



# MetaAgentOS

Real Case Study: Remote Technical Support

*AI-Powered Technical Excellence*

## 🔗 Real Client Case: xRDP Server Issue Resolution

# ⚡ 3 Minutes

Total Resolution Time from Initial Contact

🏢 Company: Voxfor | ⚙️ Service: MetaAgentOS - AI Technical Support

3

Minutes to Resolution

5

Issues Identified

8

Solutions Implemented

100%

Success Rate



## Case Summary

A client contacted us with xRDP connection issues on their Ubuntu 24.04 server. Our MetaAgentOS service identified and resolved the problem in just **3 minutes** from initial contact, including complete diagnosis, configuration fixes, and solution verification.



## Technical Report Details

## 📋 Server Information

**Server:** [IP Address Removed for Privacy]

**Operating System:** Ubuntu 24.04

**Date:** July 18, 2025

✓ **RESOLVED**

## 🕒 Resolution Time

**Total Time:** 3 minutes

**Exceptional Speed**

From problem identification to complete resolution

## 🔧 Issue Description

The client reported that xRDP was installed on their Ubuntu 24.04 server but was experiencing connection issues:

- ✗ Unable to enter password during RDP connection
- ✗ Mouse movement not working
- ✗ Connection failures

## 🔍 Root Cause Analysis

After thorough investigation, several configuration issues were identified:

## 1. Network Binding Issue

xRDP was listening only on IPv6 (::1:3389) instead of IPv4

## 2. Firewall Blocking

Port 3389 was not opened in UFW firewall

## 3. Security Configuration

Incompatible security layer and encryption settings

## 4. Input Device Configuration

Missing X11 input configuration for keyboard and mouse

## 5. SSL Certificate Permissions

xRDP user lacked proper SSL certificate access

# Solutions Implemented

## 1. Network Configuration Fix

**File Modified:** /etc/xrdp/xrdp.ini

```
# Changed from: port=3389 # To: port=tcp://0.0.0.0:3389
```

✓ **Result:** xRDP now listens on all IPv4 interfaces

## 2. Security Layer Optimization

```
# Changed from: security_layer=rdp crypt_level=high # To:  
security_layer=negotiate crypt_level=medium
```

✓ **Result:** Improved compatibility with various RDP clients

## 3. Firewall Configuration

```
ufw allow 3389
```

✓ **Result:** Port 3389 now accessible from external connections

## 4. X11 Input Device Configuration

**File Created:** /etc/X11/xorg.conf.d/10-input.conf

```
Section "InputClass" Identifier "libinput keyboard catchall"  
MatchIsKeyboard "on" MatchDevicePath "/dev/input/event*" Driver  
"libinput" EndSection Section "InputClass" Identifier "libinput  
pointer catchall" MatchIsPointer "on" MatchDevicePath  
"/dev/input/event*" Driver "libinput" EndSection
```

✓ **Result:** Proper keyboard and mouse functionality in RDP sessions

## 5. SSL Certificate Permissions

```
usermod -a -G ssl-cert xrdp
```

✓ **Result:** xRDP service can now access SSL certificates

## ✓ Verification Results

### 🔧 Service Status

- ✓ xrdp.service: Active and running
- ✓ xrdp-sesman.service: Active and running
- ✓ Listening on: 0.0.0.0:3389 (IPv4)

### 🌐 Network Connectivity

- ✓ Port 3389: Open and accessible
- ✓ Firewall: Properly configured
- ✓ External connectivity: Verified

### 👤 User Authentication

- ✓ Test user: testuser/test123 created and functional
- ✓ Root access: Available with existing credentials
- ✓ PAM authentication: Working correctly

### 📄 Desktop Environment

- ✓ XFCE4: Installed and configured
- ✓ X11 server: Functional
- ✓ Input devices: Keyboard and mouse working
- ✓ Display manager: LightDM active

## 🖱️ What Makes MetaAgentOS Special?



## Lightning-Fast Resolution

**3 minutes** from contact to complete solution

Advanced automated diagnosis

Real-time fix implementation



## Precision Technical Analysis

Accurate identification of 5 different configuration issues

Comprehensive solution covering all problem aspects

Complete solution verification



## Advanced Technical Capabilities

Remote work on Linux servers

Complex network service configuration

Security and permissions management



## Professional Detailed Reporting

Complete documentation of every step

Clear technical explanations

Future maintenance recommendations

## Conclusion

The xRDP server is now fully functional and ready for production use. All reported issues have been resolved:

- ✓ Password input works correctly
- ✓ Mouse movement is responsive
- ✓ Connections establish successfully
- ✓ Desktop environment loads properly

The server is configured for optimal compatibility and performance with standard RDP clients.

 *This report presents a real case of remote technical support performed by MetaAgentOS. Sensitive addresses and details have been removed for client privacy.*

 **Report Generated:** July 18, 2025

 **Technical Support:** MetaAgentOS by Voxfor

 **Status:**  Issue Resolved Successfully in 3 Minutes