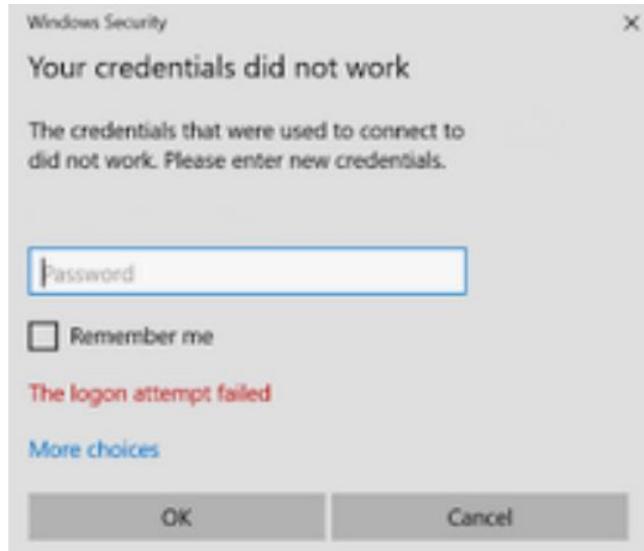


How to resolve “The logon attempt failed” error while trying to connect with the ACE server?

This issue occurs if you have entered an incorrect username or incorrect password.



Solution:

It can be resolved by resetting the password through the [Selfcare portal](#) (If already enrolled with it).

Or

If you are not enrolled on the selfcare portal, please send us an authorization email at support@acecloudhosting.com using your registered email address so that we can reset and share a new password link with you.

Note: Once you have a new password with you, please enroll on the [selfcare portal](#) using your username and working password to recover the password in future. Please follow the [SOP guide](#) for this.

If the problem is still not resolved, please connect with the ACE Support for further assistance.