

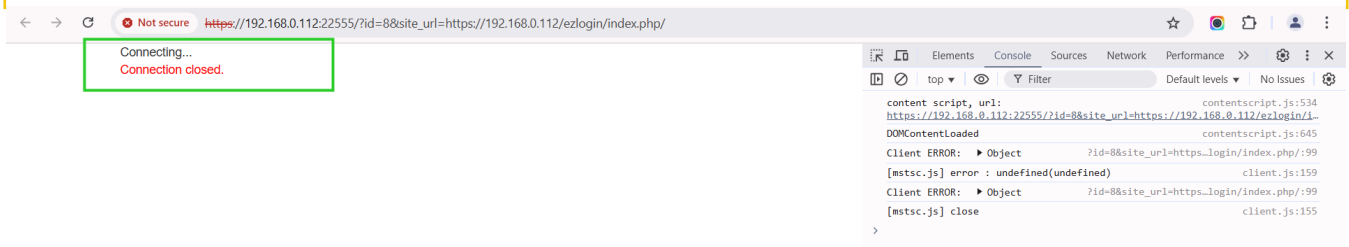
Error: Connection closed

761 Rakhi January 29, 2025 [Common Errors & Troubleshooting](#) 176

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.

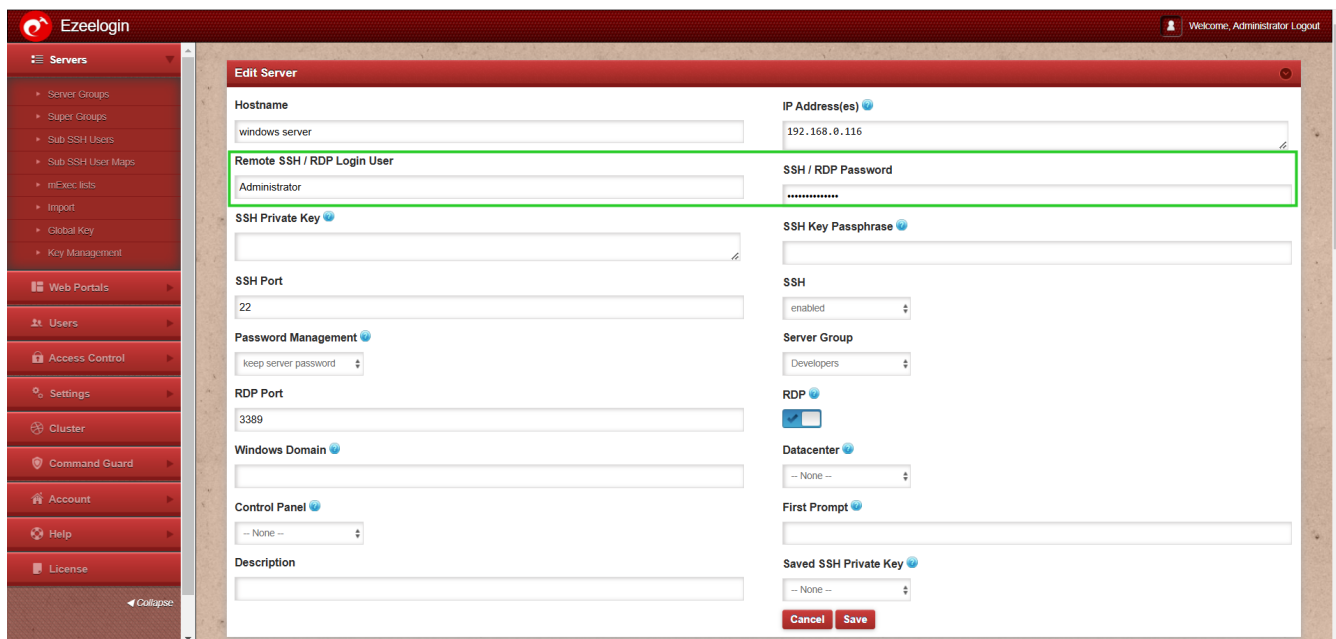
Right-click on any browser tab, select "Inspect," then navigate to the Console tab (or press F12).

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](#).

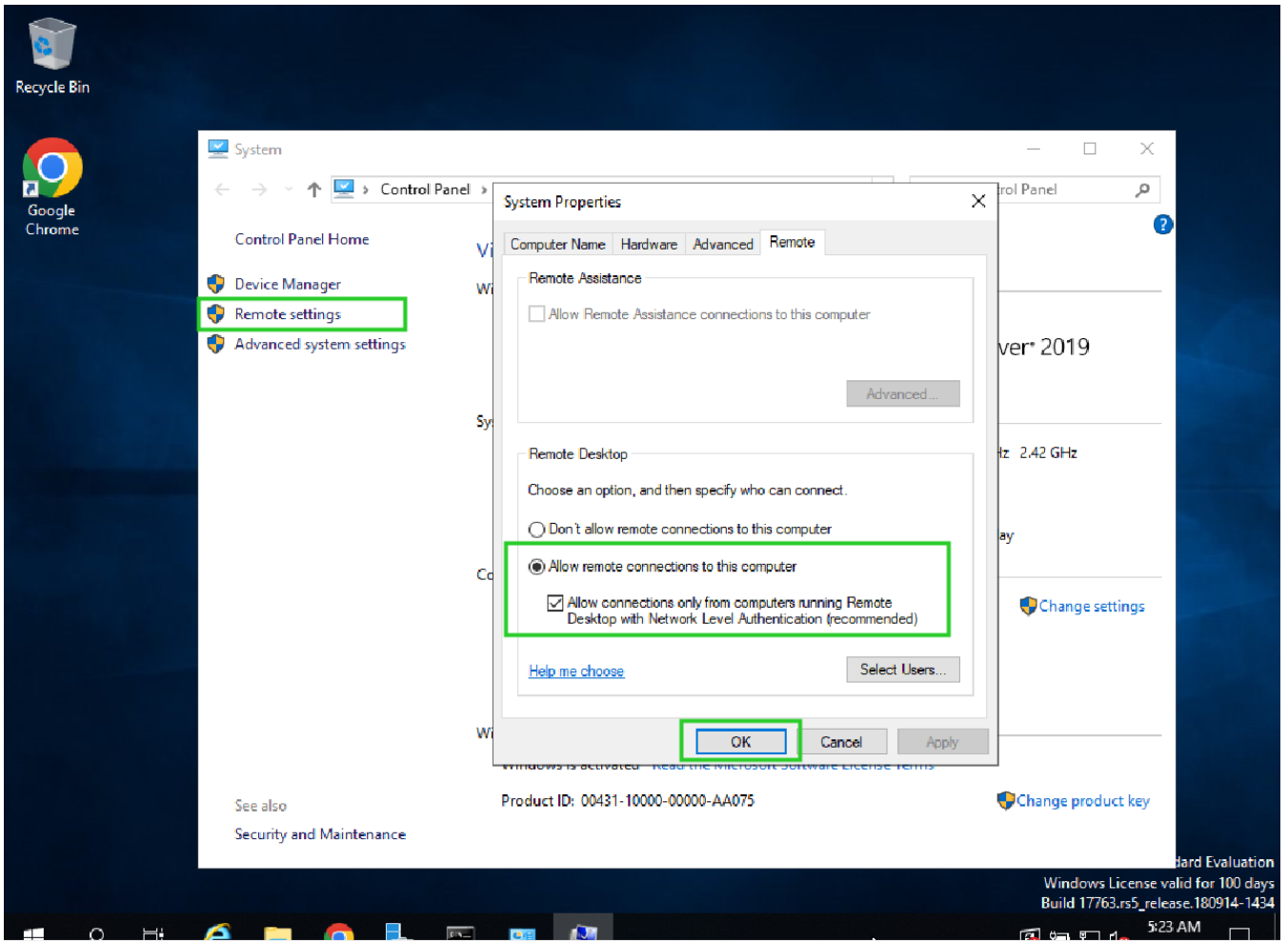
Refer to the below screenshot:



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>