

Remote Desktop Help and Tips

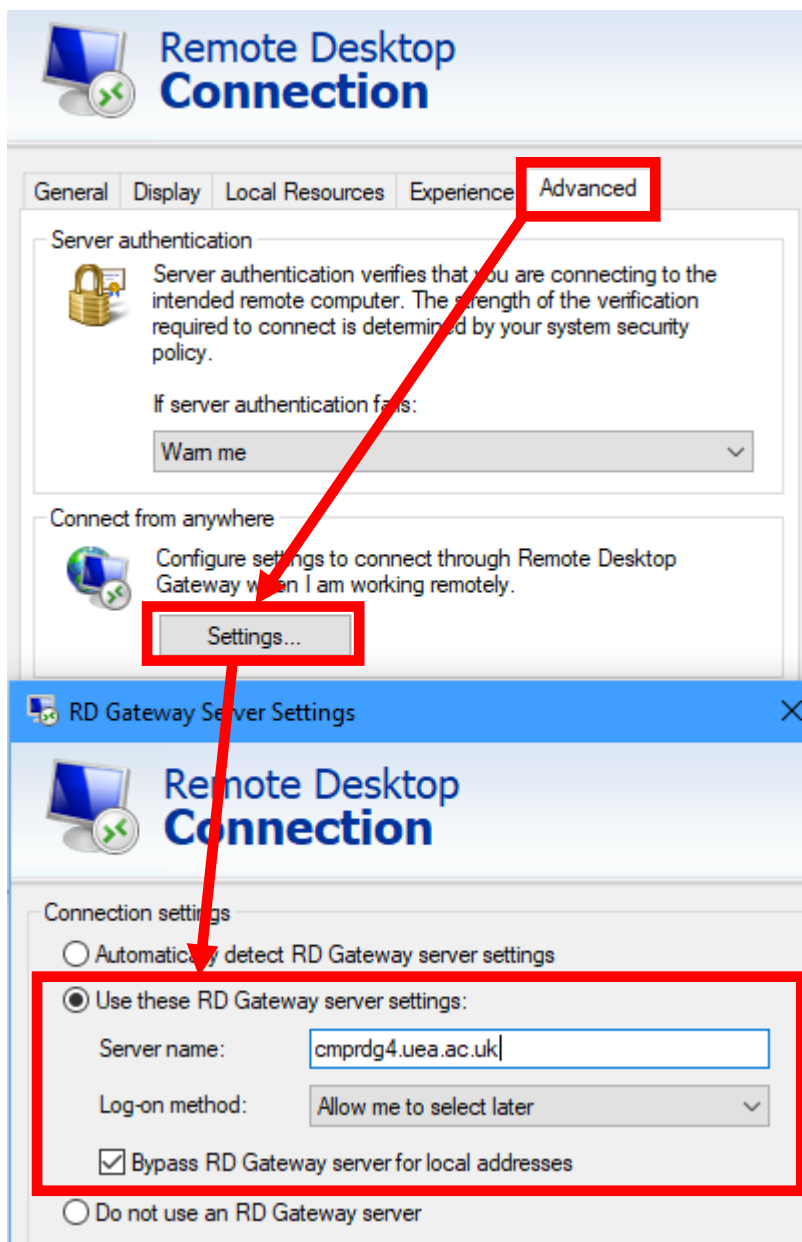
I know it may be old school, but most issues can be fixed by a simple reboot of your device, please try this first if you are experiencing issues.

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 CMP Student Remote Desktop Server cmprdg4.uea.ac.uk

Change the settings as below: -



Check your settings

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

Computer:	cmpsci-72.uea.ac.uk
User name:	UEA\fmv12mdu



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

MSc Computers are	.cmp.uea.ac.uk
UG and AGAC Lab Computers are	.uea.ac.uk

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.