

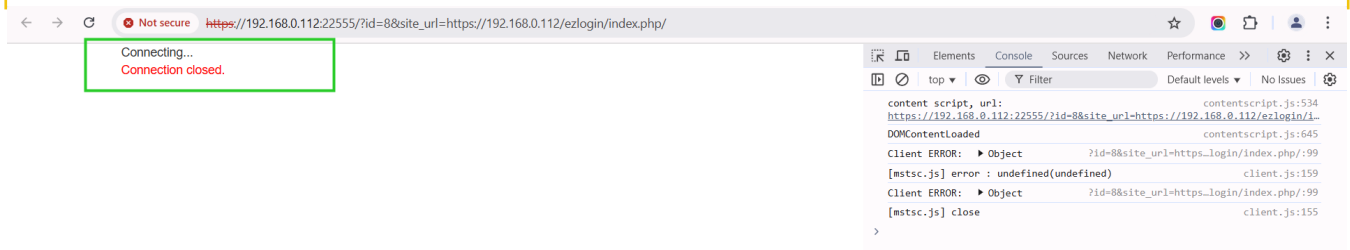
Error: Connection closed

761 Rakhi May 9, 2025 [Common Errors & Troubleshooting](#) 542

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 Ezeelogin.
- If the user **does not enable NLA**, they can choose whether to save the username and password in Ezeelogin, 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](#).

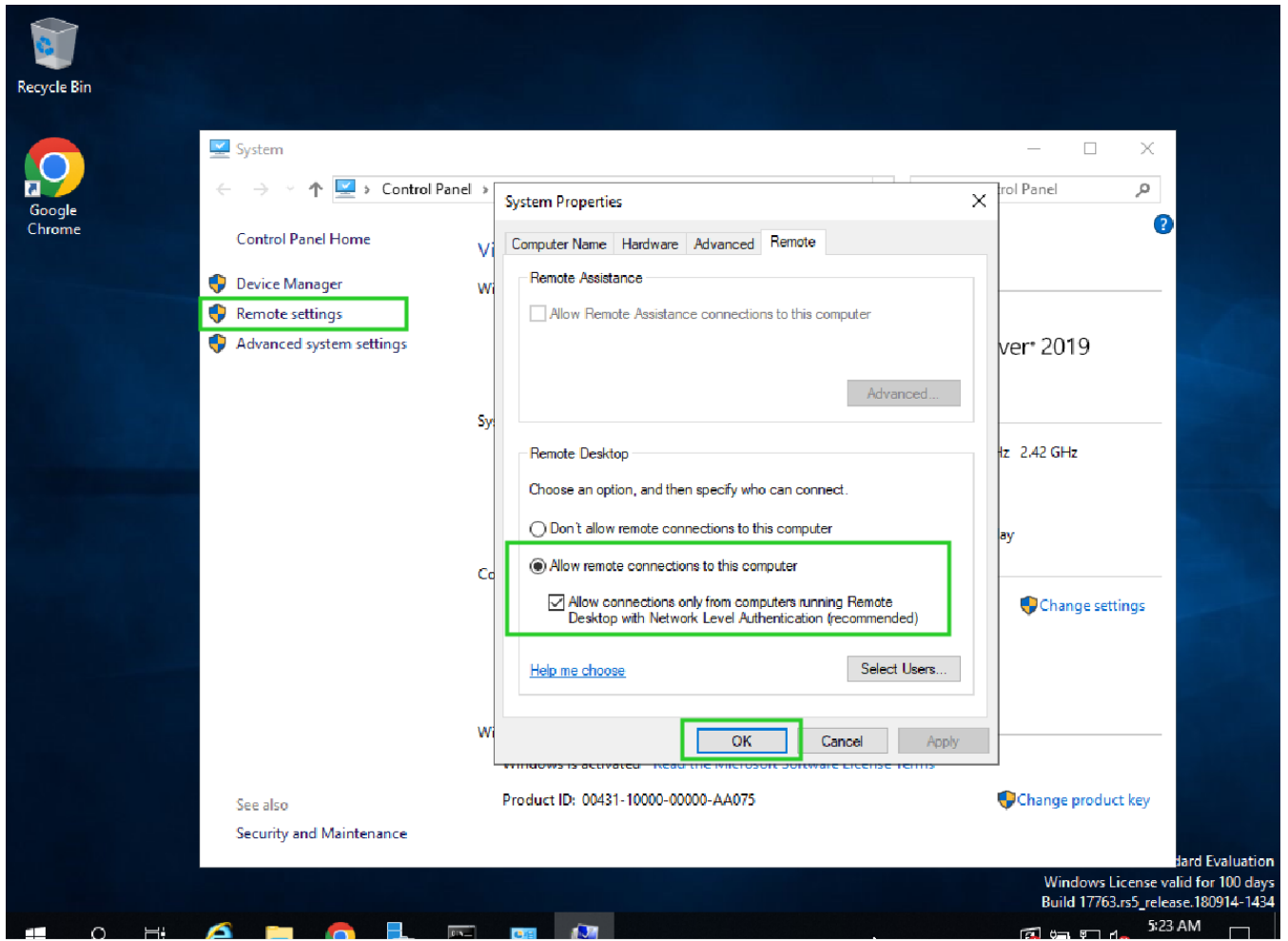
Refer to the below screenshot:

The screenshot displays the 'Edit Server' configuration window in the Ezeelogin application. The window is divided into two main sections. The left section 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 section contains fields for 'SSH / RDP Password' (masked with asterisks), '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 border. The interface includes a red sidebar with navigation options and a top header with the Ezeelogin logo and user status.

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>