

# Frequently asked questions

## Remote desktop clients

### What desktop remote access client do you recommend?

Currently X2GO is the only supported client for Linux servers. [Download X2GO client here.](#)

To connect to Windows server please use Microsoft Remote Desktop or [Remmina](#).

### What operation system is supported by X2GO desktop remote access client?

Client X2GO is supported by Microsoft Windows, Apple Mac OS X, Ubuntu/Debian, Raspbian, Fedora, Redhat and FreeBSD. Download sources for manual installation [here](#).

### How to use X2GO client?

For user manual please use documents on a [X2Go website](#).

### Can I use Microsoft Remote Desktop?

Yes, but only for Windows-based virtual servers.

### How to connect to Windows server from a Linux workstation?

You can use Remmina remote desktop application for Linux and other Unixes. For more information please visit a [product website](#).

### What is Remmina client?

Remmina is a free and open-source remote desktop client written in GTK+ and supports multiple network protocols in an integrated and consistent user interface. Currently RDP, VNC, NX, XDMCP and SSH are supported. For more information please visit [product website](#).

# Frequently asked questions

## Supported browsers

- We are recommending desktop variant of Google Chrome (version 40 and above).
- Mozilla FireFox (version 35 and above) is also supported.
- Support for Microsoft Internet Explorer 11 and Microsoft Edge is limited.
- Other browsers are not supported.

## Supported resolution

- XGA (1024 × 768) and HD (1280 × 720) on projectors
- WXGA (1280 × 800 and 1366 × 768) on laptops
- All common desktop resolutions including WSXGA+ (1680 × 1050), UXGA (1600 × 1200), FullHD (1920 × 1080) and higher

## Virtual Environment Ubuntu screen is freezing randomly while using X2Go

Besides possible performance issues this can be caused by incompatibility of sound card. It can be solved by disabling audio support in X2Go - Session > Preferences > Media > Sound support

## Closed remote proxy connection

It may happen that you can get following message when trying to connect to remote desktop.

 The remote proxy closed the connection while negotiating the session. This may be due to the wrong authentication credentials passed to the server.

## Workaround 1

Initial workaround is to remove all opened sessions from your local `~/x2go` directory:

```
rm -f ~/.x2go/S-*
```

When connecting to server remember to terminate old session(s) and start a new session.

## Workaround 2

If workaround 1 did not help:

- repeat workaround 1 to avoid sessions mess
- login to your x2go remote server and remove .Xauthority file in your home directory on the remote server:

```
rm -f ~/.Xauthority
```

- try X2go again

## Workaround 3

If workaround 1+2 did not help:

- repeat workaround 1+2 to avoid sessions mess
- login to your x2go remote server and remove .ICEauthority file in your home directory on the remote server:

```
rm -f ~/.ICEauthority
```

- try X2go again

## Wrong version or invalid session authentication cookie

### Symptoms

Message in x2go log while connecting to server:

```
Loop: PANIC! The remote NX proxy closed the connection.
Error: The remote NX proxy closed the connection.
Loop: PANIC! Failure negotiating the session in stage '7'.
Error: Failure negotiating the session in stage '7'.
Loop: PANIC! Wrong version or invalid session authentication cookie.
Error: Wrong version or invalid session authentication cookie.
```

This seems to occur sometimes after reboot of server while some users were still connected.

### Workaround

- login to your x2go remote server via ssh and remove +re-create x2go sessions database file in your home directory on the remote server:

```
rm -f /var/lib/x2go/x2go_sessions
x2godbadmin --createdb
```

- try X2go again

Inspired by <https://bugs.x2go.org/cgi-bin/bugreport.cgi?bug=323>

## How to solve cygwin unprotected key problem?

I can't connect to server using SSH key from Cygwin. I found, that I can't change ssh key file permission.

```
WARNING: UNPROTECTED PRIVATE KEY FILE!
To resolve this copy your SSH key to /tmp/mysshkey:
mkdir /tmp/fermin
cp ~/.ssh/id_rsa /tmp/fermin
chmod 600 /tmp/fermin/id_rsa
ssh -l fermin -i /tmp/fermin/id_rsa localhost
```