KB Category:	**Internal**		
Author:	Jan Francis Lictao	Date:	**May 30, 2019**

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
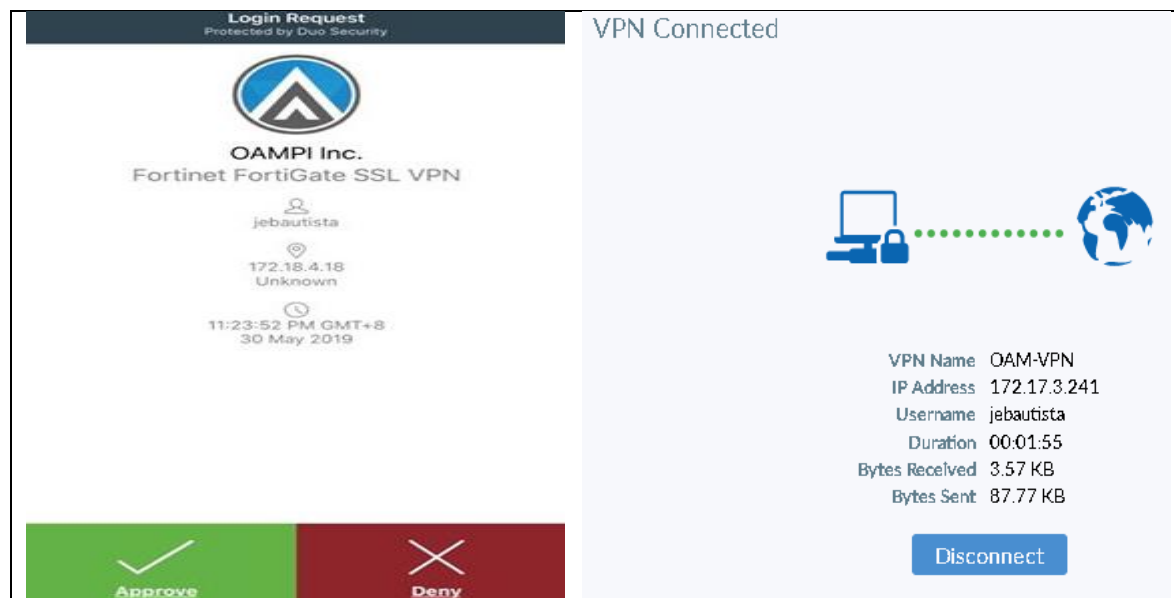
Procedures:
via RDP

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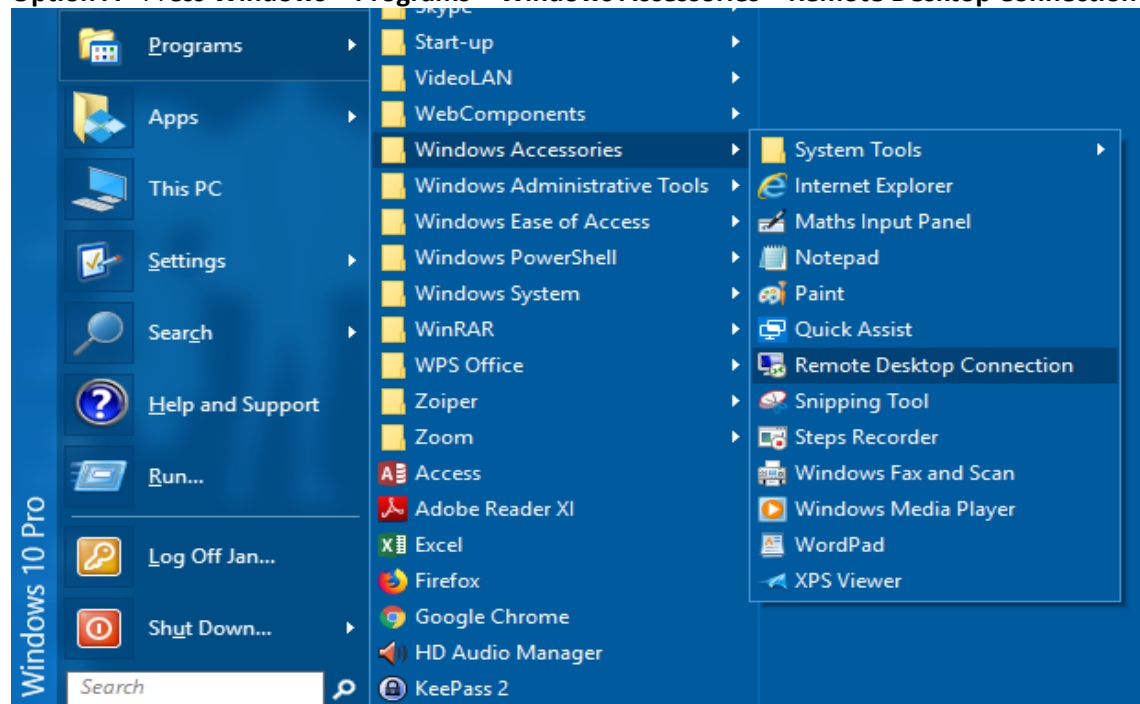

Step 2: Connect to VPN using your own credentials.
- Then Duo Mobile app installed in your phone will authenticate the connection > Select "Approve" and you are now successfully connected to the VPN
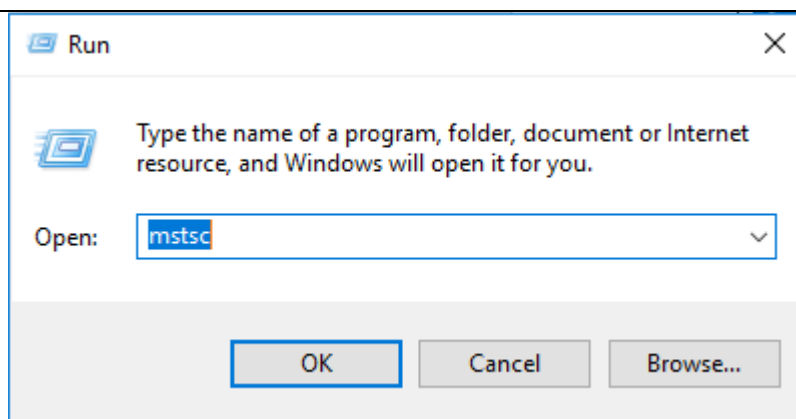
Step 3: Open Remote Desktop Protocol (RDP) tool.

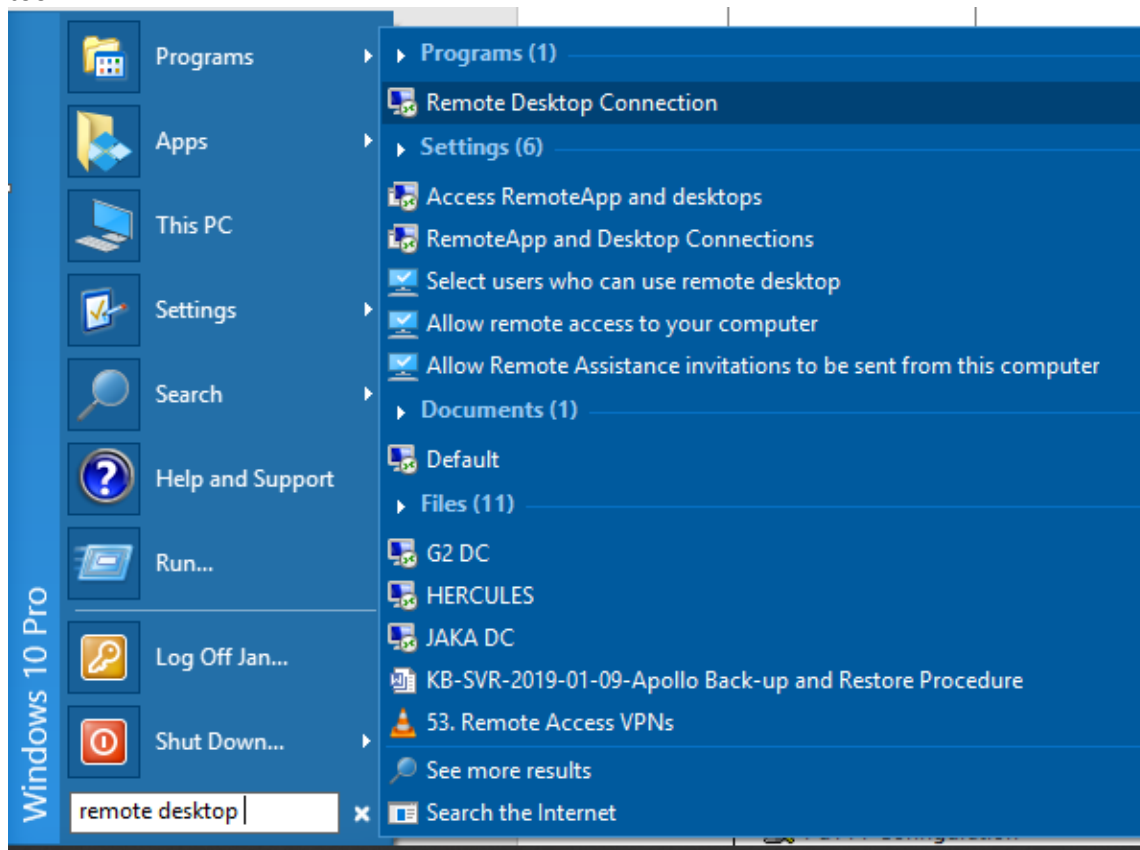**Option A** - Press **Windows** > **Programs** > **Windows Accessories** > **Remote Desktop Connection**

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

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

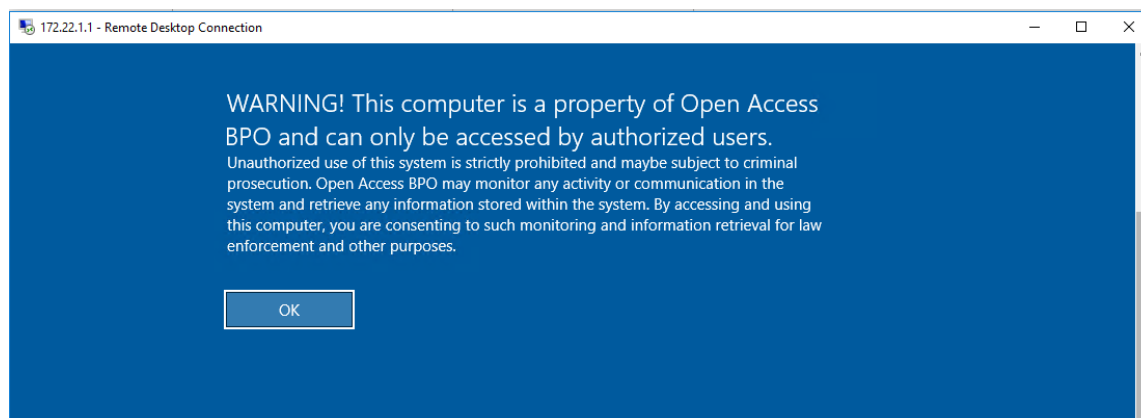**Step 4:** Enter the Windows Server **IP Address** and click **Connect**.
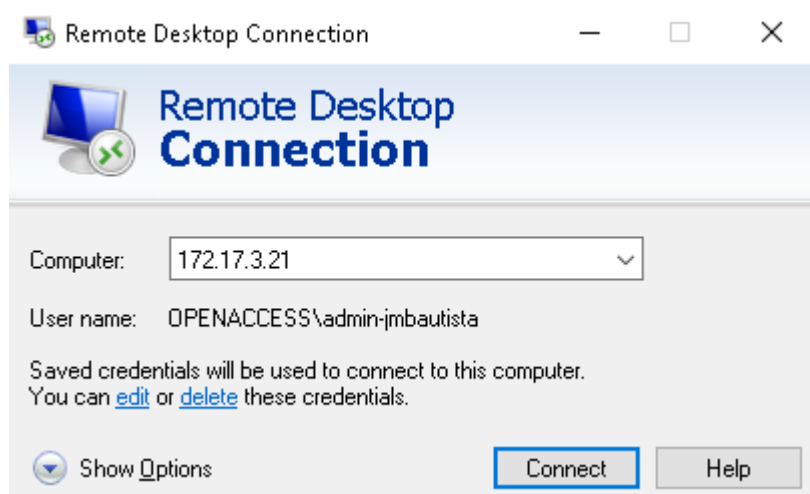
Step 5: Login console will appear then enter your credentials and click **OK**.

Note: Error message will pop out if username and password entered is incorrect. Six failed login attempts will lock your account.
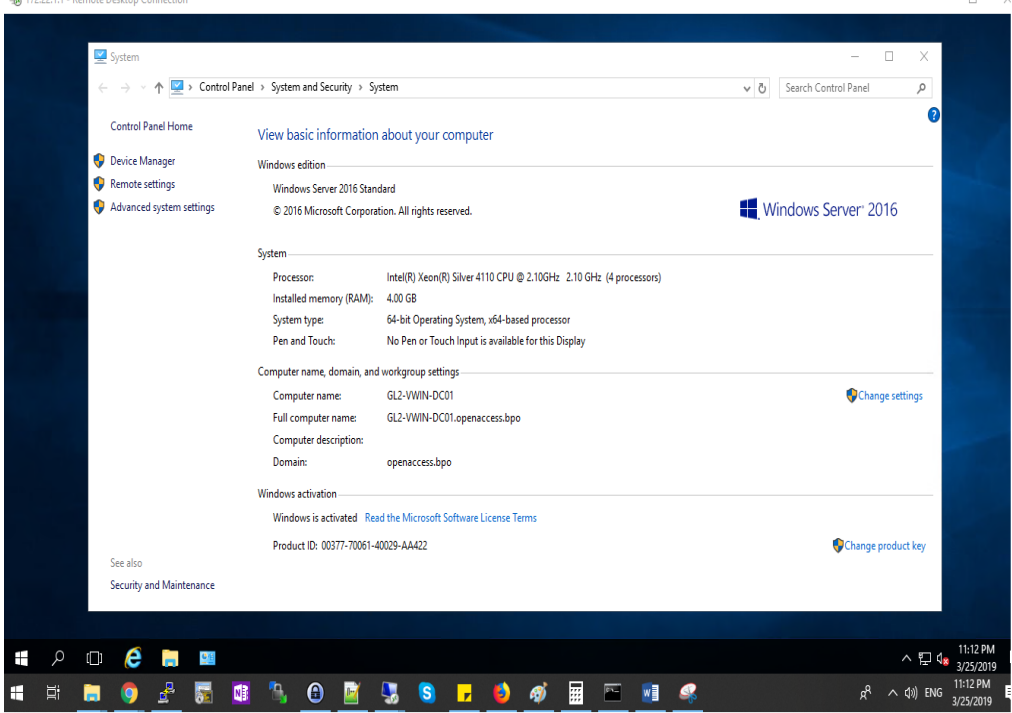
Note: If login account is lockout or forget password, kindly raised ticket in OSTicket and assign to ServerOps Team.

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.

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**.
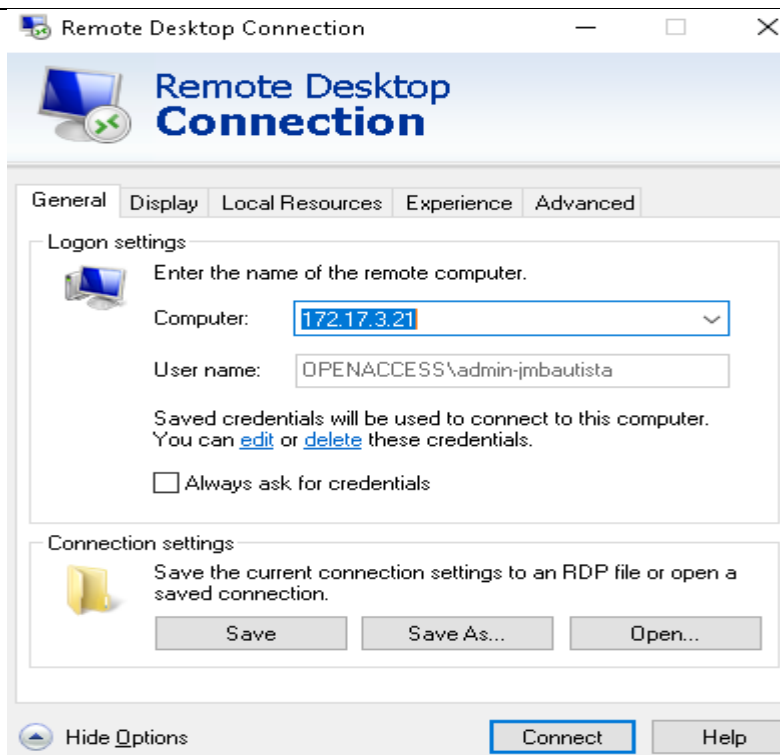
b. Uncheck **Always ask for credentials** and click **Edit.** Enter Password then click OK.
c. In Connection Setting, click **Save As** to save the RDP setting with your preferred location and preferred name.
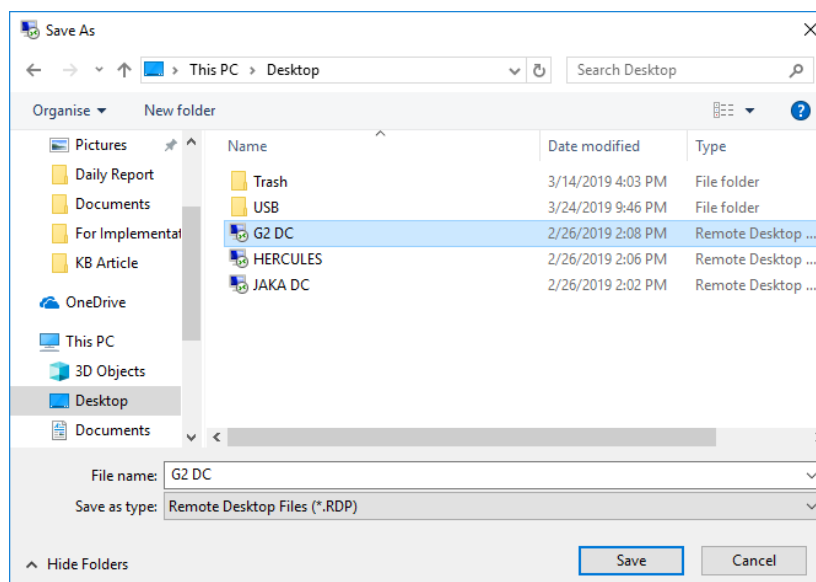
d. You can now connect to Windows Server by double clicking the saved connection setting on Desktop.