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Visitor Details

#75356 Alexis

Email: alexisa@sentryusa.com  16057530880

Department: Support(QB & App Hosting)

Operator:

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

Alexis	Hello, I am your Acebuddy
Acebuddy	Hello Alexis Alholinna, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Alexis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alexis	I'd like to report an Issue
Acebuddy	Please select an option!
Alexis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Alexis	Windows 11 not saving remote desktop credentials and I have to type in my password every time I log in now
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.

Alexis	Hi Sharath
Sharath Kumar	Hi Alexis, let me provide you with a new RDP session and could you try saving the credentials on this one to check if that
Alexis	Okay I can try that, currently I've tried to edit and replace credentials in the Credential Manager but it does not work. The
Sharath Kumar	I see, it could be possible that server has set policies so that users cannot save password due to security reasons. If that i
	let me check that on the server first
Alexis	How can I fix it? I don't think we use a server
Sharath Kumar	The ace remote session that you connect to is actually a server. So the security team must have implemented those restr
Alexis	Oh I understand
	I just had a Windows 10 computer and my credentials would save which was nice, it's only now that I'm on Windows 11 th
Sharath Kumar	I don't see such restrictions at the moment, but I will definitely check with the team if this is known issue or something we
Alexis	Okay thank you
Sharath Kumar	let me provide you with a new RDP file in the meantime
Alexis	Okay
	<i>7:51:12 PM Sharath Kumar is sharing a file with you</i> <u>Sentry_Alexis@myrealdata.net.zip</u> - (Size:790 Bytes)
	Trying it now
Sharath Kumar	Alexis, I checked with the team and got to know that this is infact due to Windows 11 feature update
	Unfortunately, I am sure that it is NOT going to work.
Alexis	you are correct, that is unfortunate
Sharath Kumar	[Windows 11 22H2 - Can't use saved credential - Microsoft Q&A](https://learn.microsoft.com/en-us/answers/questions/102)
	Somewhere on this official Windows blog there is a suggestion on how to make it work.
	Since it has to be done on your personal computer, I won't be able make those changes
Alexis	That is fine, I will look into it, thank you for your help
Sharath Kumar	My pleasure, anything else that may assist you right now?
Alexis	No thank you
Sharath Kumar	Alright, in that case, I wish you have a wonderful day ahead.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Alexis Alholinna has ended this chat session

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He

Visitor Details

#74972 Fenil Shah

Email: tax@sktaxaddison.com  8473508121

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Fenil Shah Hello, I am your Acebuddy

Acebuddy Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Fenil Shah Managed IT

Acebuddy Please wait while we connect you to an available Representative.

Acebuddy (bot) forwarded the chat request

Deepak Taneja declined the transfer request.

Himanshu accepted the chat transfer request.

Himanshu Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today.
How may I help you.

Fenil Shah id- 670659

Himanshu May i know you company name ?

Fenil Shah any update about this ticket ?

	Sk tax Addison
Himanshu	Sure, i ll connect you with the concerned team.
	<i>Himanshu is transferring the chat to Support(QB & App Hosting).</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Fenil Shah	ya
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Hello Himanshu , we have shared the backup data for Chirag.
Fenil Shah	I,ll Check
Anjainay Singh	Sure
	If your issue is resolved you may end this chat .
Fenil Shah	Share the link here in this chat
Anjainay Singh	Sure allow me just few moment .
Fenil Shah	ya sure
Anjainay Singh	<u>https://we.tl/t-m5BVls0Jvh</u>
Fenil Shah	wait for 5 minute i'll chck
Anjainay Singh	Sure.
Fenil Shah	please send link in the mentioned email
Anjainay Singh	sure
Fenil Shah	yeh
	let me know once you sended
Anjainay Singh	Could you please confirm the email address so that we can assure that data is send to right email address.
Fenil Shah	tax@sktaxaddison.com
	please
Anjainay Singh	We have already send an email to mentioned email address please check and confirm .
Fenil Shah	i still haven't received any email from you
Anjainay Singh	Please let me check at my end .
Fenil Shah	ya please
Anjainay Singh	I have resend it , please check and confirm .
Fenil Shah	ya wait
	can you please share link in this email ID: fenil.ustax@gmail.com
	yes received thank you
Anjainay Singh	I have send it to another email address as well .

Please let us know whether your issue is resolved .

Are we connected here?

Are we connected here?

Are we connected here?

As there is no response from your end so we are closing this chat .

Anjainay Singh has ended this chat session

Ch

He

Visitor Details

#75404 aaronmoak

Email: aaronmoak@yahoo.com  12253246008

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: GREENWELL SPRINGS

State: Louisiana

Country: UNITED STATES

Chat Transcript

aaronmoak Hello, I am your Acebuddy

Acebuddy Hello Aaron Moak, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

aaronmoak Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

aaronmoak

	I'd like to raise a Request
Acebuddy	Please select your request type.
aaronmoak	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
aaronmoak	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Ch

He

Visitor Details

#75379 Marie Barrett

Email: marie@bizprofitpartners.com  12818980961

Department: Support(QB & App Hosting)

Operator: Rohan

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 47 Secs

City: MAGNOLIA

State: Texas

Country: UNITED STATES

Chat Transcript

Marie Barrett	Hello, I am your Acebuddy
Acebuddy	Hello Shawn Marie Barrett, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Marie Barrett	Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Marie Barrett	I'd like to report an Issue
Acebuddy	Please select an option!
Marie Barrett	Password Reset
Acebuddy	Please select an option below
Marie Barrett	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset.
	Do you need any further assistance on the topic?
Marie Barrett	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
Marie Barrett	Good afternoon Rohan
Rohan Prajapati	Hello Shawn, How are you doing today ?
Marie Barrett	Well, thank you. How are you today? My I please receive an email with a new download link and new password for Tiffany.
Rohan Prajapati	I will surely help you with this.
	Kindly allow me 5-6 minutes to check the same.
Marie Barrett	We are moving her from MAC to a Windows computer and she doesn't remember what her password is and the original or the number 1-800-432-1585 keeps saying the call cannot be completed at this time
Rohan Prajapati	Thank you for all the informations
	Kindly allow me 4-5- minutes to check the same. (Edited)
	Thanks for the waiting (Edited)
	https://we.tl/t-C7gYmEl6ko
	I have uploaded the RDP file on this link and I would request you to please ask the user to try to login again using the existing credentials.
	<i>The visitor's phone number was changed to 12818980961.</i>
Marie Barrett	that goes to some weird website
	I actually found the MY Portal login
	can I download it from there?
	and resent the password there?
Rohan Prajapati	

That's not weird. It's a Portal to transfer files. Please download the RDP file from that website
I would request you to please try to login again using the existing Password as I've have made few changes
If it still doesn't work, then you can ask [Marie](#) to reset the Password through the My Portal

Marie Barrett i dont have a login to this website

Rohan Prajapati That's Great, You can also download the RDP file from the My Portal

Marie Barrett I am Marie. I can do the password yes.

Thank you

sorry to have bothered you.

have a wonderful day

Rohan Prajapati Not an issue at all

Is there anything else I may help you with ?

Marie Barrett that is all for now, thankyou

Rohan Prajapati Thanks for the confirmation !

Thank you for choosing ACE cloud Hosting, you have a wonderful day.

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr

Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<https://selfcare.acec>)

For self-help, check out our Knowledge Base (<https://www.acecloudhosting.com/knowledgebase/>)

Rohan Prajapati has ended this chat session

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Visitor Details

#76335 bstedmancpa

Email: bstedmancpa@ideaone.net ☎ 7013563101

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: WEST FARGO

State: North Dakota

Country: UNITED STATES

Chat Transcript

bstedmancpa	Hello, I am your Acebuddy
Acebuddy	Hello Bstedmancpa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bstedmancpa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bstedmancpa	I'd like to raise a Request
Acebuddy	Please select your request type.
bstedmancpa	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
bstedmancpa	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!
	<i>Acebuddy has ended this chat session</i>

Ch

He

Visitor Details

#76284 jjtrujillo

Email: joe@alliedtaxaz.com  16029318689

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

jjtrujillo Hello, I am your Acebuddy

Acebuddy Hello Jjtrujillo, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

jjtrujillo Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

jjtrujillo I'd like to raise a Request

Acebuddy Please select your request type.

jjtrujillo Application Update

Acebuddy Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been

Typically, the application update is performed overnight.

Do you need any further assistance on the topic?

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

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He

Visitor Details

#75012 Mariella Cashen

Email: mariella@integritybp.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 8 Secs

City: LAS VEGAS

State: Maryland

Country: UNITED STATES

Chat Transcript

Mariella Cashen	Hello, I am your Acebuddy
Acebuddy	Hello Mariella, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mariella Cashen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mariella Cashen	I'd like to report an Issue
Acebuddy	Please select an option!
Mariella Cashen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mariella Cashen	I cannot open a file that I have access to
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Mariella Cashen	Hello. Thank you
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Mariella Cashen	Mariella@integritybp.com
	Mariella Cashen
Shivam Singh	Kindly allow me two minutes to check the same.

Mariella Cashen	Of course
Shivam Singh	Thanks for your patience
	Could you please provide more details about the issue you're experiencing? Any additional information you can share will
Mariella Cashen	Yes. There's a folder I need to get into, and every time I try it gives me an error message saying "Windows cannot access t
Shivam Singh	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important documents at your end.
Mariella Cashen	yes you may
	Done
Shivam Singh	Thanks for the confirmation
	could you please redirect me to the folder location .
	thnaks
	I checked and would like to inform you that you need permission for this to access the folder
Mariella Cashen	I have had permission prior to today. Could you check to see if my boss Jason Barth asked for permission for me?
Shivam Singh	We need approval from the POC to provide you the rights to access.
Mariella Cashen	How do I get this?
Shivam Singh	Please let me look into this.
Mariella Cashen	Is Jason Barth the POC?
	Thank you
Shivam Singh	Allow me 5 minutes to check If we have any ticket corresponding to the request you have mentioned.
Mariella Cashen	Thank you
Shivam Singh	Yes, as I checked. I found 2 tickets specifically mentioning the folder permission allow me some time to look into it
Mariella Cashen	Sure thing
Shivam Singh	Could you please try accessing the folder again
	Let me check as to why is it restricting you.
	Allow me sometime to traverse through the ticket related to folder permission.
	Kindly stay connected.
Mariella Cashen	will do
Shivam Singh	As we checked the reason you are not able to access these files is that you don't currently have Excel access.
Mariella Cashen	Weird. How do I fix that?
Shivam Singh	We need to get the approval from the POC to provide you with the excel access
Mariella Cashen	I am sure he sent a request giving me excel access. Can you check please?
Shivam Singh	It can be fixed, once you have the excel access.

Mariella Cashen	I am sure I have been given it prior
Shivam Singh	Okay let me check at the backend As I can see right now only 5 users are having excel access You are not included.
	Let me check allow me sometime
Mariella Cashen	Okay. Thank you Hello?
Shivam Singh	Yes allow me some more time I am looking into the cases for excel access I will update you shortly.
Mariella Cashen	Thank you
Shivam Singh	Mariella I would like to inform you that you do not have access I checked throughout and found that Only 5/6 users have access to excel Please share an email for the excel addition so that we can expedite the access to you
	Are we still connected here?
Mariella Cashen	Yes sorry
Shivam Singh	Thanks for response
Mariella Cashen	Are you sure? I have been using this for the past 2 months I do not know why it would have stopped working. I know for sure that my boss asked for excel access for me.
Shivam Singh	See as I checked the system didn't find any access However, I will provide you the access now
Mariella Cashen	Amazing. Thank you!
Shivam Singh	and share the email response looping in the account owner so that you can get charged. I will share the email mentioning all that. Please see through and confirm over the email with POC approval.
Mariella Cashen	Okay. Have you sent the email yet?
Shivam Singh	After the chat you will receive the email Is there anything else I may help you with ?
Mariella Cashen	No that's it. Thank you

Shivam Singh

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<https://selfcare.acecloudhosting.com/>)
For self-help, check out our Knowledge Base (<https://www.acecloudhosting.com/knowledgebase/>)

Shivam Singh has ended this chat session

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He

Visitor Details

#74975 courtney

Email: courtney@dottconstruction.com  7175870004

Department: Support(QB & App Hosting)

Operator:

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: LANCASTER

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

courtney Hello, I am your Acebuddy

Acebuddy Hello Courtney Ott, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

courtney Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
courtney	I'd like to report an Issue
Acebuddy	Please select an option!
courtney	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
courtney	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at our end, there are times when they may still occur. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. We'll take a look and help resolve it as soon as possible.
	Do you need any further assistance on the topic?
courtney	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
courtney	Hi, Can you tell me why intuit does not recognize my QB lisence number? When I call them, they say it is managed by ace
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi Courtney, please allow me a moment, let me look into your concern by signing into the server
courtney	I dont understand why my card is charged annualy by quickbooks, but whenever I call, I get no information because they thank you
	I also see that I am getting notifications that my QB service is ending 5/31/25, and I cant contact anyone about it because
Sharath Kumar	kindly allow me two more minutes
	Thank you for your patience. The license number that you see on the server instance is ours as you're currently on a shar
courtney	ok, so what does that mean for me?
	I pay for QB annually. Am I charged by ace for that?
Sharath Kumar	That is something I am not sure of as this is taken care by the billing team,
courtney	ok, do you know why I am getting notifications that my version of QB will end on 5/31/25?
Sharath Kumar	Yes, that is due to the QuickBooks Desktop 2022 service discontinuation policy.
	Your access to QuickBooks Desktop Payroll, Desktop Payments, live technical support, Online Backup, Online Banking, and protecting your data starting June 1, 2025.
courtney	when I call QB they tell me For single users of QuickBooks Desktop versions 2022 and 2023, learn how to upgrade to Qui
	ok, so who do I need to contact in order to not have an interuption in service, if intuit does not recognize my lisence?
Sharath Kumar	understood, please allow me another 2 minutes to check this with the appropriate team
courtney	is it possible to still keep my version of QB if I do not upgrade? Since I am on a shared server?

	will it still work? Isn't the security provided through ace cloud?
	i guess I just need to know exactly who to contact and what I need to do so that my qb continues to work after May 31st
Sharath Kumar	Thanks again for your patience
	Yes, you can. However, as mentioned previously, the application will not receive any new updates after this May.
courtney	but it will still work? What kind of updates will I be missing out on?
Sharath Kumar	you'd be able to open the company files but there will be limitations such as no new updates
courtney	So do I update through ace? Is that what I have been doing in the past? every year do I renew through ace is what I mean?
Sharath Kumar	I'm not sure how to answer that question, If you'd like to upgrade to 2024 I can connect you to Sales team
courtney	so you can't tell what has been happening in the past? Through my account? do I get my current version of QB through ace? and that is why it is an ace cloud license number? or do I need to get on a 3 way call with ace and intuit in order to upgrade?
Sharath Kumar	the license number on the server is currently Ace's. And it appears, that we purchased a new license for you. This was done. But unfortunately, I currently don't have the exact serial number of your license as it is still with the Sales team.
courtney	ok, so I need to have ac purchase a new license for me, or I can continue to use what I have?
Sharath Kumar	and since you are on shared server, we use our license, instead of yours
	Correct, only problem is that with the 2022 license there will be certain limitations. Doesn't matter if the license number is yours or ours.
courtney	so if I contact the sales team, will they be able to provide me with my license number?
Sharath Kumar	Yes, I will create up a ticket shortly and have them look into it
courtney	ok, thank you. Yes, please provide me with the license number so I can contact intuit and they will recognize my QB account.
Sharath Kumar	absolutely!
courtney	thank you for your help
Sharath Kumar	anything else that I may assist you with at this moment?
courtney	no, not at this time
Sharath Kumar	alright, in that case, I wish you have a good day ahead.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Sharath Kumar has ended this chat session

Ch

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Visitor Details

#75132 John Kam III

Email: treasurer@wadawanuck.com  8605018794

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 57 Secs

City: ESSEX

State: Connecticut

Country: UNITED STATES

Chat Transcript

John Kam III	Hello, I am your Acebuddy
Acebuddy	Hello John Kam Iii, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
John Kam III	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
John Kam III	I'd like to report an Issue
Acebuddy	Please select an option!
John Kam III	Password Reset
Acebuddy	Please select an option below
John Kam III	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re

	<p>Do you need any further assistance on the topic?</p>
John Kam III	<p>Yes</p>
Acebuddy	<p>Please wait while we connect you to our Support Representative</p>
	<p><i>Acebuddy (bot) forwarded the chat request</i></p>
John Kam III	<p>2 Factor authentication required refusing login credentials</p>
	<p>THsi is new.</p>
	<p>THis is new</p>
	<p><i>Ashutosh Mishra accepted the chat transfer request.</i></p>
Ashutosh Mishra	<p>Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.</p>
John Kam III	<p>Our other user had issues earlier today logging in and whatever helped that account id created issues with my login crede</p>
Ashutosh Mishra	<p>I will be surely assisting you with this. Kindly help me with your server name and user name?</p>
John Kam III	<p>Wadawanuck.myrealdata.net</p>
	<p>JohnKamIII</p>
Ashutosh Mishra	<p>Thanks for the confirmation !</p>
John Kam III	<p>WE can do two factor authentication with my cell phone easily or the email - either method shoudl work well. I do not kno</p>
	<p>Ace server</p>
Ashutosh Mishra	<p>Please allow me one more minute i am checking from backend for any issues.</p>
	<p>I have noticed you have just onboarded.</p>
	<p>Please try to login again.</p>
	<p>Are we still connected here?</p>
	<p>Are we still connected here?</p>
	<p>Are we still connected here?</p>
	<p>As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)</p>

Ashutosh Mishra has ended this chat session

Ch

He

Visitor Details

#76200 mike

Email: mike@backstoptax.com  6026867247

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

mike	Hello, I am your Acebuddy
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mike	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mike	I'd like to report an Issue
Acebuddy	Please select an option!
mike	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mike	Problem opening tax application
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
mike	Thank you
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
mike	Backstop Tax LLC
	mike@backstoptax.com
Ashutosh Mishra	Are you connected to Ace Server? (Edited)

mike	Pretty sure I am
Ashutosh Mishra	I cannot find this username on the server.
mike	Michael.Me@myrealdata.....?
Ashutosh Mishra	Yes, that is correct.
mike	Same info I've provided before
Ashutosh Mishra	May I take the remote access of your server?
mike	sure
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
mike	ok
Ashutosh Mishra	For better assistance may i take remote access of local computer?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
mike	yes
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/5092314625
	Are we still connected here?
	Since you have started new chat session, i am disconnecting this session.

Ashutosh Mishra has ended this chat session

Ch

He

Visitor Details

#76154 DAVID HOFFMAN

Email: dave@groundforcecrew.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

DAVID HOFFMAN	Hello, I am your Acebuddy
Acebuddy	Hello Dave, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
DAVID HOFFMAN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
DAVID HOFFMAN	I'd like to report an Issue
Acebuddy	Please select an option!
DAVID HOFFMAN	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
DAVID HOFFMAN	i am unable to login using my password. It is urgent that i get this fixed.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
DAVID HOFFMAN	OCDG is server name my user name is dave hoffman
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.
DAVID HOFFMAN	thanks
Shivam Singh	Do you remember your password ?
	Please try now.
DAVID HOFFMAN	i will try now and let you know
Shivam Singh	Sure
DAVID HOFFMAN	I have access now thank you Shivam

Shivam Singh	Great
	Thanks for the confirmation
	Is there anything else I may help you with ?
DAVID HOFFMAN	That is all the assistance I need at this time. Thanks
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.aceclou For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Ch

He

Visitor Details

#75112 akwasi

Email: akwasi@meredithachiawllp.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: ALLEN

State: Texas

Country: UNITED STATES

Chat Transcript

akwasi Hello, I am your Acebuddy

Acebuddy Hello Akwasi, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
akwasi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
akwasi	I'd like to report an Issue
Acebuddy	Please select an option!
akwasi	Password Reset
Acebuddy	Please select an option below
akwasi	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
akwasi	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Ch

He

Visitor Details

#75742 ksapp

Email: ksapp@rosefeltlaw.com  727-241-4488

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

ksapp	Hello, I am your Acebuddy
Acebuddy	Hello Ksapp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ksapp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ksapp	I'd like to report an Issue
Acebuddy	Please select an option!
ksapp	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ksapp	Current chat with remote access
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
ksapp	I was in a chat with another rep
Ashutosh Mishra	Let me transfer to the agent you were getting assistance from.
ksapp	and it appears he still has access
	<i>Ashutosh Mishra is transferring the chat to Anjainay Singh.</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
	thank you
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
ksapp	Hi Anjainay
	I believe you still have remote access to my computer
Anjainay Singh	I just want to confirm have your issue been resolved ?
ksapp	I think we are good for now - thank you
Anjainay Singh	Is there anything else I may help you with ?
ksapp	no thank you
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Please click on smiley emoji to provide the positive feedback .
	You may end this chat session .

ksapp	Can you disconnect the remote access
Anjainay Singh	I have already disconnected it .
ksapp	ok
	thank you

Anjainay Singh Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Ch

He

Visitor Details

#75535 kandersen

Email: kandersen@blwireless.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: EAST WENATCHEE

State: Washington

Country: UNITED STATES

Chat Transcript

kandersen	Hello, I am your Acebuddy
Acebuddy	Hello Kristi Andersen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kandersen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :

kandersen	I'd like to report an Issue
Acebuddy	Please select an option!
kandersen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
kandersen	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution Was that helpful?
kandersen	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
kandersen	Hello
	This is regarding ticket 677180
	I sent some screenshots
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
kandersen	BLWLLC.myrealdatal.net
	KristiKu
	You probably have my old last name Kuligowski on file...I'm the same person just went back to using my maiden last name
Ashutosh Mishra	Sure, that's okay.
	May I take the remote access of your server?
kandersen	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
kandersen	i have
Ashutosh Mishra	I am sending message on the server, please accept that.
	Please connect again now and perform the task on server.
kandersen	ok
	Thank you I was able to login successfully
Ashutosh Mishra	Is there anything else I may help you with ?
kandersen	no thanks for your help
Ashutosh Mishra	I have also noticed the space on your C drive is low, this can impact system stability and performance.

Make sure to remove any unnecessary files to maintain at least 20% free space.

kandersen Ok i will

thanks

Kristi Andersen has ended this chat session

Ch

He

Visitor Details

#75928 Brady Kaiser

Email: bkaiser@truenorthoutdoor.com  19132845751

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: OLATHE

State: Kansas

Country: UNITED STATES

Chat Transcript

Brady Kaiser Hello, I am your Acebuddy

Acebuddy Hello Justin Waters, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Brady Kaiser Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Brady Kaiser I'd like to raise a Request

Acebuddy Please select your request type.

Brady Kaiser	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server rebo
	Do you need any further assistance on the topic?
Brady Kaiser	No

Acebuddy Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Ch

He

Visitor Details

#75822 Dean Goninen

Email: dean@lifelineav.com ☎ 608-348-3057

Department: Support(QB & App Hosting)

Operator:

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 43 Secs

City: BARDSTOWN

State: Kentucky

Country: UNITED STATES

Chat Transcript

Dean Goninen	Hello, I am your Acebuddy
Acebuddy	Hello Dean Goninen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dean Goninen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :

Dean Goninen	I'd like to report an Issue
Acebuddy	Please select an option!
Dean Goninen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Dean Goninen	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Dean Goninen	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi Dean, could you please let me know more about your concern
Dean Goninen	Hello - we did a major QB version upgrade last week and some maintenance updates. I have one user that cannot get in t
Sharath Kumar	noted! what is the user account they are signing in with?
Dean Goninen	Connie
Sharath Kumar	thank you, and is Connie able to sign into the server and use other applications?
Dean Goninen	Yes, that seems to be the case.
	I'm trying to upload a pic of her error
Sharath Kumar	thank you, that'd be helpful.
Dean Goninen	Error: -6189, -816
	No one else is getting this error.
	<i>8:04:19 PM Dean Goninen is sharing a file with you</i>
	<i><u>QB_Issue.jpg</u> - (Size:1.88 MB)</i>
	<i>Can you see pic?</i>
Sharath Kumar	I see, could you ask them to sign out using the log off icon provided on their server's desktop and have them sign back in
Dean Goninen	OK, one moment
Sharath Kumar	sure, take your time
Dean Goninen	She's working on it.
Sharath Kumar	okay. Also, do check if this happens with a particular company file (Edited)
Dean Goninen	Well, our internet just went down at our office (I'm working remotely).
	I can walk her through the restart of her server and see if that works.

	I can reach out to you again later if it does not. Is that OK?
Sharath Kumar	abosolutely!
	I will be sending an email once we conclude this chat, you may reply me with the result on that email
Dean Goninen	OK, I'll do that. Thank you for your assistance Sharath.
Sharath Kumar	anything else that I may assist you with in the meantime?
	My pleasure, Sir
	disconnecting from this chat now
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Ch

He

Visitor Details

#76050 Codie Harmon

Email: charmon@equinenetwork.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: LAS CRUCES

State: New Mexico

Country: UNITED STATES

Chat Transcript

Codie Harmon	Hello, I am your Acebuddy
Acebuddy	Hello Codie Harmon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?

Codie Harmon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support. Please chose an option :
Codie Harmon	I'd like to report an Issue
Acebuddy	Please select an option!
Codie Harmon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Codie Harmon	ticket ID 683287
Acebuddy	Please wait while we connect you to a Support Representative <i>Acebuddy (bot) forwarded the chat request</i>
Tushar	<i>Tushar accepted the chat transfer request.</i> Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	Kindly allow me two minutes to check the same.
Codie Harmon	I am having issues opening Ace Cloud Hosting at all on my desktop. When I attempt to open the application the screen gc
Tushar	May I know the username.
Codie Harmon	CodieB myrealdata\CodieB
Tushar	Are other user facing the same issue and is it the first time that this has happend?
Codie Harmon	This seems to be the first time and I am the only user having the issue
Tushar	Okay. May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
Codie Harmon	Yes
Tushar	https://assist.acecloudhosting.com/join/6652282091
	Kindly Click on the link and open the downloaded file.
Codie Harmon	I have done so
Tushar	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting
	As per our remote session after server reboot issue got resolved.
	Is there anything else I may help you with ?
Codie Harmon	Thank you for fixing the issue. Has my log in changed at all or anything?
Tushar	No, your log in has not changed.
Codie Harmon	Okay great, thank you so much for your help! You're a life saver!

Tushar Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.

Thank you for choosing ACE cloud Hosting, you have a wonderful day.

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr

Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<https://selfcare.acec>)

For self-help, check out our Knowledge Base (<https://www.acecloudhosting.com/knowledgebase/>)

Tushar has ended this chat session

Ch

He

Visitor Details

#75938 carmstrong

Email: carmstrong@mdcollision.net

Department: Support(QB & App Hosting)

Operator: Rohan

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 50 Secs

City: WESTMINSTER

State: Maryland

Country: UNITED STATES

Chat Transcript

carmstrong Hello, I am your Acebuddy

Acebuddy Hello Carmstrong, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

carmstrong Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
carmstrong	I'd like to report an Issue
Acebuddy	Please select an option!
carmstrong	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
carmstrong	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at our end, you can check the following steps to resolve the issue. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com Do you need any further assistance on the topic?
carmstrong	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Rohan Prajapati accepted the chat transfer request.</i></p>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Carmstrong, How are you doing today ?
carmstrong	Hi thank you, I need help getting into my quickbooks application
Rohan Prajapati	I will surely help you with this issue.
	May I please know your business name or company name once ?
carmstrong	BSSF
Rohan Prajapati	Thanks for the confirmation !
	Kindly allow me 4-5 minutes to check the same.
carmstrong	of course
Rohan Prajapati	May i know the QB Version that you are using ?
carmstrong	Quickbooks Desktop
Rohan Prajapati	Thanks for the confirmation !
	Kindly check now and let me know the status
carmstrong	yes, I was able to get into it now. Thank you!!
Rohan Prajapati	Thanks for the confirmation !
	Is there anything else I may help you with ?
carmstrong	no that was it! thank you
Rohan Prajapati	I would request you to please give your Valuable feedback after ending the chat.

Thanks for the confirmation !

Thank you for choosing ACE cloud Hosting, you have a wonderful day.

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr

Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<https://selfcare.acec>

For self-help, check out our Knowledge Base (<https://www.acecloudhosting.com/knowledgebase/>)

Rohan Prajapati has ended this chat session

Ch

He

Visitor Details

#76066 jjiang

Email: jjiang@federalfilings.com ☎ 6262974637

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: ROYAPETTAH

State: Tamil Nadu

Country: INDIA

Chat Transcript

jjiang Hello, I am your Acebuddy

Acebuddy Hello Jjiang, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

jjiang Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
jjiang	I'd like to report an Issue
Acebuddy	Please select an option!
jjiang	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jjiang	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jjiang	Unable to create new bank feed account.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Tushar accepted the chat transfer request.</i>	
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
jjiang	Edgar Eyes and User name is Andrea
Tushar	Thank you for the details.
	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important documents at your end.
jjiang	Okay
Tushar	We are connected now.
	Is this stuck on please wait?
	Did this issue happened before and are you the only one facing this issue or other users are facing the same.
jjiang	All the users
Tushar	We will have to update the QuickBooks application to resolve the issue for that all users must be logged off from the user
	We will notify you over the email once it is done.
jjiang	Sure
Tushar	After that kindly check again if the issue persists or not.
	Is there anything else I may help you with ?
	Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Tushar has ended this chat session

Ch

He

Visitor Details

#75304 Tara Horan

Email: tara@livingbeach.com ☎ 18477125921

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: MYRTLE BEACH

State: South Carolina

Country: UNITED STATES

Chat Transcript

Tara Horan Hello, I am your Acebuddy

Acebuddy Hello Tara Horan, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Tara Horan Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Tara Horan I'd like to raise a Request

Acebuddy Please select your request type.

Tara Horan Password Reset

Acebuddy	Please select an option below
Tara Horan	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Ch

He

Visitor Details

#76019 jonathan

Email: jonathan@thetowncrier.net  19856741870

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 59 Secs

City: PEARL

State: Mississippi

Country: UNITED STATES

Chat Transcript

jonathan	Hello, I am your Acebuddy
Acebuddy	Hello Jonathan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jonathan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :

jonathan	I'd like to report an Issue
Acebuddy	Please select an option!
jonathan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jonathan	human
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Hi jonathan, we were on a chat
jonathan	i'm back. I'm having trouble with my Quickbooks. I can not install updates. I don't have permissions
Shivam Singh	No problem let me have a look at it About the updates, let me run it on my end. And check if any pending updates are available, I will do the needful.
jonathan	critical fixes gives me an error 15212
Shivam Singh	Worry not, let me handle this. Allow me sometime so that I can look into it and get back to you. Meanwhile, please stay connected.
jonathan	ok
Shivam Singh	Just wanted to let you know, to initiate the QuickBooks updates user needs to sign off from the quickbooks. Shall I go ahead and sign them out so that I can initiate the updates, right away.
jonathan	yes I also get the QBwebconnector error when i first logon to my session
Shivam Singh	let me primarily look into updates first, thereafter I will look into that as well. please stay connected
jonathan	yes
Shivam Singh	Thank you for your patience. I'm still working on it
jonathan	ok
Shivam Singh	Right now, the update is still running once done I'll inform you. Jonathan, have you had instance of QB open at your end ?? As the Updates are kept on failing?

	For Now, I'm signing you out and will inform you once the updates are completed.
jonathan	no, that's the same issue i have been having.
Shivam Singh	Jonathan, please stay logged out of the server.
	Just for this time
	We have successfully installed all the updates.
	Please check and confirm on your end
	Integrated Resources Inc
	<i>9:44:57 PMShivam Singh is sharing a file with you image.png - (Size:19.16 KB)</i>
	Are we still connected here?
jonathan	yes
	let me login
Shivam Singh	sure
	<i>9:47:28 PMjonathan is sharing a file with you image.png - (Size:17.14 KB)</i>
	<i>yes, it is updated. There is still this popping up</i>
	this is related to web Connecter right?
jonathan	looks like it
	<i>9:49:38 PMjonathan is sharing a file with you 1_image.png - (Size:12.26 KB)</i>
	The reason i wanted the update is because my bank feeds stopped work. everytime i add more detail i get his error and q
Shivam Singh	I have made some changes from the backend.
	I will be signing you off and then you can try to check for the issue.
jonathan	ok, do i log back in now or wait
Shivam Singh	Please log in now.
jonathan	the first error is gone
	shall i check the bank feed now?
Shivam Singh	Great
	Go ahead
	Have you checked ?
jonathan	it doesn't work, but i have another meeting i have to attend
Shivam Singh	I would suggest you call us once you are free.
	So that this issue could be addressed in Realtime.

jonathan	ok, thanks.
Shivam Singh	<p>Well, I will share the email of the chat with you.</p> <p>You may quote the same ticket number to agent whom you call.</p> <p>Is there anything else I may help you with ?</p>
jonathan	thats it
Shivam Singh	<p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p>I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.</p> <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our interaction.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Shivam Singh has ended this chat session

Ch

He

Visitor Details

#75501 info

Email: info@brkimcpa.com  9729724930

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: FULLERTON

State: New York

Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Daniel Han, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to raise a Request
Acebuddy	Please select your request type.
info	Password Reset
Acebuddy	Please select an option below
info	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset.
	Do you need any further assistance on the topic?
info	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan declined the transfer request.</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Daniel
info	Hello We are trying to add a new employee to ace cloud and have the account set up but we need the application to log in.
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
info	grace@brkimcpa.com is the employees username
	Bongryong.myrealdata.net is the server
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
info	Yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/1622000489
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting

	Daniel as this is a new user creation request. We would need an approval from the primary contact
info	ok
Anurag Sharma	After this chat I will be sending you the email. You can just revert back to that email with the approval.
	Once we will get the approval. We will deliver the user credentials to you.
	Is there anything else I may help you with ?
info	No that is all
Anurag Sharma	Thanks for the confirmation Daniel.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
info	You too
Anurag Sharma	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript of the entire conversation.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Visitor Details

#75689 will.okeefe

Email: will.okeefe@emailshutters.com  16185670384

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: KAMUELA

State: Hawaii

Country: UNITED STATES

Ch

He

Chat Transcript

will.okeefe	Hello, I am your Acebuddy
Acebuddy	Hello Will.okeefe, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
will.okeefe	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
will.okeefe	I'd like to raise a Request
Acebuddy	Please select your request type.
will.okeefe	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
will.okeefe	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Will
will.okeefe	Hello
Shashwat Verma	Let me know the application name.
will.okeefe	We have an app called PrintBoss on our server that we need to update. Can we run this update ourselves or do you need help with it?
Shashwat Verma	I will surely help you with this issue.
	If you are able to do so, then you can move forward, in case you get any restriction to do so, then I will do the same.
will.okeefe	ok we will try to update on our own now
Shashwat Verma	Sure
	Otherwise, you can email us for the same in future
	Is there anything else I may help you with ?
will.okeefe	that is all, thank you
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!

Thank you for choosing ACE cloud Hosting, you have a wonderful day.

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr

Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<https://selfcare.acec>

For self-help, check out our Knowledge Base (<https://www.acecloudhosting.com/knowledgebase/>)

Shashwat Verma has ended this chat session

Ch

He

Visitor Details

#76134 brian

Email: brian@wefixuglypools.com ☎ 6022534499

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 34 Secs

City: SALINAS

State: Arizona

Country: UNITED STATES

Chat Transcript

brian Hello, I am your Acebuddy

Acebuddy Hello Brian, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

brian Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
brian	I'd like to raise a Request
Acebuddy	Please select your request type.
brian	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
brian	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
brian	I am having an issue with the software not updating my payroll and this is disabling the payroll features Can you log into my server and help me with this.
Shivam Singh	sure
	I will be surely assisting you with this. Kindly help me with your server name and user name?
brian	UglyPools.myreldata.net myreldata\BrianMo
Shivam Singh	Thanks. Kindly allow me two minutes to check the same. We have to log the user off before updating the app Or we can schedule the app update installation for night hours for minimal interruption Are we still connected here? Are we still connected here? Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Shivam Singh has ended this chat session</i>

Hello! I am having trouble
error "[Window Title
Remote Desktop Connection]
"QblivePro.myr
"QblivePro.myrealda
network. Verify the computer
to connect to. [^] Hide
code: 0x3000016 Ext
04/21/25 07

Visitor Details

#75851 sales

Email: sales@whitemoss.com **Phone:** 3109704951

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

Website: <https://www.acecloudhosting.com/quickbooks-hosting/>

utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=acecloudhosting&utm_adgroup=Primary&gad_soi

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

sales Hello! I am having trouble accessing my remote desktop. I received error "[Window Title] Remote Desktop Connection [Cc network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Inform

Gantavya Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.

Hi Mayte,

I am transferring to our support team to help you with this issue.

Gantavya is transferring the chat to Support(QB & App Hosting).

sales Thank you!

Anurag Sharma accepted the chat transfer request.

Anurag Sharma Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.

Hello Mayte

sales Thank you!

I am having trouble accessing my remote desktop. I received error "[Window Title] Remote Desktop Connection [Content]"

	Verify the computer name and domain that you are trying to connect to.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
sales	MariaL.Pro
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
sales	Thank you! I just tried again and it looks like is working now.
Anurag Sharma	Glad to know.
	Is there anything else I may help you with ?
sales	Everything seems back to working order. Thank you for your help
Anurag Sharma	Thanks for the confirmation !
sales	That's it for today.
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Ch

He

Visitor Details

#75003 Kirstin Batcho

Email: kirstin@enlightenedorder.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudhosting.com/support-chat>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: LEANDER
State: Texas
Country: UNITED STATES

Chat Transcript

Kirstin Batcho	Hello, I am your Acebuddy
Acebuddy	Hello Kirstin Batcho, I'm your A
	Whom Would You Like to Connect?
Kirstin Batcho	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kirstin Batcho	I'd like to raise a Request
Acebuddy	Please select your request type
Kirstin Batcho	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com and our technicians will connect with you.
	If you are facing any issue/problem, please let me know.
Kirstin Batcho	Yes, I'm facing issues with my QB.
Acebuddy	Please select an option!
	As we haven't got any response from you, kindly re-initiate the chat.

Ended due to chat idle timeout

Ch

He

Visitor Details

#75347 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator:

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 50 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy
	Whom Would You Like to Connect?
krisika	Technical Support (QB & App Host)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing
krisika	Hi
Acebuddy	Please wait while we connect you to our support team
	<i>Acebuddy (bot) forwarded the message to Sharath Kumar</i>
	<i>Sharath Kumar accepted the connection</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting
krisika	Quickbook not working in all pc's
Sharath Kumar	Thank you for notifying us, I am investigating the issue
	Please allow me a few minutes to fix the issue and get it running again
	<i>3:28:39 PMkrisika is sharing a file named 174419263507953739006293.xls</i>

could you please sign out of th
since we are connected with yo
Thank you for choosing ACE cl

Sharath Kumar has ended this

Ch

He

Visitor Details

#75858 Gloria Ensman

Email: gensman@calcraft.com ☎ (800) 345-9645

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: CHINO VALLEY

State: Arizona

Country: UNITED STATES

Chat Transcript

Gloria Ensman Hello, I am your Acebuddy

Acebuddy Hello Gloria Ensman, I'm your ,

Whom Would You Like to Connect

Gloria Ensman Managed IT

Acebuddy Please wait while we connect y

Acebuddy (bot) forwarded the

Shubham accepted the chat tr.

Shubham is transferring the ch

Gloria Enzman Hello. I've been asked to conta
Shivam Singh accepted the ch
Shivam Singh Thank you for contacting Ace C
Gloria Enzman Okay.
Shivam Singh As I can check the issue is rela
Gloria Enzman Yes, correct.
Shivam Singh Please allow me 2 minutes to l
Gloria Enzman Okay.
Shivam Singh Thanks for the patience.
Gloria Enzman You're welcome.
Shivam Singh Intuit Data Protect is currently
Gloria Enzman Allow me sometime still workir
Gloria Enzman It is no longer frozen.
Shivam Singh Great.
Shivam Singh Is there anything else I may he
Gloria Enzman Yes. I was asked to contact sup
Shivam Singh Okay. Let me have a look at the
Shivam Singh As I can check the updates for
Gloria Enzman I am being told by Intuit that I
Shivam Singh Allow me some time to look int
Gloria Enzman Please do.
Shivam Singh We are currently updating your
Gloria Enzman Updating QuickBooks to the ne
Shivam Singh No, the latest update for the cl
Gloria Enzman Okay. I am logged in. Do I need
Shivam Singh Yes for the time being you need
Gloria Enzman Okay. I'm logging out right now
Shivam Singh Great! Much appreciated.
Gloria Enzman I am logged out now. Do I need
Shivam Singh We will update you over the en
Gloria Enzman Okay. Will this take care of the

Shivam Singh Certainly, It will automatically i

However, if you still face such

Gloria Enzman Okay. Sounds good. Thank you

Shivam Singh Right now, I can see the Data F

Great

Is there anything else I may he

Gloria Enzman No. That was it, for now. Thank

Shivam Singh I would greatly appreciate if yo
smileys at the end of this chat.

You may end this chat now. On
conversation, along with a tick

I request you to kindly spare a
working. I will appreciate that.
Thanks!

Note: You may change/reset yo
(<https://selfcare.acecloudhostir>

For self-help, check out our Kn

Shivam Singh has ended this c

Ch

He

Visitor Details

#75021 booksboss

Email: booksboss@acobloom.com

Department: Support(QB & App Hosting)

Operator:

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 40 Secs

City: BAHUA

State: Punjab

Country: INDIA

Chat Transcript

booksboss	Hello, I am your Acebuddy
Acebuddy	Hello Booksboss, I'm your Ace
	Whom Would You Like to Connect?
booksboss	Technical Support (QB & App Help)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
booksboss	I'd like to raise a Request
Acebuddy	Please select your request type
booksboss	Other Request
Acebuddy	Please drop an email to support@acebuddy.com, our technicians will connect with you.
	If you are facing any issue/problem, please let me know.
booksboss	Yes, I'm facing issues with my QB.
Acebuddy	Please select an option!
booksboss	Other Issue
Acebuddy	Please specify the issue you are facing.
booksboss	We are unable to connect remote.
Acebuddy	Please wait while we connect you.
	<i>Acebuddy (bot) forwarded the request to Gaurava Tyagi.</i>
	<i>Gaurava Tyagi declined the transfer.</i>
	<i>Sharath Kumar accepted the transfer.</i>
Sharath Kumar	Thank you for contacting Ace Support.
booksboss	Hello Sharath Kumar.
Sharath Kumar	Hello There, let me quickly sign in.
booksboss	I will share the screenshot.
Sharath Kumar	may I know when was the last time you used QB?
	that'd be helpful, thank you.
booksboss	

We have two remote login one

Sharath Kumar

I see Acobloom, 2_TW in a disc

booksboss

Give me one minute I am work

Sharath Kumar

sure, take your time

I see both the accounts signed

booksboss

Yes, Both are working now

I tried logging in, and it connec

Sharath Kumar

glad to hear that!

anything else that I may assist

booksboss

Thank you so much

Nop, thank you

Sharath Kumar

my pleasure!

You may end this chat now. On
conversation, along with a tick

I request you to kindly spare a
working. I will appreciate that.
Thanks!

Note: You may change/reset yc
(<https://selfcare.acecloudhostir>)

For self-help, check out our Kn

Thank you for choosing ACE clc

booksboss

Thank you

booksboss has ended this chat

Ch

He

Visitor Details

#76293 Jayan Gnanakumaran

Email: gnana2kumar@gmail.com **Phone:** 6478027294

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: TORONTO

State: Ontario

Country: CANADA

Chat Transcript

Jayan Gnanakumaran	Hello, I am your Acebuddy
Acebuddy	Hello Jayan Gnanakumaran, I'm
	Whom Would You Like to Connect?
Jayan Gnanakumaran	Technical Support (QB & App H)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jayan Gnanakumaran	I'd like to report an Issue
Acebuddy	Please select an option!
Jayan Gnanakumaran	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue
Jayan Gnanakumaran	Other QB related issue
Acebuddy	Please specify the issue you are facing
Jayan Gnanakumaran	I am receiving an error saying 'File Not Found' while trying to connect to Hosting support yesterday and today. However, it is still not finding the file.
Acebuddy	Please wait while we connect you to our support team.
	<i>Acebuddy (bot) forwarded the message to Shubham Kataria</i>
	<i>Shubham Kataria accepted the message</i>
Jayan Gnanakumaran	I am receiving the same error, while trying to connect to Hosting support yesterday and today.
Shubham Kataria	Thank you for contacting Ace Cloud Hosting support. We will look into this issue and get back to you shortly.
	<i>6:40:26 AM Jayan Gnanakumaran</i>

Jayan Gnanakumaran	Hi Shubham
Shubham Kataria	Hello Jayan (Edited)
	I will be surely assisting you with your request.
Jayan Gnanakumaran	TLDMSI.myrealdatal.net
	myrealdatal\BaliniGn
Shubham Kataria	Thank you for the information.
	Could you please confirm if you have 3 users including the one I have mentioned?
Jayan Gnanakumaran	No, it is all users.
	I have 3 users including the one I have mentioned.
Shubham Kataria	Alright, please allow me two minutes to check.
	Thank you for the patience.
	<i>6:46:12 AM Shubham Kataria is image.png - (Size: 60.99 KB)</i>
	<i>I've checked and found agreeable.</i>
	If you allow us we can initiate the update.
Jayan Gnanakumaran	Yes that is fine with me.
Shubham Kataria	else we can also schedule this.
Jayan Gnanakumaran	No it's fine, please perform it now.
Shubham Kataria	Thank you for the approval, Kiran. Once the update completed I will let you know.
Jayan Gnanakumaran	We are logged off! Thank you.
Shubham Kataria	You're welcome. I will inform you once the update completed.
	Is there anything else I may help you with?
Jayan Gnanakumaran	No that is all, have a good day.
Shubham Kataria	You too.
	I would greatly appreciate if you could end this chat.
	Thank you for choosing ACE cloud services.
	You may end this chat now. On completion of the conversation, along with a tick mark.
	I request you to kindly spare a few minutes for working. I will appreciate that. Thanks!

Note: You may change/reset your password at <https://selfcare.acecloudhosting.com>

For self-help, check out our Knowledge Base at <https://selfcare.acecloudhosting.com>

Shubham Kataria has ended the chat.

Ch

He

Visitor Details

#76120 jonathan

Email: jonathan@thetowncrier.net  19856741870

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: NEW ORLEANS

State: Louisiana

Country: UNITED STATES

Chat Transcript

jonathan	Hello, I am your Acebuddy
Acebuddy	Hello Jonathan, I'm your Ace Buddy
	Whom Would You Like to Connect With?
jonathan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jonathan	I'd like to report an Issue
Acebuddy	

Please select an option!

jonathan

QuickBooks Issue

Acebuddy

What type of QuickBooks Issue

jonathan

Other QB related issue

Acebuddy

Please specify the issue you ar

jonathan

bank feeds crashes QB

Acebuddy

Please wait while we connect y

Acebuddy (bot) forwarded the

Ashutosh Mishra accepted the

jonathan

ticket 683132

Ashutosh Mishra

Thank you for contacting Ace C

I will surely help you with this i

Kindly allow me two minutes to

Is this issue occurring only for

jonathan

everyone

Ashutosh Mishra

I am checking from backend, p

jonathan

It worked fine yesterday before

the previous night i mean

Ashutosh Mishra

May I take the remote access c

jonathan

yes

Ashutosh Mishra

Prior providing the access, I wc

jonathan

yes

FasTrax0!

sorry

ok, why i click on the actions, i

Ashutosh Mishra

Yes i am checking from my enc

jonathan

are you still there?

Ashutosh Mishra

Yes i am here.

I am checking with senior level

It appears the changes from th
are currently working from the

Would it be okay if end the cha

changes are completed.

jonathan

sure. can i close my session?

Ashutosh Mishra

No, Don't close the remote ses

jonathan

so now can i close so you can c

Ashutosh Mishra

Yes

I will continue working in the b

jonathan

thanks.

Ashutosh Mishra

Please do not sign off from the

We need to work on the user e

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we :
(1-888-415-5240) if any furthe

Ashutosh Mishra has ended thi

Ch

He

Visitor Details

#75438 Christine Han

Email: alin@salutron.com  5107952876

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript

Christine Han	Hello, I am your Acebuddy
Acebuddy	Hello Alin, I'm your Ace Buddy.
	Whom Would You Like to Connect?
Christine Han	Technical Support (QB & App H)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christine Han	I'd like to report an Issue
Acebuddy	Please select an option!
Christine Han	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue
Christine Han	Other QB related issue
Acebuddy	Please specify the issue you are facing
	As we haven't got any responses Kindly re-initiate the chat.

Ended due to chat idle timeout

Ch

He

Visitor Details

#76243 office

Email: office@pricecontracting.com  14062743064

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: STEVENSVILLE

State: Montana
Country: UNITED STATES

Chat Transcript

office	Hello, I am your Acebuddy
Acebuddy	Hello Office, I'm your Ace Buddy
	Whom Would You Like to Connect?
office	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
office	I'd like to report an Issue
Acebuddy	Please select an option!
office	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue
office	Restart
Acebuddy	Hello Office, I'm your Ace Buddy
	Whom Would You Like to Connect?
	As we haven't got any responses Kindly re-initiate the chat.

Ended due to chat idle timeout

Ch

He

Visitor Details

#75899 Arron Forbes
Email: irzad.zamcorp@gmail.com **Phone:** 15926741503
Department: Support(QB & App Hosting)
Operator: Rohan

Website: <https://www.acecloudhosting.com/support-chat>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 50 Secs
City: LINDEN
State: Demeraramahaica
Country: GUYANA

Chat Transcript

Arron Forbes	Hello, I am your Acebuddy
Acebuddy	Hello Irzad, I'm your Ace Buddy
	Whom Would You Like to Connect With?
Arron Forbes	Technical Support (QB & App Help)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Arron Forbes	I'd like to raise a Request
Acebuddy	Please select your request type
Arron Forbes	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com and our technicians will connect with you.
	If you are facing any issue/problem, please let me know.
Arron Forbes	Yes, I'm facing issues with my QB.
Acebuddy	Please select an option!
Arron Forbes	Other Issue
Acebuddy	Please specify the issue you are facing.
Arron Forbes	hello
Acebuddy	Please wait while we connect you with a support agent.
	<i>Acebuddy (bot) forwarded the message to Rohan Prajapati</i>
Rohan Prajapati	<i>Rohan Prajapati accepted the connection</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting.
	Hello Irzad, How are you doing?
Arron Forbes	Hi I am following up on ticket ID: 123456789.
	I've been trying to get a new user account created.

I got no luck in the Portal

Rohan Prajapati Thank you for providing the tic

Arron Forbes and also I submitted info to ha

Rohan Prajapati As I checked. We have already

Arron Forbes Yea and I responded

Rohan Prajapati Is there anything else I may he

Arron Forbes The new user details?

Rohan Prajapati As I mentioned above, we have

Please check your email and le

Arron Forbes kindly confirm which email it w

Rohan Prajapati We have shared the details to t

Arron Forbes Kindly resend because I am no

I believe your mail server is de
hour after emailing your suppo

Got it

Thanks

Rohan Prajapati We have shared the details aga

Arron Forbes appreciate it

Rohan Prajapati Are you able to download the F

Arron Forbes I'll onboard Oscar now thanks

Let me try downloading

I didn't see it in attachment bu

Rohan Prajapati That's Great

Is there anything else I may he

Arron Forbes Got it downloaded thanks

Rohan Prajapati Thanks for the confirmation !

Thank you for choosing ACE cl

You may end this chat now. On
conversation, along with a tick

I request you to kindly spare a
working. I will appreciate that.
Thanks!

Note: You may change/reset yc

For self-help, check out our Knowledge Base

Rohan Prajapati has ended this conversation.

Ch

He

Visitor Details

#75425 Satchel Loftis

Email: sloftis@louisburg.edu **Phone:** 13362550369

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 52 Secs

City: LOUISBURG

State: North Carolina

Country: UNITED STATES

Chat Transcript

Satchel Loftis	Hello, I am your Acebuddy
Acebuddy	Hello Satchel Loftis, I'm your Acebuddy
	Whom Would You Like to Connect With?
Satchel Loftis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Satchel Loftis	I'd like to report an Issue
Acebuddy	Please select an option!
Satchel Loftis	QuickBooks Issue

Acebuddy	What type of QuickBooks Issue
Satchel Loftis	Other QB related issue
Acebuddy	Please specify the issue you are facing.
Satchel Loftis	Licensing issues
Acebuddy	Please wait while we connect you to our support team.
	<i>Acebuddy (bot) forwarded the message to Shashwat Verma.</i>
	<i>Sanyam Madan declined the transfer request.</i>
	<i>Shashwat Verma accepted the transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Customer Support.
	Hello Satchel
	Could you please elaborate the issue you are facing?
Satchel Loftis	Hello!
	I have a production QB installed on my laptop which I purchased from Ace Hosting. I have a license for it through Ace. Now my office license is not working.
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check this for you.
Satchel Loftis	Thank you.
Shashwat Verma	Currently, you have a pre-owned license. We can't lease this license to you.
Satchel Loftis	Correct
	But both licenses are connected and not working.
Shashwat Verma	So you are facing issue with one of the licenses?
Satchel Loftis	Yes.
	Right after Ace Hosting purchased the license, it stopped working.
Shashwat Verma	Could you please confirm from where you purchased the license?
Satchel Loftis	Have you encountered this sort of issue before?
Shashwat Verma	As of now we are only leasing licenses.
Satchel Loftis	Wait ... by office I mean the one where I work.
	The QB in my office is what isn't working.
Shashwat Verma	Okay
	Satchel, if you are facing issue with QB, kindly provide me with some details so that I can assist you better.

with intuit only.

Satchel Loftis

OK. Thank you.

Satchel Loftis has ended this conversation.

Ch

He

Visitor Details

#76291 Claire Speake

Email: claire@sgwfresno.com  15593479965

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Claire Speake

Hello, I am your Acebuddy

Acebuddy

Hello Claire Speake, I'm your A

Whom Would You Like to Connect With?

As we haven't got any responses
Kindly re-initiate the chat.

Ended due to chat idle timeout

Ch

He

Visitor Details

#75778 Mark Rumpke

Email: mark@rumpkedemolition.com ☎ 15139679970

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: LOVELAND

State: Ohio

Country: UNITED STATES

Chat Transcript

Mark Rumpke	Hello, I am your Acebuddy
Acebuddy	Hello Mark Rumpke, I'm your A
	Whom Would You Like to Conn
Mark Rumpke	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mark Rumpke	I'd like to raise a Request
Acebuddy	Please select your request type
Mark Rumpke	Other Request
Acebuddy	Please drop an email to support@acebuddy.com and our technicians will connect with you.
	If you are facing any issue/problem, please let us know.
	As we haven't got any response from you, Kindly re-initiate the chat.

Ended due to chat idle timeout

Ch

He

Visitor Details

#75779 Erika Senese

Email: erika@sararayinteriordesign.com  16152546329

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NASHVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

Erika Senese	Hello, I am your Acebuddy
Acebuddy	Hello Erika Senese, I'm your Ac
	Whom Would You Like to Conn
Erika Senese	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erika Senese	I'd like to raise a Request
Acebuddy	Please select your request type
Erika Senese	Other Request
Acebuddy	Please drop an email to support@acebuddy.com and our technicians will connect with you
	If you are facing any issue/problem, please let me know
Erika Senese	Restart
Acebuddy	Hello Erika Senese, I'm your Ac

Whom Would You Like to Connect With?

Erika Senese	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erika Senese	I'd like to report an Issue
Acebuddy	Please select an option!
Erika Senese	Password Reset
Acebuddy	Please select an option below
	As we haven't got any responses Kindly re-initiate the chat.

Ended due to chat idle timeout

Ch

Hello, I need :

Visitor Details

#75074 Rick Fobear

Email: rick@beartechalloys.com  17145501700

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

Website: <https://www.acecloudhosting.com/downloads/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: SANTA ANA

State: California

Country: UNITED STATES

Chat Transcript

Rick Fobear

Hello, I need support to help w

Riten	Thank you for contacting ACE.
Rick Fobear	I have two logins; RickF_BAI RickF2_BAI. One of my people
Riten	Let me transfer you to support
	<i>Riten is transferring the chat to Ashutosh Mishra</i>
Rick Fobear	Thank you
	<i>Ashutosh Mishra accepted the transfer</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting.
Rick Fobear	Hello Ashutosh
	I have two logins; RickF_BAI RickF2_BAI. One of my people
	I have two logins; RickF_BAI & RickF2_BAI. One of my people
Ashutosh Mishra	I understand, with a single user account?
Rick Fobear	I tried to download a new RDP file for RickF_BAI
	Can you send me two new RDP files?
Ashutosh Mishra	I will be surely assisting you with this issue.
	May I take the remote access control?
Rick Fobear	I can open RickF_BAI & RickF2_BAI.
	Yes please
Ashutosh Mishra	Prior providing the access, I would like to know your IP address.
Rick Fobear	Sorry, I can normally open RickF_BAI from my office.
	ok
Ashutosh Mishra	Please click on the link below to download the RDP file.
	https://assist.acecloudhosting.com/
	As per discussed over the remote session.

Ashutosh Mishra has ended the chat session.

Ch

He

Visitor Details

#75837 Mike Porter

Email: mporter@newhousetowing.com  503-572-6438

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: PORTLAND

State: Oregon

Country: UNITED STATES

Chat Transcript

Mike Porter	Hello, I am your Acebuddy
Acebuddy	Hello Mike Porter, I'm your Ace
	Whom Would You Like to Connect?
Mike Porter	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mike Porter	I'd like to raise a Request
Acebuddy	Please select your request type
Mike Porter	Office 365 Addition
Acebuddy	Please specify if you already have
Mike Porter	I wish to buy the license from A
Acebuddy	Office 365 is a subscription bas
	For better understanding of the plan, Kindly refer to the attach
	(Please Note: O365 E1 Plan is 'A'
	Once you find your desired plan, your request will be processed withi

Do you need any further assist

As we haven't got any respons
Kindly re-initiate the chat.

Ended due to chat idle timeout

Ch

He

Visitor Details

#75843 Charles Xavier

Email: helpdesk@coretechs.it

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: BRIDGEPORT

State: Saint Catherine

Country: JAMAICA

Chat Transcript

Charles Xavier Hello, I am your Acebuddy

Acebuddy Hello Helpdesk, I'm your Ace B

Whom Would You Like to Conn

Charles Xavier Technical Support (QB & App H

Acebuddy Welcome to Ace Support.

Please chose an option :

Charles Xavier I'd like to report an Issue

Acebuddy Please select an option!

Charles Xavier	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue
Charles Xavier	Other QB related issue
Acebuddy	Please specify the issue you ar
Charles Xavier	QB won't launch
Acebuddy	Please wait while we connect y
	<i>Acebuddy (bot) forwarded the message</i>
	<i>Shivam Singh accepted the chat request</i>
Charles Xavier	Hello
Shivam Singh	Thank you for contacting Ace C
Charles Xavier	Hi there
	QB won't launch for this user :
Shivam Singh	Thank you for providing the de
Charles Xavier	Company: CD Services
Shivam Singh	Thanks
	Allow me two minutes to check
Charles Xavier	Sure
	It would appear as if it's about a few seconds
Shivam Singh	okay.
Charles Xavier	Can you remote in?
Shivam Singh	As we checked the QB services
	Please confirm so that we can proceed.
Charles Xavier	One sec
Shivam Singh	Sure, take your time.
Charles Xavier	What services are down ?
Shivam Singh	This is not launching on our end. It is a constraint.
Charles Xavier	Can you not start the service manually?
Shivam Singh	Unfortunately, It would not be able to start. As if I restart the server, it will
Charles Xavier	Is teh service running now?
Shivam Singh	Yes, it is running right now.

But we need to restart the serv

Charles Xavier

Okay. Hang tight. One moment

Shivam Singh

Sure

Charles Xavier

Can you see who is logged in?

*11:58:53 PM Shivam Singh is st
[image.png](#) - (Size:15.64 KB)*

Please see the attached sc

Shivam Singh

Please confirm once we are ok

Charles Xavier

Okay thanks. I'm working on it.

Shivam Singh

Sure, Take your time.

Charles Xavier

Still working on it

Busy day.

Shivam Singh

Sure, please take your time

Charles Xavier

Thanks

Try a different user on the serv

You should see people being si

Shivam Singh

Some are still logged in/

Charles Xavier

You can close Marcy's session

But give the other users a mini

Shivam Singh

sure

Heather is still logged in.

Will wait for 2 minutes and the

Charles Xavier

Okay.

Shivam Singh

Heather is still logged in. Shall

Charles Xavier

Proceed with reboot.

Shivam Singh

Thanks.

Charles Xavier

Please test it when it comes ba

Shivam Singh

Sure, Please wait.

I will confirm once the server is

Charles Xavier

ok standing by

Shivam Singh

Thank you for your patience.

Charles Xavier

sure thing

update?

Shivam Singh Still working, Will update you o

Charles Xavier Okay.

Shivam Singh It should be working now

Charles Xavier Does it work on your end?

Shivam Singh Please check and confirm if it i

Charles Xavier checking

does it work on your end?

It is saying there is an update

Shivam Singh Yes, it does.

Updates will be installed during

Charles Xavier Can't get in because of the upc

Shivam Singh Okay allow me to check.

Charles Xavier ok

Shivam Singh May I take the remote access c

*12:30:12 AMCharles Xavier is s
[1_image.png](#) - (Size:11.94 KB)*

Charles Xavier Sure

Shivam Singh Click on Ok and proceed.

Does it work now?

Charles Xavier It does ,

Shivam Singh Great

Charles Xavier Please perform the updates to

Shivam Singh Is there anything else I may he

Surely

Charles Xavier That is all. Thank you.

Shivam Singh I would greatly appreciate if yo
smileys at the end of this chat.

You may end this chat now. On
conversation, along with a tick

I request you to kindly spare a
working. I will appreciate that.
Thanks!

Note: You may change/reset your password at <https://selfcare.acecloudhosting.com>

For self-help, check out our Knowledge Base at [https://selfcare.acecloudhosting.com/knowledgebase](#)

Shivam Singh has ended this conversation.

Ch

He

Visitor Details

#75360 Dean Nguyen

Email: dean.n@enagic.com  13105427700

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 58 Secs

City: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

Dean Nguyen Hello, I am your Acebuddy

Acebuddy Hello Dean.n, I'm your Ace Buddy

Whom Would You Like to Connect With?

Dean Nguyen Managed IT

Acebuddy Please wait while we connect you to the agent.

Acebuddy (bot) forwarded the message to Mayank.

mayank accepted the chat transfer from Acebuddy.

Dean Nguyen Hello Mayank

mayank	Hi Dean
	Let me transfer this chat to the Admin.
	<i>mayank is transferring the chat to Shashwat Verma</i>
	<i>Shashwat Verma accepted the transfer</i>
Shashwat Verma	Thank you for contacting Ace Computer Solutions.
	Hello Dean
Dean Nguyen	Helelo Shashwat. Can you please help me with my issue?
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check it.
	Here is the link admin.microsoft.com
	Is that resolve your issue or you still facing issue?
Dean Nguyen	Can you please confirm to that issue is resolved?
Shashwat Verma	Yes
Dean Nguyen	I'm logged onto admin with my credentials. I only see licenses for MS365 Business Premium.
	Office365 Pro Plus is what Ace Computer Solutions is using.
	Am I using the wrong username?
Shashwat Verma	We would like to inform you It's possible that you are also licensed for Office365 Pro Plus.
	Let me share you the correct one.
	administrator@enagic.com, he is using this email id.
Dean Nguyen	Let me try that. hold on.
	I should select Work/School Account.
Shashwat Verma	Yes
Dean Nguyen	What is the password for it?
	I don't have the password to this account.
Shashwat Verma	Dean, password was already set by someone else.
	Nevertheless, we have checked it.
Dean Nguyen	Please send an email to dean.r@enagic.com.
	I am the new IT Manager at Enagic Solutions.
Shashwat Verma	Sure, kindly request the same.

	Which work as an authorization
Dean Nguyen	The previous POC is not Masak it wants to send a confirmation
Shashwat Verma	Okay, let me check the same
	Allow me 2 mins.
Dean Nguyen	Can you change the mobile nu
Shashwat Verma	Dean, I apologize for the incon rights for the Office365.
	May I take the remote access a
Dean Nguyen	Do you need me to RDP into yo
Shashwat Verma	Yes you can do that too. (Edite
Dean Nguyen	hold on
	I'm RDP into the system. but W our chat
Shashwat Verma	no problem, will fix that too, ki
	Prior providing the access, I wo
	https://assist.acecloudhosting.u
	Kindly Click on the link and ope
Dean Nguyen	ok hold on
Shashwat Verma	Sure
Dean Nguyen	donwloading it now
Shashwat Verma	Okay
	We are connected on the remo the time, I am putting the chat give your confirmation on this
	As per the remote session, we
	Thank you for choosing ACE cl
	You may end this chat now. On conversation, along with a tick
	I request you to kindly spare a working. I will appreciate that. Thanks!
	Note: You may change/reset yo (https://selfcare.acecloudhostir
	For self-help, check out our Kn

Ch

He

Visitor Details

#75332 jaimeflores

Email: jaimeflores@oakgroveschool.org  2025772326

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: OJAI

State: California

Country: UNITED STATES

Chat Transcript

jaimeflores	Hello, I am your Acebuddy
Acebuddy	Hello Jaimeflores, I'm your Ace
	Whom Would You Like to Connect With?
jaimeflores	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jaimeflores	I'd like to report an Issue
Acebuddy	Please select an option!
jaimeflores	Other Issue
Acebuddy	Please specify the issue you are facing

jaimeflores reconnecting t-hub to remote s

Acebuddy Please wait while we connect y

Acebuddy (bot) forwarded the

jaimeflores OAK GROVE SCHOOL

User> Tara

Shivam Singh accepted the ch

we are trying to reconnect one application is T-HUB

the current address that we ha

Shivam Singh Thank you for contacting Ace C

jaimeflores <IPaddress>OAKGROVESCHOC

thank you

Shivam Singh Kindly allow me two minutes to

May I take the remote access c

Prior providing the access, I wo

jaimeflores yes, we need to be able to ope

for the user Tara

OK

Yes please do

the app T-hub is no longer con

we tried to fix it a couple days

logged in working on the accor

hello?

Shivam Singh Hi, we were just waiting for you

jaimeflores OK we need to be able to open

Shivam Singh May I know if T-hub is with you

jaimeflores the user Tara doesn't have the

Yes they are connected via Zor

Shivam Singh Yes

jaimeflores what should we do to access 'S

Shivam Singh Unfortunately, Services Windo

jaimeflores Can you open it from your end

Shivam Singh However, if there is any config

	Sure
jaimeflores	OK one moment..
	in the meantime, could you please tell me what's going on tara`?
	In the meantime can you tell us what's going on?
Shivam Singh	I would want to inform you that we have received your message.
	<i>3:14:47 AMjaimeflores is sharing a file:</i> Screenshot 2025-04-04 at 11.03.47 AM.png
	<i>3:14:49 AMjaimeflores is sharing a file:</i> Screenshot 2025-04-04 at 11.03.49 AM.png
	<i>3:14:50 AMjaimeflores is sharing a file:</i> Screenshot 2025-04-04 at 11.03.50 AM.png
jaimeflores	how about Atandra?
	We need to check whether the service is running or not.
	Did anything change with the database connection?
	the db connection is down. How about the database?
	how about this service
	service sql THUBDBSERVER
	is it ON or OFF?
	<i>3:17:58 AMSshivam Singh is sharing a file:</i> image.png - (Size:8.36 KB)
	<i>We do see a SQL service which is not running.</i>
	can we turn it ON?
Shivam Singh	Also, when we try to start it we get an error.
jaimeflores	OK, one moment, thank you.
Shivam Singh	Hi there, did they inform you about the issue?
jaimeflores	thank you there's nothing else.
Shivam Singh	okay
	I recommend that you give us a call. We are available 24/7 to assist you.
	Also, please mention your earliest convenience.
jaimeflores	OK thank you.
Shivam Singh	Is there anything else I may help you with?
	Are we still connected here?

jaimeflores thank you, that is all for now.

Shivam Singh I would greatly appreciate if yo smileys at the end of this chat.

You may end this chat now. On conversation, along with a tick

I request you to kindly spare a working. I will appreciate that. Thanks!

Note: You may change/reset yc (<https://selfcare.acecloudhosting.com>)

For self-help, check out our Knowledge Base

Shivam Singh has ended this conversation.

Ch

He

Visitor Details

#76092 Robert Zeigen

Email: rzeigen@szcpa.tax  15613920620

Department: Support(QB & App Hosting)

Operator:

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 18 Secs

City: LAKE WORTH

State: Florida

Country: UNITED STATES

Chat Transcript

Robert Zeigen

Hello, I am your Acebuddy

Acebuddy Hello Robert, I'm your Ace Buddy

Whom Would You Like to Connect?

Robert Zeigen Technical Support (QB & App Help)

Acebuddy Welcome to Ace Support.

Please chose an option :

Robert Zeigen I'd like to report an Issue

Acebuddy Please select an option!

Robert Zeigen Other Issue

Acebuddy Please specify the issue you are facing

Robert Zeigen I cannot log onto the server

Acebuddy Please wait while we connect you

Acebuddy (bot) forwarded the message to Sharath Kumar

Sharath Kumar accepted the connection request

Sharath Kumar Thank you for contacting Ace Support

Hi Robert, allow me a minute to check on this

Since there was nobody signed up, I will handle your concern

Robert Zeigen Okay. None of us can login

okay

Sharath Kumar The server is back up and running. Please sign in and get the result.

I see you were able to sign into the system

Robert Zeigen Yes, I can log in. thank you. That's great!

Sharath Kumar glad to hear that!

A positive feedback after this conversation

Thank you for choosing ACE cloud services

Sharath Kumar has ended this conversation

Ch

He

Visitor Details

#75589 Tiffany Seiler

Email: tiffany@seilerexc.com  16184667096

Department: Support(QB & App Hosting)

Operator: Rohan

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Tiffany Seiler	Hello, I am your Acebuddy
Acebuddy	Hello Tiffany Seiler, I'm your Ac
	Whom Would You Like to Connec
Tiffany Seiler	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tiffany Seiler	I'd like to report an Issue
Acebuddy	Please select an option!
Tiffany Seiler	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue
Tiffany Seiler	QuickBooks Update
Acebuddy	Quickbooks update related ale application updates at the bac might get delayed due to unfo
	If you're also getting an update support@acecloudhosting.com be and share a confirmation vi

Do you need any further assist

Tiffany Seiler

Yes

Acebuddy

Please wait while we connect y

Acebuddy (bot) forwarded the

Rohan Prajapati accepted the c

Rohan Prajapati

Thank you for contacting Ace C

Hello Triffany, How are you doi

Tiffany Seiler

Hi Rohan. I am unable to run m

I have contact QB and they sai
to run payroll again

Rohan Prajapati

I will surely help you with this i

Kindly allow me 4-5 minutes to

May I take the remote access c

Tiffany Seiler

yes

Rohan Prajapati

Prior providing the access, I wc

Tiffany Seiler

ok

Rohan Prajapati

We are connected on the remo
the time, I am putting the chat
give your confirmation on this

Is there anything else I may he

Tiffany Seiler

that is all thanks

Rohan Prajapati

Thanks for the confirmation !

Thank you for choosing ACE cl

You may end this chat now. On
conversation, along with a tick

I request you to kindly spare a
working. I will appreciate that.
Thanks!

Note: You may change/reset yc
(<https://selfcare.acecloudhosting.com>)

For self-help, check out our Kn

Rohan Prajapati has ended this

Ch

He

Visitor Details

#76017 Jennifer White

Email: jennifer@jennwhitecpa.com  15305219484

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Jennifer White Hello, I am your Acebuddy

Acebuddy Hello Jennifer, I'm your Ace Bu

Whom Would You Like to Conn

Jennifer White Technical Support (QB & App H

Acebuddy Welcome to Ace Support.

Please chose an option :

Jennifer White I'd like to report an Issue

Acebuddy Please select an option!

Jennifer White Other Issue

Acebuddy Please specify the issue you ar

Jennifer White I am locked out of UltraTax CS

Acebuddy Please wait while we connect y

Acebuddy (bot) forwarded the

Anjainay Singh accepted the c

Anjainay Singh	Thank you for contacting Ace C
Jennifer White	ok
Anjainay Singh	Please allow me some time so
	May I take the remote access c
	Prior providing the access, I wo
Jennifer White	yes
	I'm ready when you are
Anjainay Singh	https://assist.acecloudhosting..
	Please copy this URL at your se
	Hello Jennifer.
	I would greatly appreciate if yo
	chat.
Jennifer White	The issue is solved. Thank you
	ok
Anjainay Singh	You may receive a survey in wh
	You may end this chat .
	Thank you for choosing ACE cl

Anjainay Singh has ended this

Ch

He

Visitor Details

#76052 Tony Lee

Email: support@claccounting.tax 📞 19097189780

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: EL MONTE

State: California

Country: UNITED STATES

Chat Transcript

Tony Lee	Hello, I am your Acebuddy
Acebuddy	Hello Tony, I'm your Ace Buddy
	Whom Would You Like to Connect?
Tony Lee	Technical Support (QB & App Help)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tony Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Tony Lee	Other Issue
Acebuddy	Please specify the issue you are facing
Tony Lee	Help me update Lacerte 2024.
Acebuddy	Please wait while we connect you to the support team
	<i>Acebuddy (bot) forwarded the request to Ashutosh Mishra</i>
Tony Lee	CLaccounting.myrealdatal.net tony.lee
	<i>Ashutosh Mishra accepted the request</i>
Ashutosh Mishra	Thank you for contacting Ace Customer Support
Tony Lee	ok
Ashutosh Mishra	I understand you want to update Lacerte 2024
Tony Lee	yes
Ashutosh Mishra	I have started the update; with any issues let me know
Tony Lee	ok
Ashutosh Mishra	Is there anything else I may help you with?
	Are we still connected here?
	Are we still connected here?

Are we still connected here?

As there was no response, we will call you at (1-888-415-5240) if any further questions arise.

Ashutosh Mishra has ended this conversation.

Ch

He

Visitor Details

#75618 accountant

Email: accountant@silversfs.com  7472192947

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: SRINAGAR

State: Jammu And Kashmir

Country: INDIA

Chat Transcript

accountant Hello, I am your Acebuddy

Acebuddy Hello Benny, I'm your Ace Buddy

Whom Would You Like to Connect With?

accountant Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

accountant I'd like to report an Issue

Acebuddy Please select an option!

accountant	Other Issue
Acebuddy	Please specify the issue you ar
accountant	Server slow and disconnecting
Acebuddy	Please wait while we connect y
	<i>Acebuddy (bot) forwarded the message</i>
	<i>Shubham Kataria accepted the message</i>
Shubham Kataria	Thank you for contacting Ace C today.
	Please allow me two minutes to
accountant	Hi Shubham
	Sure take your time
Shubham Kataria	Kindly confirm if you are still fa
accountant	As now it's working but not sur
	No again I disconnect
Shubham Kataria	Okay, let me perform few chec
	May I take the remote access c
accountant	Sure
Shubham Kataria	Prior providing the access, I wo
	https://assist.acecloudhosting.in
	Kindly paste this link in the bro
	We are connected on the remo the time, I am putting the chat give your confirmation on this
	Thank you for your patience.
accountant	thanks Shubham for assist
Shubham Kataria	As per our remote conversatio for next two days. if you face a
accountant	I will keep posted again if I will
Shubham Kataria	You're welcome
accountant	Yes thank Shubham
Shubham Kataria	Thank you
	Is there anything else I may he
accountant	Not now so far
Shubham Kataria	

Thank you for choosing ACE cl

You may end this chat now. On conversation, along with a tick

I request you to kindly spare a working. I will appreciate that. Thanks!

Note: You may change/reset yo
(<https://selfcare.acecloudhosting.com>)

For self-help, check out our Kn

Shubham Kataria has ended the chat.

Ch

He

Visitor Details

#75915 Devon McNeely

Email: dmcneely@vineit.com  +18444846348

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudhosting.com/support-chat>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: ST PETERSBURG

State: Florida

Country: UNITED STATES

Chat Transcript

Devon McNeely

Hello, I am your Acebuddy

Acebuddy

Hello Devon Mcneely, I'm your

Whom Would You Like to Connect With?

Devon McNeely

Technical Support (QB & App H

Acebuddy

Welcome to Ace Support.

Please chose an option :

As we haven't got any respons
Kindly re-initiate the chat.

Ended due to chat idle timeout

Ch

He

Visitor Details

#76166 AIFinancedone

Email: aifinancedone@outlook.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

Website: <https://www.acecloudhosting.com/support>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: HARIPUR HINDUAN

State: Punjab

Country: INDIA

Chat Transcript

AIFinancedone

Hello, I am your Acebuddy

Acebuddy

Hello Aifinancedone, I'm y

Whom Would You Like to C

AIFinancedone

Technical Support (QB & A

Acebuddy

Welcome to Ace Support.

Please chose an option :

AIFinancedone	I'd like to report an Issue
Acebuddy	Please select an option!
AIFinancedone	Other Issue
Acebuddy	Please specify the issue you are facing with our representative!
AIFinancedone	I am not able to connect RDP
Acebuddy	Please wait while we connect you to our representative
	<i>Acebuddy (bot) forwarded message to Anjainay Singh</i>
	<i>Anjainay Singh accepted the request</i>
AIFinancedone	Hi
	I am not able to connect to your system via RDP
Anjainay Singh	Thank you for contacting us. We understand your concern.
AIFinancedone	I am connecting again again everyday
	Your services now become a bit slow
Anjainay Singh	Since when you are facing this issue?
AIFinancedone	From few many days ago
	ago
	for now please check user activity
	sachin bansal
Anjainay Singh	We understand your concern
AIFinancedone	I am not able to login
	login
Anjainay Singh	Please confirm whether other users face same issue
AIFinancedone	Yes
	All users face same issue
Anjainay Singh	Thankyou for your confirmation
AIFinancedone	Yesterday as well
	I connected for same issue which gets fixed after rebooting the system
Anjainay Singh	Could you please confirm if this issue is still persisting

resolution.

AIFinancedone

AccountSavvyNew

Server

AccountSavvy CPAs LLC

business name

Anjainay Singh

May I take the remote acc

I have got your account de

3:01:38 PMA/Financedone

[Login attempt issue.PNG](#) -

AIFinancedone

See

while entering password

issue came

No

Anjainay Singh

we have made some back

AIFinancedone

Yes now working

AIFinancedone has ended

