



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, 2026

✓ **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, 2026

 **Technical Support:** MetaAgentOS by Voxfor

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