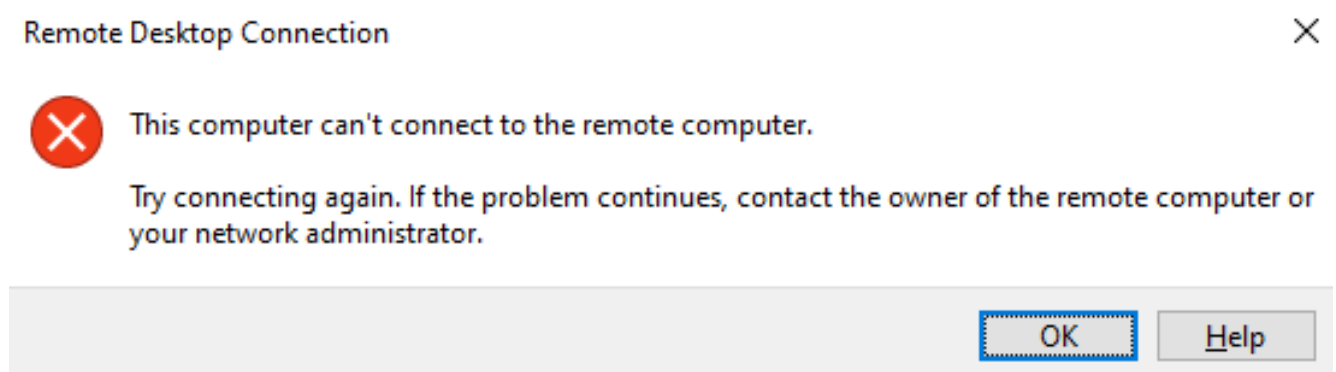


RDP Error: This computer can't connect to the remote computer

395 Nesvin KN July 30, 2024 [Common Errors & Troubleshooting](#) 2711

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**.

The screenshot shows the Ezeelogin administration interface. The top navigation bar includes 'Authentication', 'Two Factor Authentication', 'Security' (highlighted), 'Defaults', and 'Miscellaneous'. The left sidebar lists various settings categories, with 'Settings' and its sub-item 'General' 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 length and complexity settings, auto-create user, automated password change, SSH session logging, RDP recording, proxy allow all, and four eyes authorization.

Setting Name	Value
Password Minimum Length	20
Password Minimum Block Letters	1
Password Minimum Special Characters	1
Auto Create User	<input type="checkbox"/>
Automated Password Change	<input type="checkbox"/>
SSH Session Logging	Output
RDP Recording	<input type="checkbox"/>
Proxy Allow All	<input type="checkbox"/>
Four Eyes Authorization	<input type="checkbox"/>
Password Maximum Length	32
Password Minimum Small Letters	1
Password Minimum Digits	1
Command Guard	Disable
Shell Access Notification	<input type="checkbox"/>
Encrypt SSH Session Logs	<input type="checkbox"/>
Web Proxy Logging	-- None --
Tunnel Allow All	<input checked="" type="checkbox"/>
Hide Server Details	<input type="checkbox"/>

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>