

KB LEVEL: SVR	KB ARTICLE	KB NUMBER: 02
	<i>How to Access Windows Servers</i>	

KB Category:	Internal		
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Problem Description:	Accessing Linux servers.
Symptoms and Cause of the issue:	Accessing server using Windows Computers / Laptops.

List of Servers

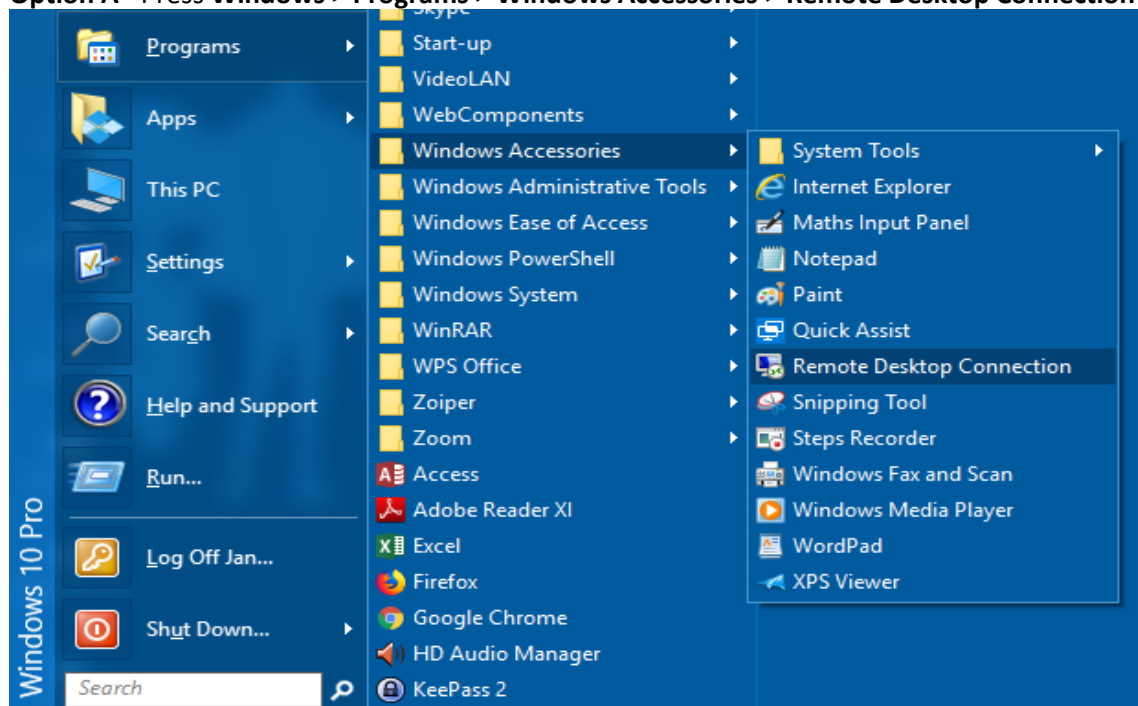
<https://docs.google.com/spreadsheets/d/1aKiJdkNlvKzaHh3yHUI2GAyt8Ye4FE9q-ApBVE7-0kA/edit#gid=1924030677>

Procedures:

via RDP

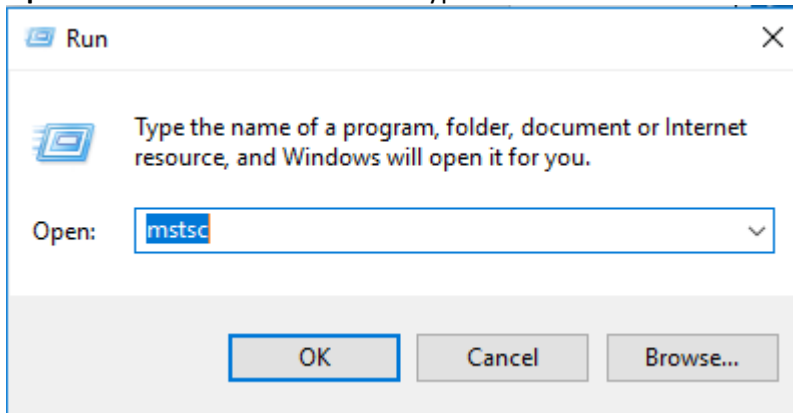
Step 1: Open Remote Desktop Protocol (RDP) tool.

Option A - Press Windows > Programs > Windows Accessories > Remote Desktop Connection

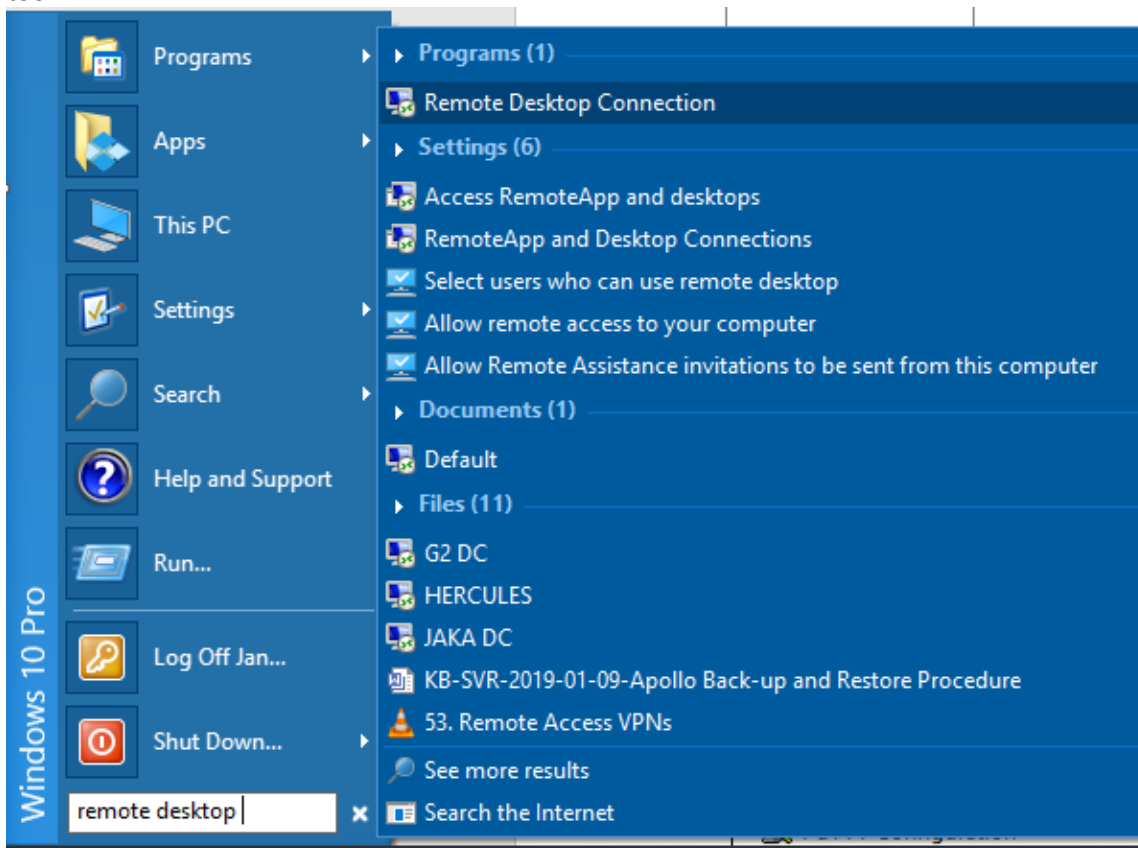


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Option B - Press **Windows + R** the type

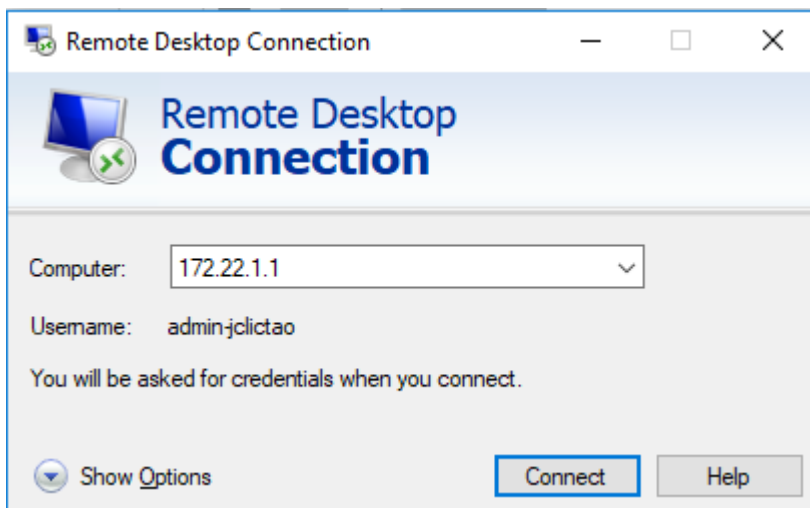


Option C – Press **Windows** then type “**Remote Desktop**” on the text bar and select the RDP tool.

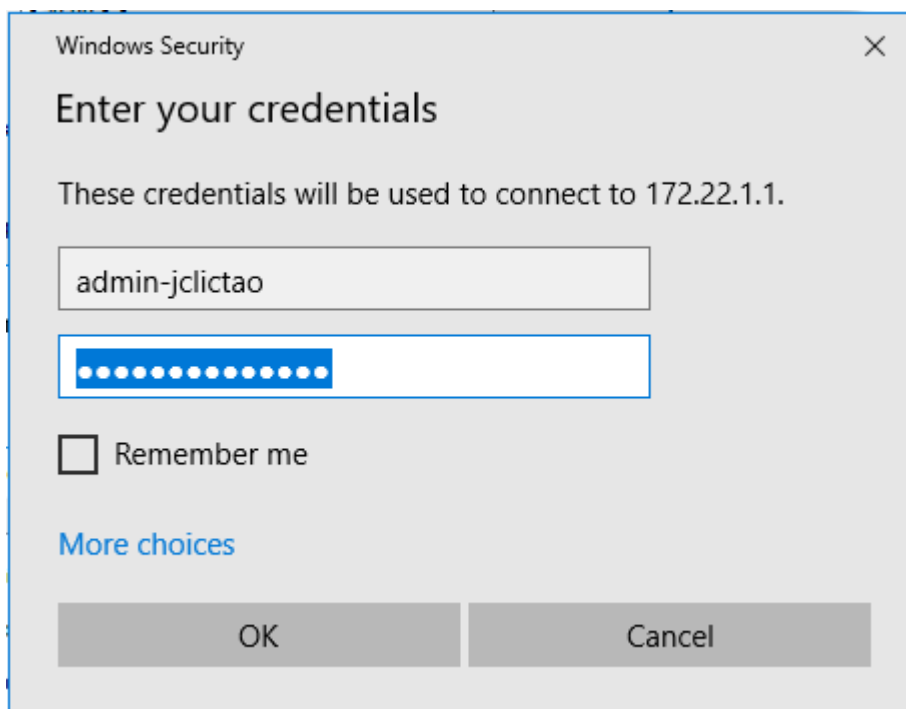


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Step 2: Enter the Windows Server **IP Address** and click **Connect**.

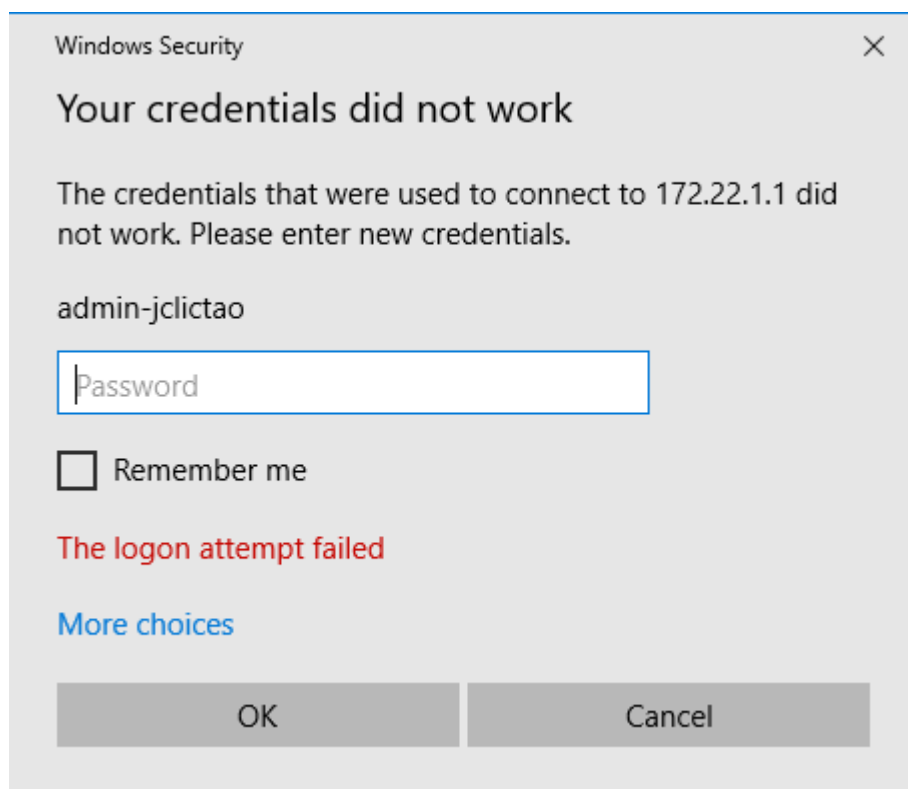


Step 3: Login console will appear then enter your credentials and click **OK**.



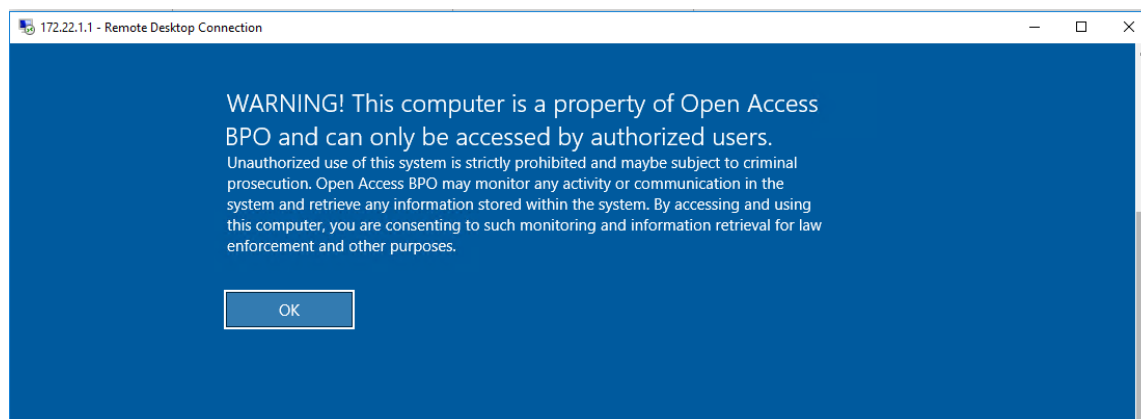
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Error message will pop out if username and password entered is incorrect.



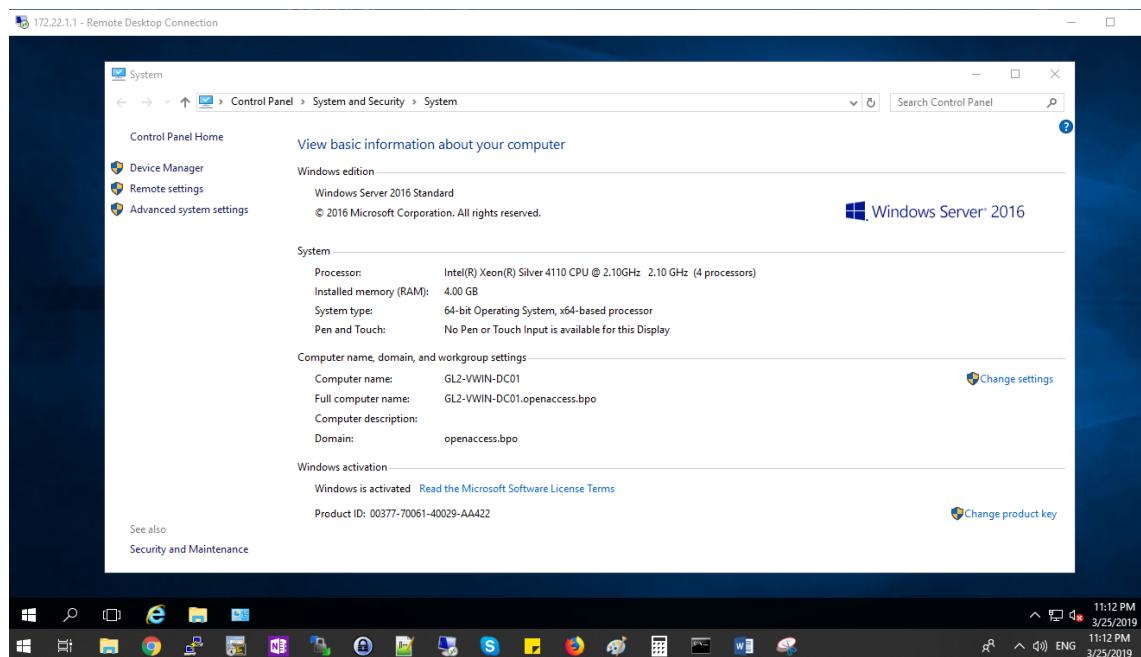
Note: If login account is not working or forget password, kindly raised ticket in OSTicket and assign to ServerOps Team.

Step 4: Logon banner will be displayed upon successful login and press OK to continue.



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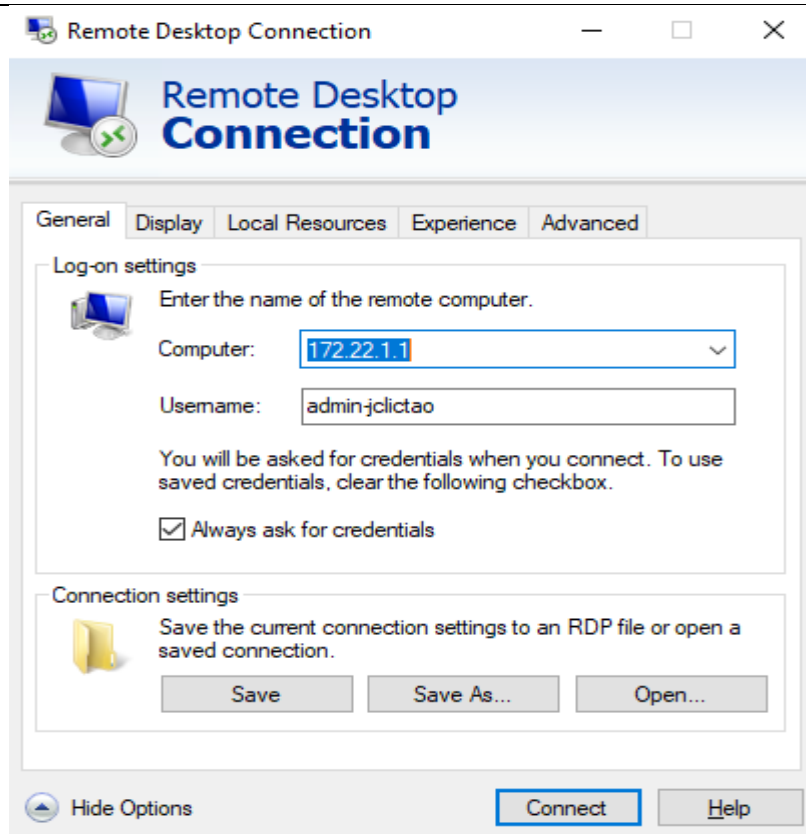
Step 6: You can now successfully connect to the server and perform administration task.



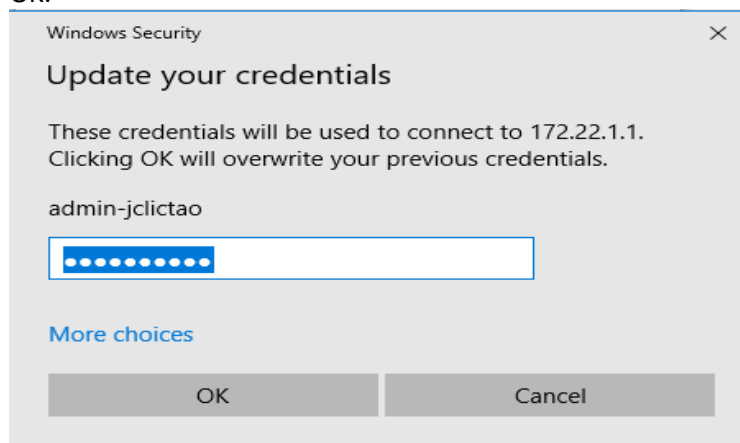
Tips:

1. You can save the Remote Desktop Connection settings for faster way of accessing Windows Server.
 - a. Open RDP > **Show Options** > **General** > enter **Computer / Server Name** and **Username**.

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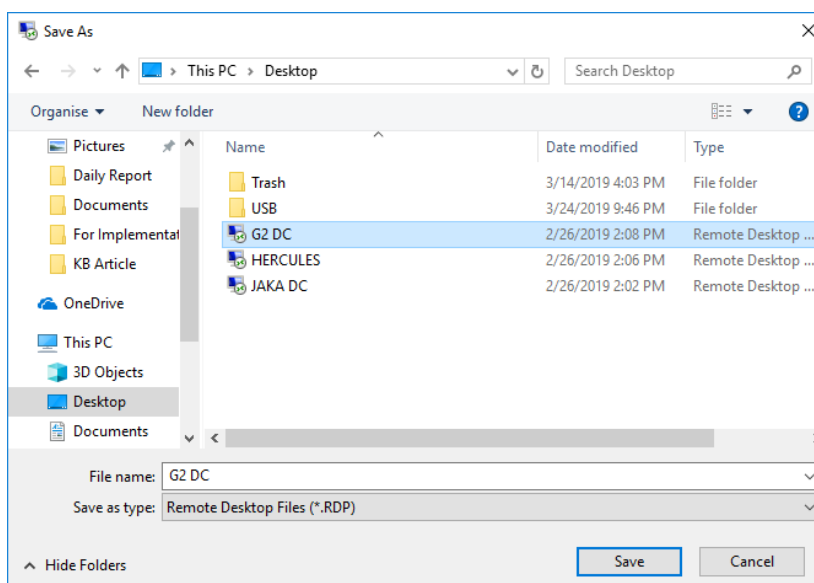


- b. Uncheck **Always ask for credentials** and click **Edit**. Enter Password then click OK.



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- c. In Connection Setting, click **Save As** to save the RDP setting with your preferred location and preferred name.



- d. You can now connect to Windows Server by double clicking the saved connection setting on Desktop.