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

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https://support.eset.com/kb6202

Issue

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

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**.

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](ESA)
- [RDP](RDP)