## Remote Desktop Help and Tips

I know it may be old school, but most issues can be fixed by a simple reboot of your device, please try this first if you are experiencing issues.

Also make sure you are using the latest version of the Remote Desktop application.

## Use an alternative CMP Remote Desktop Gateway Server

If you are struggling to use **cmprdg3.uea.ac.uk** or it is down for any reason you can use the backup <u>CMP Student Remote Desktop Server</u> **cmprdg4.uea.ac.uk** 

Change the settings as below: -

Remote Desktop Connection
General Display Local Resources Experience Advanced
Server authentication verifies that you are connecting to the intended remote computer. The prength of the verification required to connect is determined by your system security policy.
If server authentication fails: Warn me V
Connect from anywhere
Configure settings to connect through Remote Desktop Gateway when I am working remotely. Settings
ng RD Gateway Se ver Settings
Remote Desktop Connection
Connection settings
Automatication detect RD Gateway server settings Use these RD Gateway server settings:
Server name: cmprdg4.uea.ac.uk
Log-on method: Allow me to select later ~
✓ Bypass RD Gateway server for local addresses
O Do not use an RD Gateway server

## Check your settings

Make sure all your settings are correct – follow the instructions that can be found at <a href="https://supportwiki.cmp.uea.ac.uk/public/rdpstudent">https://supportwiki.cmp.uea.ac.uk/public/rdpstudent</a>

Computer: User name:	cmpsci-72.uea.ac.uk UEA\fmv12mdu				
Nemo	te Desktop Co	Desktop Connection		X	
		e Desktop			
200	Conn	ection			
General	Dealers Local	Resources Experien		22	
- Logon s		Resources Experien	ice Advance		
	Construction of the local division of the lo	Enter the name of the remote computer.			
	Computer:	cmpsci-74.uea.ac.uk 🗸			
	User name:	User name: UEA\fmv12mdu			
	You will be as	sked for credentials wh	nen you conne	ct.	
		to save credentials		_	
	Allow me				
Connec	tion settings		na ta an PDP 6		
Connec	tion settings	rent connection setting	gs to an RDP fi	le or open a	

Make sure the PC you are connecting to has the correct DNS suffix - see below:



## **UEA Account Lockout**



If you enter your UEA password incorrectly too many times, then your account will become locked. It will automatically unlock after 20 minutes and you can attempt to login again. Make sure CAPS lock is off and that your language settings are correct.