

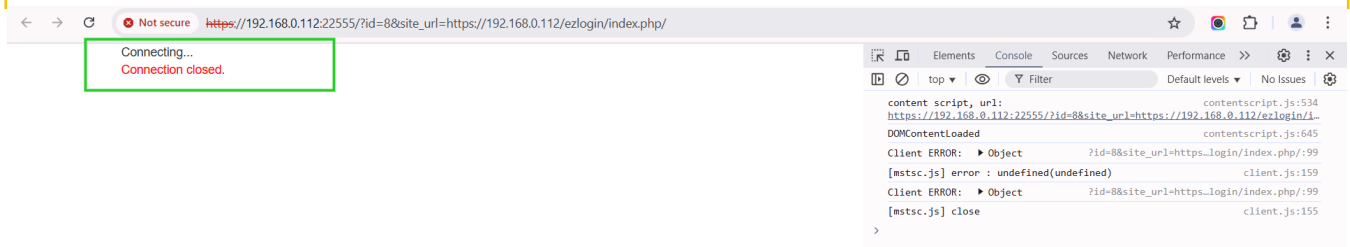
Error: Connection closed

761 Rakhi January 29, 2025 [Common Errors & Troubleshooting](#) 276

How to solve the error: Connection closed?

Overview: This article describes how to resolve the Error: "Connection closed" in gateway server while accessing RDP via web browser.

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



Follow these steps to resolve the issue:

Step 1: Inspect the Browser Console for Errors.

Right-click on any browser tab, select "Inspect," then navigate to the Console tab (or press F12).

Look for errors such as **[mstsc.js] error : undefined(undefined)** indicating misconfiguration in application.



Step 2: Ensure that the correct username and password are provided when [adding the RDP server](#).

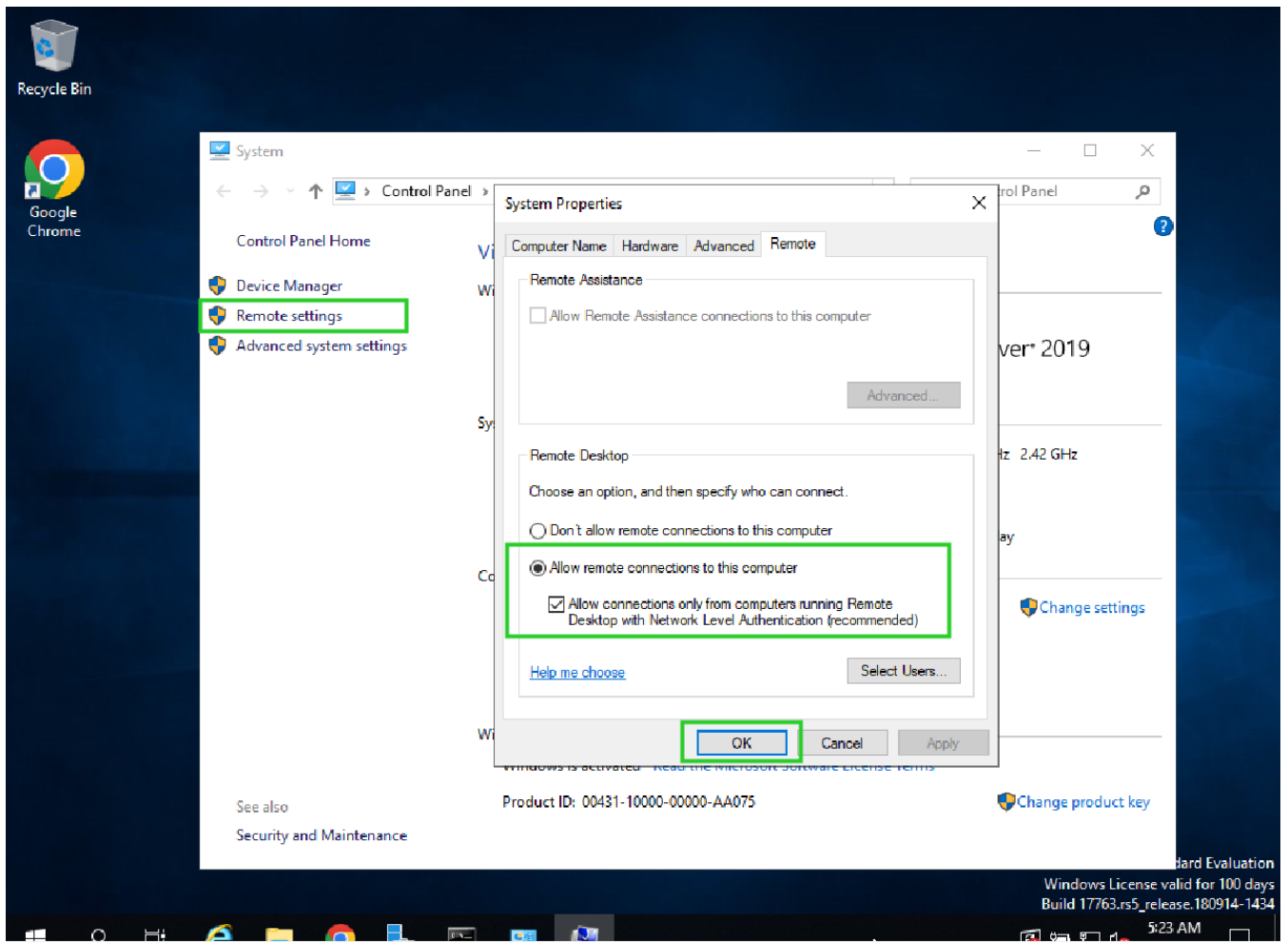
Refer to the below screenshot:

The screenshot shows the 'Edit Server' configuration window in the Ezeelogin application. The window is titled 'Edit Server' and has a red header bar. The left sidebar contains navigation links for Servers, Web Portals, Users, Access Control, Settings, Cluster, Command Guard, Account, Help, and License. The main content area is divided into two columns. The left column contains fields for Hostname (windows server), IP Address(es) (192.168.0.116), Remote SSH / RDP Login User (Administrator), SSH Private Key, SSH Port (22), Password Management (keep server password), RDP Port (3389), Windows Domain, Control Panel (None), and Description. The right column contains fields for SSH / RDP Password, SSH Key Passphrase, SSH (enabled), Server Group (Developers), RDP (checked), Datacenter (None), First Prompt, and Saved SSH Private Key (None). The 'Remote SSH / RDP Login User' and 'SSH / RDP Password' fields are highlighted with a green box. The 'Save' button is located at the bottom right of the window.

Step 3: Ensure remote settings has been updated.

In the System Properties dialog under Remote Desktop, choose "Allow connections from computers."

Review settings and click OK to apply changes.



Related Articles:

[Could not start RDP proxy.](#)

[Record and download RDP recordings.](#)

[RDP Error: This computer can't connect to the remote computer.](#)

Online URL: <https://www.ezeelogin.com/kb/article/error-connection-closed-761.html>