

Chat Tr

Hello, I am y

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

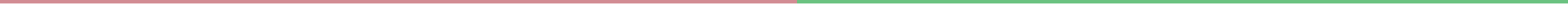
Chat Transcript

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 PMManish Singh is sharing a file with you</i> <i>image.png</i> - (<i>Size:4.2 KB</i>)
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 sevrer.
sundar sundaram	still same issues
	<i>8:29:15 PMsundar sundaram is sharing a file with you</i> <i>1_image.png</i> - (<i>Size:32.23 KB</i>)
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 putti
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 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/)

Manish Singh has ended this chat session



Chat Tr

Hello, I am y

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 y

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 netv
	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 a
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 p
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
Manish Singh	Ok
	Kindly allow me two minutes to check the same.
kyla	Thank you
	<i>10:33:58 PMManish Singh is sharing a file with you</i> <i>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
	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/)
kyla	Thank you, you as well!

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your AI Chatbot

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/)

Chat Tr

Hello, I am y

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 re
	Do you need any further assistance on the topic?
Jeremy Bohr	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.myrealdata.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
	that'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 Poi
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 guid
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 AMJeremy Bohr is sharing a file with you</i> <i>Screenshot from 2025-08-03 22-59-37.png - (Size:212.7 KB)</i> <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 worl
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)
	<i>Ashutosh Mishra has ended this chat session</i>

Chat Tr

Hello, I am y

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 havin
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 y
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 app
	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 y

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.

	<i>Acebuddy (bot) forwarded the chat request</i>
KEITH	partsfast.myrealdata.net
	<i>Yash Kalra accepted the chat transfer request.</i>
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
	<i>12:54:05 AM</i> 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 mnoinitor it. i can momnitor it and see. normally there are never issues
	i only ever get knocked out when i have multiple rep[orts opened on 2 screens
	maybge 2 reports using multi monitr
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 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/)

Yash Kalra has ended this chat session



Chat Tr

Hello, I am y

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 existi
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer t
	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 change
	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.
	<i>Sanyam Madan has ended this chat session</i>



Chat Tr

Hello, I am y

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 y

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

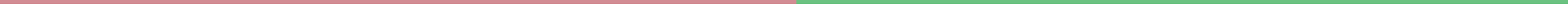
Chat Transcript

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 PMMaricel is sharing a file with you</i> <i>1_image.png - (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.

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
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit accepted the chat transfer request.</i>
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.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
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.myrealddata.net
Ankit	Thank you for the details.
	Kindly allow me 2-3 minutes to check the same.
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?
	Additionally, could you please confirm if this is the first time you are facing this issue?
ktbooks46	yes please do that.
	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
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.
	now to get to work ... thankyou for the quick reply!
	not sure what happened but it if continues to happen i will open a ticket ... maybe this is just a one time thing.
Ankit	Awesome !!
	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
	We are always here to assist you, and our support team is available 24/7 for your convenience.

	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 t 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 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 app 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 Tr

Hello, I am y

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

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

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.

	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response.</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>
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Manish Singh has ended this chat session



Chat Tr

Hello, I am y

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.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vipul Sharma accepted the chat transfer request.</i>
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
	<i>Vipul Sharma is transferring the chat to Support(QB & App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Tushar.</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	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.
<i>Tushar has ended this chat session</i>	

Chat Transcript

change harold loh

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 loh password
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
<i>Akash is transferring the chat to Support(QB & App Hosting).</i>	
<i>Anjainay Singh accepted the chat transfer request.</i>	
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 Transcript

Hello, I am your Acebuddy

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 chat.
Ended due to chat idle timeout	

Chat Tr

Hello, I am y

Visitor Details

#80955 REBECCA HARDY
Email: rebecca@trelfalabs.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 P
	Do you need any further assistance on the topic?
	<i>The visitor's phone number was changed from 9784172525 to 19784172525.</i>
	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 y

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 re
	Do you need any further assistance on the topic?
Lance Blakely	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.myrealddata.net
	Username ProfitW
Sanyam Madan	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: 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 pi
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.

	Stovall We are having extreme issues with our remote desktop. I have put in multiple requests and am not able to put you
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 tying 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 I
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)
<i>Shubham Maurya has ended this chat session</i>	

Hello, I am y

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@acecloudh technicians will connect with you for further
	If you are facing any issue/problem with you
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.
	<i>Ended due to chat idle timeout</i>

Chat Tr

Hello, I am y

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
		<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. today.
		I will be surely assisting you with this. Kindly
	atidiv.t	Can you please help us with access issue in
	Abhay Kumar Saraswat	Yes, sure.
		What issue you are facing while login into Q
	atidiv.t	Can you please check it by yourself.
		It's and access issue.
	Abhay Kumar Saraswat	Okay.
		And I apologize for the trouble you've experienced. I will take the necessary steps to resolve this issue.
		May I take the remote access of your local c
	atidiv.t	Yes.
	Abhay Kumar Saraswat	Prior providing the access, I would suggest y
	atidiv.t	atidiv.t@myrealddata.net
	Abhay Kumar Saraswat	https://assist.acecloudhosting.com/join/6872
		Kindly paste this link in the browser of local
	atidiv.t	Sorry we are not allowed to download any fil
		can you please help us without any of the dc
	Abhay Kumar Saraswat	Okay.
		We have another option to take remote of yc

	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 serve
		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 cor missing. (Edited)
	atidiv.t	okay.
		thank you.
	Abhay Kumar Saraswat	Is there anything else I may help you with ?
	atidiv.t	no

Abhay Kumar Saraswat	I would greatly appreciate if you could spare chat.
	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 s Thanks!
	Note: You may change/reset your server pas (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base
atidiv.t	okay
Abhay Kumar Saraswat	Thank you for choosing ACE cloud Hosting, y

Abhay Kumar Saraswat has ended this chat .

Chat Tr

Hello, I am y

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 reques</i>
		<i>Himanshu is transferring the chat to Ayush k</i>
		<i>Ayush Kishor accepted the chat transfer requ</i>
	Ayush Kishor	Thank you for choosing ACE cloud Hosting. I
	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.myrealddata.net with error co troubleshooting; however, the chat was disc
	Ayush Kishor	Kindly stay connected, let me transfer your c
		<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 cau
		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 numl
		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, y
		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 s
		Thanks!
		Note: You may change/reset your server pas (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base
		<i>Manish Singh has ended this chat session</i>

Chat Tr

Hello, I am y

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@acecloudh password needs to be reset and we'll share a
		Do you need any further assistance on the t
	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.
	ellen	Hi Manish - We spoke earlier I think. in regar
		I no longer have my old credentials. I need u
	Manish Singh	Kindly check the email now regarding reset f password for all your users.
		And if you want to change your password nc
	ellen	which email
		I would ike 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

	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 befor
	Maricel	Cannot connect to rdp
	Acebuddy	Please wait while we connect you to a Supp
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Yash Kalra accepted the chat transfer reques</i>
	Yash Kalra	Thank you for contacting Ace Cloud Hosting.
		I will be surely assisting you with this. Kindly
		<i>6:31:27 PMMaricel is sharing a file with you</i> <i>image.png - (Size:20.07 KB)</i> <i>myrealdata-Liza</i> <i>this is my IP today</i>
	Maricel	Okay, Liza I remember your case. Please allow us some time we need to send
		Yes please My request for static IP to my ISP is still on p
	Yash Kalra	Ok no worries, we are always here to help yc
		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 smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, y
		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 s

Thanks!

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

For self-help, check out our Knowledge Base

Yash Kalra has ended this chat session

Chat Tr

Hello, I am y

Visitor Details -----

#80159 deepakt
Email: deepakt@myrealddata.in 📞 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 Support
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer</i>
	<i>deepakt has ended this chat session</i>

Chat Tr

Hello, I am y

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 facin
SIVA	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be cau application updates at the backend and app might get delayed due to unforeseen circum
	If you're also getting an update popup, pleas support@acecloudhosting.com. Our enginee be and share a confirmation via email.
	Do you need any further assistance on the t
SIVA	No
Acebuddy	Thank you for contacting Ace Support. Have
Acebuddy has ended this chat session	

Chat Tr

Hello, I am y

Visitor Details -----

#80631 Tracy Collins
Email: tracyc@setacorporation.com ☎ 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

Country: UNITED STATES	
Chat Transcript	
Tracy Collins	Hello, I am your Acebuddy
Acebuddy	Hello Tracy Collins, I'm your Ace Buddy. I'll be happy to help you.
	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, as this may cause data loss. We recommend creating a new user and then transferring the data to the new user.
	Registered Account Owners have the ability to replace a user. Please contact your account manager for more information. Please refer to the following link for a detailed guide: User Replacement Guide
	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</i>
	<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 attending to your request. Can you 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@acecloudho
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 chat.
	Thank you for choosing ACE cloud Hosting, y
	<i>Sanyam Madan has ended this chat session</i>

Chat Tr

Hello, I am y

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 me
Shashwat Verma	Okay
	May I take the remote access of your local computer?
Steve C Pohlman	sure
Shashwat Verma	Prior providing the access, I would suggest you try the password
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 same time, I am putting the chat on hold, please give your confirmation on this chat.
	Issue resolved on remote session by changing the password
	Thank you for choosing ACE cloud Hosting, you are now free to go
Shashwat Verma has ended this chat session	

Chat Transcript

Hello, I am your support agent

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 glad to help you.
	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 you application, please provide the details of the issue.
	As we haven't got any response from your email, kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your

Visitor Details

#80513 atidiv.t
Email: atidiv.t@myrealdata.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 Supp
	<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 disconnec (1-888-415-5240) if any further assistance is

Manish Singh has ended this chat session

Chat Tr

Hello, I am y

Visitor Details

#80786 Michael Szymanski
Email: michael.szymanski@gagetechnology.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@acecloudh technicians will connect with you for further
	If you are facing any issue/problem with you
	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 y

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.
	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 help you with resolving the issue

		Was that helpful?
	Sandy Hawkins	No
	Acebuddy	No issues, please wait while I connect you to the support team
		<i>Acebuddy (bot) forwarded the chat request to Sanyam Madan</i>
		<i>Sanyam Madan accepted the chat transfer request</i>
	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 status
		Sandy , we need to reboot the server
	Sandy Hawkins	ok
	Sanyam Madan	Please ask the user to log out for the next 2 minutes
	Sandy Hawkins	She said that she is also talking to them lol
	Sanyam Madan	There is a small at the backend and we will get it fixed
		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 important to us
		<i>Sanyam Madan has ended this chat session</i>

Chat Tr

Hello, I am y

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 a
	Do you need any further assistance on the t

	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 lapto
	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, y
		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 s Thanks!
		Note: You may change/reset your server pas

(<https://selfcare.acecloudhosting.com>).

For self-help, check out our Knowledge Base

Manish Singh has ended this chat session

Chat Tr

Hello, I am y

Visitor Details

#80743 avaja
Email: avaja@lbnsCorp.com
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: 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 to help you.
	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
		<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.
	avaja	hi
	Sanyam Madan	Hello Avaja
	avaja	I have getting this error in RDP
		<i>12:14:47 AMavaja is sharing a file with you</i> <i>1_image.png - (Size:44.57 KB)</i>
	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
	avaja	done
	Sanyam Madan	As per discussion over the remote session, your
		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
		chat.
	avaja	thank you
	Sanyam Madan	Thank you for choosing ACE cloud Hosting, you
		<i>Sanyam Madan has ended this chat session</i>

Chat Tr

Hello, I am y

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

		Was that helpful?
	sreynolds	No
	Acebuddy	No issues, please wait while I connect you to
		<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.
	sreynolds	Hello, thank you. I am having trouble logging in. I am updating my server, I don't have issues getting on the desktop and it's been over an hour now.
	Manish Singh	Is this the first time you're experiencing this issue with your account only?
	sreynolds	It seems to be my login only no others are affected.
	Manish Singh	Alright!
		May I know your username on server?
	sreynolds	Steph Reynolds for the QB's username, or do you want my real data?
		myrealddata\Stephanie_CR
	Manish Singh	Kindly try to access now.
	sreynolds	Ok
		<i>12:39:18 AMsreynolds is sharing a file with you. image.png - (Size:61.34 KB)</i>
		<i>I'm still receiving this message</i>
		Do I need to get out of the hosted desktop for this?
	Manish Singh	Made some changes from the backend kindly try to access now.
	sreynolds	Awesome, thank you
	Manish Singh	May I take the remote access of your server?
	sreynolds	I'm sorry, I'm still receiving the same message.
	Manish Singh	Prior providing the access, I would suggest you to try to access now.
	sreynolds	I'm good
	Manish Singh	Kindly accept the remote session.
		We are connected on the remote session and I am on the desktop. At the same time, I am putting the chat on hold, please give your confirmation on this chat.
	sreynolds	Should I log back in to the QB's desktop?
	Manish Singh	Yes, please

	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 y
Manish Singh	I would greatly appreciate if you could spare smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, y
	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 s Thanks!
	Note: You may change/reset your server pas (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base
	<i>Manish Singh has ended this chat session</i>

Chat Tr

Hello, I am y

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 Suppr
		<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 cau
		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
		<i>10:54:06 PMJudy Friefield is sharing a file with you. 1_image.png - (Size:29.06 KB)</i>
	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 y
	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 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 session (Edited)
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting (1-888-415-5240) if any further assistance is required.
		<i>Abhay Kumar Saraswat has ended this chat session.</i>

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
	9:44:56 PMVictor is sharing a file with you image.png - (Size:3.32 KB)
	Please wait while we connect you to a Supp
	Acebuddy (bot) forwarded the chat request
Victor	Unable to access CCH ProsystemFx, having :
	Ankit Kumar declined the transfer request.
	Yash Kalra accepted the chat transfer reques
Yash Kalra	Thank you for contacting Ace Cloud Hosting.

	I will be surely assisting you with this. Kindly
Victor	Here's username: victor.j1@myrealdata.net
	and server name: Rdg.myrealdata.net
Yash Kalra	Kindly allow me two minutes to check the sa
Victor	Okay
Yash Kalra	Victor, kindly confirm if this issue occurring f
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

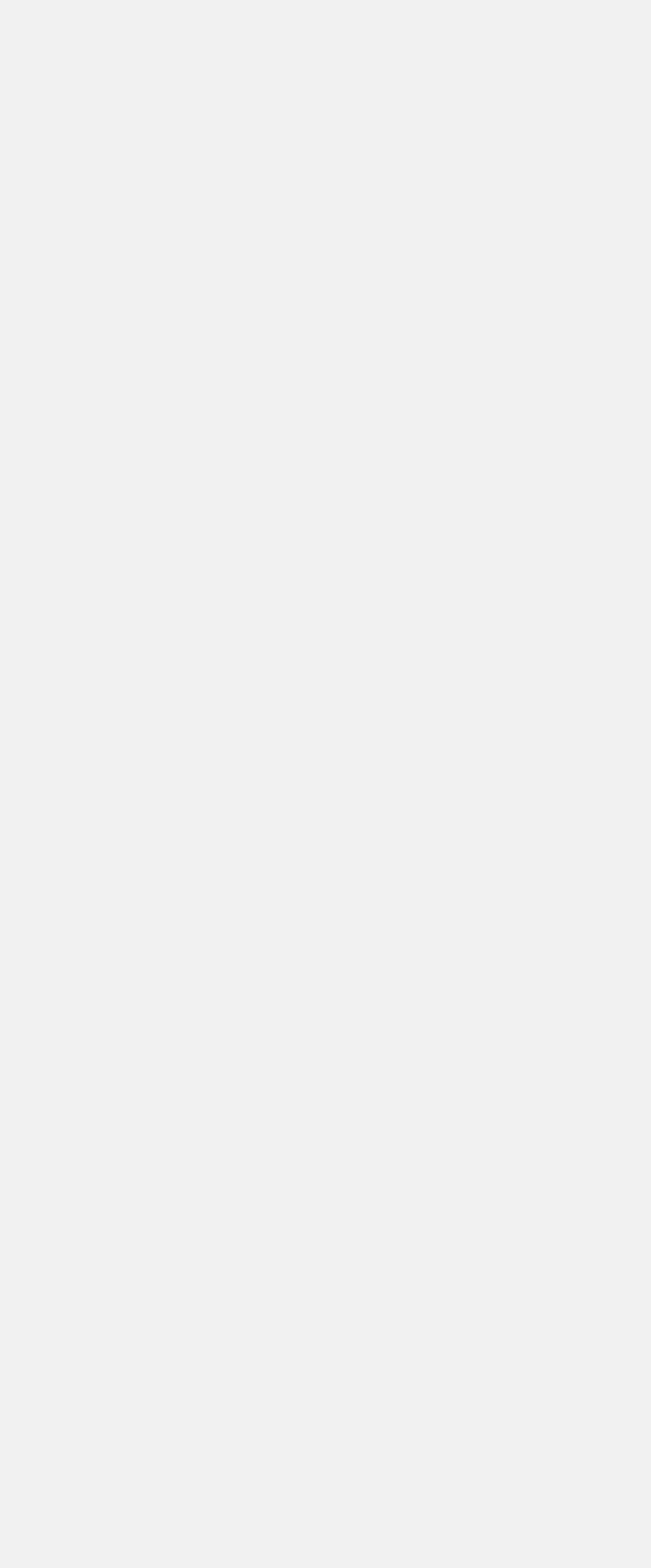
Yash Kalra has ended this chat session

Chat Tr

Hello, I am y

Visitor Details

#80094 esther quintero
Email: esther@escapetheroom.com 📞 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! THank 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 c

	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
	<i>Ashutosh Mishra has ended this chat sessior</i>

Chat Tr

Hello, I am y

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 be happy to help you.
	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@acecloudhosting.com, our technicians will connect with you for further assistance.
	If you are facing any issue/problem with you account, please let us know.
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 before we can help you.
Samara Stein	I can't log into both of my users at the same time.
Acebuddy	Please wait while we connect you to a Support Agent.
	<i>Acebuddy (bot) forwarded the chat request to Dharmveer Singh</i>
	<i>Dharmveer Singh accepted the chat transfer</i>
Dharmveer Singh	Thank you for contacting Ace Cloud Hosting. I will be happy to help you today.
Samara Stein	Can you check to see why I can't log into both of my users at the same time?
Dharmveer Singh	Sure, I can help with that. Let me look into it for you.
Samara Stein	OPSociety.myrealdata.net
Dharmveer Singh	Could you please confirm if your account name is myrealdata\OPSociety?
Samara Stein	myrealdata\SamaraS
	myrealdata\OPS_Accounting
	Correct
Dharmveer Singh	Thanks for the confirmation !
	I have checked both profiles and found active.

		7:55:05 AMSamara Stein is sharing a file with you. Capture.JPG - (Size:16.17 KB)
		May I take the remote access of your local computer?
	Samara Stein	7:56:28 AMSamara Stein is sharing a file with you. Screenshot 2025-08-23 192549.png - (Size:1.05 MB)
		here is the error that i get when i go from our website to our server
		yes, you can take control
	Dharmveer Singh	Thank you for sharing the error message.
		Dharmveer Singh has requested the visitor to share their screen.
		https://assist.acecloudhosting.com/join/4562
		Prior providing the access, I would suggest you to try the link.
		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 wait for a moment. I will give you your confirmation on this chat.
		Thanks for the confirmation that issue is resolved.
		As discussed during the remote session, we have resolved the issue. Is there anything else we can assist you with?
		As there was no response, we are disconnecting you from the session. Please call 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 a screenshot of the error message, we will be able to assist you further.
		I request you to kindly spare a moment to fill out the survey. Your feedback is very important to us. We will appreciate that. or you may skip it. Thanks!
		Note: You may change/reset your server password from the self-care portal (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://knowledgebase.acecloudhosting.com).
		Dharmveer Singh has ended this chat session.

Chat Tr

Hello, I am y

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 to disable the existing user (that you'd like t
	Registered Account Owners have the ability owner, Please refer to the following link for a
	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 Transcript

Hello, I am your Acebuddy

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 be happy to help you.
	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 before we can assist you.

	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 Supp
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Vikas Singh Chauhan accepted the chat tran</i>
	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 cau
		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
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting (1-888-415-5240) if any further assistance is required
		<i>Vikas Singh Chauhan has ended this chat session</i>

Chat Tr

Hello, I am y

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 Supp
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer rec</i>
anishkaredia	hi

		I am unable to login evern after entering cor
	Shivam Singh	Thank you for contacting Ace Cloud Hosting.
	anishkaredia	myrealdata\Arif
		Also make why this is issue come again and
	Shivam Singh	I will surely help you with this issue.
		Kindly share the screenshot of the error mes
		<i>5:17:39 PManishkaredia is sharing a file with</i> <i>1_image.png - (Size:68.9 KB)</i>
	anishkaredia	last night issue was there some of ur adviso
	Shivam Singh	Okay, allow me 2 minutes to check the serv
	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 a
		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 pleas
	anishkaredia	ok
	Shivam Singh	Prior providing the access, I would suggest y
	anishkaredia	ok
	Shivam Singh	https://assist.acecloudhosting.com/join/2292
		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 and

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

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

For self-help, check out our Knowledge Base

Shivam Singh has ended this chat session

Chat Tr

Hello, I am y

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 cau application updates at the backend and app might get delayed due to unforeseen circum
	If you're also getting an update popup, pleas 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 y

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@acecloudh technicians will connect with you for further
	If you are facing any issue/problem with you
	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 y

Visitor Details

#80840 Cynthia Zone
Email: czone@actegra.com ☎ 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 be happy to help you.
	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 you account, 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 can assist you.
Cynthia Zone	Speak to a support rep
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. We will be happy to assist you today.
Cynthia Zone	Hi I have an open case but have little connection with you.
	I need someone to log into my server with my details and let them to log in now as I am logged into the console.
	I cannot do voice.
	I am travelling and have no phone and one device is not working.

		Ticket ID: 755552
		I believe I have to upgade to QB 2025 to get support says no but I can't update. I am in Q
	Shubham Maurya	We do understand the situation Cynthia, Plea the ongoing scenario and help you better wa
	Cynthia Zone	Have them log in to my server I am there an
		Actegra 1
		I cant get into my QB account beause they v
	Shubham Maurya	Please confirm the business name : Actegra User: Actegra1_AN@myrealdata.net
	Cynthia Zone	YES
		I am wating
		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 y
	Cynthia Zone	yes yes can we do this. I do not think you ca
	Shubham Maurya	We will be sharing a request for remote acce
		Let me check for that.
	Cynthia Zone	I see no reques
		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 an the time, I am putting the chat on hold, plea give your confirmation on this chat.
	Cynthia Zone	They told me I needed to share the open QB
		I am sure you do not know what you are doin
		I have always had to update to the next yea contact QB support
		I asked you to contact QB support and you s
		Very stange it is end of August - so cannot b
	Shubham Maurya	Cyntia, 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 c
		I cant reach Intuit
	Shubham Maurya	Cynthia, we can see that QB has not launch
		used to release a new version every year bu
	Cynthia Zone	ok
		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?
		It says it is good till June 30
		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
		But this time it was 121 instead of 120
	Cynthia Zone	so It is not the lastest ifyours says 121
	Shubham Maurya	We will update your Quickbooks now to upda
		We would need you to close the Quickbooks
	Cynthia Zone	What are you updting QB to/
		?
		I have mutple clients using these files so do
		QB should be updated after 11 pm EST
	Shubham Maurya	Currently, you are the only person on the se
		May we proceed?
	Cynthia Zone	Yes but it is 8:30 What are you updating to?
		Wont I then have to update all company files
		There is no time for that now
		Are you updating QB to 2025 version?
	Shubham Maurya	No. Since we are not "upgrading" the Quickt
		all company files.
	Cynthia Zone	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 procee 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 serve 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 PMShubham 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, y
Shubham Maurya has ended this chat sessic	

Chat Tr

Hello, I am y

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@acecloudh technicians will connect with you for further
	If you are facing any issue/problem with you
	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 y

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 Buddy
	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 email 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/Installer from our website and install it on your server Desktop.
	We will update you via email once the installation is complete.
	Application Addition usually takes 1-2 Hours to complete.
	Do you need any further assistance on the topic?
	As we haven't got any response from your email, we are closing this chat. Kindly re-initiate the chat.

Ended due to chat idle timeout



Chat Tr

Hello, I am y

Visitor Details -----

#80930 Ian Nelson
Email: ian@groovvyautomotive.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 l
	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 Supp
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer re</i>
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 th
	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 y

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
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sushant accepted the chat transfer request.</i>
Sushant	Thank you for contacting Ace Cloud Hosting.
Antonio Oliver	Hello I have been having issues getting into
	[Window Title] Remote Desktop Connection "ZebraRecovery.myrealdata.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
	<i>Sushant is transferring the chat to Support(</i>
	<i>Gurwinder Singh accepted the chat transfer</i>
	<i>Gurwinder Singh is transferring the chat to 7</i>
	<i>Tushar accepted the chat transfer request.</i>

	<i>Tushar is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting.
	Kindly allow me two minutes to check the server status.
Antonio Oliver	Thank you
Yash Kalra	Antonio, may I take the remote access of your server?
Antonio Oliver	yes
Yash Kalra	Prior providing the access, I would suggest you to backup your data.
	Kindly Click on the link and open the download link. 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 wait for some time. I will give your confirmation on this chat.
	As we haven't got any response from your email, I am sorry to hear that. Kindly re-initiate the chat.

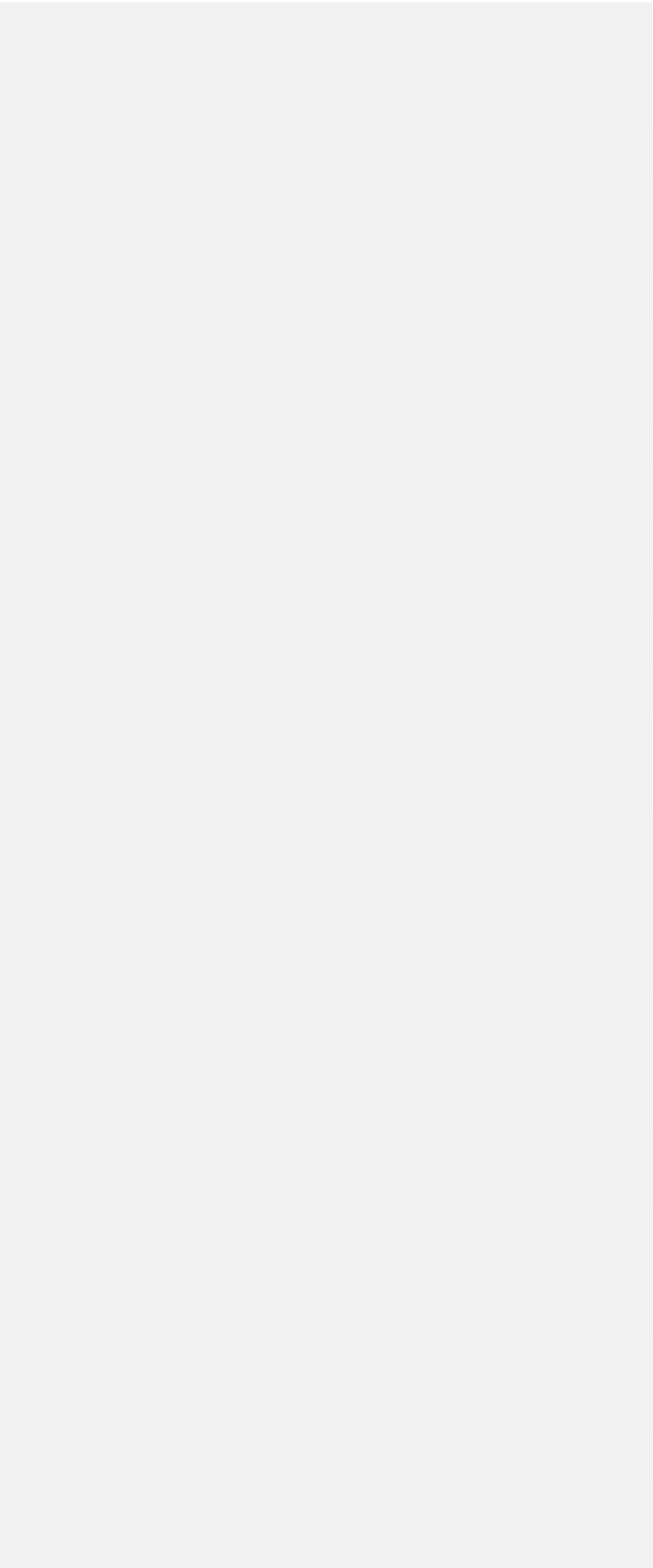
Ended due to chat idle timeout

Chat Transfer

Hello, I am Yash Kalra

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 Agent
	<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.
	I will surely help you with this issue.
	Is this the first time you're experiencing this issue on your account only?
Jared	I have a user who can not log in to the server. I had to put a different kind of access to the server. I need her stuff to work. I am not on that computer and get this worked out
Manish Singh	Alright, What If I can share a link and you can access the remote session?
Jared	thats fine can you send the link to skaparasc@gmail.com
	Also is there a way to set up a printer to print documents from the server to out 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 you

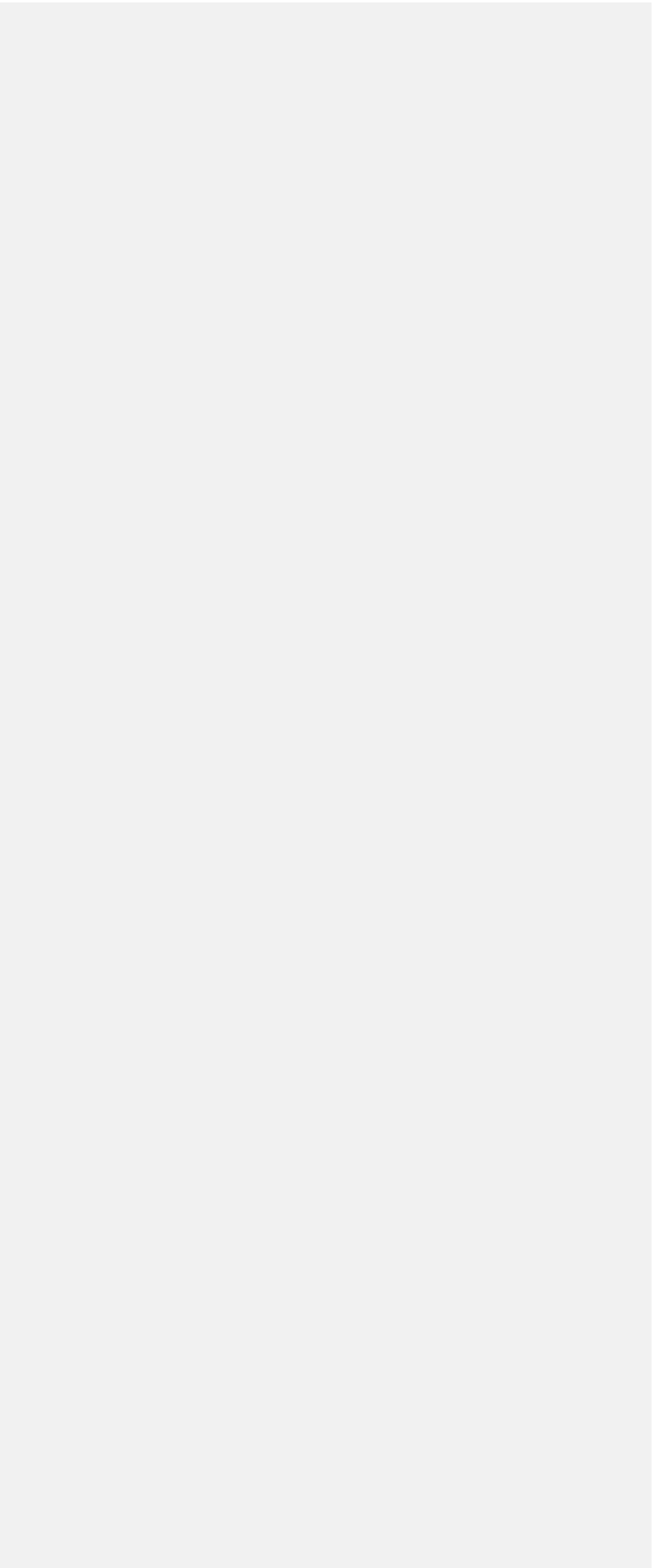
	We are connected on the remote session and at the time, I am putting the chat on hold, please give your confirmation on this chat.
	Is there anything else I may help you with ?
Jared	This should be fine for now as long as it does.
Manish Singh	It will not come up because you haven't selected an issue.
	I would greatly appreciate if you could spare a smiley 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 screenshot of the chat, please email it to support@acecloudhosting.com .
	I request you to kindly spare a moment to fill out the survey. I will appreciate that. or you may skip it. Thanks!
	Note: You may change/reset your server password from the dashboard (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base at https://www.acecloudhosting.com/knowledge-base .
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your support agent.

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

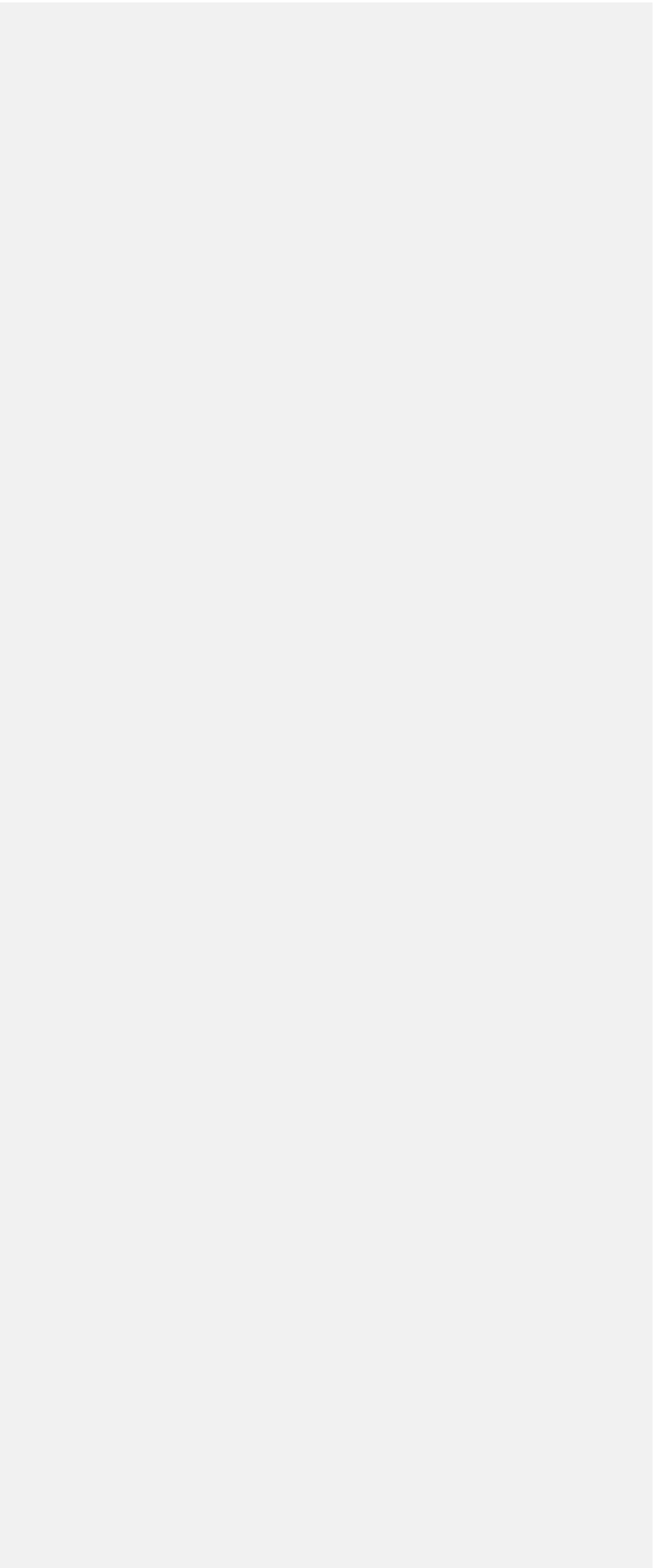
Chat Transcript -----

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 f
Vanessa Gutierrez	Yes
Acebuddy	Please wait while we connect you to our

Acebuddy (bot) forwarded the chat requ

Sanyam Madan accepted the chat trans

Sanyam Madan	Thank you for contacting Ace Cloud Hos you today.
	have you disconnected the previous cha
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 ses

