

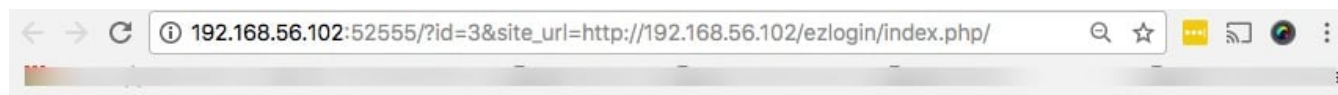
NODE_RDP_PROTOCOL_X224_NEG_FAILURE()

184 admin October 7, 2024 [Common Errors & Troubleshooting](#) 13789

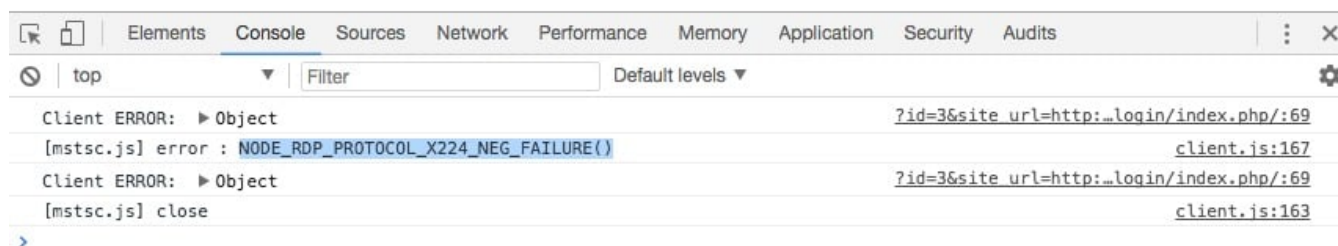
Troubleshooting "Connection has been closed" error in windows RDP

Overview: This article provides solutions for resolving the "Connection has been closed" error in Windows RDP. It advises using the web console to inspect error details and recommends disabling Network Level Authentication and enforcing TLS encryption through Group Policy Editor to mitigate issues like "NODE_RDP_PROTOCOL_X224_NEG_FAILURE()."

1. If you get the error " **Connection has been closed. Another user may have logged in on the remote Windows machine**" while doing RDP into the remote Windows server, then 'right click'->'inspect'-> click 'console' tab as shown in the image below.



Connection has been closed. Another user may have logged in on the remote windows machine.



Note:

To open the web console and gather information about the error, follow any of these steps.

1. Right-click on the RDP browser tab, select "Inspect", and then navigate to the "Console" tab on the opened page.

or

2. Press "F12" to access the console of the GUI.

Step 1: Check if the **username and password in Ezeelogin software are correct**. Refer to below example.

Ezeelogin Welcome, Administrator Logout

Servers

- Server Groups
- Super Groups
- Sub SSH Users
- Sub SSH User Maps
- mExec lists
- Import
- Global Key
- Key Management

Web Portals

Users

Access Control

Settings

Cluster

Command Guard

Account

Help

License

Add Server

Hostname: Windows_RDP

Remote SSH / RDP Login User: Administrator

SSH Private Key: [icon]

SSH Port: 22

Password Management: keep server password

RDP Port: 3389

Windows Domain: [icon]

Control Panel: -- None --

Description: RDP SERVER

IP Address(es): 192.168.1.10 [icon]

SSH / RDP Password: [icon]

SSH Key Passphrase: [icon]

SSH: disabled

Server Group: test

RDP [icon]

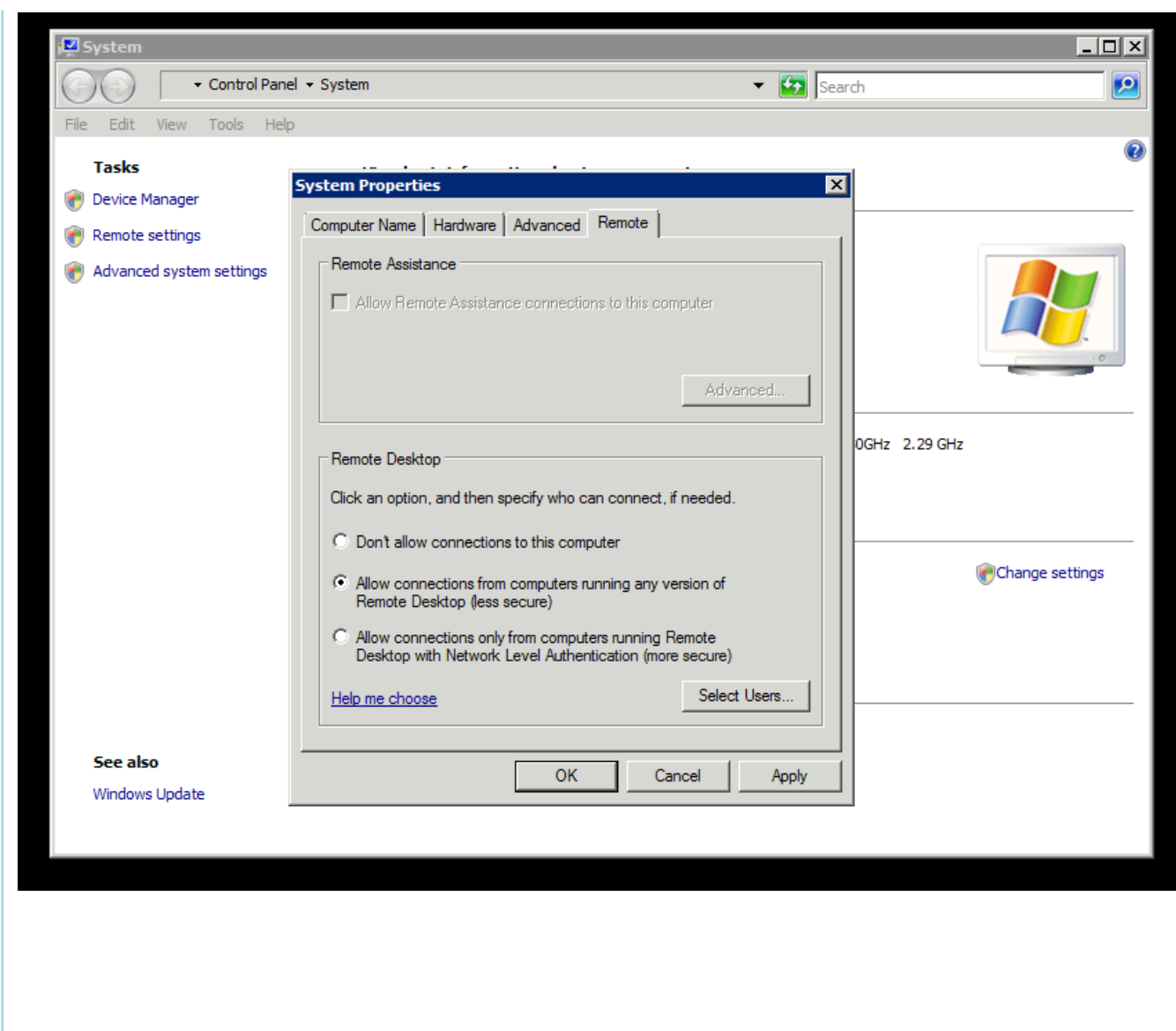
Datacenter: -- None --

First Prompt: [icon]

Clone a server: -- None --

Cancel Save

Note: Confirm if RDP from Ezeelogin works when Network Level Authentication is disabled, check the settings under Control Panel -> System -> Remote settings.

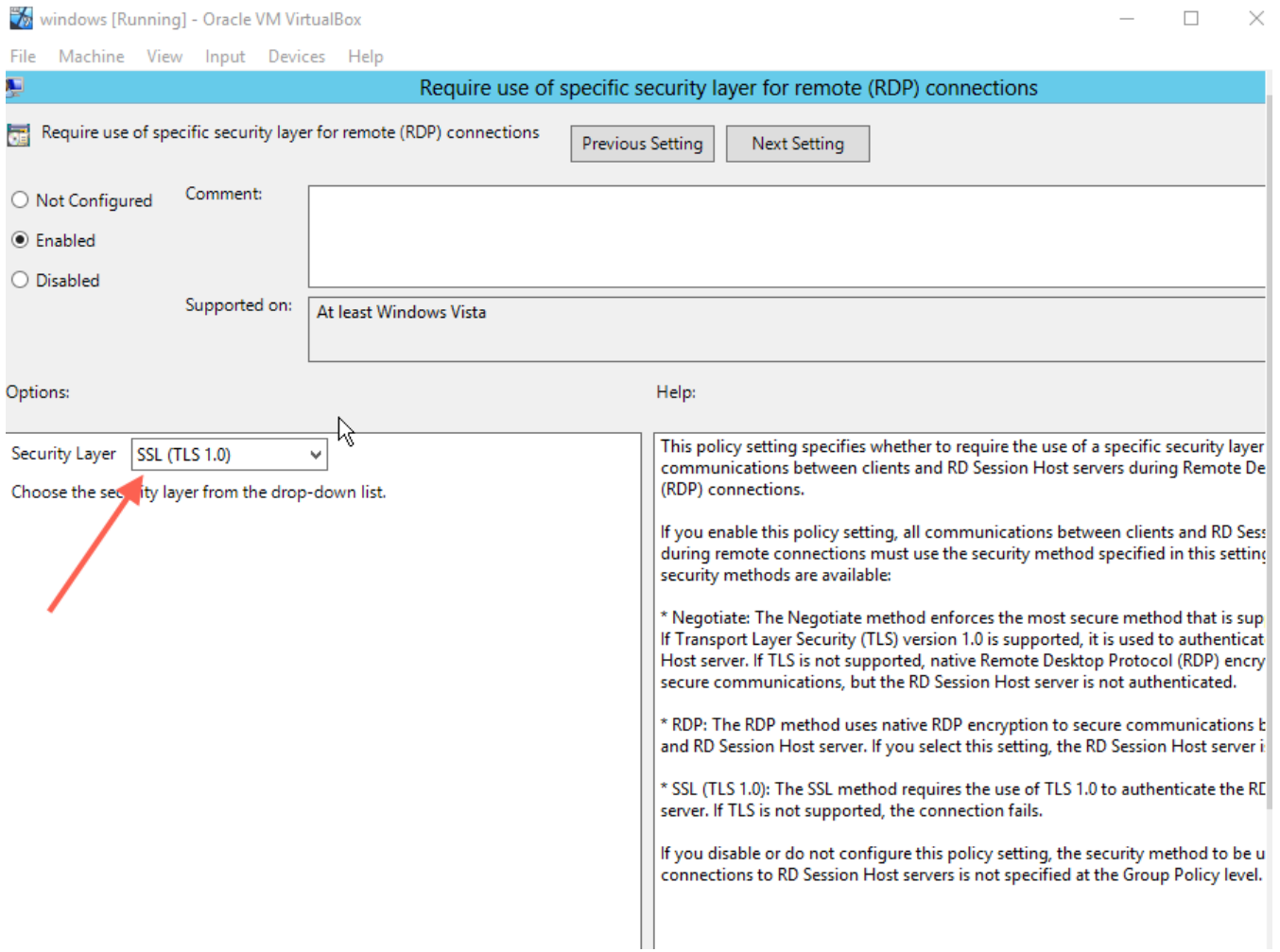


Step 2: Also make sure to force TLS encryption on all RDP connections.

Step 2 (A): Run **mmc** in the Run application of your Windows server. In the console, open **File > Add/Remove Snap in > Select Global Policy Editor** and add the selected Snap in .

Step 2 (B): Select **Local Computer** and then select **Finish>OK**

Step 2 (C): In the sidebar Navigate to **Local Computer Policy > Computer Configuration > Administrative Templates > Windows Components > Remote Desktop Services > Remote Desktop Session Hosts > Security**. Then Edit the "Require use of specific security layer for remote (RDP) connections" policy as shown below. You need to select the security layer as **SSL (TLS 1.0)**



Related Articles:

[Add Windows server for RDP via browser](#)

[Could not Start Ezeelogin RDP proxy](#)

Online URL:

https://www.ezeelogin.com/kb/article/node_rdp_protocol_x224_neg_failure-40;-41;-184.html