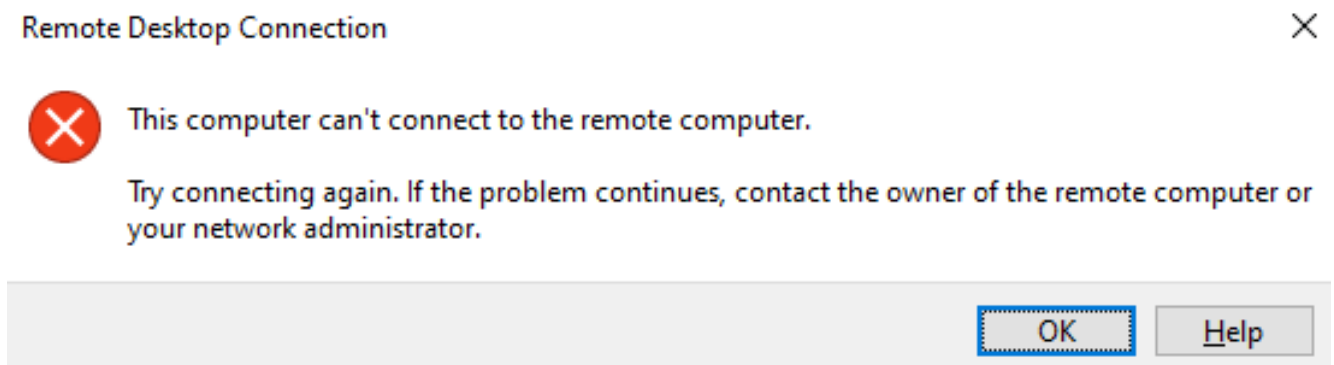


# RDP Error: This computer can't connect to the remote computer

395 Nesvin KN January 5, 2024 [Common Errors & Troubleshooting](#) 2200

## Remote Desktop Connection Error: This computer can't connect to the remote computer ( Tunnel access from unauthorized IP )

Getting the following error when RDP with [Ezeelogin Tunnel feature](#).



1. Replace the username with the user which you have logged in to Ezeelogin.

```
root@gateway ~]# tail /home/{username}/ezsh.log
```

ERROR 1: >>> If you get the following error, do refer the screenshot and try again.

```
root@gateway ~]# tail /home/admin/ezsh.log

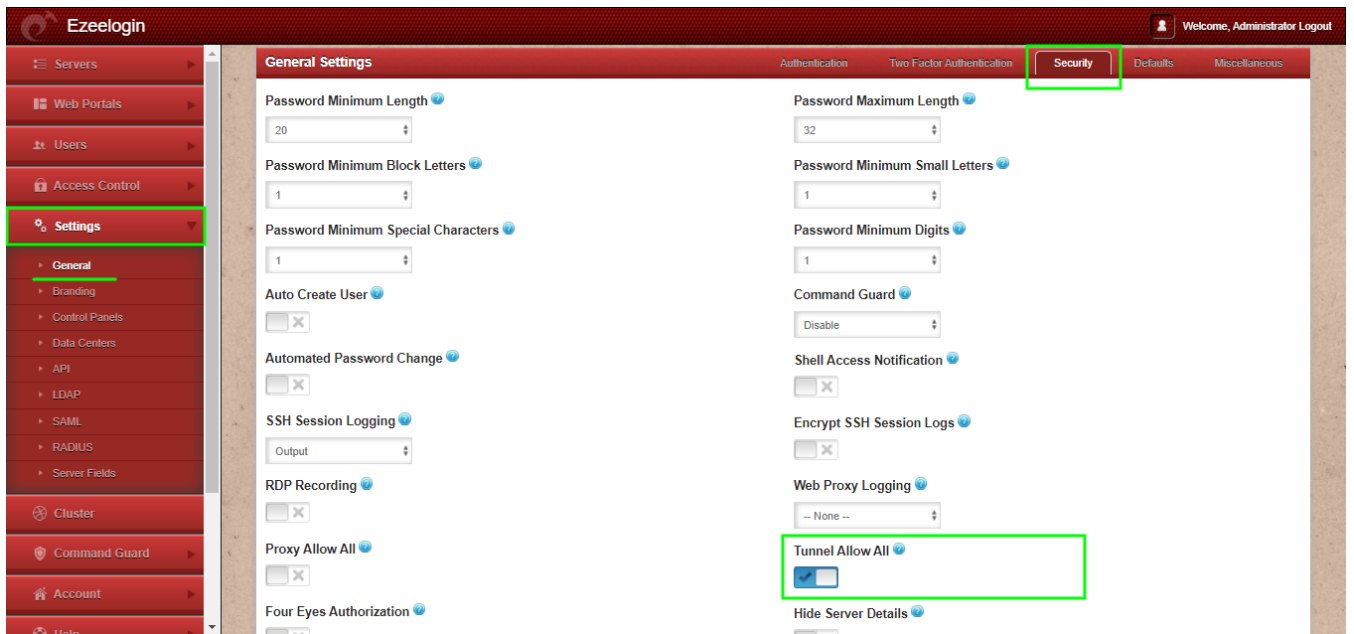
Authentication by SSH key failed!

Authentication by SSH key failed (windows.com, Administrator):
Username/PublicKey combination invalid

Tunnel access from unauthorized IP: 0.0.0.0 (127.0.0.1)
```



2. Navigate to **Settings** -> **Security** and enable **Tunnel Allow All**.



ERROR 2: >>> If you get the following error

```
root@gateway ~]# tail /home/admin/ezsh.log  
SSH log file  
(/var/log/ezlogin/full/john/master~auto-  
test-01.master.eznoc.com~Mon_May_9_22:38:25_2018)  
creation failed: Permission denied
```

Run the following command and try again:

```
root@gateway ~]# /usr/local/ezlogin/eztool.php  
-fix_log_permissions
```

Online URL:

<https://www.ezeelogin.com/kb/article/rdp-error-this-computer-can-t-connect-to-the-remote-computer-395.html>