

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:

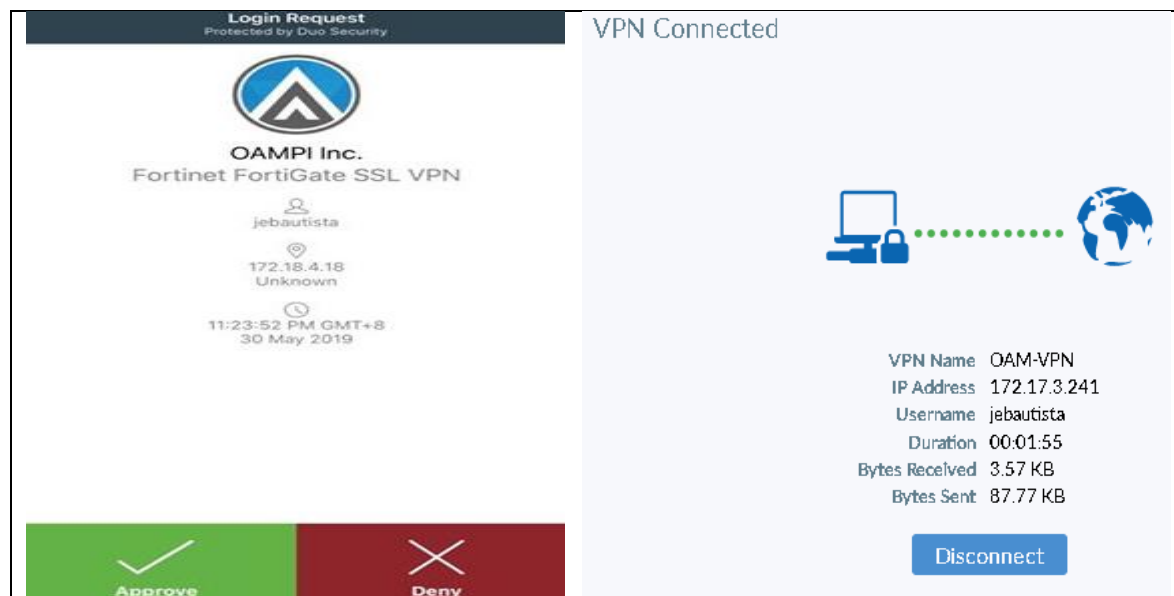
via RDP

Step 1: Open FortiClient app > Remote Access edit, and check setting below and click save.

Step 2: Connect to VPN using your own credentials.

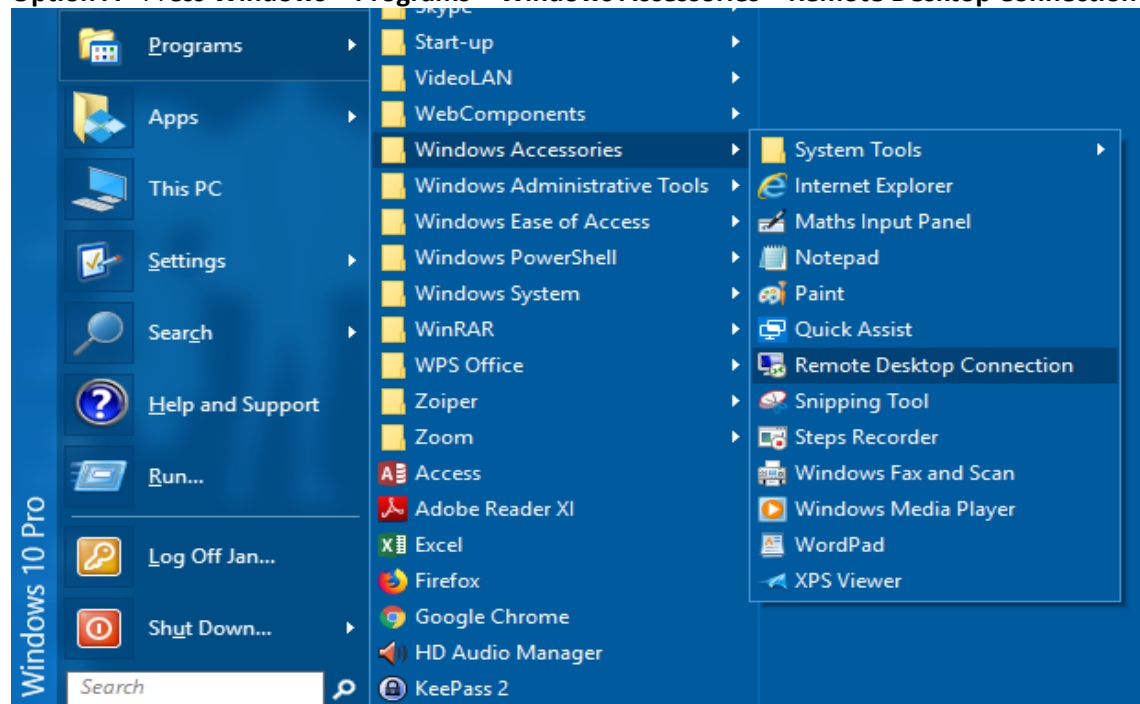
- Then Duo Mobile app installed in your phone will authenticate the connection > Select "Approve" and you are now successfully connected to the VPN

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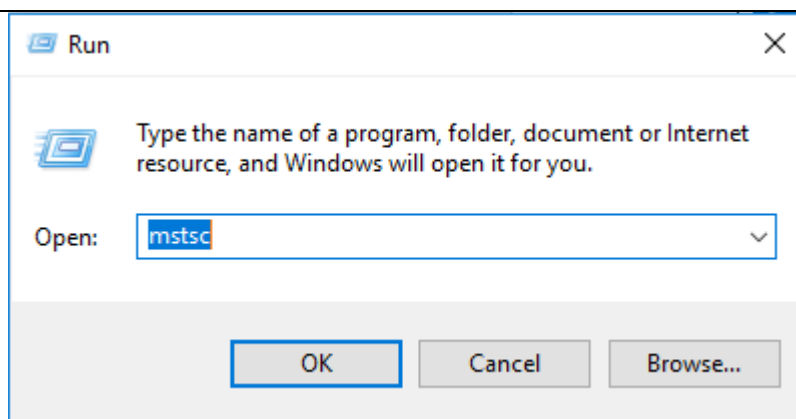
Step 3: Open Remote Desktop Protocol (RDP) tool.

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

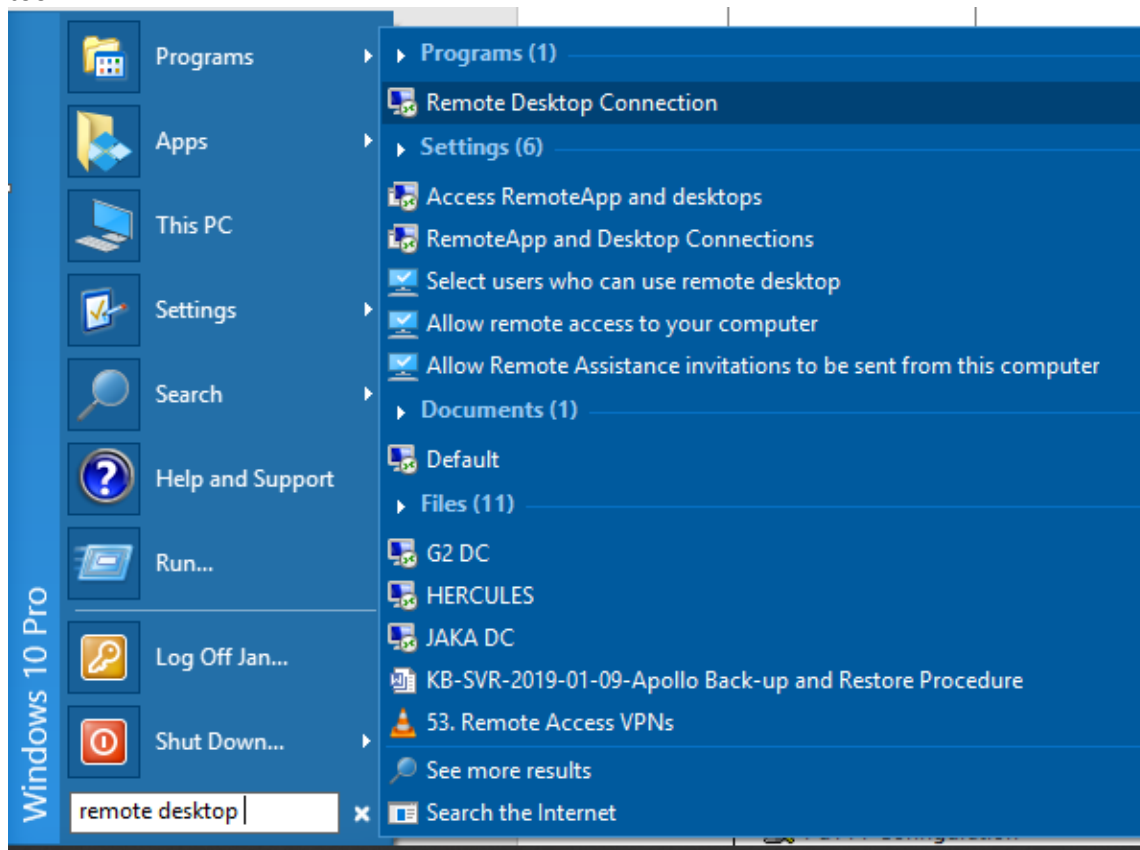


Option B - Press Windows + R the type

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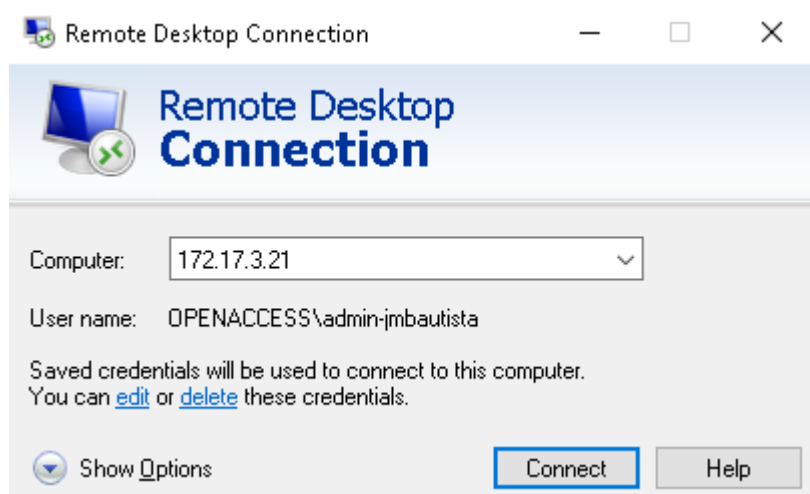


Option C – Press **Windows** then type “**Remote Desktop**” on the text bar and select the RDP tool.



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Step 4: Enter the Windows Server **IP Address** and click **Connect**.

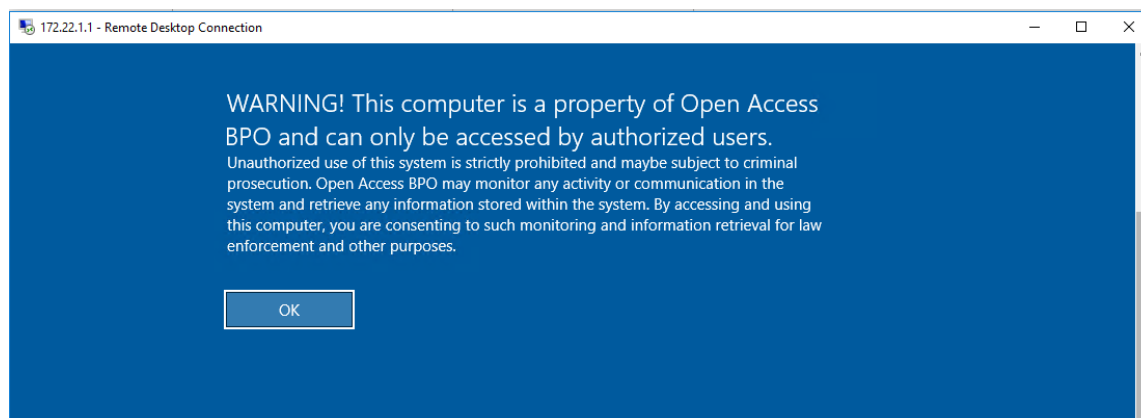


Step 5: Login console will appear then enter your credentials and click **OK**.

Note: Error message will pop out if username and password entered is incorrect. Six failed login attempts will lock your account.

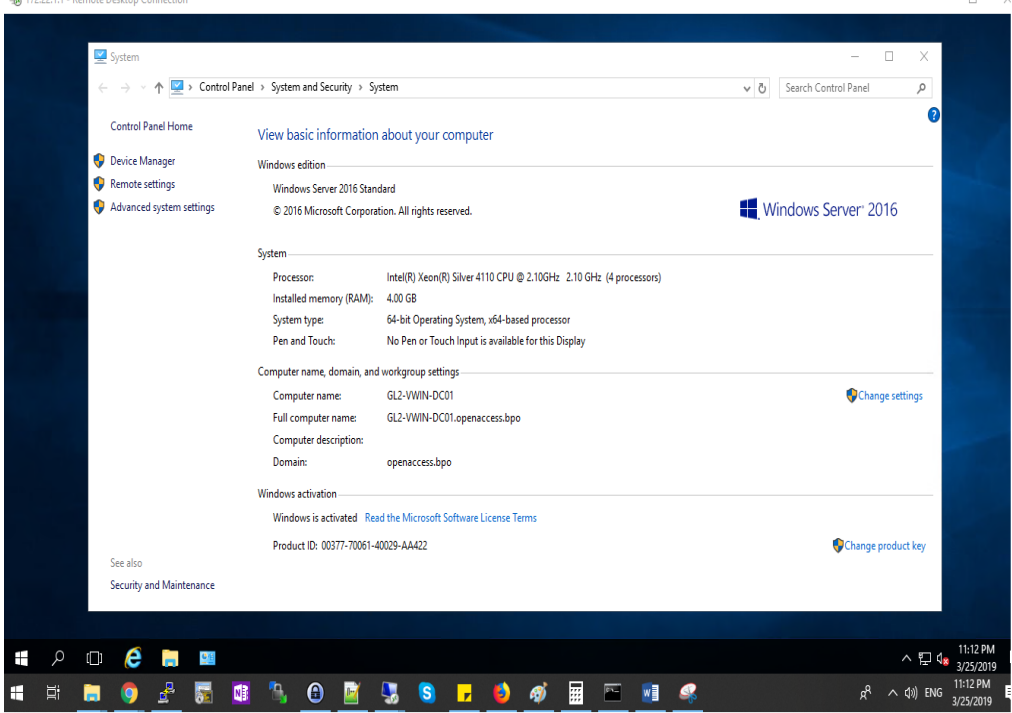
Note: If login account is lockout or forget password, kindly raised ticket in OSTicket and assign to ServerOps Team.

Step 6: Logon banner will be displayed upon successful login and press OK to continue.



Step 7: You can now successfully connect to the server and perform administration task.

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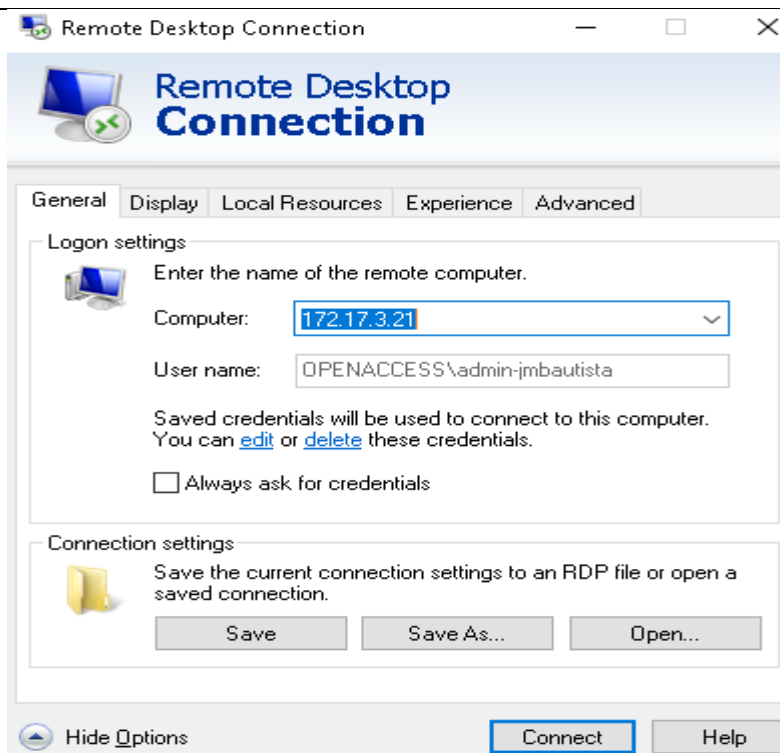
The screenshot shows a Windows Server 2016 desktop environment. The 'System' window is open, displaying the following information:

- Windows edition:** Windows Server 2016 Standard
- System:**
 - Processor: Intel(R) Xeon(R) Silver 4110 CPU @ 2.10GHz 2.10 GHz (4 processors)
 - Installed memory (RAM): 4.00 GB
 - System type: 64-bit Operating System, x64-based processor
 - Pen and Touch: No Pen or Touch Input is available for this Display
- Computer name, domain, and workgroup settings:**
 - Computer name: GL2-VWIN-DC01
 - Full computer name: GL2-VWIN-DC01.openaccess.bpo
 - Computer description:
 - Domain: openaccess.bpo
- Windows activation:**
 - Windows is activated. [Read the Microsoft Software License Terms](#)
 - Product ID: 00377-70061-40029-AA422

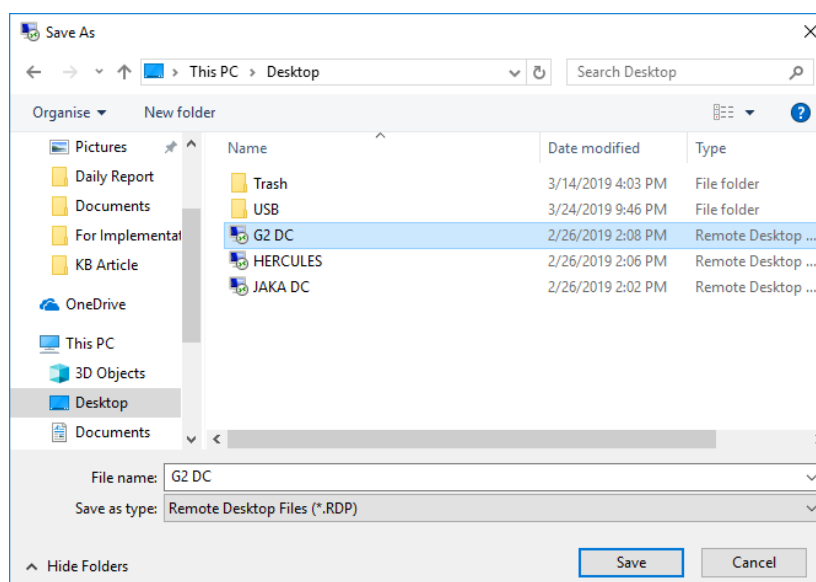
Tips:

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.
- 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.

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