

# Intermittent freezing of Counterpoint hosted in the Azure cloud.

## Summary:

Intermittent freezing of Counterpoint hosted in the Azure cloud.

## Solution:

This is from a Partner per Microsoft Support recommendations, where the issue seems to have abated since changes were made.

Note they also set a monitor on the NCR Device services on both the server and the main POS so that it automatically starts if it is not running.

Recommended Sequence (exact order):

1. Let your users know there will be a 10–15 minute maintenance windows  
Log into the RDS server as domain/local administrator (RDP or Bastion).

2. Restart the RDS services (this will disconnect everyone once — totally normal)

Open services.msc and restart these three services in this exact order:

- Remote Desktop Services UserMode Port Redirector → Restart
- Remote Desktop Services → Restart
- Remote Desktop Configuration → Restart (if it exists)

Wait 30–60 seconds until they all show “Running”.

4. Force disconnected sessions to log off automatically (so they don't stay forever)

Run gpedit.msc → navigate to:

Computer Configuration → Administrative Templates → Windows Components → Remote Desktop Services → Remote Desktop Session Host → Session Time Limits  
Enable and configure these four policies exactly as shown:

- Set time limit for disconnected sessions, Enabled → 5 minutes
- End session when time limits are reached, Enabled
- Set time limit for active but idle sessions, Enabled → 2 hours (or less)
- Set time limit for logoff of RemoteApp sessions, Enabled → Immediately

Then run in an admin command prompt:

gpupdate /force

5. Stop Counterpoint printer processes from blocking logoffs (this is the #1 cause of the random freezes)

Open regedit → go to

HKEY\_LOCAL\_MACHINESYSTEMCurrentControlSetControlTerminal Server

· If the key SysProcs does not exist → right-click Terminal Server → New → Key → name it SysProcs

· Inside SysProcs create these three DWORD (32-bit) values (all set to 0):

Name | Value

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splwow64 | 0

cpwin | 0

NCRCP | 0 (only if you see that process)

6. Recommended: One quick reboot (ensures everything applies cleanly)

- Simply restart the server from the Start menu. It will be back in 3–5 minutes.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=1427>