



# Remote Desktop **Connection**

## **Tutorial on getting started**

Spring 2020 (Rev. 4)

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# Preamble

This document shows how to connect to a Windows based UNT computer over Remote Desktop Connection. It includes steps on how to connect using Windows OS and Mac OS.

Please note, this service is only available to computers that CENG IT Services manages. In addition, prior access approval is required from CENG IT Services and your faculty. If you have any connection issues please see the troubleshooting common errors section of this document.

For Computers that are off campus, or over university WIFI. You will need to also use the University Cisco AnyConnect VPN service. Please see the VPN access guide on our website <https://itservices.engineering.unt.edu/faq>

The remote tools mentioned in this document are what we recommend for ease of use and support. However, any remote tool that supports Remote Desktop Connection (RDC) should work (Note, that support from CENG IT Services when using other remote tools will be limited).

If you need access approval, have any questions, or problems remotely connecting. Please contact CENG IT Services via ticket or email. <https://itservices.engineering.unt.edu/requesting-service>

# Part 1 – Remote Desktop (From Windows OS)

- **WARNING: Cisco AnyConnect is needed if connecting from off campus or over UNT WiFi. ( Please see VPN guide here: <https://itservices.engineering.unt.edu/faq> )**

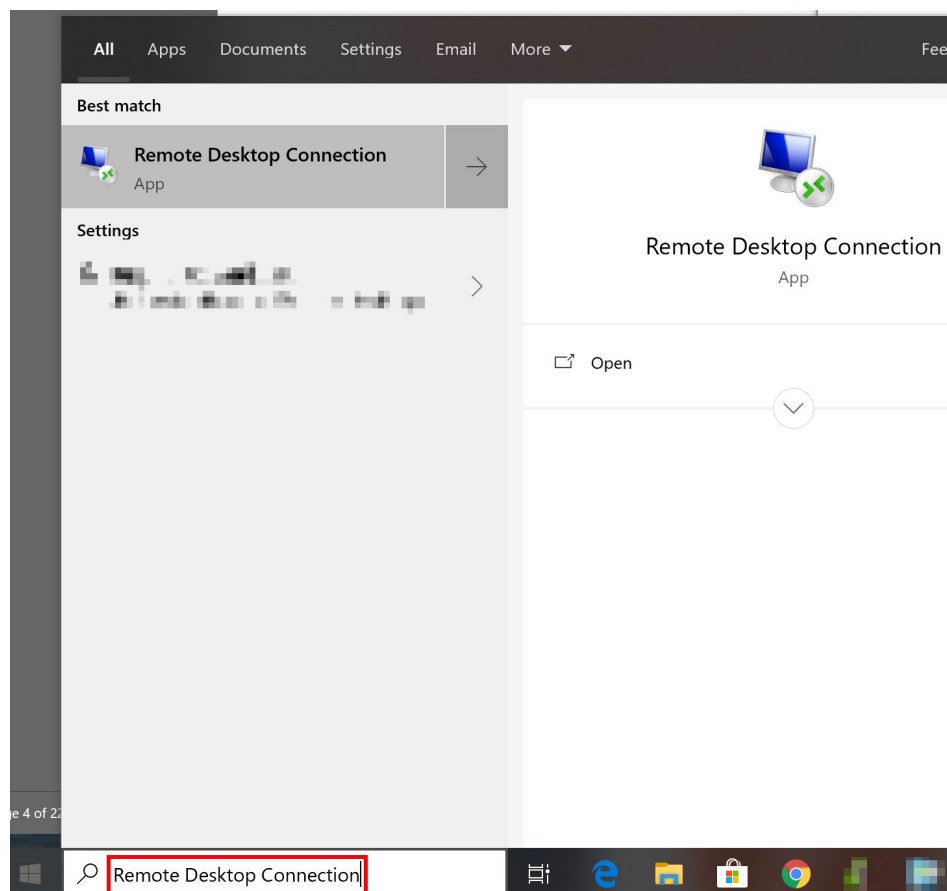
To connect to a Windows Based computer from a Windows computer you can utilize the Microsoft Remote Desktop Connection client application. This is built into any modern version of Windows Operating Systems.

- Note: The following do not include this software (Windows XP Home, Windows Vista Home, Windows 7 Home, or Windows 7 Starter.)

## **Step 1:**

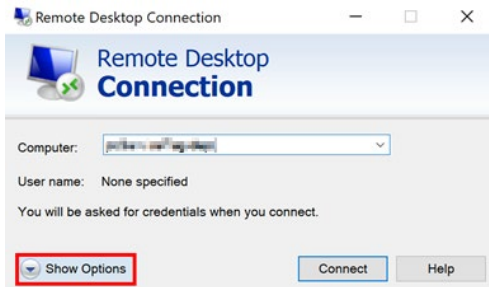
Click / open the  Start Menu

- Start typing **Remote Desktop Connection** and select the application



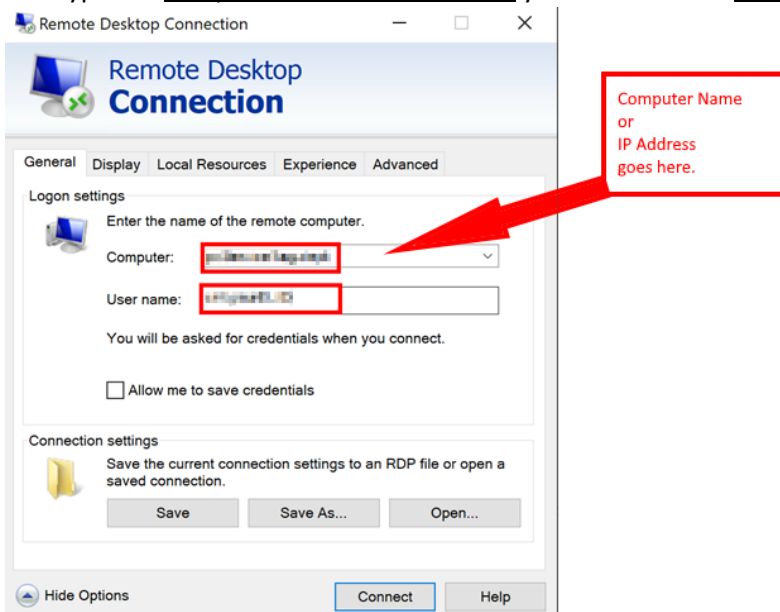
## Step 2:

- Click the **Show Options** button

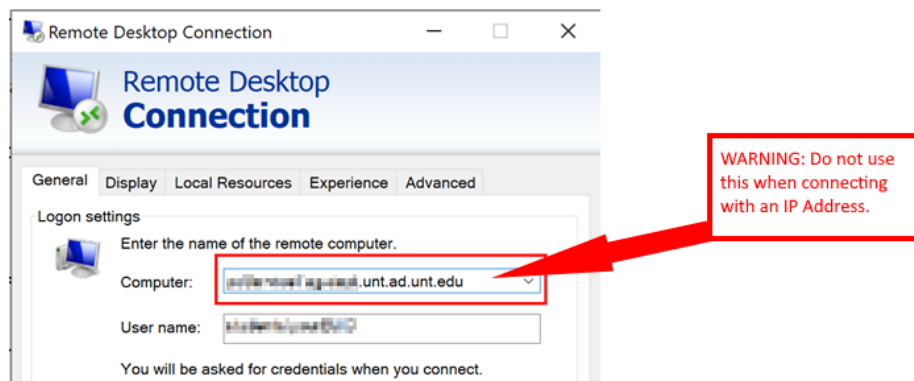


## Step 3:

- Type the computer name or IP address you would like to connect to in the **Computer** box



- **Warning: Some machines may have issues resolving a computer name.**
- Add ".unt.ad.unt.edu" to the end of your **PC name**.
- I.e. If your computer name was "pcG123B17-CENG"
- change it to "pcG123B17-CENG.unt.ad.unt.edu"



- Type your University credentials in the **User name** box
- Note: you need to add one of the following User Domains before your EUID
  - Students\

User name:  

- This is for Students

- UNT\

User name:  

- This is for Faculty, Staff, Paid Research, TA, TF, etc.

**Step 4:**

- Click the **Connect** button


***Note: Review the Troubleshooting Section of this document if you have issues connecting. As it covers the most common errors encountered when using Remote Desktop.***

# Part 2 – Remote Desktop (From Apple Mac OS)

- **WARNING: Cisco AnyConnect is needed if connecting from off campus or over UNT WiFi. ( Please see VPN guide here: <https://itservices.engineering.unt.edu/faq> )**

To connect to a Windows Based computer from a Mac OS computer you can utilize the Microsoft Remote Desktop app from the Mac App Store. This is a Free app published by Microsoft available from the Mac App Store.

## Step 1:

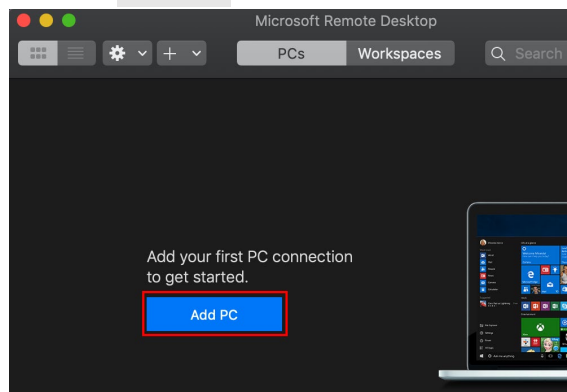
- Click / open the  App Store.
- Start typing **Microsoft Remote Desktop** and select **GET**



- After installation, Click / open the  Microsoft Remote Desktop app.

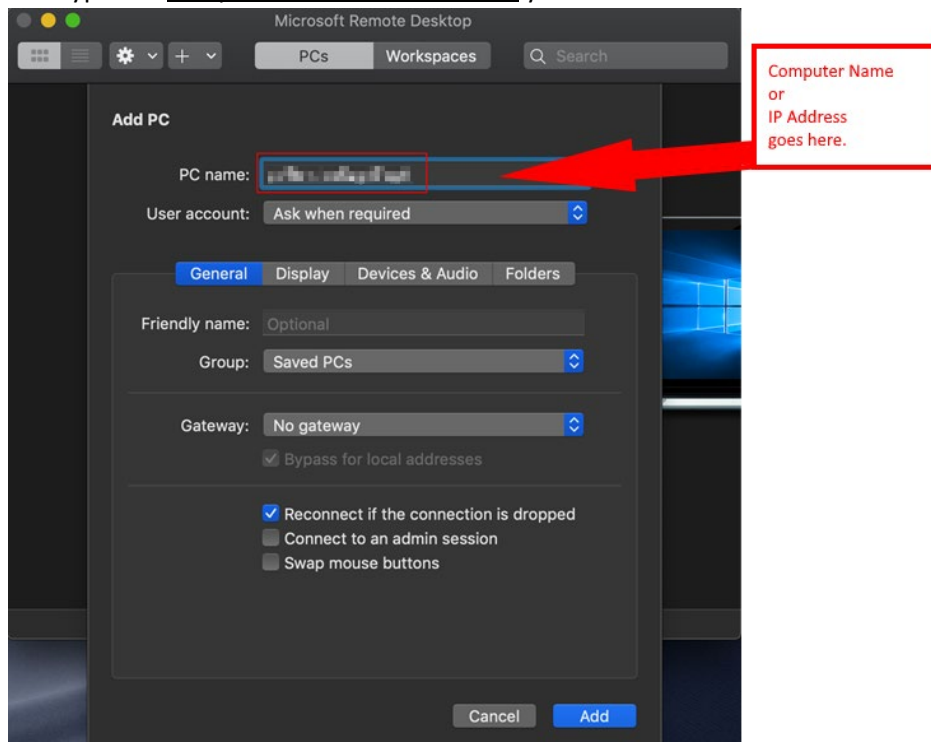
## Step 2:

- Click the **Add PC** button



### Step 3:

- Type the computer name or IP address you would like to connect to in the **PC name** box



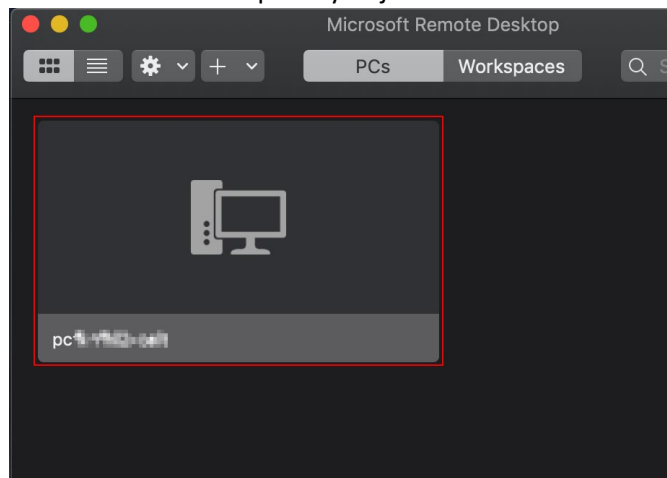
- Click the **Add** button

**Warning: Some machines may have issues resolving a computer name.**

- Add “ .unt.ad.unt.edu ” to the end of your **PC name** .
- I.e. If your computer name was “ pcG123B17-CENG ” change it to “ pcG123B17-CENG.unt.ad.unt.edu ”

### Step 4:

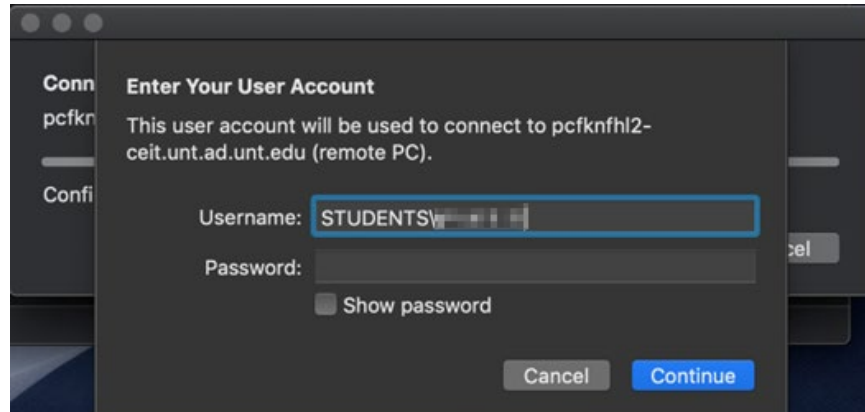
- Double click the computer you just added





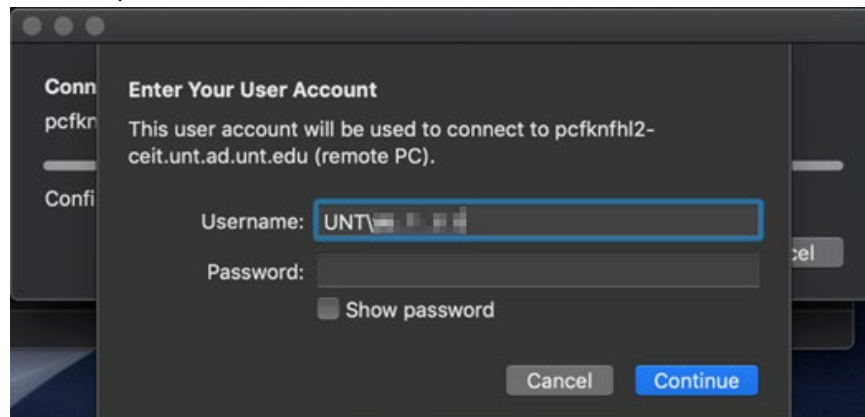
### Step 5:

- Type your University credentials in the **Username** box
- Note: you need to add one of the following User Domains before your EUID
  - Students\



- *This is for Students*

- UNT\



- *This is for Faculty, Staff, Paid Research, TA, TF, etc.*

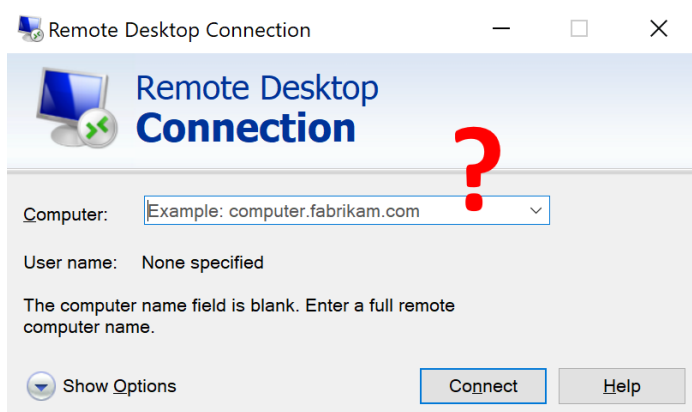
### Step 6:

- Click the **Continue** button

**Note: Review the Troubleshooting Section of this document if you have issues connecting. As it covers the most common errors encountered when using Remote Desktop**

# Part 3 – Troubleshooting Common Errors

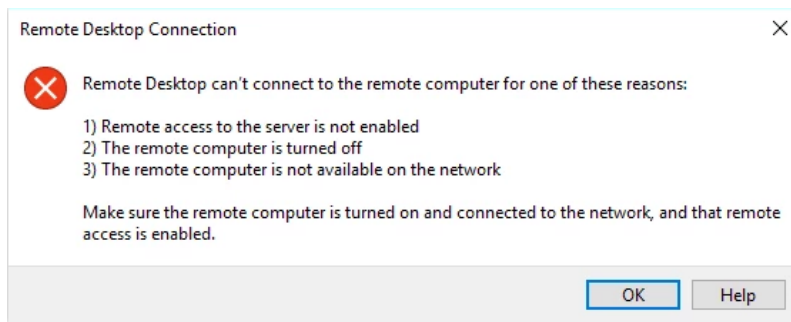
**ISSUE (Windows OS & Mac OS):** I don't know the machine name or IP of the computer I want to remote into.



**Solution 1 (If you are a student taking a class):** Contact your professor or TA. As they have list of what computer you can remote into.

**Solution 2 (If you are faculty, staff, research student):** Please contact CENG IT Services via ticket or email. <https://itservices.engineering.unt.edu/requesting-service>

**ERROR (Windows OS):** \*WARNING\* Remote Desktop can't connect to the remote...

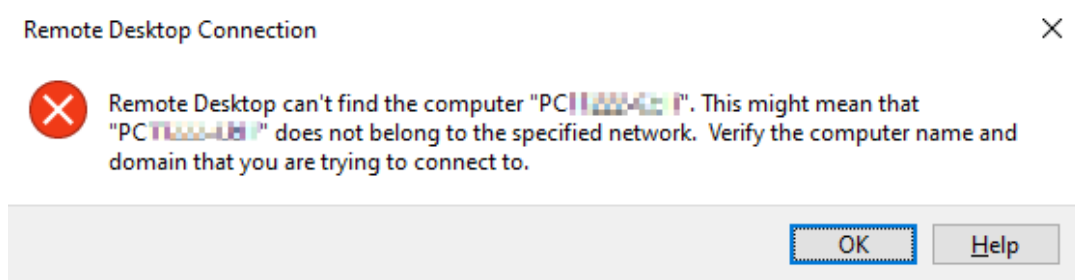


**FIX 1:** Verify you are running the University Cisco AnyConnect VPN. 

- You can find the VPN guide here ( <https://itservices.engineering.unt.edu/faq> )

## ERROR (Windows OS): **\*WARNING\* Remote Desktop can't find the computer...**

*This is an error that usually only happens on non UNT managed devices (I.e. Personal Computers).*

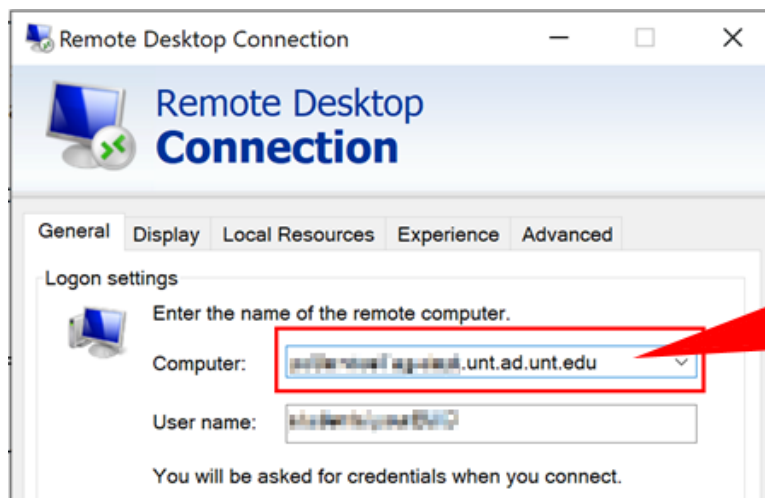


**FIX 1:** Verify you are running the University Cisco AnyConnect VPN. 

- You can find the VPN guide here ( <https://itservices.engineering.unt.edu/faq> )

**FIX 2:** This can be resolved by using the complete “Fully-qualified” computer name.

- Add “ .unt.ad.unt.edu ” to the end of your **PC name** .
- I.e. If your computer name was “ pcG123B17-CENG “
- change it to “ pcG123B17-CENG.unt.ad.unt.edu “

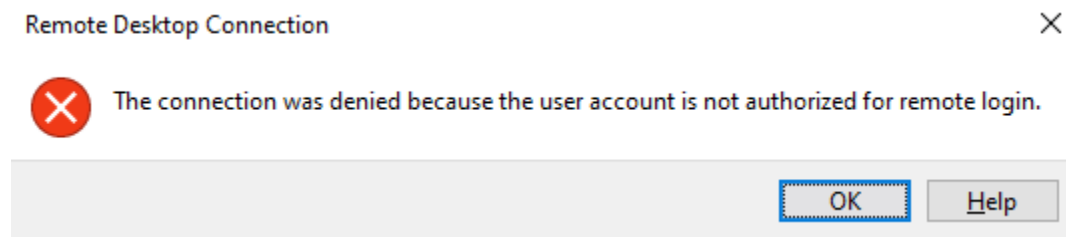


**WARNING:** Do not use this when connecting with an IP Address.

**WARNING:** Do not use this method if using an IP address.

## ERROR (Windows OS): **\*WARNING\* The Connection was denied because the user account...**

This error means the user account you are connecting with does not have remote access.



**FIX 1:** Make sure you are authenticating with your University EUID. Also, try using a different User Domain (I.e. UNT\ or STUDENTS\ ) before your EUID.

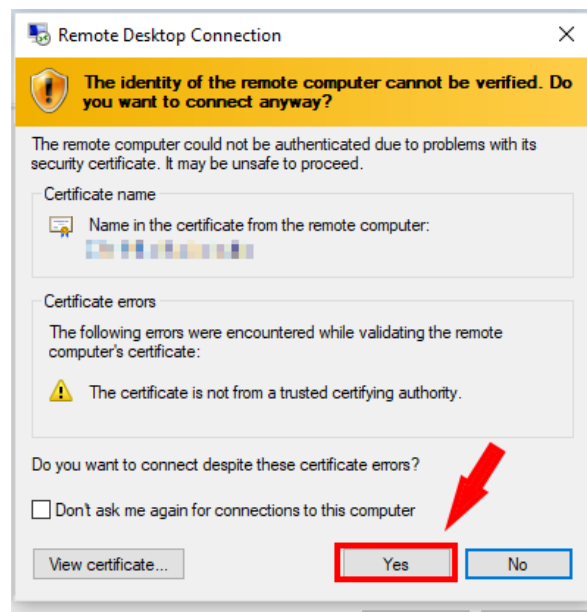


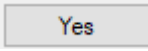
**FIX 2:** Verify you are connecting to the correct computer name.

**Important Note:** Prior access approval is required from CENG IT Services and your faculty to use the Remote Desktop service. Please contact CENG IT Services via ticket or email.

<https://itservices.engineering.unt.edu/requesting-service>

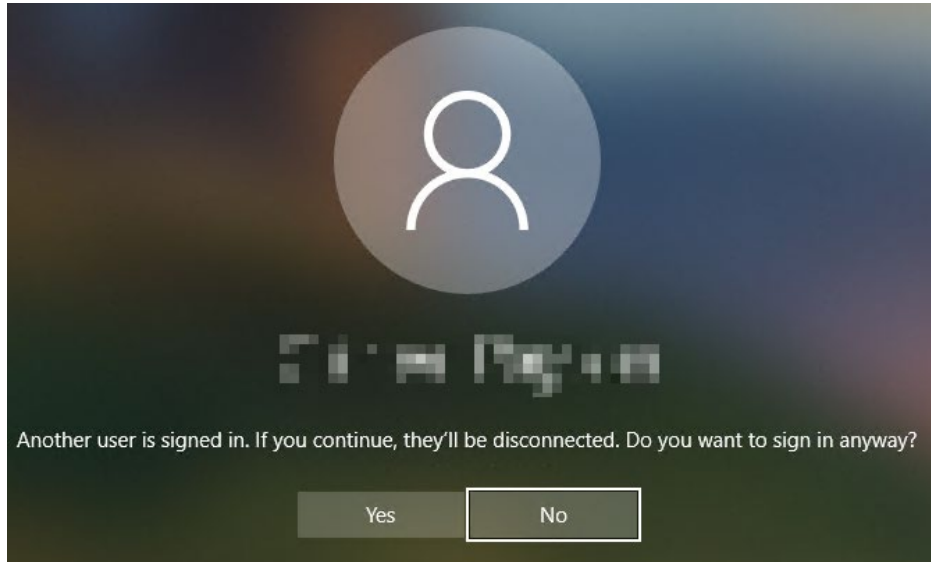
## WARNING (Windows OS): **\*WARNING\* The identity of the remote computer cannot be verified...**



**FIX:** This is a common error, as your computer doesn't have a certificate for the computer you are connecting to. You can click the  button.

**ERROR (Windows OS & Mac OS):** **Another user is signed in. If you continue, they'll be disconnected...**

*This error means there is another user currently logged onto the computer.*

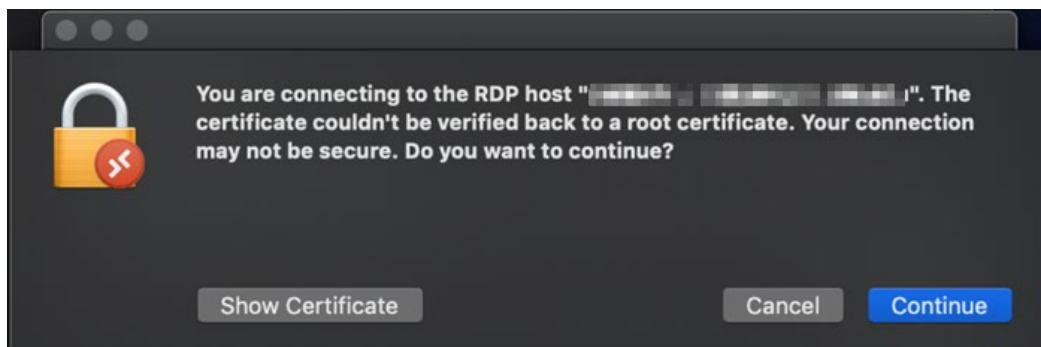


**FIX:** Click the **Yes** button to continue.

**Important Note:** Windows OS only allows for one active Remote Desktop user session at a time. If this is a shared computer or a lab desktop. Please be courteous and only use when the computer when authorized or scheduled.

**Note:** non-active user sessions will enter a locked state while another user is active. This should preserve open any open files and applications.

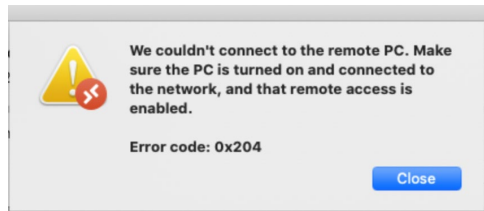
**ERROR (Mac OS):** **\*WARNING\* You are connecting to the RDP host... Certificate couldn't be verified...**



**FIX:** This is a common error, as your computer doesn't have a certificate for the computer you are connecting to. You can click the **Continue** button.

## ERROR (Mac OS): \*WARNING\* We couldn't connect to the remote PC... (Error code: 0x204)

This is an error that usually only happens on non UNT managed devices (I.e. Personal Computers).



**FIX 1:** Verify you are running the University Cisco AnyConnect VPN. 

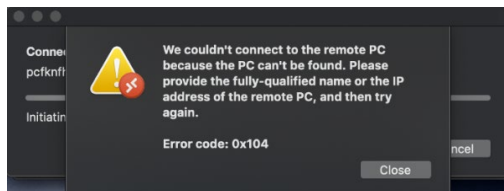
- You can find the VPN guide here ( <https://itservices.engineering.unt.edu/faq> )

**FIX 2:** If you are running MacOS Catalina (10.15), ensure you have installed the latest system updates. As there were bugs in the initial OS release that can cause issues with Remote Desktop.

**FIX 3:** If you are still having this error code **0x204** you can try installing the Beta Remote Desktop client ( <https://aka.ms/rdmacbeta> ). This is only recommended as a last resort fix. While the Beta has fixes for some errors it also may have bugs.

## ERROR (Mac OS): \*WARNING\* We couldn't connect to the remote PC because the PC can't be found ... (Error code: 0x104)

This is an error that usually only happens on non UNT managed devices (I.e. Personal Computers).

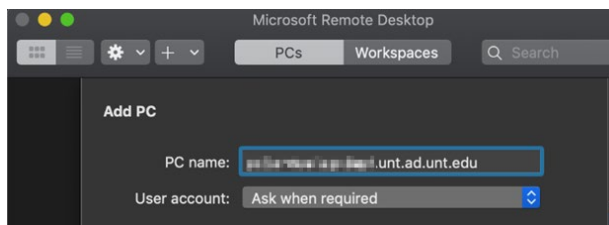


**FIX 1:** Verify you are running the University Cisco AnyConnect VPN. 

- You can find the VPN guide here ( <https://itservices.engineering.unt.edu/faq> )

**FIX 2:** This is can be resolved by using the complete "Fully-qualified" computer name.

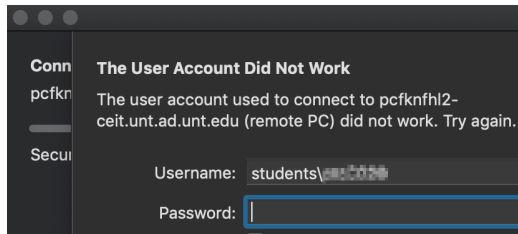
- Add " **.unt.ad.unt.edu** " to the end of your **PC name** .
- I.e. If your computer name was " pcG123B17-CENG "
- change it to " pcG123B17-CENG.unt.ad.unt.edu "



**WARNING: Do not use this method if using an IP address.**

## ERROR (Mac OS): **\*WARNING\* The User Account Did Not Work...**

*This error means the user account you are connecting with does not have remote access.*



**FIX 1:** Make sure you are authenticating with your University EUID. Also, try using a different User Domain (I.e. UNT\ or STUDENTS\ ) before your EUID.

**FIX 2:** Verify you are connecting to the correct computer name.

**Important Note:** Prior access approval is required from CENG IT Services and your faculty to use the Remote Desktop service. Please contact CENG IT Services via ticket or email.

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