Troubleshoot Windows RDP Access for Non-Administrator Accounts

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Use this article when a non-administrator account cannot connect to a Windows AIQ host using Remote Desktop. Coordinate changes with the system owner and follow access-control policy.

When to use this guidance

- A user can authenticate but cannot open an RDP session.
- The account is intended for operational access without local administrator rights.
- You need to separate Windows access issues from AIQ application issues.

Recommended approach

1. Confirm the host is reachable and RDP is enabled by policy.
2. Verify the user is allowed to log on through Remote Desktop Services.
3. Check local or domain group membership, Group Policy, and any deny-logon settings.
4. Review Windows event logs for the rejected session.
5. Apply the least-privilege group or policy change and retest.

Note: Do not grant local administrator rights simply to solve RDP access unless policy explicitly requires it.

Last updated: September 21, 2026

Revision #5
Created 2026-07-31 15:39:06 UTC by Admin
Updated 2026-10-16 18:31:25 UTC by mmora