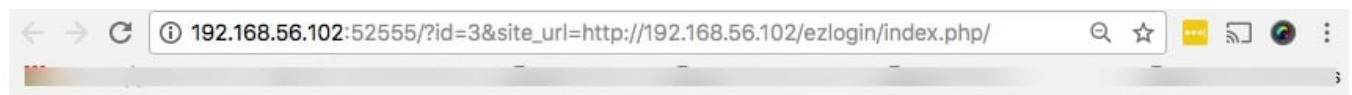


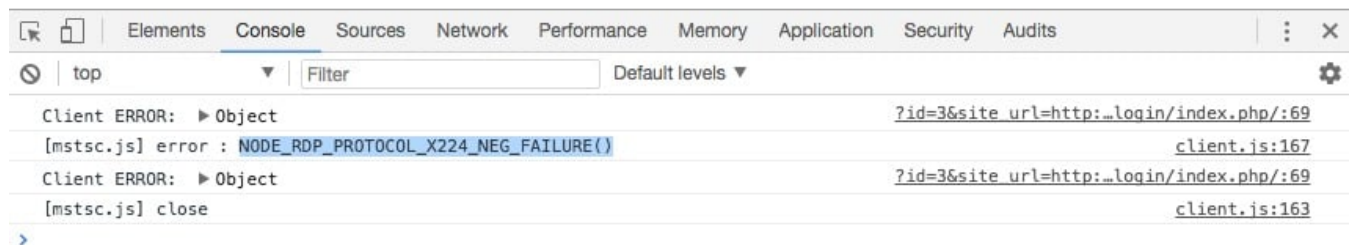
NODE_RDP_PROTOCOL_X224_NEG_FAILURE()

184 admin July 12, 2021 [Common Errors & Troubleshooting](#) 11203

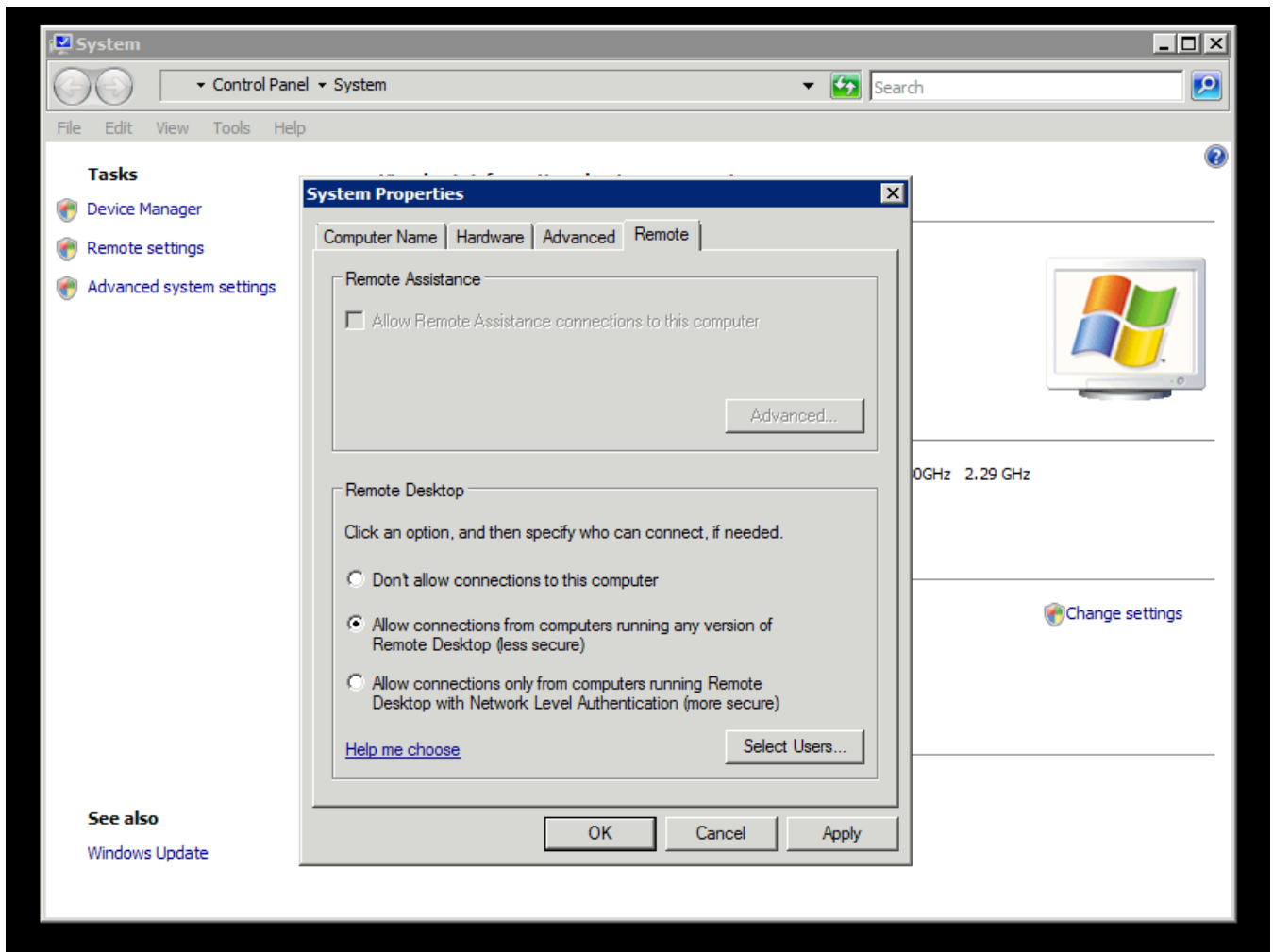
If you get the error "*Connection has been closed. Another user may have logged in on the remote windows machine*" while doing RDP into the remote windows server, then 'right click'-'>'inspect'-'>' click Console tab as show in the image below.



Connection has been closed. Another user may have logged in on the remote windows machine.



1. In order to overcome the error "*NODE_RDP_PROTOCOL_X224_NEG_FAILURE()*", ensure that Network Level Authentication is disabled for RDP under *Control Panel->System->Remote settings*



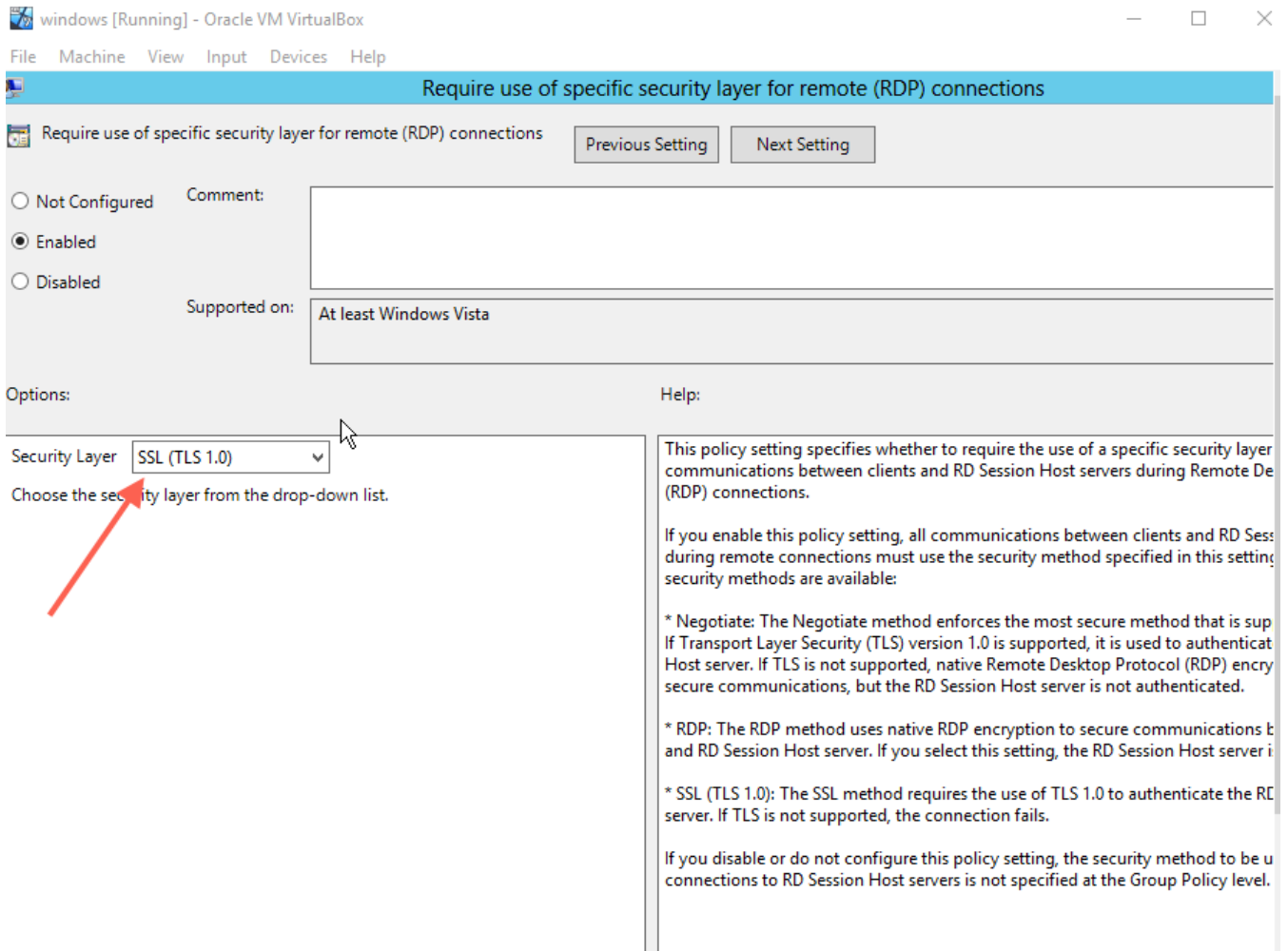
2. Also make sure to force TLS encryption on all RDP connections.

A. Run **mmc** in the Run application of your windows server. In the console, open **File > Add/Remove Snap in > Select Global Policy Editor** and add the selected Snap in .

B. Select **Local Computer** and then select **Finish>OK**

C. In the sidebar Navigate to **Local Computer Policy > Computer Configuration > Administrative Templates > Windows Components > Remote Desktop Services > Remote Desktop Session Hosts > Security**. Then Edit the "Require use of specific security layer for remote (RDP) connections" policy as shown below.

You need to select the **security layer** as **SSL (TLS 1.0)**



Online URL:

https://www.ezeelogin.com/kb/article/node_rdp_protocol_x224_neg_failure-40;-41;-184.html