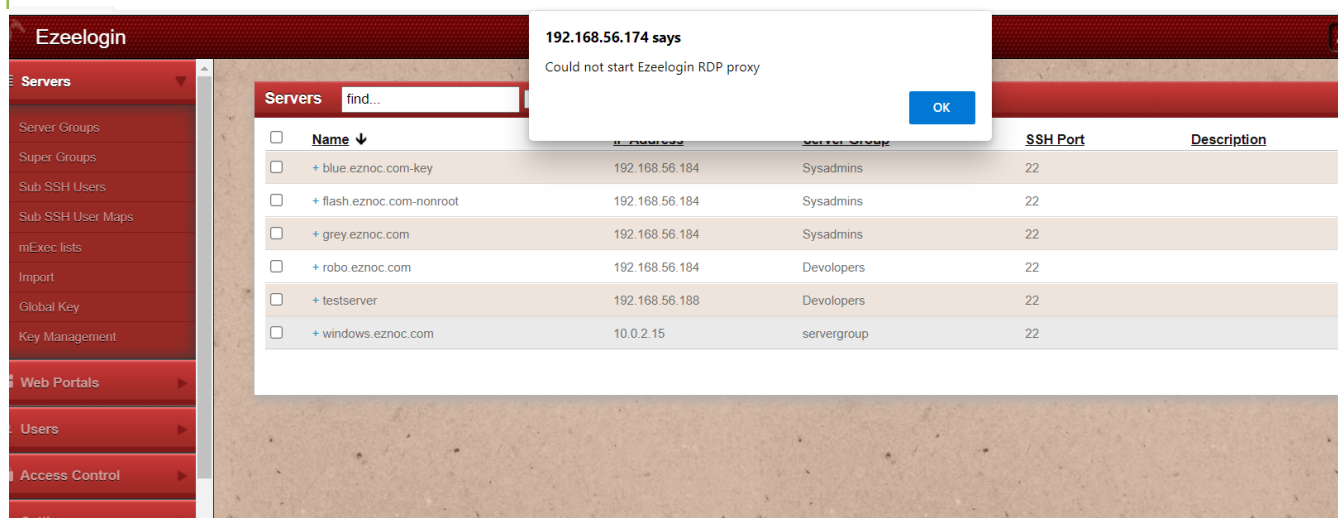


Could not Start Ezeelogin RDP proxy

541 admin March 27, 2024 [Common Errors & Troubleshooting](#) 1540

Ezeelogin RDP proxy could not be started

- Ensure that the desktop browser has enough CPU(2GHZ) and RAM(2- 4 GB). Close out browser tabs so as to reduce the CPU footprint so that the browser-based RDP works without slowness.
- Web RDP will work only if the web interface is accessed via **HTTPS**



1. Make sure that you have installed [SSL cert](#) for web RDP.

To ensure SSL for the browser tab that opens up the web ssh console, generate a self-signed cert:

```
root@gateway:~# openssl req -new -days 365 -x509 -nodes -newkey  
rsa:2048 -out /usr/local/etc/ezlogin/tls_cert.pem -keyout  
/usr/local/etc/ezlogin/tls_key.pem
```

Or put a valid ca, cert and key in the files: /usr/local/etc/ezlogin/tls_ca.pem, /usr/local/etc/ezlogin/tls_cert.pem & /usr/local/etc/ezlogin/tls_key.pem respectively. You can rename your current .cert / .key file to .pem file.

Also, ensure that the .pem files are readable by the webserver user such as nobody/www-root/apache, etc.

An easy way to grant the web user read privileges would be **chmod 644 /usr/local/etc/ezlogin/*.pem**

2. Make sure Nodejs is installed on the jump server. Refer to the article [Add windows server for RDP](#)

[via browser](#)

3. Ensure that the Node version is above 19 and the NPM Version is ≥ 6

```
[root@otp webrdp]# npm -v  
6.14.6  
  
[root@otp webrdp]# node -v  
v19.0.0
```

Refer to the article to install Node

[?Install the NodeJS modules for the Web RDP Console Application.](#)

4. Install the NodeJS module dependencies for the Web RDP Console application by running the following command.

```
cd $(awk '/^system_folder/ {print $2}'  
/usr/local/etc/ezlogin/ez.conf)/application/external/mstsc/&& npm install
```

5. To get more detailed errors, append `log_level trace` in `ez.conf`.

[How to get detailed errors from Ezeelogin error logs?](#)

6. Kill the current running node

```
root@gateway:~# pkill node
```

7. Access the web RDP and check the application logs under {system folder}/application/logs/, (for example, /var/www/ezlogin/application/logs/log-2022-10-08.php) to get the command to start the web RDP manually.

```
[EZ_SSL] => Jj][78?31*YH:2e,5ht0V2M<
[KP] => 4KN(VQdFAGlgu|~+{d=DI(g.?
)
[source] => cache
)
INFO - 2023-11-24 14:51:37 --> libezl::check_license_validity: servers, start_rdp_node
INFO - 2023-11-24 14:51:37 --> Servers::start_rdp_node
DEBUG - 2023-11-24 14:51:37 --> check RDP node: ps ax | grep '/var/www/ezlogin/application/external/mstsc/server.js' | g
rep -v grep | awk '{print $1}', 0, Array
(
)
DEBUG - 2023-11-24 14:51:37 --> start RDP node: PORT=22555 DBP='p(g8CE8sAbr(H*kR((a}@bK3/TbQ' node /var/www/ezlogin/appl
ication/external/mstsc/server.js /dev/null 2>&1 &, 0, Array
(
)
INFO - 2023-11-24 14:51:42 --> EZ_Controller::_echo_json_object - error,
INFO - 2023-11-24 14:51:42 --> Output: {"status":"error","data":"Could not start RDP Proxy"}
DEBUG - 2023-11-24 14:51:42 --> AJAX response sent
```

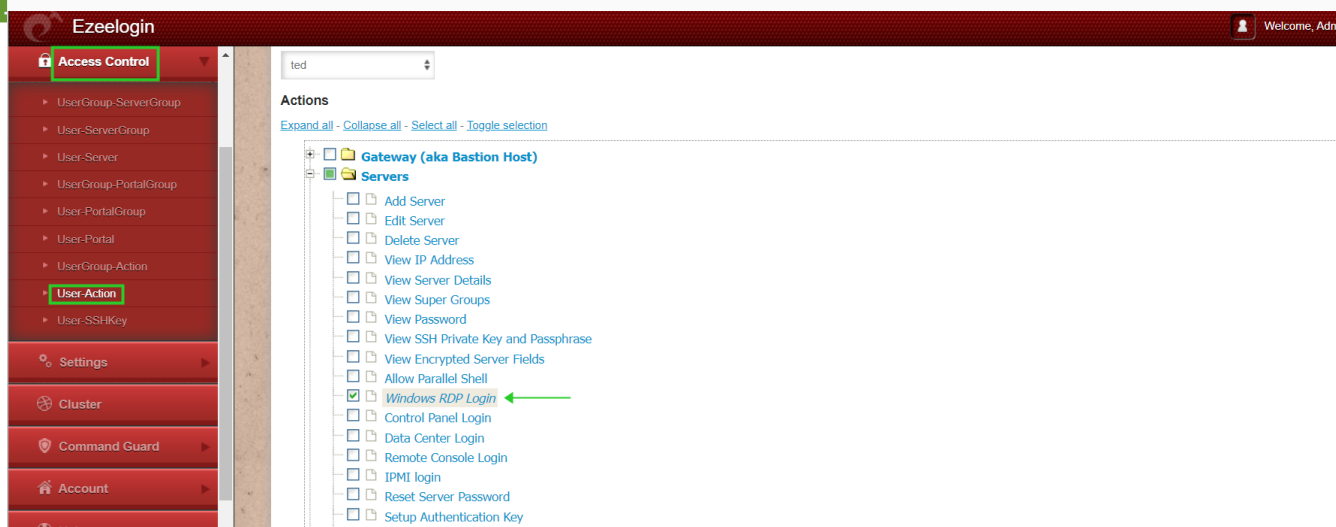
Note: Append **DEBUG=*** at the beginning of the command you've got from the application logs.

For example,

```
root@gateway:~# DEBUG=* PORT=22555 DBP='p(g8CE8sAbr(H*kR((a}@bK3/TbQ'
node /var/www/ezlogin/application/external/mstsc/server.js
```

8. Make sure that users have the privilege to access 'Windows RDP Login'

[How to grant privilege to a user?](#)



Online URL: <https://www.ezeelogin.com/kb/article/could-not-start-ezeelogin-rdp-proxy-541.html>