



This guide is an overview of common issues you might be experiencing with your remote desktop session. We will be covering reasons and solutions why Hamachi and RDP Wrapper might be causing your remote desktop session not to work.

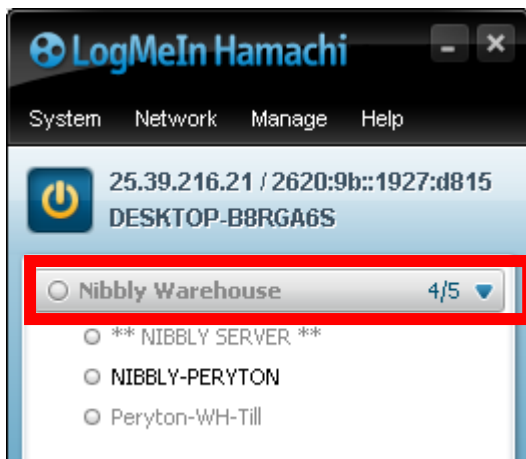
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Hamachi is offline.



*Click on the Power On button to Switch on **Hamachi** if it Shows offline underneath the IP address.*

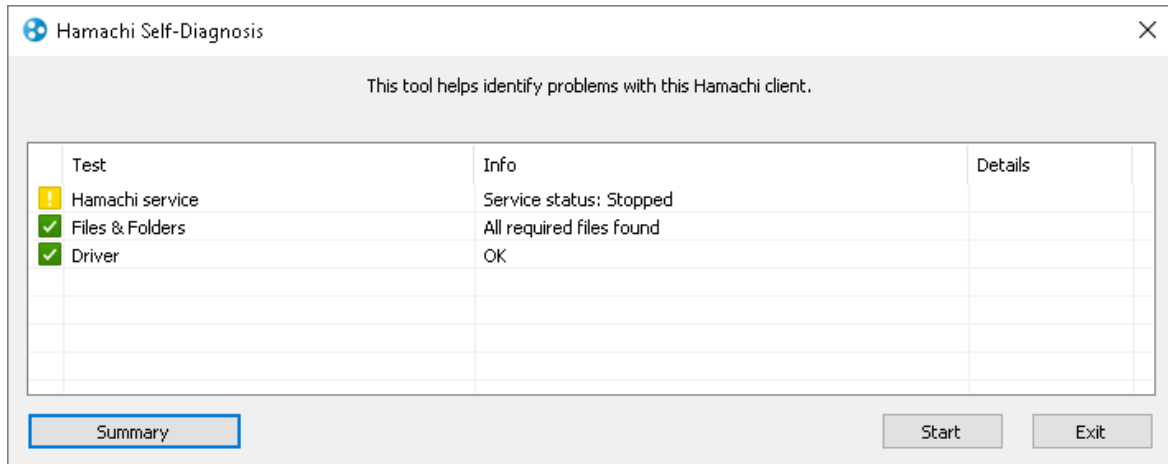
Hamachi Network is offline.



*Right Click on the **Network Name** and click on "Go Online" if the Network Name is greyed out.*

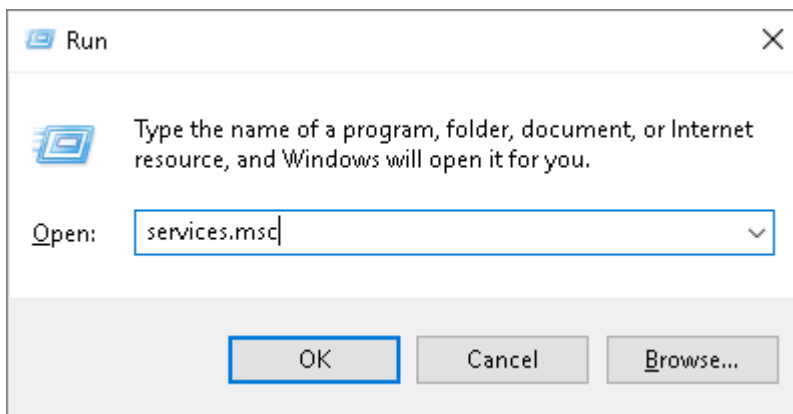


Hamachi Service not running.



On the keyboard press and hold Windows Key and press R

A Run Command box should open up. Type in **services.msc** in the Run Command screen and Press Enter on the keyboard



The Services screen will now open.

Scroll to **LogMeIn Hamachi Tunneling Engine**.

Right click on **LogMeIn Hamachi Tunneling Engine** and click on start.

Close the Services screen and open Hamachi again.



Hamachi Server Denied Access

Please Note:

This procedure should only be done by your IT Administrator.

The following procedure will create a new Hamachi IP address and leave the Hamachi Account and Network.

All printer shares on the remote profile/(s) will need to be recreated.

1. Stop Hamachi Service

On the keyboard press and hold Windows Key and press R

*A Run Command box should open up. Type in **services.msc** in the Run Command screen and Press Enter on the keyboard*

The Services screen will now open.

*Scroll to **LogMeIn Hamachi Tunneling Engine**.*

*Right click on **LogMeIn Hamachi Tunneling Engine** and click on stop.*

2. Browse to "C:\WINDOWS\ServiceProfiles\LocalService\AppData\Local\LogMeIn Hamachi" and delete all files in this folder.

3. Start Hamachi Service

On the keyboard press and hold Windows Key and press R

*A Run Command box should open up. Type in **services.msc** in the Run Command screen and Press Enter on the keyboard*

The Services screen will now open.

*Scroll to **LogMeIn Hamachi Tunneling Engine**.*

*Right click on **LogMeIn Hamachi Tunneling Engine** and click on start.*

4. Attach to Hamachi Account

5. Join the Hamachi Network



Hamachi Failed to Connect to Engine

1) Stop the Hamachi service

On the keyboard press and hold Windows Key and press R

*A Run Command box should open up. Type in **services.msc** in the Run Command screen and Press Enter on the keyboard*

The Services screen will now open.

*Scroll to **LogMeIn Hamachi Tunneling Engine**.*

*Right click on **LogMeIn Hamachi Tunneling Engine** and click on stop.*

2) Remove all files in this directory:

C:\Users\"USERNAME"\AppData\Local\LogMeIn Hamachi

“USERNAME” refers to the username of the profile for example “Administrator”

Needs to removed from each user account

3) Start the Hamachi Service

On the keyboard press and hold Windows Key and press R

*A Run Command box should open up. Type in **services.msc** in the Run Command screen and Press Enter on the keyboard*

The Services screen will now open.

*Scroll to **LogMeIn Hamachi Tunneling Engine**.*

*Right click on **LogMeIn Hamachi Tunneling Engine** and click on start.*



Understanding Hamachi colour codes

Hamachi Partner is offline

- If Hamachi is online and the network is online but the you wish to connect to is offline (displaying a grey circle next to the computer name), the person operating the pc needs to follow above procedures.

Hamachi local or Partner Relayed connection

- If Hamachi is online and the network is online and the computer you wish to connect to is online but the computer you wish to connect to is displaying a blue circle instead of a green circle then either your internet or the computer you wish to connect to internet is either having a problem or is simply too slow.

Hamachi Direct Tunnel Connection

- If Hamachi is online and the network is online and the computer you wish to connect to is online and the circle next to computer name you wish to connect to is displaying green then Hamachi should be ready to connect.

Other Reasons why your remote desktop session might not be working

- A Firewall might be blocking the Hamachi service. (contact your local IT administrator)
- RDP Wrapper might be non operational on the server pc due to a Windows update.



RDP Wrapper is a service which allows multiple Windows User profiles to be accessed simultaneously. This service should only be installed by your IT Administrator but can be maintained by the end user (If security policies allow it).

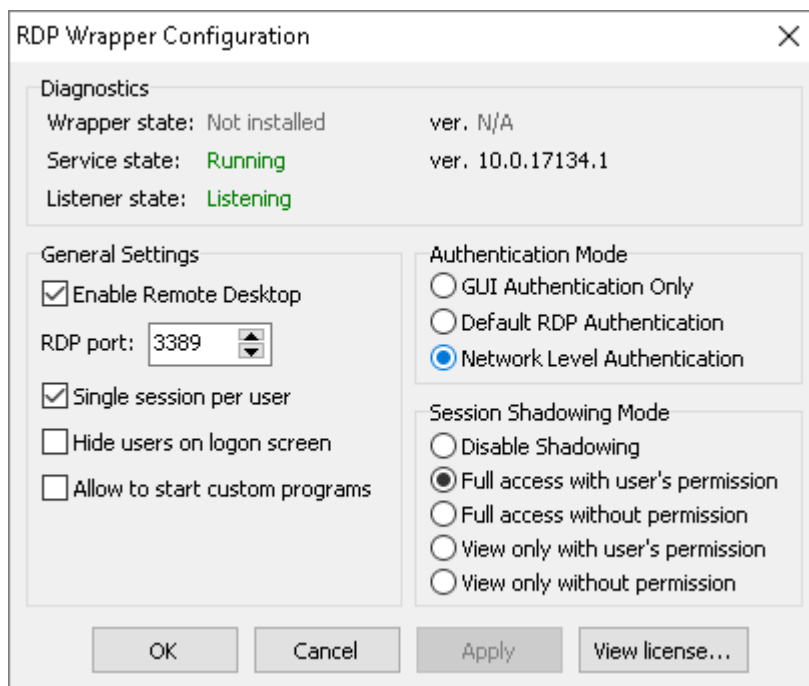
Generally the only reason why this service would stop working is due to a Windows update.

Check with your local IT administrator where this folder is but generally speaking the folder should be on the C: drive under the folder RDP Wrap.

It that folder are a few files and applications.

Double click on the application called RDPCConf.exe.

The follow window should open:



- If Wrapper state: Not installed then open “install.bat” and close and reopen the “RDPCConf.exe”.
- If Wrapper state: Installed but Service state is not running and /or Listener state is not listening, open “update.bat” and close and reopen the “RDPCConf.exe”.