SysAdmin has Restricted the Times which You may Login_RDP SSH

Last updated by | Kevin Gregoire | Mar 29, 2022 at 11:47 AM PDT

| Tags	
cw.TSG	cw.RDP-SSH

Contents

Symptoms

1. When you try to connect thru RDP and after you setup your credentials, you are getting the following error:

   > The system administrator has restricted the times during which you may log in. Try logging in later. If the problem continues, contact your system administrator or technical support.

   RemoteApp Disconnected

   ❌ The system administrator has restricted the times during which you may log in. Try logging in later. If the problem continues, contact your system administrator or technical support.

   [OK]   [Help]
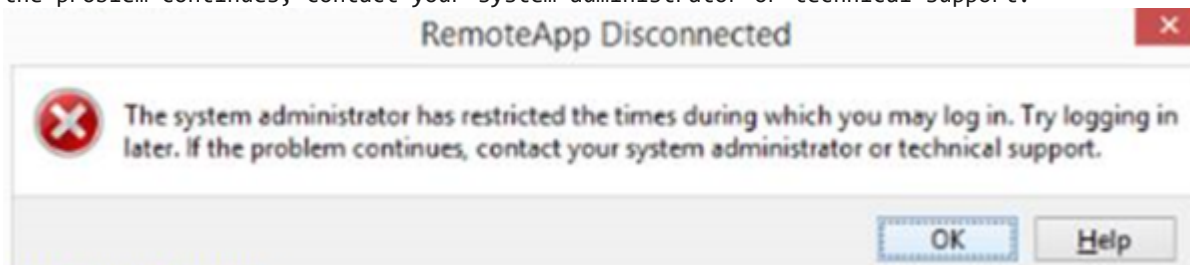
2. On the event logs you will find the event *139* on *Microsoft-Windows-RemoteDesktopServices-RdpCoreTS4Operational.evtx* with error code *-1073741713*:

   ```
   Time:     1/10/2019 4:12:53 PM
   ID:       139
   Level:    Warning
   Source: Microsoft-Windows-RemoteDesktopServices-RdpCoreTS
   Machine:  contoso.com
   Message:  The server security layer detected an error (-1073741713) in the protocol stream and the cl
   ```

Where the error -1073741713 means:

```
# for decimal -1073741713 / hex 0xc000006f
  STATUS_INVALID_LOGON_HOURS                                    ntstatus.h
# The user account has time restrictions and may not be
# logged onto at this time.
```

Root Cause Analysis

The user logon times are restricted thru domain policies.

Tracking close code for this volume

Root Cause	Product	Support Topic	Cause Tracking code	Bug
1	*Windows Server 2008 R2* or *Windows Svr 2012 R2 Datacenter* or *Windows Svr 2016 Datacenter* as appropriate	*Routing Windows V3\Active Directory*	N/A	

To know how to flag a bug on a case please refer to [How to do Proper Case Coding](#)

References

N/A

Customer Enablement

N/A

Mitigation

1. The resolution is tied up to running a script on this server however this is not supported by Azure IAAS VM POD due to security concerns. Please **transfer the whole case** to Directory Services.
   - Product: **Windows Server 2008 R2** or **Windows Svr 2012 R2 Datacenter** or **Windows Svr 2016 Datacenter** as appropriate
   - Support Topic: **Routing Windows V3\Active Directory**
   - Override the queue to **Windows Directory Services T2**

Need additional help or have feedback?

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