

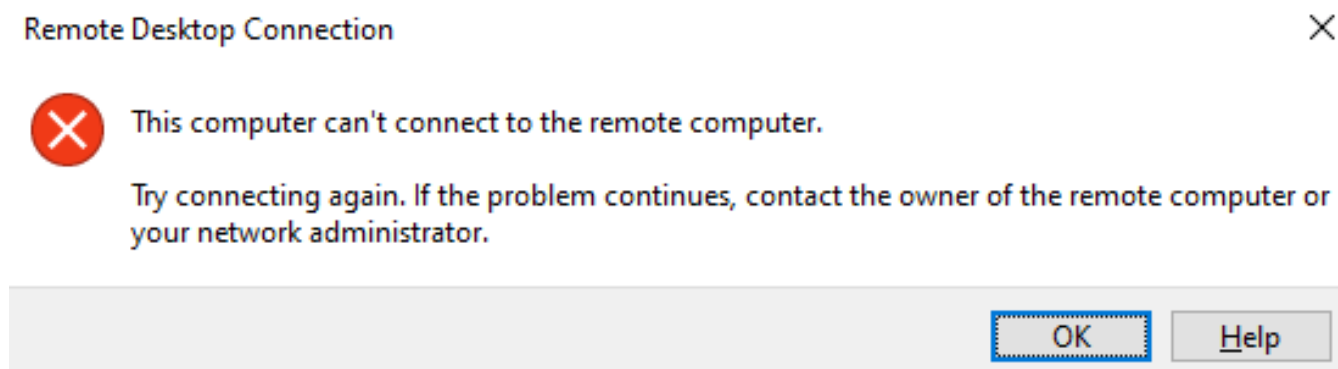
RDP Error: This computer can't connect to the remote computer

395 Nesvin KN January 29, 2025 [Common Errors & Troubleshooting](#) 3044

How to solve "Remote Desktop Connection Error: This computer can't connect to the remote computer" when accessing RDP via Ezeelogin tunnel ?

Overview: This article helps in resolving the "**Remote Desktop Connection Error: This computer can't connect to the remote computer**" issue encountered when using the [Ezeelogin tunnel feature](#) to access RDP.

- **NLA is currently supported.** If the user **enables** it, the **username and password must be saved** when adding the RDP server to Ezeelogin.
- If the user **does not enable NLA**, they can choose whether to save the username and password in Ezeelogin, as **both options will work**.



1. ERROR(1): Tunnel access from unauthorized IP: 0.0.0.0 (127.0.0.1)

Step 1(A): Check the **ezsh.log** of gateway user with which you logged into Ezeelogin backend(ezsh). Replace the username with the actual username.

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

Example:

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)
```

Step 1(B): To resolve the above error, login to Ezeelogin GUI and navigate to **Settings -> General -> Security** and enable **Tunnel Allow All**.

The screenshot shows the Ezeelogin administration interface. The top navigation bar includes 'Authentication', 'Two Factor Authentication', 'Security' (highlighted with a green box), 'Defaults', and 'Miscellaneous'. The left sidebar lists various settings categories, with 'Settings' highlighted. The main content area is titled 'General Settings' and contains two columns of configuration options. The 'Tunnel Allow All' option, located in the right column, is checked and highlighted with a green box. Other options include Password Minimum Length (20), Password Maximum Length (32), Password Minimum Block Letters (1), Password Minimum Small Letters (1), Password Minimum Special Characters (1), Password Minimum Digits (1), Auto Create User (disabled), Command Guard (Disable), Automated Password Change (disabled), Shell Access Notification (disabled), SSH Session Logging (Output), Encrypt SSH Session Logs (disabled), RDP Recording (disabled), Web Proxy Logging (-- None --), Proxy Allow All (disabled), and Four Eyes Authorization (disabled).

2. ERROR(2): creation failed: Permission denied

Step 2(A): Check the **ezsh.log** of gateway user with which you logged into Ezeelogin backend(ezsh). Replace the username with the actual username.

```
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
```

Step 2(B): To resolve the above error, run the following command on the gateway server and try again:

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

Related Articles:

[Port forwarding from jump server to target Linux machine](#)

[configure ssh-tunnel on jump server or bastion host](#)

[Add servers behind a Tunnel Host in SSH Gateway or Add servers that are accessible via port forwarding](#)

[via the ssh gateway server](#)

Online URL:

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