NODE_RDP_PROTOCOL_X224_NEG_FAILURE()

184 admin October 7, 2024 Common Errors & Troubleshooting 13317

Troubleshooting "Connection has been closed" error in windows RDP

Overview: This article provides solutions for resolving the "Connection has been closed" error in Windows RDP. It advises using the web console to inspect error details and recommends disabling Network Level Authentication and enforcing TLS encryption through Group Policy Editor to mitigate issues like "NODE_RDP_PROTOCOL_X224_NEG_FAILURE()."

1. 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 shown in the image below.

C (i) 192.168.56.10	() 192.168.56.102:52555/?id=3&site_url=http://192.168.56.102/ezlogin/index.php/			Q	☆	 . 🥝	:
	-	-	-		-		
Connecting							
e e i i i e e i i e e i e e e e e e e e							
nection has been closed. Another user n	nay have logged in on the remote wir	ndows machine.					
nection has been closed. Another user n	nay have logged in on the remote wir	ndows machine.					
nection has been closed. Another user n	nay have logged in on the remote wir	idows machine.					

Element	ts Console Sources Net	vork Performance Memory	Application Security Audits	: ×
⊘ top	▼ Filter	Default levels V		\$
Client ERROR:	▶ Object		?id=3&site_url=http:lo	ogin/index.php/:69
[mstsc.js] erro	or : NODE_RDP_PROTOCOL_X224	NEG_FAILURE()		client.js:167
Client ERROR:	▶ Object		?id=3&site url=http:lc	ogin/index.php/:69
[mstsc.js] clos	se			client.js:163
>				

Note:

To open the web console and gather information about the error, follow any of these steps.

 Right-click on the RDP browser tab, select "Inspect", and then navigate to the "Console" tab on the opened page.

or

2. Press "F12" to access the console of the GUI.

Step 1: Check if the **username and password in Ezeelogin software are correct**. Refer to below example.

Ezeelogin			Welcome, Administrator I
:≣ Servers	Add Server		
 Server Groups 	Hostname	ID Address(cs)	
 Super Groups 	Windows DDD	100 108 1 10	
 Sub SSH Users 	Wildows_RDP	192.108.1.10	G
 Sub SSH User Maps 	Remote SSH / RDP Login User	SSH / RDP Password	
 mExec lists 	Administrator		
► Import	SSH Private Key @		
 Global Key 		SSH Key Passphrase 🖤	
 Key Management 			
Web Portals	SSH Port	SSH	
	22	disabled 🛊	
24 Users 🕨 🕨	Password Management @	Server Group	
Access Control		dert dioup	
	veep server password	test	
°₀ Settings ►	RDP Port	RDP 🥯	
A Cluster	3389		
O ciusici	Windows Domain 🐵	Datacenter @	
Command Guard		None *	
Account			
H Account	Control Panel 🤍	First Prompt 🥨	
🛇 Help 🛛 🕨	None 🛊		
Licence	Description	Clone a server	
	RDP SERVER	None 🗍	
		Cancel Save	

Note: Confirm if RDP from Ezeelogin works when Network Level Authentication is disabled, check the settings under Control Panel -> System -> Remote settings.

Control Panel + Syst File Edit View Tools Help Tasks Oevice Manager Remote settings Advanced system settings	tem	n 😥
File Edit View Tools Help Tasks Image: Comp Image: Comp Image: Comp Image: Comp Image: Comp Image: Comp Image: Comp	n Properties	0
Tasks System 	n Properties	
Povice Manager Remote settings Advanced system settings	n Properties X uter Name Hardware Advanced Remote mote Assistance	
Remote settings	uter Name Hardware Advanced Remote mote Assistance	
Advanced system settings	mote Assistance	
	Allow Remote Assistance connections to this computer Advanced	
Re	emote Desktop ck an option, and then specify who can connect, if needed.)GHz 2.29 GHz
•	Don't allow connections to this computer Allow connections from computers running any version of Remote Desktop (less secure) Allow connections only from computers running Remote	Change settings
	Desktop with Network Level Authentication (more secure) alp me choose Select Users	
See also	OK Cancel Apply	
vvindows Update		

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

Step 2 (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 .

Step 2 (B): Select Local Computer and then select Finish>OK

Step 2 (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)

🐝 windows [Running] - Oracle VM Vi	rtualBox				—		\times
File Machine View Input Dev	ices Help						
P	Require use of	specific security	layer for remote (R	RDP) connections			
Require use of specific security lay	er for remote (RDP) connections	Previous Setting	Next Setting				
O Not Configured Comment:							
 Enabled 							
○ Disabled							
Supported on:	At least Windows Vista						
Options:	N	Help:					
Security Layer SSL (TLS 1.0) Choose the security layer from the dro	≥-down list.	This p comm (RDP) If you during securit * Nego If Tran Host s secure * RDP: and RI * SSL (server. If you conne	olicy setting specifies w unications between clie connections. enable this policy settin premote connections m ty methods are available obtate: The Negotiate m sport Layer Security (TL erver. If TLS is not supp recommunications, but t The RDP method uses D Session Host server. If TLS 1.0): The SSL metho If TLS is not supported, disable or do not config ctions to RD Session Hos	hether to require the use ents and RD Session Hos ig, all communications I ust use the security mel- e: ethod enforces the mos .S) version 1.0 is support orted, native Remote De the RD Session Host sen native RDP encryption t you select this setting, 1 od requires the use of TL , the connection fails. gure this policy setting, 1 ost servers is not specifie	e of a specific st servers duri between clien thod specified it secure meth ted, it is used it is used itsktop Protoc ver is not auth o secure com the RD Session LS 1.0 to author the security n ed at the Grou	security ng Remo its and RE d in this s to auther ol (RDP) o ienticated municati n Host se enticate t nethod to p Policy l	layer te De) Sess etting s sup nticat encry d. ions L irver i he RE b be u level.

Related Articles:

Add Windows server for RDP via browser

Could not Start Ezeelogin RDP proxy

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