Error: Connection closed

761 Rakhi May 9, 2025 Common Errors & Troubleshooting 2288

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 aaplication.



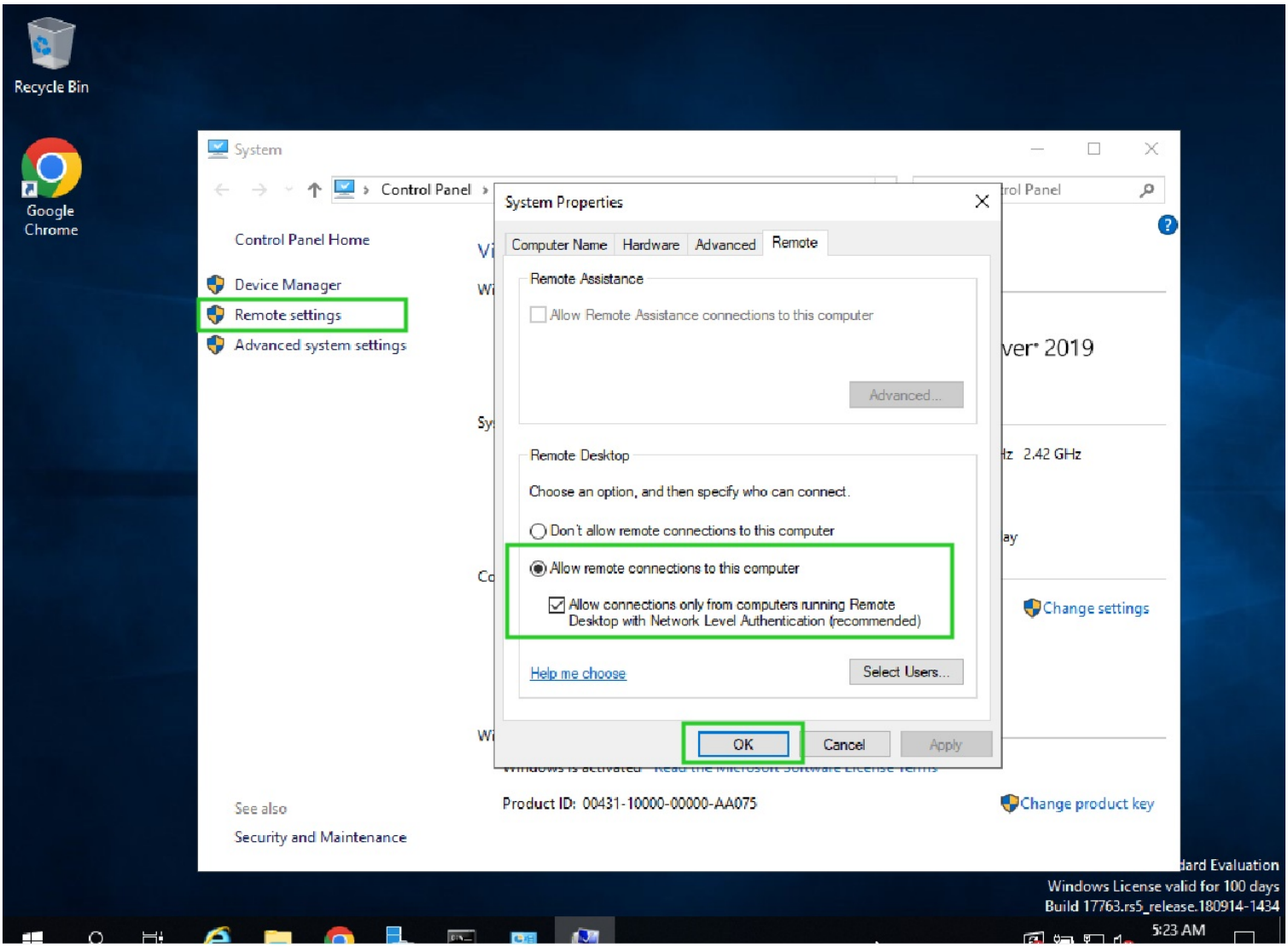
Step 2: Ensure that the correct username and password are provided when adding the RDP server.

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.



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