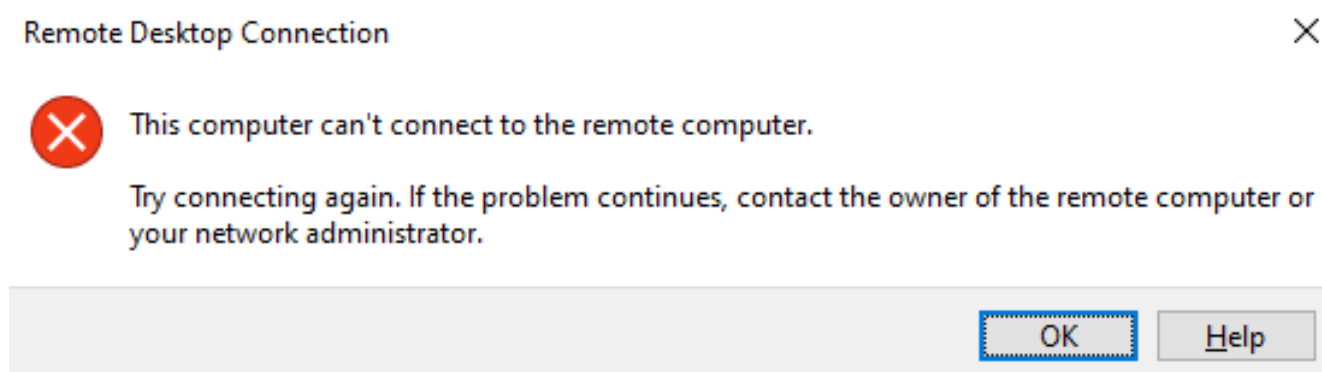


RDP Error: This computer can't connect to the remote computer

395 Nesvin KN July 30, 2024 [Common Errors & Troubleshooting](#) 2930

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.



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**.

Ezeelogin Welcome, Administrator Logout

Servers Web Portals Users Access Control **Settings** Cluster Command Guard Account Help

General Settings Authentication Two Factor Authentication **Security** Defaults Miscellaneous

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: Command Guard: Disable

Automated Password Change: Shell Access Notification:

SSH Session Logging: Output Encrypt SSH Session Logs:

RDP Recording: Web Proxy Logging: -- None --

Proxy Allow All: **Tunnel Allow All:**

Four Eyes Authorization: Hide Server Details:

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>