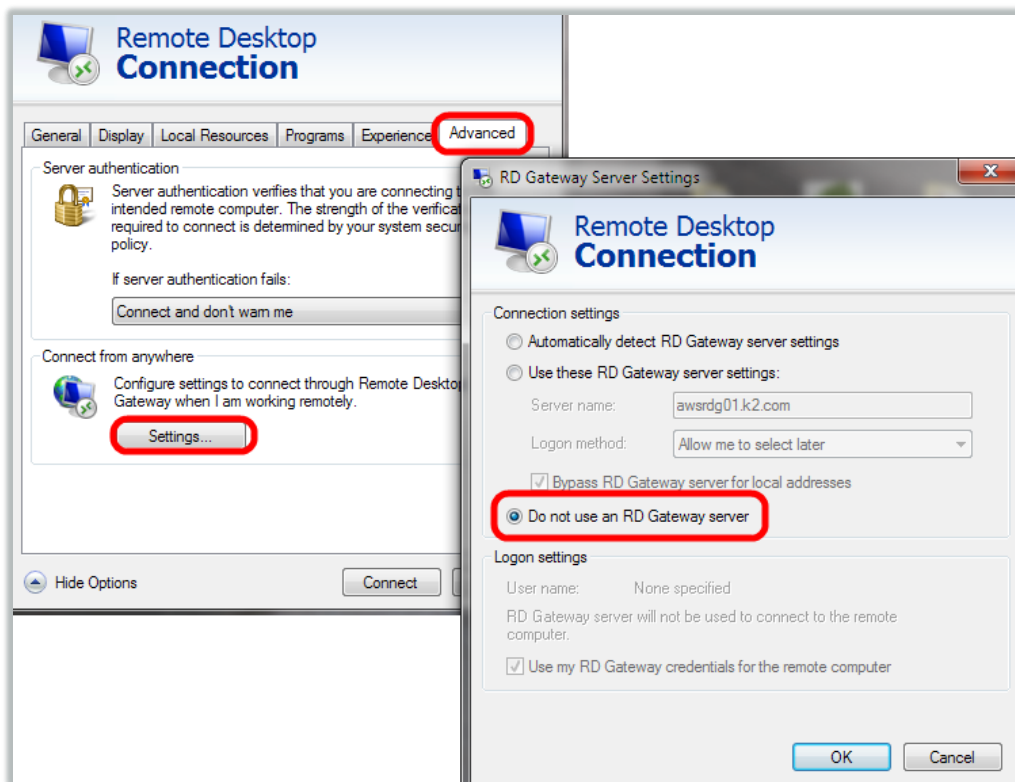


5. Switch to lower **Experience** settings, and disable all **Allow the following** settings in the Experience tab



6. Disable the Remote Desktop Gateway setting.  
In the **Advanced** tab, click **Settings** and then select the **Do not use RD Gateway Server** option.

**Warning** Changing this option might cause your connection to stop working, depending on you network's configuration. If you change this setting and are no longer able to connect, please revert back to the original setting that uses the *awsrdg01.k2.com* Remote Desktop Gateway.



7. If you still experience a slow interface, use the built-in Windows [Performance Monitor](#) on the virtual machine to determine whether the virtual environment is running out of memory or CPU resources. Ask your instructor for assistance in troubleshooting excessive CPU or memory usage.