

Chat Tr

Hello, I am :

Visitor Details

#80402 sundar sundaram

Email: sundar@wizcom.com ☎ 6099369401

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: BENSALEM

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

sundar sundaram	Hello, I am your Acebuddy
Acebuddy	Hello Sundar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sundar sundaram	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sundar sundaram	I'd like to report an Issue
Acebuddy	Please select an option!
sundar sundaram	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
sundar sundaram	remote login is not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.

	I will surely help you with this issue.
sundar sundaram	Hello Manish
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
sundar sundaram	yes...just today
	not sure about others
Manish Singh	May I know the username who is facing the issue?
sundar sundaram	Sundar Sundaram
Manish Singh	Kindly allow me two minutes to check the same.
sundar sundaram	sure
Manish Singh	As we have checked and found out that you are in disconnected state we have removed the session kindly check now. Kindly use log off icon when disconnecting from the server.
	<i>8:27:36 PM Manish Singh is sharing a file with you</i> <u>image.png</u> - (Size:4.2 KB)
sundar sundaram	Normally I do that. not sure what happened today I am trying to log in again but not able to
Manish Singh	No issues, Kindly try now to access sever.
sundar sundaram	still same issues
	<i>8:29:15 PM sundar sundaram is sharing a file with you</i> <u>1_image.png</u> - (Size:32.23 KB)
Manish Singh	May I take the remote access of your local computer?
sundar sundaram	sur sure
Manish Singh	https://assist.acecloudhosting.com/join/8102495330 Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
sundar sundaram	downloaded
Manish Singh	Still showing in progress
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting
sundar sundaram	My userid was different last time
Manish Singh	Yes both will work fine, as I have checked you need to reset your password to access server. Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
	Also, the registered email for your account with us is : vmaram@wizcom.com

After this chat end, we will email you regarding the password reset and will vmaram@wizcom.com in it.

Is there anything else I may help you with ?

Are we still connected here?

sundar sundaram can there be 2 people as Admin for this account?

Manish Singh Yes, you can be added but for that also we need approval from vmaram@wizcom.com

Is there anything else I may help you with ?

sundar sundaram nothing else, Manish.

Thanks for all your help

Manish Singh I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of

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/>)

Manish Singh has ended this chat session

Chat Tr

Hello, I am :

Visitor Details

#81009 Test Account

Email: test@test.com +917878787878

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: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Test Account	Hello, I am your Acebuddy
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Test Account	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Test Account	I'd like to raise a Request
Acebuddy	Please select your request type.
Test Account	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Test Account	I'd like to raise a Request
Acebuddy	Please select your request type.

test has ended this chat session

Chat Tr

Hello, I am :

Visitor Details

#80811 kyla

Email: kyla@humblebrands.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: SPRINGDALE

State: Arkansas

Country: UNITED STATES

Chat Transcript

kyla	Hello, I am your Acebuddy
Acebuddy	Hello Kyla, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kyla	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kyla	I'd like to report an Issue
Acebuddy	Please select an option!
kyla	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
kyla	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
kyla	Another coworker and I are having issues with QB disconnecting and a hard time reconnecting after it disconnects
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Are you not able to access server or QuickBooks application?
kyla	We are able to, but Quickbooks is just randomly disconnecting from the server and then takes 3 or 4 tries to reconnect. It
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
kyla	Thank you
Manish Singh	Kindly try to access now.
kyla	I already am in QB now
	It just randomly disconnects at different times.

Manish Singh	We have restarted all the services and checked CPU and Memory everything seems to be working fine.
kyla	Okay thank you. Any reason it could be disconnecting randomly?
Manish Singh	Can be services issue that I have restarted just now for QuickBooks 2024 and 2022 But we will share all the report over the email.
kyla	Sounds good - thank you so much!
Manish Singh	And we will follow up accordingly.
kyla	What should we do if it happens again?
Manish Singh	Kindly contact us again we will check over server resources again and also check on your local end.
kyla	Thank you! Any reason to why it is having issues reconnecting? when it disconnectd *disconnects
Manish Singh	Yes, frequent QuickBooks disconnections in a hosted environment can often be related to Windows services or network configuration . We have checked and restarted the required services; this should resolve the issue.
kyla	Okay, thank you! So if it happens to disconnect again for either of us, I will reach back out. Thank you for all your help.
Manish Singh	Sure, we would be happy to assist you.
	This message has been deleted
	May I know if this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account?
kyla	My boss has been experiencing it daily she said - it is the first time for me to have it disconnect this much. But there are probably other users affected.
Manish Singh	Alright!
	And are all user using server from office or different locations?
kyla	Some are in the office and some work from home. We are remote during parts of the week and in office some days of the month.
Manish Singh	Ok
	Kindly allow me two minutes to check the same.
kyla	Thank you
	<i>10:33:58 PM Manish Singh is sharing a file with you image.png - (Size:219.16 KB)</i>
	<i>Alright this is the report of last 24 hours.</i>
Manish Singh	Everything seems to be normal.
	CFPU utilization and Memory.
kyla	Okay, so it may just be our connection to the server?
Manish Singh	That we have to check.
	As you have said that users are working remotely too.

	May I know how frequent is this issue on your end and on user end?
kyla	It isn't too frequent on my end, but my boss said it happens on her end frequently. I am not sure about anyone else
Manish Singh	Rose
	Alright, we will contact her regarding the issue.
kyla	Sounds good, thank you.
Manish Singh	Is there anything else I may help you with ?
kyla	That is all!
Manish 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.
	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 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/)
kyla	Thank you, you as well!

Manish Singh has ended this chat session

Chat Transcript

Hello, I am :

Visitor Details

#80280 alison

Email: alison@stevecuryconstruction.com  5613016505

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: 15 Secs

City: YARMOUTH

State: Maine

Country: UNITED STATES

Chat Transcript

alison	Hello, I am your Acebuddy
Acebuddy	Hello Alison, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
alison	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
alison	I'd like to report an Issue
Acebuddy	Please select an option!
alison	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
alison	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
alison	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>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 Alison
alison	Hello\
Shashwat Verma	I will surely help you with this issue.
alison	Quickbooks froze on me, i was able to unfreeze it but now i can't get back on
Shashwat Verma	Kindly allow me two minutes to check the same.
alison	looks like maybe the server needs to reboot
Shashwat Verma	Let me do the needful
alison	Quickbooks just sat here loading for awhile and then wont open
Shashwat Verma	Got it!

	Try now to access the Qb.
alison	trying now
Shashwat Verma	Sure
alison	still just sitting on the loading icon
Shashwat Verma	Okay
	I deeply apologize for the inconvenience caused to you.
	Let me clear your session, kindly try again access the server again.
alison	okay thank you
Shashwat Verma	Kindly login again and let us know
alison	okay trying again
	quickbooks icon still loading
	i get on the cloud just fine, but quickbooks just sits on the loading screen
Shashwat Verma	Okay
	As your are on shared, will reboot the server in next 5 mins, once the reboot is complete probably issue will be resolved
alison	okay
Shashwat Verma	We'll follow-up on email
alison	should i get off?
Shashwat Verma	Is that work for you?
alison	yes thank you
	i logged off
Shashwat Verma	We have just pushed the reboot, server will get rebooted in next 6-7 mins
	Kindly login the server after 8-9 mins
	Is there anything else I may help you with ?
alison	thank you!
Shashwat Verma	Shall we proceed with closing this chat for now?
alison	yes thank you
Shashwat Verma	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 appi
	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/)

Shashwat Verma has ended this chat session

Chat Tr

Hello, I am :

Visitor Details

#80097 Jeremy Bohr

Email: jeremy@techlegends.com  18056698324

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Linux

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 43 Secs

City: MESA

State: Arizona

Country: UNITED STATES

Chat Transcript

Jeremy Bohr	Hello, I am your Acebuddy
Acebuddy	Hello Jeremy, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jeremy Bohr	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jeremy Bohr	I'd like to raise a Request
Acebuddy	Please select your request type.
Jeremy Bohr	Password Reset
Acebuddy	Please select an option below
Jeremy Bohr	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.
Jeremy Bohr	Do you need any further assistance on the topic?
Acebuddy	Yes
Acebuddy	Please wait while we connect you to our 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.
Jeremy Bohr	hi there... i guess i need to be registered for self care
	wondering if u can send me the registration link or whatever it is
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jeremy Bohr	sure...
	QBlivePro.myrealdatal.net
	JeremyB.Pro
Ashutosh Mishra	Kindly allow me two minutes to check the same.
Jeremy Bohr	whenever i login to the server it says remote password expired, please change it now... but i can't do that cuz i don't know what's what i'm ultimately trying to resolve
Ashutosh Mishra	Sure, we will require a formal request over the email to reset the password. However, we would suggest to use the My Portal.
Jeremy Bohr	k. sounds good... but i don't have a login to that i don't think so i think i need one... i tried a pw reset request for the self care thing and that failed
Ashutosh Mishra	After this chat I will send you an email requesting an approval for password reset and also share you the step-by-step guide.
Jeremy Bohr	ok
Ashutosh Mishra	Is there anything else I may help you with ?
	Are we still connected here?
Jeremy Bohr	oh sorry, yeh i was waiting for you to tell me the email was sent
	checking
	i do not see the email
Ashutosh Mishra	Kindly allow me two minutes and you will receive the email.
Jeremy Bohr	ok no problem
Ashutosh Mishra	Thank you for your patience.
	I have sent the email.
Jeremy Bohr	ok
Ashutosh Mishra	Is there anything else I may help you with ?

Jeremy Bohr	i got the email... how will i reset the password now?
Ashutosh Mishra	Please refer to my portal guide attached to the email. It has step by step instructions to reset the password.
Jeremy Bohr	in the guide it says click here but then there is no link there
Ashutosh Mishra	Our apologies for the inconvenience. The link is https://myportal.acecloudhosting.com/
Jeremy Bohr	ok let's see if i can get in here
Ashutosh Mishra	Sure <i>11:30:03 AM Jeremy Bohr is sharing a file with you</i> <u>Screenshot from 2025-08-03 22-59-37.png</u> - (Size:212.7 KB) <i>i don't know what username to use, and i don't see a verification code in email</i>
	The username is your CID.
Jeremy Bohr	oh i happen to have that saved in lastpass ok, just got in there let's see here
Ashutosh Mishra	Sure
Jeremy Bohr	ok i think i'm probably good... gonna try logging in with new pw
Ashutosh Mishra	Are you able to connect now?
Jeremy Bohr	i am through windows, but no longer through my linux remmina so i think there may be some new technical settings... bu resolved.
Ashutosh Mishra	I understand you are connecting to server through a local linux machine, is that correct?
Jeremy Bohr	i'm trying yeh... i used to be able to a long time ago i'm able to connect through windows no problem still i had gotten some help from support in the past and they made some changes to my windows rdp settings and got it wor
Ashutosh Mishra	Kindly allow me two minutes to check the same. This requires attention from the senior team, please help me with your direct contact number and one of our senior team
Jeremy Bohr	oh i think it had something to do with gateway server ok
Ashutosh Mishra	Please share your direct contact number for further assistance. 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)

Ashutosh Mishra has ended this chat session

Chat Tr

Hello, I am :

Visitor Details

#80705 Maricel

Email: admin@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 54 Secs

City: NAGBUNGA

State: Zambales

Country: PHILIPPINES

Chat Transcript

Maricel	Hello, I am your Acebuddy
Acebuddy	Hello Liza Joy Jimenez, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Maricel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maricel	I'd like to report an Issue
Acebuddy	Please select an option!
Maricel	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Maricel	I cannot connect to rdp
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Maurya accepted the chat transfer request.

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

6:35:04 PMMaricel is sharing a file with you

[image.png](#) - (Size:20.29 KB)

Hello, it's me again. Please connect me

I will surely help you with this issue Liza.

Okay, How are you, so it's your static IP? (Edited)

Maricel yes

I already reached out to my ISP and requested permanent IP

Shubham Maurya Thank you for your understanding on this Liza, please wait while I whitelist this IP.

Maricel Thank you also for your patience

Shubham Maurya Always here to help you out, Just for the confirmation Liza your ISP has confirmed this as your static IP? As this IP is having

Maricel yes

sorry, this is not yet the static IP

Shubham Maurya We understand how problematic this situation has been for your work. No worries, I will proceed with adding this as per yo

Maricel Thank you, I am stressed already haha

Shubham Maurya Thanks for your patience, We have forwarded your IP whitelist request Liza, This will take some time and once done I'll sh

Please try to arrange for a static IP from ISP to avoid further issue and to solve it permanently.

If possible you can use alternative ISP as well if current ISP is having issues.

Is there anything else I may help you with ?

Maricel none for now,

Shubham Maurya Alright, Please feel free to reach us back anytime.

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/>)

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

Shubham Maurya has ended this chat session

Chat Tr

Hello, I am :

Visitor Details

#80465 KEITH

Email: ks.partsfast@gmail.com  7133203009

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

KEITH	Hello, I am your Acebuddy
Acebuddy	Hello Keith, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
KEITH	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
KEITH	I'd like to report an Issue
Acebuddy	Please select an option!
KEITH	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
KEITH	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?
KEITH	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

Acebuddy (bot) forwarded the chat request

KEITH partsfast.myrealdata.net

Yash Kalra accepted the chat transfer request.

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

KEITH Blueman is stuck.

Yash Kalra Kindly allow me two minutes to check the same.

KEITH shows me signing out

Yash Kalra keith, I really understand the seriousness of this case, Please kindly confirm the user name.

KEITH blueman

it was stuck for over 5 minutes. let me see

12:54:05 AM Yash Kalra is sharing a file with you

[image.png](#) - (Size:30.19 KB)

Yash Kalra keith, we are unable to find any user with the user name blueman.

KEITH sales p

Yash Kalra keith, we have signed out the users sales p from the backend.

Please ask the user to sign in again

KEITH ok

Yash Kalra Also, If possible please ask the user if he is facing some issue while connecting to the server. (Edited)

KEITH ok

we are in

thank you

Yash Kalra Please wait

Just want to know if this user or other users are facing any similar freezing issue earlier as well.

KEITH yes random users. also we get knocked out of reports when we run them on QB

today is worse than others

Yash Kalra Okay please stay connected let me check things from the backend.

keith, Is the internet connection is stable on all the users end?

KEITH yes it should be. i dont have to monitor it. i can monitor it and see. normally there are never issues

i only ever get knocked out when i have multiple reports opened on 2 screens

maybe 2 reports using multi monitor

Yash Kalra Great to hear that, I will be removing some temp files from user end during night hrs and hope this will permanently resol

KEITH ok thank you.

	have a good day
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of 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/)

Yash Kalra has ended this chat session

Chat Tr

Hello, I am :

Visitor Details

#80279 davis

Email: davis@straighttalkcpas.com ☎ 637325663660

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 24 Secs

City: GUADALUPE

State: Alajuela

Country: COSTA RICA

Chat Transcript

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

davis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
davis	I'd like to raise a Request
Acebuddy	Please select your request type.
davis	Change in Users
Acebuddy	Please select your desired option!
davis	User Replacement
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user and create a new one. Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the attached document for more information.
	Do you need any further assistance on the topic?
davis	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	Hello Davis
davis	Hello, we reached out to AceCloud many days ago asking to have an account created and the account ownership changed. it was partially done, I got a call from your account manager and then we have sent multiple email replies without hearing back
Sanyam Madan	Davis , do you have any reference ticket number for that
davis	yes
	739123
Sanyam Madan	Kindly allow me two minutes to check the same.
davis	ty
Sanyam Madan	Hi David*, I just checked the ticket with the concerned team, and it included two requests: 1) Changing the point of contact (POC) 2) Adding Salim as a user
	Both of these have been taken care of.
davis	I was told I would get access credentials for Cee Fuerte, our new operations manager and that I would also receive a list of all users none of those were provided on top of that we are not receiving responses to our emails

Sanyam Madan	Okay, got it
	I am currently discussing this case with my concerned team
	We have noted your query and will provide you with an update within the hour.
davis	ok, will wait for it then
Sanyam Madan	I have personally talked to the concerned team about your ticket
davis	will it be via email?
Sanyam Madan	Yes Davis , it will be via mail
	Is there anything else I may help you with ?
davis	ok good, thanks
	have a nice day
Sanyam Madan	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.

Sanyam Madan has ended this chat session

Chat Tr

Hello, I am :

Visitor Details

#80331 nixsprinklerco

Email: nixsprinklerco@gmail.com ☎ 9407451522

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: MINERAL WELLS

State: Texas

Country: UNITED STATES

Chat Transcript

nixsprinklerco	Hello, I am your Acebuddy
Acebuddy	Hello Nixsprinklerco, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
nixsprinklerco	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
nixsprinklerco	I'd like to report an Issue
Acebuddy	Please select an option!
nixsprinklerco	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
nixsprinklerco	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	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

Chat Tr

Hello, I am :

Visitor Details

#80734 Maricel

Email: admin@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: CASTILLEJOS

State: Zambales

Country: PHILIPPINES

Chat Transcript

Maricel	Hello, I am your Acebuddy
Acebuddy	Hello Liza Joy Jimenez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Maricel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maricel	I'd like to report an Issue
Acebuddy	Please select an option!
Maricel	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Maricel	cannot connect
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Dharmendra Kumar declined the transfer request.</i>
Maricel	Please check, I still cannot connect
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Maricel	Please check, I still cannot connect.
	Thank you
	<i>7:58:31 PM Maricel is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:19.76 KB)</i>
Manish Singh	May I take the remote access of your local computer?
Maricel	sure
Manish Singh	https://assist.acecloudhosting.com/join/3182903118
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.

This message has been deleted

Are we still connected here?

Are we still connected here?

Are we still connected here?

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti

Manish Singh has ended this chat session

Chat Tr

Hello, I am :

Visitor Details

#80573 ktbooks46

Email: ktbooks46@gmail.com ☎ 118508677001

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: PANAMA CITY

State: Florida

Country: UNITED STATES

Chat Transcript

ktbooks46 Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

ktbooks46 Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

ktbooks46	I'd like to report an Issue
Acebuddy	Please select an option!
ktbooks46	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ktbooks46	ACE is frozen and nothing will do anything. and it is frozen with a QB file open and i can't shut it down. i have tried reboot
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Ankit accepted the chat transfer request.</i></p>	
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
ktbooks46	ok
Ankit	Hello Michelle, How are you doing today?
ktbooks46	doing ok. trying to work.. but my ACE is frozen up... and i can't work in a file or close it.
Ankit	I deeply apologize for the inconvenience caused to you.
<p>I will be surely assisting you with this. Kindly help me with your server name and user name?</p>	
ktbooks46	and working from home and all my "ACE id and such are there.. so hope i can get you what you need to verify dbabookkeepin.myrealdata.net
Ankit	Thank you for the details.
<p>Kindly allow me 2-3 minutes to check the same.</p>	
ktbooks46	absolutely..
Ankit	Thank you for waiting. I can see that your session is currently active on the server. Would it be okay if I end the session from the backend to help resolve this issue?
<p>Additionally, could you please confirm if this is the first time you are facing this issue?</p>	
ktbooks46	yes please do that.
<p>it has happened before.. but usually i can shut down computer and reboot.. and it allows me to close the file and then reb first time i have not been able to unfreeze it myself</p>	
Ankit	Thank you for your confirmation. I kindly request you to try accessing the server now and check if everything is working a
ktbooks46	o k tha tworked .. i' mback in.
<p>now to get to work ... thankyou for the quick reply!</p>	
<p>not sure what happened but it if continues to happen i will open a ticket ... maybe this is just a one time thing.</p>	
Ankit	Awesome !!
<p>Okay, I got it. If the session is not logged off from the server completely, it may get stuck. When you try to create a new s</p>	
<p>We are always here to assist you, and our support team is available 24/7 for your convenience.</p>	

	Is there anything else I may help you with ?
ktbooks46	ok. i had just started to work. so i had not logged out just logged in . no worries .. will watch it and if an issue will open a ticket
	thankyou@!!!
	log out now and yo u enjoy your weekend
Ankit	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 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/)

Ankit has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80042 Adlyh

Email: abetancourt@thrivcpa.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 5 Secs

City: CULEBRA

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Adlyh Hello, I am your Acebuddy

Acebuddy	Hello Adlyh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Adlyh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Adlyh	I'd like to report an Issue
Acebuddy	Please select an option!
Adlyh	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Adlyh	I'm trying to export a report from Quickbooks in Excel format, but it doesn't allow me to. Excel doesn't appear to be instal
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	May I take the remote access of your server?
Adlyh	Yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	Is there anything else I may help you with ?
Adlyh	No! Thank you for your help
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of 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 appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Manish Singh has ended this chat session</i>

Chat Tr

Hello, I am :

Visitor Details

#80235 liz pounds

Email: lpounds@poundsofplastic.com ☎ +14164761226

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: 3 Mins 39 Secs

City: MISSISSAUGA

State: Ontario

Country: CANADA

Chat Transcript

liz pounds Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

liz pounds Managed Security

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

Acebuddy (bot) forwarded the chat request

Vipul Sharma accepted the chat transfer request.

liz pounds We logged in to our companyQB account and see that an unfamiliar user name shows as the last user. How could this hap

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

Manish Singh accepted the chat transfer request.

Manish Singh is transferring the chat to Tushar.

Tushar accepted the chat transfer request.

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

We will look into this issue and resolve it with the explanation provided.

Kindly help me with your server name and user name?

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)

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

Tushar has ended this chat session

Chat Tr

change harol

Visitor Details

#80549 JULIE a SACHS

Email: julie@oceanbluewp.com  3125602490

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

Website: <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/?s=change%20password%20for%20harold%20lohf%20machi>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

JULIE a SACHS change harold lohf password

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

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

Anjainay Singh accepted the chat transfer request.

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

Could you please elaborate your issue in detail so that we can assist you accordingly?

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)

Anjainay Singh has ended this chat session

Chat Tr

Hello, I am :

Visitor Details

#80678 camilleward.cpa

Email: camilleward.cpa@outlook.com ☎ 435-760-3701

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: OGDEN

State: Utah

Country: UNITED STATES

Chat Transcript

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

Chat Tr

Hello, I am :

Visitor Details

#80955 REBECCA HARDY

Email: rebecca@trefalabs.com  19784172525

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: AMESBURY

State: Massachusetts

Country: UNITED STATES

Chat Transcript

REBECCA HARDY	Hello, I am your Acebuddy
Acebuddy	Hello Rebecca Hardy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
REBECCA HARDY	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
REBECCA HARDY	I'd like to raise a Request
Acebuddy	Please select your request type.
REBECCA HARDY	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
REBECCA HARDY	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
	Do you need any further assistance on the topic?

The visitor's phone number was changed from 9784172525 to 19784172525.

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

Chat Tr

Hello, I am :

Visitor Details

#80207 Lance Blakely

Email: finance@elcopainting.com  5093016086

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: RICHLAND

State: Washington

Country: UNITED STATES

Chat Transcript

Lance Blakely	Hello, I am your Acebuddy
Acebuddy	Hello Lance Blakely, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lance Blakely	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lance Blakely	I'd like to raise a Request
Acebuddy	Please select your request type.
Lance Blakely	Password Reset
Acebuddy	Please select an option below
Lance Blakely	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.
Lance Blakely	Do you need any further assistance on the topic?
Acebuddy	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
Lance Blakely	Hello!
Sanyam Madan	Hello Lance , how are you doing
	Can you please elaborate on your issue ?
Lance Blakely	I need to reset the password for my remote desktop ElcoP.myrealdatal.net
	Username ProfitW
Sanyam Madan	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further.
	Also, the registered email for your account with us is: mary@elcopainting.com
Lance Blakely	mary is not available to send the email
	I need it reset
Sanyam Madan	Please mail it right now and i will reset the password on the chat
Lance Blakely	Okay i sent it from my email
Sanyam Madan	I sincerely apologize, but due to our security policy, we're unable to proceed with the password reset unless we receive physical proof.
Lance Blakely	Nope
	I work with you on several other accounts
	I need for this to be completed as the client is east coast and not available and I need in to finish something tonight
Sanyam Madan	are u registered in selfcare portal ? (Edited)
	Are we still connected here?
Lance Blakely	yes hi
	i am not sure
	wouldn't the password be the same as the remote?
Sanyam Madan	Yes
	That would be same
Lance Blakely	so if i need to reset the password then how would i reset it
	nevermind
Sanyam Madan	However, you can still access the account using the OTP login option.

Lance Blakely	i was able to find the password
Sanyam Madan	Thats great
	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 are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Sanyam Madan has ended this chat session</i>

Chat Tr

Stovall We are having extreme
have put in multiple requests a
direct contact with majority o
quickbooks files as well anc

Visitor Details

#80399 Cody Stovall

Email: cstovall@stovall-assoaciates.com ☎ 6518216211

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

Website: https://www.acecloudhosting.com/hosting/quickbooks-desktop/?utm_source=google&utm_medium=cpc&utm_campaign=QBES_Pmax&utm_term=&utm_adgroup=&gad_source=1&gad_campaignid=22803601679kaAICHEALw_wcB

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: MAPLE GROVE

State: Minnesota

Country: UNITED STATES

Chat Transcript

Cody Stovall

	Stovall We are having extreme issues with our remote desktop. I have put in multiple requests and am not able to put you on hold.
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further. Let me transfer this to get this resolved.
	<i>Amit is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
Cody Stovall	Hello Shubham, we are having some big issues with our desktop unfortunately.
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?
Cody Stovall	StovallALTD and my user name is Cody.Stovall
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.
	Please do let me know the error message you are getting while trying to connect?
Cody Stovall	There is no error message.....quickbooks does not open I've put in the same request multiple times stating that quickbooks does not open with no error message
Shubham Maurya	We do understand Stovall, let me check it and try to resolve it at earliest to avoid further issues and delay. May I take the remote access of your server?
Cody Stovall	Yes that's fine
Shubham Maurya	Prior providing the access, I would suggest you to close any important documents at your end.
Cody Stovall	sounds good- i'm ready
Shubham Maurya	Would you mind if one of our escalation member gives you a callback? as they want to handle it on priority as I informed to you.
Cody Stovall	Yes, can you have them call me at 651-212-1770 please?
Shubham Maurya	Sure let me pass on the details, Please allow few minutes. 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)

Shubham Maurya has ended this chat session

Hello, I am :

Visitor Details

#80763 Mary Langford

Email: mary@gondolaskate.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: DECATUR

State: Texas

Country: UNITED STATES

Chat Transcript

Mary Langford Hello, I am your Acebuddy

Acebuddy Hello Mary Langford, I'm your Ace Buddy. I'll

Whom Would You Like to Connect With?

Mary Langford Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Mary Langford I'd like to raise a Request

Acebuddy Please select your request type.

Mary Langford Other Request

Acebuddy Please drop an email to support@acecloudhosting.com
technicians will connect with you for further assistance.

If you are facing any issue/problem with your system, please provide details.

Mary Langford Restart

Acebuddy Hello Mary Langford, I'm your Ace Buddy. I'll

Whom Would You Like to Connect With?

Mary Langford Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Mary Langford I'd like to raise a Request

Acebuddy

Please select your request type.

As we haven't got any response from your e
Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Tr

Hello, I am :

Visitor Details

#80321 atidiv.t

Email: atidiv.t@myrealdata.net

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

atidiv.t	Hello, I am your Acebuddy
Acebuddy	Hello Atidiv.t, I'm your Ace Buddy. I'll be hap
Whom Would You Like to Connect With?	
atidiv.t	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
atidiv.t	I'd like to report an Issue
Acebuddy	Please select an option!

	atidiv.t	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	atidiv.t	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to help you with resolving the issue
		Was that helpful?
	atidiv.t	No
	Acebuddy	No issues, please wait while I connect you to our support team.
		<i>Acebuddy (bot) forwarded the chat request</i>
	atidiv.t	Hello.
		<i>Abhay Kumar Saraswat accepted the chat request</i>
	Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. I will be surely assisting you with this. Kindly provide me with more details about the issue you are facing.
	atidiv.t	Can you please help us with access issue in QuickBooks?
	Abhay Kumar Saraswat	Yes, sure.
		What issue you are facing while login into QuickBooks?
	atidiv.t	Can you please check it by yourself.
		It's an access issue.
	Abhay Kumar Saraswat	Okay.
		And I apologize for the trouble you've experienced. I will guide you through the necessary steps to resolve this issue.
		May I take the remote access of your local computer?
	atidiv.t	Yes.
	Abhay Kumar Saraswat	Prior to providing the access, I would suggest you to share your screen with me.
	atidiv.t	atidiv.t@myrealdatal.net
	Abhay Kumar Saraswat	https://assist.acecloudhosting.com/join/6872
		Kindly paste this link in the browser of local computer.
	atidiv.t	Sorry we are not allowed to download any files from the internet. Can you please help us without any of the documents?
		We have another option to take remote of your computer.
	Abhay Kumar Saraswat	Okay.

atidiv.t	Yes.
Abhay Kumar Saraswat	Are you logged in on server?
atidiv.t	Yes.
Abhay Kumar Saraswat	Okay.
	Kindly allow me two minutes.
atidiv.t	Sure.
Abhay Kumar Saraswat	Thank you for your patience.
	Is this issue occurring only for you, or are ot
atidiv.t	No, it's for us.
Abhay Kumar Saraswat	You mean for all?
atidiv.t	There is only single user.
Abhay Kumar Saraswat	Okay.
	Since when have you been experiencing this
atidiv.t	We are facing this issue from today as we ha
Abhay Kumar Saraswat	Login credentials for QB?
atidiv.t	Yes.
Abhay Kumar Saraswat	Okay.
	Let me take the remote access of your serv
	Please accept my request.
atidiv.t	Okay.
Abhay Kumar Saraswat	Could you please login on server again?
	Thank you for your patience.
atidiv.t	okay.
Abhay Kumar Saraswat	As we discussed over the remote, Please co missing. (Edited)
atidiv.t	okay.
	thank you.
Abhay Kumar Saraswat	Is there anything else I may help you with ?
atidiv.t	no

<p>Abhay Kumar Saraswat</p> <p>You may end this chat now. Once you end the conversation, along with a ticket number and a reason for closing the ticket, we will be able to track it.</p> <p>I request you to kindly spare a moment to fill in the working hours. I will appreciate that, or you may skip this step. Thanks!</p> <p>Note: You may change/reset your server password from here.</p> <p>For self-help, check out our Knowledge Base here.</p>	<p>I would greatly appreciate if you could spare a moment to fill in the working hours. I will appreciate that, or you may skip this step. Thanks!</p> <p>You may end this chat now. Once you end the conversation, along with a ticket number and a reason for closing the ticket, we will be able to track it.</p> <p>I request you to kindly spare a moment to fill in the working hours. I will appreciate that, or you may skip this step. Thanks!</p> <p>Note: You may change/reset your server password from here.</p> <p>For self-help, check out our Knowledge Base here.</p>
<p>atidiv.t</p>	<p>okay</p>
<p>Abhay Kumar Saraswat</p>	<p>Thank you for choosing ACE cloud Hosting, you have a great day!</p>
<i>Abhay Kumar Saraswat has ended this chat.</i>	

Chat Transcript

Hello, I am :

Visitor Details

#80706 Antonio Oliver

Email: finance@zebrarecovery.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Antonio Oliver	Hello, I am your Acebuddy
Acebuddy	Hello Antonio Oliver, I'm your Ace Buddy. I'll
	Whom Would You Like to Connect With?
Antonio Oliver	Managed IT
Acebuddy	Please wait while we connect you to an avai
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Himanshu accepted the chat transfer request</i>
	<i>Himanshu is transferring the chat to Ayush K</i>
	<i>Ayush Kishor accepted the chat transfer request</i>
Ayush Kishor	Thank you for choosing ACE cloud Hosting. N
Antonio Oliver	Hello I am trying to finish a work order. We c work
	Ticket ID: 753646 Issue: RDP Connection Issu support. During our recent chat session, you ZebraRecovery.myrealdatal.net with error co troubleshooting; however, the chat was disc
Ayush Kishor	Kindly stay connected, let me transfer your c to another support agent.
	<i>Ayush Kishor is transferring the chat to Supp</i>
	<i>Manish Singh accepted the chat transfer req</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting.
Antonio Oliver	thank you
	I hope we can have a solution soon I been on on
Manish Singh	I will surely help you with this issue.
	I deeply apologize for the inconvenience car
	Kindly allow me two minutes to check the sa
Antonio Oliver	thank you
Manish Singh	May I take the remote access of your local c
Antonio Oliver	yes
Manish Singh	https://assist.acecloudhosting.com/join/5612
	Prior providing the access, I would suggest y
	Kindly paste this link in the browser of local
	We are connected on the remote session and the time, I am putting the chat on hold, plea give your confirmation on this chat.

We will arrange a callback at the given number

For the time being issue is temporarily fixed

Is there anything else I may help you with ?

Antonio Oliver ok. thank you

no that is all I'll be waiting for the phone call

gotta jump into work now

Manish Singh Thank you for choosing ACE cloud Hosting, yes

You may end this chat now. Once you end the conversation, along with a ticket number and

I request you to kindly spare a moment to fill working. I will appreciate that. or you may send Thanks!

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

For self-help, check out our Knowledge Base

Manish Singh has ended this chat session

Chat Transcript

Hello, I am :)

Visitor Details

#80133 ellen

Email: ellen@pecbuilt.com ☎ 9858171057

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 39 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

ellen	Hello, I am your Acebuddy
Acebuddy	Hello Ellen, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
ellen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ellen	I'd like to raise a Request
Acebuddy	Please select your request type.
ellen	Password Reset
Acebuddy	Please select an option below
ellen	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com. Your password needs to be reset and we'll share it with you.
	Do you need any further assistance on the topic?
ellen	Yes
Acebuddy	Please wait while we connect you to our Support team.
	<i>Acebuddy (bot) forwarded the chat request to Manish Singh.</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting.
ellen	Hi Manish - We spoke earlier I think. in regards to my account.
	I no longer have my old credentials. I need to change my password.
Manish Singh	Kindly check the email now regarding reset link sent to your account. You can change your password for all your users.
	And if you want to change your password now, kindly do so.
ellen	which email
	I would like you to change it now.
Manish Singh	Abhay email.
ellen	yes I responded to it
Manish Singh	We are sending the new password link over to you.

	Please wait.
ellen	thank you
Manish Singh	Is there anything else I may help you with ?
	Successfully reset the password and email you
	Is there anything else I may help you with ?
	Are we still connected here?
ellen	let me check
	okay I have the server pw
	where do I find my selfcare portal login info
	I have my id
	nevermind im good thank you

ellen has ended this chat session

Chat Transcript

Hello, I am :

Visitor Details

#80733 Maricel

Email: admin@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 51 Secs

City: CASTILLEJOS

State: Zambales

Country: PHILIPPINES

Chat Transcript

Maricel	Hello, I am your Acebuddy
Acebuddy	Hello Liza Joy Jimenez, I'm your Ace Buddy. I
	Whom Would You Like to Connect With?
Maricel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maricel	I'd like to report an Issue
Acebuddy	Please select an option!
Maricel	Other Issue
Acebuddy	Please specify the issue you are facing before we proceed.
Maricel	Cannot connect to rdp
Acebuddy	Please wait while we connect you to a Support Agent.
	<i>Acebuddy (bot) forwarded the chat request to Yash Kalra.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting.
	I will be surely assisting you with this. Kindly share the details.
	<i>6:31:27 PM Maricel is sharing a file with you.</i>
	<i>image.png - (Size:20.07 KB)</i>
	<i>myrealdataliza</i>
	<i>this is my IP today</i>
	Okay, Liza I remember your case.
	Please allow us some time we need to send a ticket.
Maricel	Yes please
	My request for static IP to my ISP is still on progress.
Yash Kalra	Ok no worries, we are always here to help you.
	Is there anything else I may help you with ?
Maricel	nothing else for now, thank you so much
Yash Kalra	I would greatly appreciate if you could spare a few smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you are welcome.
	You may end this chat now. Once you end the conversation, along with a ticket number and a few smileys.
	I request you to kindly spare a moment to fill the feedback form. It will help us to improve our working. I will appreciate that. or you may share your experience with us.

Thanks!

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

For self-help, check out our Knowledge Base

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am :

Visitor Details

#80159 deepakt

Email: deepakt@myrealdata.in **Phone:** 8884155240

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

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

Please select an option!

deepakt Other Issue

Acebuddy Please specify the issue you are facing before

deepakt just a test

Acebuddy Please wait while we connect you to a Suppo

Acebuddy (bot) forwarded the chat request

Shubham Maurya accepted the chat transfer

deepakt has ended this chat session

Chat Transcript

Hello, I am :

Visitor Details

#80529 SIVA

Email: siva@cloudinfosys.com ☎ 19083051040

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: BRAMPTON

State: Ontario

Country: CANADA

Chat Transcript

SIVA Hello, I am your Acebuddy

Acebuddy Hello Siva, I'm your Ace Buddy. I'll be happy

Whom Would You Like to Connect With?

SIVA Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
SIVA	I'd like to report an Issue
Acebuddy	Please select an option!
SIVA	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
SIVA	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused by application updates at the backend and app might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please contact support@acecloudhosting.com. Our engineers will be available to assist you and share a confirmation via email.
	Do you need any further assistance on the topic?
SIVA	No
Acebuddy	Thank you for contacting Ace Support. Have a great day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am :

Visitor Details

#80631 Tracy Collins

Email: tracyc@setacorporation.com **Phone:** 15618278542

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: BOCA RATON

State: Florida

Chat Transcript

Tracy Collins	Hello, I am your Acebuddy
Acebuddy	Hello Tracy Collins, I'm your Ace Buddy. I'll b
	Whom Would You Like to Connect With?
Tracy Collins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tracy Collins	I'd like to raise a Request
Acebuddy	Please select your request type.
Tracy Collins	Change in Users
Acebuddy	Please select your desired option!
Tracy Collins	User Replacement
Acebuddy	We do not recommend modifying an existing user. Instead, to disable the existing user (that you'd like to replace), please follow the steps below:
	Registered Account Owners have the ability to manage users. Please refer to the following link for a guide: How to Manage Existing User
	Do you need any further assistance on the topic?
Tracy Collins	Yes
Acebuddy	Please wait while we connect you to our Support team.
	<i>Acebuddy (bot) forwarded the chat request to Sanyam Madan.</i>
Sanyam Madan	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting.
Tracy Collins	The user no longer works here. We are attempting to facilitate that request?
Sanyam Madan	Yes, we can do that on your behalf Tracy.
Tracy Collins	Thank you!
Sanyam Madan	We just need a mail from the registered account owner.
Tracy Collins	From the person that no longer works here?
	How would that be possible?
Sanyam Madan	Yes, it is possible.
Tracy Collins	

How do we send an email from an email acc

Sanyam Madan

please share your contact number, our team

Tracy Collins

5618278542

Sanyam Madan

then the user removal can take place

noted

Is there anything else I may help you with ?

Tracy Collins

I could send an email from tracyc@setacorp

Sanyam Madan

that would be great !!

Is there anything else I may help you with?

Tracy Collins

what email address should I send it to?

Sanyam Madan

please send the mail to support@acecloudhosting.com

Tracy Collins

ok thank you for your help!

Sanyam Madan

Is there anything else I may help you with ?

Tracy Collins

that's all for now.

Sanyam Madan

I would greatly appreciate if you could spare some time for chat.

Thank you for choosing ACE cloud Hosting, you are welcome to visit us again.

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am : Sanyam Madan

Visitor Details

#80222 Steve C Pohlman

Email: spohlman@sunriseplumbing.com ☎ 2538744083

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 37 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

Steve C Pohlman	Hello, I am your Acebuddy
Acebuddy	Hello Steve C Pohlman, I'm your Ace Buddy.
	Whom Would You Like to Connect With?
Steve C Pohlman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Steve C Pohlman	I'd like to report an Issue
Acebuddy	Please select an option!
Steve C Pohlman	Password Reset
Acebuddy	Please select an option below
Steve C Pohlman	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the I
	Do you need any further assistance on the t
Steve C Pohlman	Yes
Acebuddy	Please wait while we connect you to our Sup
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting.
	Hello Steve
Steve C Pohlman	Hello
	I'm unable to login to our RDP session on yo
	I was able to login to the SelfCare Portal, but error that as a user I'm not in the Active Dire
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the sa

Steve C Pohlman thank you

I did try the same password that is saved for

Shashwat Verma Okay

May I take the remote access of your local com

Steve C Pohlman sure

Shashwat Verma Prior providing the access, I would suggest yo

Steve C Pohlman I'm on here with my Tech support as well.

ok

Shashwat Verma <https://assist.acecloudhosting.com/join/9202>

Kindly Click on the link and open the download

We are connected on the remote session and at the time, I am putting the chat on hold, please give your confirmation on this chat.

Issue resolved on remote session by changing

Thank you for choosing ACE cloud Hosting, you

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am :

Visitor Details

#80440 David Kelley

Email: david@kelleydistribution.com ☎ 954 465-3946

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: ARLINGTON

State: Virginia

Country: UNITED STATES

Chat Transcript

David Kelley	Hello, I am your Acebuddy
Acebuddy	Hello David Kelley, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?
David Kelley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Kelley	I'd like to raise a Request
Acebuddy	Please select your request type.
David Kelley	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your system, please let us know.
	As we haven't got any response from your end, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#80513 atidiv.t

Email: atidiv.t@myrealdatal.net

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: MUMBAI
State: Maharashtra
Country: INDIA

Chat Transcript

atidiv.t	Hello, I am your Acebuddy
Acebuddy	Hello Atidiv.t, I'm your Ace Buddy. I'll be hap
	Whom Would You Like to Connect With?
atidiv.t	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
atidiv.t	I'd like to report an Issue
Acebuddy	Please select an option!
atidiv.t	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facin
atidiv.t	Other QB related issue
Acebuddy	Please specify the issue you are facing befor
atidiv.t	We need to install QB integrator please help
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer req</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting.
atidiv.t	We need to install QB integrator please help
Manish Singh	Have you got the information regarding the
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting you. Please call us at (1-888-415-5240) if any further assistance is required.
	<i>Manish Singh has ended this chat session</i>

Chat Tr

Hello, I am :

Visitor Details

#80786 Michael Szymanski

Email: michael.szymanski@gagetech.com ☎ 12547593342

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: FT WORTH

State: Texas

Country: UNITED STATES

Chat Transcript

Michael Szymanski	Hello, I am your Acebuddy
Acebuddy	Hello Michael Szymanski, I'm your Ace Budd
Whom Would You Like to Connect With?	
Michael Szymanski	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Szymanski	I'd like to raise a Request
Acebuddy	Please select your request type.
Michael Szymanski	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance.
	If you are facing any issue/problem with your account please let us know.
	As we haven't got any response from your end Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Tr

Hello, I am :

Visitor Details

#80868 Sandy Hawkins

Email: sandy@aeroconcrete.net ☎ 5633496017

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Sandy Hawkins	Hello, I am your Acebuddy
Acebuddy	Hello Sandy, I'm your Ace Buddy. I'll be happy to help you with your issue.
	Whom Would You Like to Connect With?
Sandy Hawkins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sandy Hawkins	I'd like to report an Issue
Acebuddy	Please select an option!
Sandy Hawkins	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Sandy Hawkins	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to QuickBooks. Let me help you with resolving the issue.

Was that helpful?

Sandy Hawkins

No

Acebuddy

No issues, please wait while I connect you to

Acebuddy (bot) forwarded the chat request

Sanyam Madan accepted the chat transfer request

Sanyam Madan

Thank you for contacting Ace Cloud Hosting.

Sandy Hawkins

Thank you I cant get quickbooks to load

Sanyam Madan

Hello sandy , how are you doing

I will be surely assisting you with this.

Sandy Hawkins

I am good and how are you

Sanyam Madan

I am good as well

Kindly allow me two minutes to check the server

Sandy Hawkins

ok

Sanyam Madan

Please ask the user to log out for the next 2 hours

Sandy Hawkins

She said that she is also talking to them lol

Sanyam Madan

There is a small at the backend and we will fix it

We have successfully rebooted the server

Please log back in and let us know if everything is working

Are we still connected here?

Are we still connected here?

Sandy Hawkins

yes sorry

Sanyam Madan

Everything should be up and running Sandy

Please check at your end

Sandy Hawkins

yes everything is up and running

Sanyam Madan

Is there anything else I may help you with ?

Sandy Hawkins

Thank you

Sanyam Madan

Kindly share your feedback by clicking the survey link

Thank you for choosing ACE cloud Hosting, you are welcome

Sanyam Madan has ended this chat session

Chat Tr

Hello, I am :

Visitor Details

#80123 ellen

Email: ellen@pecbuilt.com ☎ 9858171057

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

ellen Hello, I am your Acebuddy

Acebuddy Hello Ellen Dantin, I'm your Ace Buddy. I'll be

Whom Would You Like to Connect With?

ellen Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

ellen I'd like to raise a Request

Acebuddy Please select your request type.

ellen Password Reset

Acebuddy Please select an option below

ellen Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@acecloudh password needs to be reset and we'll share it with you.

Do you need any further assistance on the topic?

ellen	Yes
Acebuddy	Please wait while we connect you to our Sup
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer req</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting.
	I will surely help you with this issue.
	Please send us an email from the registered we could proceed further with the request.
	Also, the registered email for your account v ellen@pecbuilt.com
	As I have checked you have a ticket ID #742
	Regarding password reset we will notify you
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
ellen	I got a new server because I got a new laptop
Manish Singh	Are we still connected here?
ellen	hi sory
	sorry*
	thankyou
Manish Singh	Yes, I have seen your email regarding the pa
ellen	ok do I need to do anything else?
Manish Singh	We will reset the password and send that to
	Is there anything else I may help you with ?
	Are we still connected here?
ellen	no thats it thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, yo
	You may end this chat now. Once you end th conversation, along with a ticket number an
	I request you to kindly spare a moment to fil working. I will appreciate that. or you may se Thanks!
Note: You may change/reset your server pas	

For self-help, check out our Knowledge Base

Manish Singh has ended this chat session

Chat Tr

Hello, I am :

Visitor Details

#80743 avaja

Email: avaja@lbnscorp.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Mins 3 Secs

City: GANDHINAGAR

State: Gujarat

Country: INDIA

Chat Transcript

avaja Hello, I am your Acebuddy

Acebuddy Hello Avaja, I'm your Ace Buddy. I'll be happy

Whom Would You Like to Connect With?

avaja Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

avaja I'd like to report an Issue

Acebuddy Please select an option!

avaja Other Issue

Acebuddy

Please specify the issue you are facing before

avaja

RDP is not working

Acebuddy

Please wait while we connect you to a Support

Acebuddy (bot) forwarded the chat request

Sanyam Madan accepted the chat transfer request

Sanyam Madan

Thank you for contacting Ace Cloud Hosting.

avaja

hi

Sanyam Madan

Hello Avaja

avaja

I have getting this error in RDP

12:14:47 AMavaja is sharing a file with you

1_image.png - (Size:44.57 KB)

Sanyam Madan

I deeply apologize for the inconvenience caused

Kindly allow me two minutes to check the same

May I take the remote access of your local computer?

avaja

yes

This RDP is created today

Sanyam Madan

Prior providing the access, I would suggest you

<https://assist.acecloudhosting.com/join/4602>

avaja

done

Sanyam Madan

Kindly paste this link in the browser of local computer

avaja

done

Sanyam Madan

As per discussion over the remote session, you currently does not have access to the required server access should be granted. Once we receive appropriate server

avaja

ok

Sanyam Madan

Is there anything else I may help you with ?

avaja

no

Sanyam Madan

I would greatly appreciate if you could spare some time for the chat.

avaja

thank you

Sanyam Madan

Thank you for choosing ACE cloud Hosting, you are welcome

Sanyam Madan has ended this chat session

Chat Tr

Hello, I am :

Visitor Details

#80233 sreynolds

Email: sreynolds@cat5resources.com ☎ 4097207692

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 40 Secs

City: GROVES

State: Texas

Country: UNITED STATES

Chat Transcript

sreynolds	Hello, I am your Acebuddy
Acebuddy	Hello Sreynolds, I'm your Ace Buddy. I'll be h
Whom Would You Like to Connect With?	
sreynolds	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sreynolds	I'd like to report an Issue
Acebuddy	Please select an option!
sreynolds	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facin
sreynolds	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to help you with resolving the issue

Seems like hold tight error is fixed.

Is there anything else I may help you with ?

sreynolds Thank you so much!! It's fixed I appreciate you

Manish Singh I would greatly appreciate if you could spare smileys at the end of this chat.

Thank you for choosing ACE cloud Hosting, you

You may end this chat now. Once you end the conversation, along with a ticket number and

I request you to kindly spare a moment to fill working. I will appreciate that. or you may send me Thanks!

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

For self-help, check out our Knowledge Base

Manish Singh has ended this chat session

Chat Transcript

Hello, I am :)

Visitor Details

#80307 Judy Friefield

Email: jfriefield@newristics.com  14809478078

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 52 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Judy Friefield	Hello, I am your Acebuddy
Acebuddy	Hello Judy Friefield, I'm your Ace Buddy. I'll b
	Whom Would You Like to Connect With?
Judy Friefield	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Judy Friefield	I'd like to report an Issue
Acebuddy	Please select an option!
Judy Friefield	Other Issue
Acebuddy	Please specify the issue you are facing befor
Judy Friefield	Unable to connect with the new Ace connect
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat tr</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. today.
Judy Friefield	Thank you Abhay!
Abhay Kumar Saraswat	I deeply apologize for the inconvenience car
	I will be surely assisting you with this.
	Is this for account: Newristics LLC ?
Judy Friefield	Yes!
	I am trying to connect thru the ace connect connection
Abhay Kumar Saraswat	I apologize for the trouble you've experience
	Is this issue occurring only for you, or are ot
Judy Friefield	It seems to be just happening to me right nc
Abhay Kumar Saraswat	Since when have you been experiencing this
Judy Friefield	I am able to connect to the server using the
Abhay Kumar Saraswat	Thank you for the information and allow 2 m
	Okay.

Judy Friefield

I have just downloaded the Ace Connect app
started happening

Abhay Kumar
Saraswat

Okay.

May I take the remote access of your local c

10:54:06 PM Judy Friefield is sharing a file with you
[1_image.png](#) - (Size:29.06 KB)

Judy Friefield

yes you may

Abhay Kumar
Saraswat

It seems good but still I need to have a look.

Prior providing the access, I would suggest you

Judy Friefield

all closed

Abhay Kumar
Saraswat

<https://assist.acecloudhosting.com/join/3012>

Kindly paste this link in the browser of local

Judy Friefield

I have joined the session

Abhay Kumar
Saraswat

We are connected on the remote session and at the time, I am putting the chat on hold, please give your confirmation on this chat.

Judy Friefield

Sounds good

Abhay Kumar
Saraswat

Thank you for your patience.

As your issue has been resolved on remote system
(Edited)

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting you from the session.
(1-888-415-5240) if any further assistance is required.

Abhay Kumar Saraswat has ended this chat.

Chat Tr

Hello, I am :

Visitor Details

#80960 Victor

Email: taxmanager@fintaxcpas.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Mins 10 Secs

City: OAK BROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

Victor	Hello, I am your Acebuddy
Acebuddy	Hello Victor Ja, I'm your Ace Buddy. I'll be ha
Whom Would You Like to Connect With?	
Victor	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Victor	I'd like to report an Issue
Acebuddy	Please select an option!
Victor	Other Issue
Acebuddy	Please specify the issue you are facing befor
	<i>9:44:56 PMVictor is sharing a file with you image.png - (Size:3.32 KB)</i>
	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
Victor	Unable to access CCH ProsystemFx, having :
	<i>Ankit Kumar declined the transfer request.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting.

I will be surely assisting you with this. Kindly

Victor Here's username: victor.j1@myrealdatal.net

and server name: Rdg.myrealdatal.net

Yash Kalra Kindly allow me two minutes to check the sa

Victor Okay

Yash Kalra Victor, kindly confirm if this issue occurring i

Victor For this user only.

Yash Kalra Seems like this is related to the license issue

It has been exceeded now

May I take the remote access of your server'

Victor Yes Sure

Yash Kalra Prior providing the access, I would suggest y

Victor Thanks, you can connect now.

Yash Kalra Victor, the chat session was disconnected fr
part of troubleshooting. As discussed, since
permission we are closing this chat session I

Yash Kalra has ended this chat session

Chat Tr

Hello, I am :

Visitor Details

#80094 esther quintero

Email: esther@escapetheroom.com **Phone:** 8322744833

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: KATY

State: Texas

Country: UNITED STATES

Chat Transcript

esther quintero	Hello, I am your Acebuddy
Acebuddy	Hello Esther Quintero, I'm your Ace Buddy. I'
	Whom Would You Like to Connect With?
esther quintero	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
esther quintero	I'd like to report an Issue
Acebuddy	Please select an option!
esther quintero	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facin
esther quintero	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a
	Was that helpful?
esther quintero	No
Acebuddy	No issues, please wait while I connect you to
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting.
esther quintero	Hi! QBs is frozen on our server and I've alrea
Ashutosh Mishra	Hello Esther, I will be surely assisting you wi
esther quintero	escapetr1.nent
Ashutosh Mishra	Please try now.
esther quintero	it's unfrozen now! TThank you
Ashutosh Mishra	Thanks for the confirmation !
	May I know is this first time you are facing th
esther quintero	no, it's happened about 4 times already this
	but I've been able to fix it myself using the c
Ashutosh Mishra	I see, please also let me know if it happens o

noticed that leads to this issue?

esther quintero I've been doing a lot of different things on Q

Ashutosh Mishra Is this issue happening with the other user t

esther quintero I dont

know. I've only used this username tonight

Ashutosh Mishra Thank you for the information you have prov
the backend and isolate the issue.

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 are disconnec
(1-888-415-5240) if any further assistance is

Ashutosh Mishra has ended this chat session

Chat Tr

Hello, I am :

Visitor Details

#80791 Samara Stein

Email: samara@opsociety.org ☎ 3035895799

Department: Support(QB & App Hosting)

Operator: Dharmveer Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: LARKSPUR

State: California

Country: UNITED STATES

Chat Transcript

Samara Stein	Hello, I am your Acebuddy
Acebuddy	Hello Samara Stein, I'm your Ace Buddy. I'll t
	Whom Would You Like to Connect With?
Samara Stein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Samara Stein	I'd like to raise a Request
Acebuddy	Please select your request type.
Samara Stein	Other Request
Acebuddy	Please drop an email to support@acecloudh... technicians will connect with you for further
	If you are facing any issue/problem with you
Samara Stein	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Samara Stein	Other Issue
Acebuddy	Please specify the issue you are facing befor
Samara Stein	I can't log into both of my users at the same
Acebuddy	Please wait while we connect you to a Suppo
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Dharmveer Singh accepted the chat transfer</i>
Dharmveer Singh	Thank you for contacting Ace Cloud Hosting. today.
Samara Stein	Can you check to see why
Dharmveer Singh	Sure, I can help with that. Let me look into it
Samara Stein	OPSSociety.myrealdatalnet
Dharmveer Singh	Could you please confirm if your account na
Samara Stein	myrealdatalSamaraS
	myrealdatalOPS_Accounting
	Correct
Dharmveer Singh	Thanks for the confirmation !
	I have checked both profiles and found activ

7:55:05 AM Samara Stein is sharing a file with
[Capture.JPG](#) - (Size:16.17 KB)

May I take the remote access of your local computer?

7:56:28 AM Samara Stein is sharing a file with
[Screenshot 2025-08-23 192549.png](#) - (Size: 1.00 MB)

Samara Stein

here is the error that i get when i go from our local computer to your server.

yes, you can take control

Dharmveer Singh

Thank you for sharing the error message.

Dharmveer Singh has requested the visitor to take control.

<https://assist.acecloudhosting.com/join/4562>

Prior providing the access, I would suggest you to share the link with me.

Kindly paste this link in the browser of local computer.

We are connected on the remote session and at the same time, I am putting the chat on hold, please give your confirmation on this chat.

Thanks for the confirmation that issue is resolved.

As discussed during the remote session, we will provide you with a ticket number and an email. Is there anything else we can assist you with?

As there was no response, we are disconnecting the session. If you require further assistance, please call us at (1-888-415-5240) if any further assistance is required.

You may end this chat now. Once you end the conversation, along with a ticket number and an email.

I request you to kindly spare a moment to fill up the survey form before you end the working. I will appreciate that. or you may send me an email at dharmveer.singh@acecloudhosting.com.
Thanks!

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

For self-help, check out our Knowledge Base [here](#).

Dharmveer Singh has ended this chat session.

Chat Tr

Hello, I am :

Visitor Details

#80672 johnnathon

Email: johnnathon@islandentertainment.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: PENSACOLA

State: Florida

Country: UNITED STATES

Chat Transcript

johnnathon	Hello, I am your Acebuddy
Acebuddy	Hello Johnnathon, I'm your Ace Buddy. I'll be
Whom Would You Like to Connect With?	
johnnathon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnnathon	I'd like to raise a Request
Acebuddy	Please select your request type.
johnnathon	Change in Users
Acebuddy	Please select your desired option!
johnnathon	User Replacement
Acebuddy	We do not recommend modifying an existing user account to disable the existing user (that you'd like to replace).
	Registered Account Owners have the ability to change their account owner. Please refer to the following link for a guide: How to Change Your Account Owner .
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, I will proceed with the replacement.

Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Tr

Hello, I am :

Visitor Details

#80906 tanya oubre

Email: toubre@dieselpartsdirect.com  2259281913

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

tanya oubre Hello, I am your Acebuddy

Acebuddy Hello Tanya Oubre, I'm your Ace Buddy. I'll b

Whom Would You Like to Connect With?

tanya oubre Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

tanya oubre I'd like to report an Issue

Acebuddy Please select an option!

tanya oubre Other Issue

Acebuddy Please specify the issue you are facing befor

tanya oubre Cannot connect to the dieselp rdp. I can use desktop. I also do not have access to my rer

Acebuddy Please wait while we connect you to a Suppo

Acebuddy (bot) forwarded the chat request

Vikas Singh Chauhan accepted the chat tran

tanya oubre I just had someone look at the rdp issue and

Vikas Singh Chauhan Thank you for contacting Ace Cloud Hosting. today.

Allow me to check it for you. (Edited)

tanya oubre but it is not working now

Vikas Singh Chauhan I deeply apologize for the inconvenience car

I will be surely assisting you with this. Kindly

tanya oubre now I cannot get to the remote applications

I was just kicked out of them

Vikas Singh Chauhan May I take the remote access of your local c

tanya oubre yes

Vikas Singh Chauhan Prior providing the access, I would suggest y

<https://assist.acecloudhosting.com/join/6322>

Kindly paste this link in the browser of local

We are connected on the remote session and the time, I am putting the chat on hold, please give your confirmation on this chat.

Are we still connected here?

Tanya, there seems to be a connection issue with your internet connection once.

If possible please try connect using your mobile device.

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting you from the session. You can call us at (1-888-415-5240) if any further assistance is required.

Vikas Singh Chauhan has ended this chat session.

Chat Tr

Hello, I am :

Visitor Details

#80081 anishkaredia

Email: akaredia@anishcpa.com  8328601238

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: 51 Secs

City: BORIVALI WEST

State: Maharashtra

Country: INDIA

Chat Transcript

anishkaredia Hello, I am your Acebuddy

Acebuddy Hello Akaredia, I'm your Ace Buddy. I'll be ha

Whom Would You Like to Connect With?

anishkaredia Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

anishkaredia I'd like to report an Issue

Acebuddy Please select an option!

anishkaredia Other Issue

Acebuddy Please specify the issue you are facing befor

anishkaredia need to talk acustmer care agent

Acebuddy Please wait while we connect you to a Suppo

Acebuddy (bot) forwarded the chat request

Shivam Singh accepted the chat transfer req

anishkaredia hi

I am unable to login even after entering cor

Shivam Singh Thank you for contacting Ace Cloud Hosting.

anishkaredia myrealdata\Arif

Also make why this issue come again and

Shivam Singh I will surely help you with this issue.

Kindly share the screenshot of the error mes

*5:17:39 PManishkaredia is sharing a file with
1_image.png - (Size:68.9 KB)*

anishkaredia last night issue was there some of ur advisor

Shivam Singh Okay, allow me 2 minutes to check the server

anishkaredia ok

Shivam Singh Could you please try now with the same pas

anishkaredia ok

this is working now

why facing this issue??

Shivam Singh Yes, May be because of multiple password at

Great

anishkaredia but this is not first time

password is correct how its got locked ?

Shivam Singh I do understand that, however it could be yo

anishkaredia then fix this

Shivam Singh Sure, to assist you with this could you please

anishkaredia ok

Shivam Singh Prior providing the access, I would suggest y

anishkaredia ok

Shivam Singh <https://assist.acecloudhosting.com/join/229z>

Kindly paste this link in the browser of local

anishkaredia Thanks

Shivam Singh As the issue is resolved.

Is there anything else I may help you with ?

anishkaredia no thank you

Shivam Singh Great

I would greatly appreciate if you could spare smileys at the end of this chat.

You may end this chat now. Once you end the conversation, along with a ticket number an

I request you to kindly spare a moment to fill working. I will appreciate that. or you may say Thanks!

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

For self-help, check out our Knowledge Base

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am :

Visitor Details

#80172 danielle.taras

Email: danielle.taras@ecs-env.com

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: FT WORTH

State: Texas

Country: UNITED STATES

Chat Transcript

danielle.taras	Hello, I am your Acebuddy
Acebuddy	Hello Danielle.taras, I'm your Ace Buddy. I'll
	Whom Would You Like to Connect With?

Welcome to Ace Support.

Please chose an option :

danielle.taras Technical Support (QB & App Hosting)

I'd like to report an Issue

Acebuddy Please select an option!

danielle.taras QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facin

danielle.taras QuickBooks Update

Acebuddy Quickbooks update related alerts can be ca
application updates at the backend and app
might get delayed due to unforeseen circum

If you're also getting an update popup, please
support@acecloudhosting.com. Our enginee
be and share a confirmation via email.

Do you need any further assistance on the t

As we haven't got any response from your e
Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Tr

Hello, I am :

Visitor Details

#80200 Leslieann Creed

Email: leslie@sandcpa.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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Leslieann Creed	Hello, I am your Acebuddy
Acebuddy	Hello Leslieann Creed, I'm your Ace Buddy. I'
	Whom Would You Like to Connect With?
Leslieann Creed	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Leslieann Creed	I'd like to raise a Request
Acebuddy	Please select your request type.
Leslieann Creed	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance.
	If you are facing any issue/problem with your account, Kindly re-initiate the chat.
	As we haven't got any response from your end, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am :

Visitor Details

#80840 Cynthia Zone

Email: czone@actegra.com **Phone:** 14167071743

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 41 Secs

City: LOEKKEN

State: Isle Of Wight

Country: DENMARK

Chat Transcript

Cynthia Zone	Hello, I am your Acebuddy
Acebuddy	Hello Cynthia Zone, I'm your Ace Buddy. I'll t
Whom Would You Like to Connect With?	
Cynthia Zone	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cynthia Zone	I'd like to raise a Request
Acebuddy	Please select your request type.
Cynthia Zone	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, please let us know.
Cynthia Zone	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Cynthia Zone	Other Issue
Acebuddy	Please specify the issue you are facing before we connect you to a support rep.
Cynthia Zone	Speak to a support rep
Acebuddy	Please wait while we connect you to a Support Rep.
	<i>Acebuddy (bot) forwarded the chat request to Shubham Maurya.</i>
Shubham Maurya	<i>Shubham Maurya accepted the chat transfer.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. How can I assist you today?
Cynthia Zone	Hi I have an open case but have little connection to my server. I need someone to log into my server with me so that I can show them to log in now as I am logged into the case.
	I cannot do voice.
	I am travelling and have no phone and one device.

	Ticket ID: 755552
Shubham Maurya	I believe I have to upgrade to QB 2025 to get support says no but I can't update. I am in Q
Cynthia Zone	We do understand the situation Cynthia, Please let me know more about the ongoing scenario and help you better way.
Actegra 1	Have them log in to my server I am there and help them.
I cant get into my QB account because they've changed the password.	I cant get into my QB account because they've changed the password.
Shubham Maurya	Please confirm the business name : Actegra User: Actegra1_AN@myrealdatal.net
Cynthia Zone	YES
I am waiting	I am waiting
waiting with CB open	waiting with CB open
Shubham Maurya	May I take the remote access of your server?
Cynthia Zone	yes I am waiting
Shubham Maurya	Prior providing the access, I would suggest you to share the request.
Cynthia Zone	yes yes can we do this. I do not think you can share the request.
Shubham Maurya	We will be sharing a request for remote access.
	Let me check for that.
Cynthia Zone	I see no requests.
	request
	I am in Actegra 1 no request yet
Shubham Maurya	Please check now.
Cynthia Zone	yes I accepted where are you
Shubham Maurya	We are connected on the remote session and I am sure you do not know what you are doing at the time, I am putting the chat on hold, please give your confirmation on this chat.
Cynthia Zone	They told me I needed to share the open QB file.
	I am sure you do not know what you are doing at the time, I have always had to update to the next year version of QB and contact QB support.
	I asked you to contact QB support and you said it's not possible.
	Very strange it is end of August - so cannot be updated.
Shubham Maurya	Cynthia, is the Canadian version of QB?

Cynthia Zone	YES I sad that at the beginning and is in the I have always had to upgrade to the next ve Just update the tax tables. As you see you ca
Shubham Maurya	I cant reach Intuit
Cynthia Zone	Cynthia, we can see that QB has not launched used to release a new version every year bu
Shubham Maurya	ok
Cynthia Zone	I could not find the email either You are talki
Shubham Maurya	We have check the tax table version and it is you face maybe will be able to assist you be
Cynthia Zone	What is the latest one June 30?
Shubham Maurya	It says it is good till June 30
Cynthia Zone	See says expires June 30
Shubham Maurya	It does say that. Please allow me 5 mins to c
Cynthia Zone	Whhy did you think it was the latest one?
Shubham Maurya	We usually check the last few digits for the t version which is 12134003
Cynthia Zone	But this time it was 121 instead of 120
Shubham Maurya	so It is not the lastest if yours says 121
Cynthia Zone	We will update your Quickbooks now to upda
Shubham Maurya	We would need you to close the Quickbooks
Cynthia Zone	What are you updtng QB to/
Shubham Maurya	?
Cynthia Zone	I have multiple clients using these files so do
Shubham Maurya	QB should be updated after 11 pm EST
Cynthia Zone	Currently, you are the only person on the se
Shubham Maurya	May we proceed?
Cynthia Zone	Yes but it is 8:30 What are you updating to?
Shubham Maurya	Wont I then have to update all company files
Cynthia Zone	There is no time for that now
Shubham Maurya	Are you updating QB to 2025 version?
Cynthia Zone	No. Since we are not "upgrading" the Quickb all company files.
Shubham Maurya	okay go ahead

	Your people already did this supposedly
Shubham Maurya	It does not exist so we will be not able to do update options we will check the payroll upc version.
Cynthia Zone	ok
Shubham Maurya	We checked the ticket 755552, mentioned b updating the Quickbooks yet. May be proce escalations engineers at the moment.
Cynthia Zone	What I asked you to update the tax tables! I file. If there is no upgrade to 2025 then not s are current now before more time comes by.
Shubham Maurya	We apologize for the confusion. Earlier we w version, you get a dedicated option for tax t version it open up the general Quickbooks u
Cynthia Zone	I said it was CANANDIAN in the ticket.
	Please update the tax tables now
Shubham Maurya	Yes, it was a mistake on our part. You did me
	We are on it
Cynthia Zone	Thank you
Shubham Maurya	Thank you for your patience. The updates ar complete.
Cynthia Zone	ok
Shubham Maurya	Hi Cynthia, we will need to reboot your serv minutes?
Cynthia Zone	ok out should I wait for you here
	why 10 to 15 minutes
	I will wait
Shubham Maurya	For verification of the updates.
Cynthia Zone	How are we doing?
	<i>6:30:58 PM Shubham Maurya is sharing a file image.png - (Size:13.12 KB)</i>
	<i>We found a corruption in the updates</i>
Shubham Maurya	We have repaired the updates and now we a
	The updates are done but after we removed updates was not visible. Seems like we may payroll update together.
Cynthia Zone	okay

Shubham Maurya Please log in to the server whenever you are

Cynthia Zone on it

all good now

Shubham Maurya Great, Good to hear that Cynthia.

Cynthia Zone thank you

please lo gout now

Shubham Maurya Your most welcome ! and thanks for your pa

Cynthia Zone log out of my server now

Shubham Maurya Sure.

Cynthia Zone Thank you again

Shubham Maurya Is there anything else I may help you with ?

We are logged out now.

Cynthia Zone yes thank you

Shubham Maurya Thank you for choosing ACE cloud Hosting, yo

Shubham Maurya has ended this chat session

Chat Tr

Hello, I am :

Visitor Details

#80046 Dmitry Putyatov

Email: developer1@fvd.bz ☎ 18173549200

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: FT WORTH

State: Texas

Country: UNITED STATES

Chat Transcript

Dmitry Putyatov	Hello, I am your Acebuddy
Acebuddy	Hello Dmitry Putyatov, I'm your Ace Buddy. I
	Whom Would You Like to Connect With?
Dmitry Putyatov	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dmitry Putyatov	I'd like to raise a Request
Acebuddy	Please select your request type.
Dmitry Putyatov	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance.
	If you are facing any issue/problem with your system please let us know.
	As we haven't got any response from your end Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80771 shylesh viswanathan

Email: shylesh@rockstarbookkeeping.com  13108506091

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: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

shylesh viswanathan	Hello, I am your Acebuddy
Acebuddy	Hello Shylesh Viswanathan, I'm your Ace Bu
	Whom Would You Like to Connect With?
shylesh viswanathan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shylesh viswanathan	I'd like to raise a Request
Acebuddy	Please select your request type.
shylesh viswanathan	Change in Applications
Acebuddy	Please select your desired option!
shylesh viswanathan	Application Addition
Acebuddy	Please select your Application
shylesh viswanathan	Lacerte
Acebuddy	Please send us an email from your registered account with the following information : <ul style="list-style-type: none">• Lacerte Version/Year• Prep File
	<ul style="list-style-type: none">• Please download the latest Lacerte Setup/Install file and save it on your server Desktop.
	We will update you via email once the installation is completed.
	Application Addition usually takes 1-2 Hour(s).
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

Chat Tr

Hello, I am :

Visitor Details

#80930 Ian Nelson

Email: ian@groovyautomotive.com ☎ +15126730435

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: 38 Secs

City: DEL VALLE

State: Texas

Country: UNITED STATES

Chat Transcript

Ian Nelson	Hello, I am your Acebuddy
Acebuddy	Hello Ian Nelson, I'm your Ace Buddy. I'll be I
	Whom Would You Like to Connect With?
Ian Nelson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ian Nelson	I'd like to raise a Request
Acebuddy	Please select your request type.
Ian Nelson	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ian Nelson	I'd like to report an Issue
Acebuddy	Please select an option!
Ian Nelson	Other Issue
Acebuddy	Please specify the issue you are facing befor

Ian Nelson

Wondering what ACE Cloud is doing since m
of life.

Acebuddy

Please wait while we connect you to a Suppo

Acebuddy (bot) forwarded the chat request

Anjainay Singh accepted the chat transfer re

Anjainay Singh

Thank you for contacting Ace Cloud Hosting.

Ian Nelson

Thanks

Anjainay Singh

I have gone through your query and I unders

I would like to inform you that QuickBooks is
your QuickBooks application is hosted on Se

Ian Nelson

Correct, but it's a Windows 10 Server. Won't

Anjainay Singh

Thankyou for being patient with me.

QuickBooks is hosted on **Windows Server** :
supported by Microsoft and receives regular
Windows 10.

Ian Nelson

Ok. Is Quickbooks sending out the warning t
warning if it is not an issue.

Anjainay Singh

Yes Ian whoever is using QuickBooks is getti

Ian Nelson

OK Thanks for the clarification.

Anjainay Singh

Is there anything else I may help you with ?

I would greatly appreciate if you could spare
smileys at the end of this chat.

Ian Nelson

Thats all for today thanks!

Anjainay Singh

I will also share the ticket id with you over tr

Please share your positive feedback by click

Thank you for choosing ACE cloud Hosting, y

Anjainay Singh has ended this chat session

Chat Tr

Hello, I am :

Visitor Details

#80682 Antonio Oliver

Email: finance@zebrarecovery.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Antonio Oliver

Hello, I am your Acebuddy

Acebuddy

Hello Antonio Oliver, I'm your Ace Buddy. I'll

Whom Would You Like to Connect With?

Antonio Oliver

Managed IT

Acebuddy

Please wait while we connect you to an avai

Acebuddy (bot) forwarded the chat request

Sushant accepted the chat transfer request.

Sushant

Thank you for contacting Ace Cloud Hosting.

Antonio Oliver

Hello I have been having issues getting into

[Window Title] Remote Desktop Connection | "ZebraRecovery.myrealdatal.net". This might belong to the specified network. Verify the c to. [^] Hide details [OK] [Expanded Informat
Timestamp (UTC): 08/19/25 05:20:53 PM Pre

Ticket ID: 753587. This is the ticket that is o|

Sushant

Please wait while we connect you to concerr

Antonio Oliver

ok

Sushant is transferring the chat to Support(

Gurwinder Singh accepted the chat transfer

Gurwinder Singh is transferring the chat to 1

Tushar accepted the chat transfer request.

Tushar is transferring the chat to Yash Kalra.

Yash Kalra accepted the chat transfer request.

Yash Kalra	Thank you for contacting Ace Cloud Hosting.
	Kindly allow me two minutes to check the same.
Antonio Oliver	Thank you
Yash Kalra	Antonio, may I take the remote access of your system?
Antonio Oliver	yes
Yash Kalra	Prior providing the access, I would suggest you to download the link.
	Kindly Click on the link and open the download file. https://assist.acecloudhosting.com/join/5782
	We are connected on the remote session and at the same time, I am putting the chat on hold, please give your confirmation on this chat.
	As we haven't got any response from your end, kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am :

Visitor Details

#80058 Jared

Email: jared@hpautorepair.com ☎ 4802420882

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min

City: GLENDALE

State: Arizona

Country: UNITED STATES

Chat Transcript

Jared	Hello, I am your Acebuddy
Acebuddy	Hello Jared, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Jared	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jared	I'd like to report an Issue
Acebuddy	Please select an option!
Jared	Other Issue
Acebuddy	Please specify the issue you are facing before
Jared	Ace Connect wont allow user to access server
Acebuddy	Please wait while we connect you to a Support
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer req</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting.
	I will surely help you with this issue.
	Is this the first time you're experiencing this your account only?
Jared	I have a user who can not log in to the server had to put a different kind of access to the server need her stuff to work. I am not on that computer computer and get this worked out
Manish Singh	Alright, What If I can share a link and you can remote session?
Jared	thats fine can you send the link to skaparas(
	Also is there a way to set up a printer to print documents from the server to our computer
Manish Singh	I have shared the link over the email.
	Kindly share the access of the local computer
Jared	Ok give me a sec
Manish Singh	Prior providing the access, I would suggest y

We are connected on the remote session and at the same time, I am putting the chat on hold, please give your confirmation on this chat.

Is there anything else I may help you with ?

Jared This should be fine for now as long as it does not affect the server.

Manish Singh It will not come up because you haven't selected the issue.

I would greatly appreciate if you could spare a few smileys at the end of this chat.

Thank you for choosing ACE cloud Hosting, you are welcome.

You may end this chat now. Once you end the conversation, along with a ticket number and the issue.

I request you to kindly spare a moment to fill the survey working. I will appreciate that. or you may select the survey later. Thanks!

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

For self-help, check out our Knowledge Base [here](#).

Manish Singh has ended this chat session

Chat Transcript

Hello, I am here to help you.

Visitor Details

#80928 Vanessa Gutierrez

Email: info@servicioscontables.biz  12536537368

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: PUYALLUP

State: Washington

Country: UNITED STATES

Chat Transcript

Vanessa Gutierrez	Hello, I am your Acebuddy
Acebuddy	Hello Vanessa Gutierrez, I'm your Ace B
	Whom Would You Like to Connect With?
Vanessa Gutierrez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Vanessa Gutierrez	I'd like to raise a Request
Acebuddy	Please select your request type.
Vanessa Gutierrez	Password Reset
Acebuddy	Please select an option below
Vanessa Gutierrez	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in
	Do you need any further assistance on t
Vanessa Gutierrez	Yes
Acebuddy	Please wait while we connect you to our
	<i>Acebuddy (bot) forwarded the chat request to Sanyam Madan</i>
Sanyam Madan	<i>Sanyam Madan accepted the chat transcript</i>
	Thank you for contacting Ace Cloud Host
	you today.
	have you disconnected the previous ch
Vanessa Gutierrez	sorry
	so I was havinf trouble accessin to clou
Sanyam Madan	Kindly allow me two minutes to check tl
Vanessa Gutierrez	i tried to reset the password in the port
	but no luck
	i deleted the app from computer
	and now looks different

	not even like the little computer icon
Sanyam Madan	Okay got it
	You need the password reset as well as
Vanessa Gutierrez	yes
	i downloaded from portal but does not l
Sanyam Madan	May I take the remote access of your lo
Vanessa Gutierrez	yes
Sanyam Madan	Prior providing the access, I would sugg end.
	https://assist.acecloudhosting.com/join/
	Kindly paste this link in the browser of l
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disco call us at (1-888-415-5240) if any furthe

Sanyam Madan has ended this chat session.

