

# ESET Tech Center

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## Remote Desktop protection secured with ESET Secure Authentication (ESA) says 'Incorrect password or username'

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<https://support.eset.com/kb6202>

### Issue

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You are trying to log on to a computer via Remote Desktop Protocol (RDP) secured by ESA, but the logon fails with message *"Incorrect password or username"*, even though you are using proper login credentials

If ESA RDP protection is uninstalled, RDP logon works

### Solution

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In order to use Remote Desktop protection, RD Session Host must be configured to use **SSL (TLS 1.0)** or **Negotiate** as instructed in the [product manual](#), chapter 11 **Remote Desktop Protection**.

To modify the settings on Windows Server 2008 or earlier, follow the instructions below:

1. Go to the **Start** menu → **Administrative Tools** → **Remote Desktop Services** → **Remote Desktop Session Host Configuration**.
2. In the **Connections** section, open **RDP-Tcp**.
3. Click the **General** tab.
4. In the **Security** section, the **Security Layer** setting must be set to **SSL (TLS 1.0)** or **Negotiate**.

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To modify the settings on Windows Server 2012, follow the instructions below:

1. Open **Server Manager**.
2. Click **Remote Desktop Services** from the left pane.
3. Open the **Collections** properties.
4. In the **Security** section, the **Security Layer** setting must be set to **SSL (TLS 1.0)** or **Negotiate**.

Tags

ESA

RDP