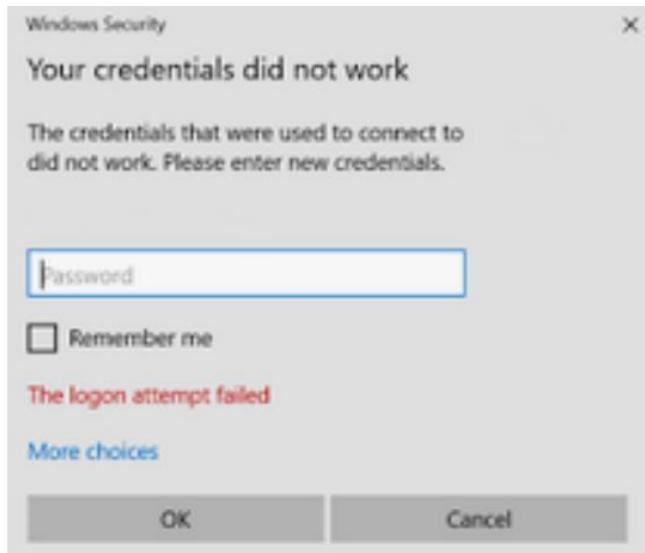


How to resolve “The logon attempt failed’ error while trying to connect with the Ace server?

Meta Title: How to Resolve “The Logon Attempt Failed’ Error While Trying to Connect with the Ace Server?

Meta Description: Learn how to fix the 'logon attempt failed' error when connecting to the Ace server with our step-by-step troubleshooting guide.

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



Learn how to resolve “The logon attempt failed’ error while trying to connect with the Ace server by following the below steps:

- Ensure the username you are entering is correct. (Use Myreldata\”username “)
- Reset the password through the [Selfcare portal](#) (if you are already enrolled in it). 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 your password 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. Follow the [SOP guide](#) for this.

Conclusion: "The logon attempt failed" error typically occurs when you're trying to connect to a remote desktop session and the authentication process fails.

If you're still having trouble resolving "The logon attempt failed" error while trying to connect with the Ace server and need more help, feel free to contact us at +1-855-223-4887.