

Visitor Details

#75356 Alexis

Email: alexisa@sentryusa.com 📞 16057530880

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

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

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

*Alexis Alholinna has ended this chat session*

Visitor Details

#74972 Fenil Shah

Email: tax@sktaxaddison.com 📞 8473508121

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
Acebuddy (bot) forwarded the chat request	
Deepak Taneja declined the transfer request.	
Himanshu accepted the chat transfer request.	
Himanshu	Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.
Fenil Shah	id- 670659
Himanshu	May i know you company name ?
Fenil Shah	any update about this ticket ?

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

	Please let us know whether your issue is resolved .
	Are we connected here?
	Are we connected here?
	Are we connected here?
	As there is no response from your end so we are closing this chat .

Anjainay Singh has ended this chat session



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Visitor Details

**#75404 aaronmoak**  
**Email:** aaronmoak@yahoo.com 📞 12253246008  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** GREENWELL SPRINGS  
**State:** Louisiana  
**Country:** UNITED STATES

Chat Transcript

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

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

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Visitor Details

#75379 Marie Barrett

Email: marie@bizprofitpartners.com 📞 12818980961

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 47 Secs

City: MAGNOLIA

State: Texas

Country: UNITED STATES

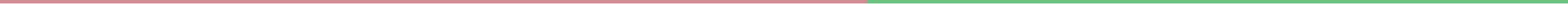
Chat Transcript

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

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

	That's not weird. It's a Portal to transfer files. Please download the RDP file from that website
	I would request you to please try to login again using the existing Password as I've have made few changes
	If it still doesn't work, then you can ask <a href="#">Marie</a> to reset the Password through the My Portal
Marie Barrett	i dont have a login to this website
Rohan Prajapati	That's Great, You can also download the RDP file from the My Portal
Marie Barrett	I am Marie. I can do the password yes.
	Thank you
	sorry to have bothered you.
	have a wonderfult day
Rohan Prajapati	Not an issue at all
	Is there anything else I may help you with ?
Marie Barrett	that is all for now, thankyou
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acec">https://selfcare.acec</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Rohan Prajapati has ended this chat session*



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Visitor Details

#76335 bstedmancpa  
Email: bstedmancpa@ideaone.net ☎ 7013563101  
Department: Support(QB & App Hosting)  
Operator: Acebuddy



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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** WEST FARGO

**State:** North Dakota

**Country:** UNITED STATES

Chat Transcript

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

Visitor Details

#76284 jjtrujillo

Ch  
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**Email:** joe@alliedtaxaz.com ☎ 16029318689

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** HOUSTON

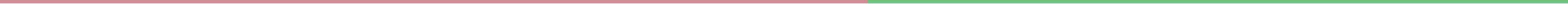
**State:** Texas

**Country:** UNITED STATES

Chat Transcript

jjtrujillo	Hello, I am your Acebuddy
Acebuddy	Hello Jjtrujillo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jjtrujillo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jjtrujillo	I'd like to raise a Request
Acebuddy	Please select your request type.
jjtrujillo	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout



Visitor Details

#75012 Mariella Cashen

Email: mariella@integritybp.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 8 Secs

City: LAS VEGAS

State: Maryland

Country: UNITED STATES

Chat Transcript

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

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

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

Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Shivam Singh has ended this chat session</i>

Ch

He

Visitor Details

#74975 courtney

Email: courtney@dottconstruction.com ☎ 7175870004

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: LANCASTER

State: Pennsylvania

Country: UNITED STATES

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

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



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



## He

## #75132 John Kam III

**Email:** treasurer@wadawanuck.com ☎ 8605018794

**Department:** Support(QB & App Hosting)

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time: 57 Secs**

City: ESSEX

**State:** Connecticut

**Country:** UNITED STATES

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

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



Visitor Details

**#76200 mike**

**Email:** mike@backstoptax.com 📞 6026867247

**Department:** Support(QB & App Hosting)

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 2 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript

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

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

Ch

He

Visitor Details

#76154 DAVID HOFFMAN

Email: dave@groundforcecrew.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 15 Secs

**City:** SAN DIEGO

**State:** California

**Country:** UNITED STATES

Chat Transcript

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

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

Shivam Singh has ended this chat session



Ch  
He

Visitor Details

#75112 akwasi  
Email: akwasi@meredithachiawllp.com  
Department: Support(QB & App Hosting)  
Operator: Acebuddy  
Website: <https://www.acecloudhosting.com/support-chat.php>  
Operating System: Microsoft Windows  
Browser: Microsoft Edge  
Device: Desktop  
City: ALLEN  
State: Texas  
Country: UNITED STATES

Chat Transcript

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

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

*Acebuddy has ended this chat session*



Ch  
He

Visitor Details

**#75742 ksapp**  
**Email:** ksapp@rosefeltlaw.com ☎ 727-241-4488  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 27 Secs  
**City:** HOUSTON  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

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



ksapp	Can you disconnet the remote access
Anjainay Singh	I have already disconnected it .
ksapp	ok
	thank you
Anjainay Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anjainay Singh has ended this chat session*



Ch  
He

Visitor Details

**#75535 kandersen**  
**Email:** kandersen@blwireless.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 12 Secs  
**City:** EAST WENATCHEE  
**State:** Washington  
**Country:** UNITED STATES

Chat Transcript

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

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

	Make sure to remove any unnecessary files to maintain at least 20% free space.
kandersen	Ok i will
	thanks

Kristi Andersen has ended this chat session

Ch

He

Visitor Details

**#75928 Brady Kaiser**  
**Email:** bkaiser@truenorthoutdoor.com 📞 19132845751  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** OLATHE  
**State:** Kansas  
**Country:** UNITED STATES

Chat Transcript

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

Brady Kaiser	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re
	Do you need any further assistance on the topic?
Brady Kaiser	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!
Acebuddy has ended this chat session	

Ch

He

Visitor Details

#75822 Dean Goninen

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

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 43 Secs

City: BARDSTOWN

State: Kentucky

Country: UNITED STATES

Chat Transcript

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

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

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

*Sharath Kumar has ended this chat session*

Ch

He

Visitor Details

**#76050 Codie Harmon**  
**Email:** charmon@equinenetwork.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 29 Secs  
**City:** LAS CRUCES  
**State:** New Mexico  
**Country:** UNITED STATES

Chat Transcript

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

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

Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar has ended this chat session*

Charm

He

Visitor Details

#75938

carmstrong

Email: carmstrong@mdcollision.net

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 50 Secs

City: WESTMINSTER

State: Maryland

Country: UNITED STATES

Chat Transcript

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



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

	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<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.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> <p><i>Rohan Prajapati has ended this chat session</i></p>

Ch

He

Visitor Details

#76066 jjiang

Email: jjiang@federalfilings.com ☎ 6262974637

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: ROYAPETTAH

State: Tamil Nadu

Country: INDIA

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

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

Ch

He

Visitor Details

**#75304 Tara Horan**  
**Email:** tara@livingbeach.com 📞 18477125921  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** MYRTLE BEACH  
**State:** South Carolina  
**Country:** UNITED STATES

Chat Transcript

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

Tushar has ended this chat session

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

Ch

He

Visitor Details

#76019 jonathan

Email: jonathan@thetowncrier.net 📞 19856741870

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 59 Secs

City: PEARL

State: Mississippi

Country: UNITED STATES

Chat Transcript

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

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

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

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

## Visitor Details

## #75501 info

**Email:** [info@brkimcpa.com](mailto:info@brkimcpa.com) ☎ 9729724930

**Department:** Support(QB & App Hosting)

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time: 17 Secs**

City: FULLERTON

**State:** New York

**Country:** UNITED STATES

# Chat Transcript



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

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

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Visitor Details

#75689 will.okeefe

Email: will.okeefe@emailshutters.com 📞 16185670384

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: KAMUELA

State: Hawaii

Country: UNITED STATES

Chat Transcript

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

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide feedback on your experience.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

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Visitor Details

**#76134 brian**  
**Email:** brian@wefixuglypools.com 📞 6022534499  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 34 Secs  
**City:** SALINAS  
**State:** Arizona  
**Country:** UNITED STATES

Chat Transcript

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

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

Hello! I am having trouble accessing my remote desktop. I received error "[Window Title] Remote Desktop Connection [Content] network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Information]". Error code: 0x3000016. Expanded details: [Content]

04/21/25 07:15:30

Visitor Details

#75851 sales

Email: sales@whitemoss.com ☎ 3109704951

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

Website: https://www.acecloudhosting.com/quickbooks-hosting/?utm\_source=google&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Branded&utm\_term=acecloudhosting&utm\_adgroup=Primary&gad\_source=1

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

sales	Hello! I am having trouble accessing my remote desktop. I received error "[Window Title] Remote Desktop Connection [Content] network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Information]". Error code: 0x3000016. Expanded details: [Content]
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
	Hi Mayte,
	I am transferring to our support team to help you with this issue
	Gantavya is transferring the chat to Support(QB & App Hosting).
sales	Thank you!
	Anurag Sharma accepted the chat transfer request.
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Mayte
sales	Thank you!
	I am having trouble accessing my remote desktop. I received error "[Window Title] Remote Desktop Connection [Content] network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Information]". Error code: 0x3000016. Expanded details: [Content]

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

Anurag Sharma has ended this chat session

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Visitor Details

#75003 Kirstin Batcho

Email: kirstin@enlightenedorder.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Chat Transcript -----

Kirstin Batcho	Hello, I am your Acebuddy
Acebuddy	Hello Kirstin Batcho, I'm your A
	Whom Would You Like to Conne
Kirstin Batcho	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kirstin Batcho	I'd like to raise a Request
Acebuddy	Please select your request type
Kirstin Batcho	Other Request
Acebuddy	Please drop an email to suppor technicians will connect with y
	If you are facing any issue/prob
Kirstin Batcho	Yes, I'm facing issues with my :
Acebuddy	Please select an option!
	As we haven't got any respons Kindly re-initiate the chat.

*Ended due to chat idle timeout*



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## Visitor Details

**#75347 krisika**  
**Email:** krisika@hkidata.com 📞 7383092838  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 50 Secs  
**City:** BORSAD  
**State:** Gujarat  
**Country:** INDIA

## Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy
	Whom Would You Like to Connect
krisika	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you ar
krisika	Hi
Acebuddy	Please wait while we connect y
	<i>Acebuddy (bot) forwarded the</i>
	<i>Sharath Kumar accepted the ci</i>
Sharath Kumar	Thank you for contacting Ace C
krisika	Quickbook not working in all pr
Sharath Kumar	Thank you for notifying us, I an
	Please allow me a few minutes running again
	<i>3:28:39 PMkrisika is sharing a : <a href="#">174419263507953739006293</a></i>



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



	<b>City:</b> BAHUA	
	<b>State:</b> Punjab	
	<b>Country:</b> INDIA	
	Chat Transcript -----	
	booksboss	Hello, I am your Acebuddy
	Acebuddy	Hello Booksboss, I'm your Ace
		Whom Would You Like to Connect
	booksboss	Technical Support (QB & App H
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	booksboss	I'd like to raise a Request
	Acebuddy	Please select your request type
	booksboss	Other Request
	Acebuddy	Please drop an email to support technicians will connect with you
		If you are facing any issue/problem
	booksboss	Yes, I'm facing issues with my s
	Acebuddy	Please select an option!
	booksboss	Other Issue
	Acebuddy	Please specify the issue you are
	booksboss	We are unable to connect remotely
	Acebuddy	Please wait while we connect you
	<i>Acebuddy (bot) forwarded the</i>	
	<i>Gaurava Tyagi declined the tra</i>	
	<i>Sharath Kumar accepted the ci</i>	
	Sharath Kumar	Thank you for contacting Ace C
	booksboss	Hello Sharath Kumar
	Sharath Kumar	Hello There, let me quickly sign
	booksboss	I will share the screenshot
	Sharath Kumar	may I know when was the last
		that'd be helpful, thank you
	booksboss	

		We have two remote login one
	Sharath Kumar	I see Acobloom, 2_TW in a disc
	booksboss	Give me one minute I am work
	Sharath Kumar	sure, take your time
		I see both the accounts signed
	booksboss	Yes, Both are working now
		I tried logging in, and it connec
	Sharath Kumar	glad to hear that!
		anything else that I may assist
	booksboss	Thank you so much
		Nop, thank you
	Sharath Kumar	my pleasure!
		You may end this chat now. On conversation, along with a tick
		I request you to kindly spare a working. I will appreciate that. Thanks!
		Note: You may change/reset yc (https://selfcare.acecloudhostir
		For self-help, check out our Kno
		Thank you for choosing ACE cl
	booksboss	Thank you
		<i>booksboss has ended this chat</i>

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Visitor Details

**#76293 Jayan Gnanakumaran**  
**Email:** gnana2kumar@gmail.com 📞 6478027294  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 28 Secs  
**City:** TORONTO  
**State:** Ontario  
**Country:** CANADA

Chat Transcript -----

Jayan Gnanakumaran	Hello, I am your Acebuddy
Acebuddy	Hello Jayan Gnanakumaran, I'm
	Whom Would You Like to Connect
Jayan Gnanakumaran	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jayan Gnanakumaran	I'd like to report an Issue
Acebuddy	Please select an option!
Jayan Gnanakumaran	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue
Jayan Gnanakumaran	Other QB related issue
Acebuddy	Please specify the issue you ar
Jayan Gnanakumaran	I am receiving an error saying 'I
	Hosting support yesterday and
	today. However, it is still not fi
Acebuddy	Please wait while we connect y
	<i>Acebuddy (bot) forwarded the</i>
	<i>Shubham Kataria accepted the</i>
Jayan Gnanakumaran	I am receiving the same error,
Shubham Kataria	Thank you for contacting Ace C
	today.
	<i>6:40:26 AMJayan Gnanakumar</i>

		<a href="#">SCR-20250428-itzx.jpeg</a> - ( Size: 10.07 KB )
	Jayan Gnanakumaran	Hi Shubham
	Shubham Kataria	Hello Jayan (Edited)
		I will be surely assisting you with this
	Jayan Gnanakumaran	TLDMFSI.myrealddata.net
		myrealddata\BaliniGn
	Shubham Kataria	Thank you for the information.
		Could you please confirm if you can
	Jayan Gnanakumaran	No, it is all users.
		I have 3 users including the one who
	Shubham Kataria	Alright, please allow me two more
		Thank you for the patience
		<i>6:46:12 AMShubham Kataria is <a href="#">image.png</a> - ( Size:60.99 KB )</i>
		<i>I've checked and found again</i>
		If you allow us we can initiate the
	Jayan Gnanakumaran	Yes that is fine with me
	Shubham Kataria	else we can also schedule this
	Jayan Gnanakumaran	No it's fine, please perform it now
	Shubham Kataria	Thank you for the approval, Kiran Once the update completed I will
	Jayan Gnanakumaran	We are logged off! Thank you.
	Shubham Kataria	You're welcome. I will inform you
		Is there anything else I may help
	Jayan Gnanakumaran	No that is all, have a good day
	Shubham Kataria	You too
		I would greatly appreciate if you can
		Thank you for choosing ACE clock
		You may end this chat now. On this
		conversation, along with a tick mark
		I request you to kindly spare a working. I will appreciate that. Thanks!



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

For self-help, check out our Kno

*Shubham Kataria has ended th*

# Ch

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## Visitor Details

**#76120 jonathan**

**Email:** [jonathan@thetowncrier.net](mailto:jonathan@thetowncrier.net) ☎ 19856741870

**Department:** Support(QB & App Hosting)

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time: 1 Min 11 Secs**

City: NEW ORLEANS

**State:** Louisiana

Country: UNITED STATES

## Chat Transcript

jonathan	Hello, I am your Acebuddy
Acebuddy	Hello Jonathan, I'm your Ace Bu
	Whom Would You Like to Connec
jonathan	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jonathan	I'd like to report an Issue
Acebuddy	

		Please select an option!
	jonathan	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue
	jonathan	Other QB related issue
	Acebuddy	Please specify the issue you ar
	jonathan	bank feeds crashes QB
	Acebuddy	Please wait while we connect y
		<i>Acebuddy (bot) forwarded the</i>
		<i>Ashutosh Mishra accepted the</i>
	jonathan	ticket 683132
	Ashutosh Mishra	Thank you for contacting Ace C
		I will surely help you with this i
		Kindly allow me two minutes to
		Is this issue occurring only for :
	jonathan	everyone
	Ashutosh Mishra	I am checking from backend, p
	jonathan	It worked fine yesterday before
		the previous night i mean
	Ashutosh Mishra	May I take the remote access c
	jonathan	yes
	Ashutosh Mishra	Prior providing the access, I wc
	jonathan	yes
		FasTrax0!
		sorry
		ok, why i click on the actions, i
	Ashutosh Mishra	Yes i am checking from my enc
	jonathan	are you still there?
	Ashutosh Mishra	Yes i am here.
		I am checking with senior level
		It appears the changes from th
		are currently working from the
		Would it be okay if end the cha

		changes are completed.
	jonathan	sure. can i close my session?
	Ashutosh Mishra	No, Don't close the remote ses
	jonathan	so now can i close so you can c
	Ashutosh Mishra	Yes
		I will continue working in the b
	jonathan	thanks.
	Ashutosh Mishra	Please do not sign off from the
		We need to work on the user e
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we i (1-888-415-5240) if any furthe
		<i>Ashutosh Mishra has ended thi</i>

Ch  
He

Visitor Details -----

**#75438 Christine Han**  
**Email:** alin@salutron.com ☎ 5107952876  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** SAN FRANCISCO  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Ch  
He

Visitor Details

#76243 office  
Email: office@pricecontracting.com ☎ 14062743064  
Department: Support(QB & App Hosting)  
Operator: Acebuddy  
Website: https://www.acecloudhosting.com/support-chat  
Operating System: Microsoft Windows  
Browser: Microsoft Edge  
Device: Desktop  
City: STEVENSVILLE

**State:** Montana  
**Country:** UNITED STATES

Chat Transcript -----

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

*Ended due to chat idle timeout*

Ch

He

Visitor Details -----

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

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

Chat Transcript -----

Arron Forbes	Hello, I am your Acebuddy
Acebuddy	Hello Irzad, I'm your Ace Buddy
	Whom Would You Like to Connect
Arron Forbes	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Arron Forbes	I'd like to raise a Request
Acebuddy	Please select your request type
Arron Forbes	Other Request
Acebuddy	Please drop an email to support technicians will connect with you
	If you are facing any issue/problem
Arron Forbes	Yes, I'm facing issues with my s
Acebuddy	Please select an option!
Arron Forbes	Other Issue
Acebuddy	Please specify the issue you are
Arron Forbes	hello
Acebuddy	Please wait while we connect you
	<i>Acebuddy (bot) forwarded the</i>
	<i>Rohan Prajapati accepted the c</i>
Rohan Prajapati	Thank you for contacting Ace C
	Hello Irzad, How are you doing
Arron Forbes	Hi I am following up on ticket II
	I've been trying to get a new u

		I got no luck in the Portal
	Rohan Prajapati	Thank you for providing the tic
	Arron Forbes	and also I submitted info to ha
	Rohan Prajapati	As I checked. We have already
	Arron Forbes	Yea and I responded
	Rohan Prajapati	Is there anything else I may he
	Arron Forbes	The new user details?
	Rohan Prajapati	As I mentioned above, we have
		Please check your email and le
	Arron Forbes	kindly confirm which email it w
	Rohan Prajapati	We have shared the details to f
	Arron Forbes	Kindly resend because I am no
		I believe your mail server is de
		hour after emailing your suppo
		Got it
		Thanks
	Rohan Prajapati	We have shared the details aga
	Arron Forbes	appreciate it
	Rohan Prajapati	Are you able to download the F
	Arron Forbes	I'll onboard Oscar now thanks
		Let me try downloading
		I didn't see it in attachment bu
	Rohan Prajapati	That's Great
		Is there anything else I may he
	Arron Forbes	Got it downloaded thanks
	Rohan Prajapati	Thanks for the confirmation !
		Thank you for choosing ACE clk
		You may end this chat now. On conversation, along with a tick
		I request you to kindly spare a working. I will appreciate that. Thanks!
		Note: You may change/reset yc

For self-help, check out our Kno

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



	Acebuddy	What type of QuickBooks Issue
	Satchel Loftis	Other QB related issue
	Acebuddy	Please specify the issue you ar
	Satchel Loftis	Licensing issues
	Acebuddy	Please wait while we connect y
		<i>Acebuddy (bot) forwarded the</i>
		<i>Sanyam Madan declined the tr</i>
		<i>Shashwat Verma accepted the</i>
	Shashwat Verma	Thank you for contacting Ace C
		Hello Satchel
		Could you please elaborate the
	Satchel Loftis	Hello!
		I have a production QB installa Ace Hosting. I have a license fc through Ace. Now my office lici
	Shashwat Verma	I will surely help you with this i
		Kindly allow me two minutes to
	Satchel Loftis	Thank you.
	Shashwat Verma	Currently, you have a pre-owne leasing this license to you.
	Satchel Loftis	Correct
		But both licenses are connecte working.
	Shashwat Verma	So you are facing issue with of
	Satchel Loftis	Yes.
		Right after Ace Hosting purcha
	Shashwat Verma	Could you please confirm from
	Satchel Loftis	Have you encountered this sor
	Shashwat Verma	As of now we are only leasing I
	Satchel Loftis	Wait ... by office I mean the on
		The QB in my office is what isn
	Shashwat Verma	Okay
		Satchel, if you are facing issue

	with intuit only.
Satchel Loftis	OK. Thank you.
	<i>Satchel Loftis has ended this call.</i>

*Satchel Loftis has ended this c*

## Ch

He

## Visitor Details

## #76291 Claire Speake

**Email:** [claire@sgwfresno.com](mailto:claire@sgwfresno.com) ☎ 15593479965

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** SAN JOSE

**State:** California

Country: UNITED STATES

## Chat Transcript

Claire Speake	Hello, I am your Acebuddy
Acebuddy	Hello Claire Speake, I'm your A
	Whom Would You Like to Conne
	As we haven't got any respons Kindly re-initiate the chat.

Acebuddy	Hello Claire Speake, I'm your A
----------	---------------------------------

Whom Would You Like to Connect

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

*Ended due to chat idle timeout*

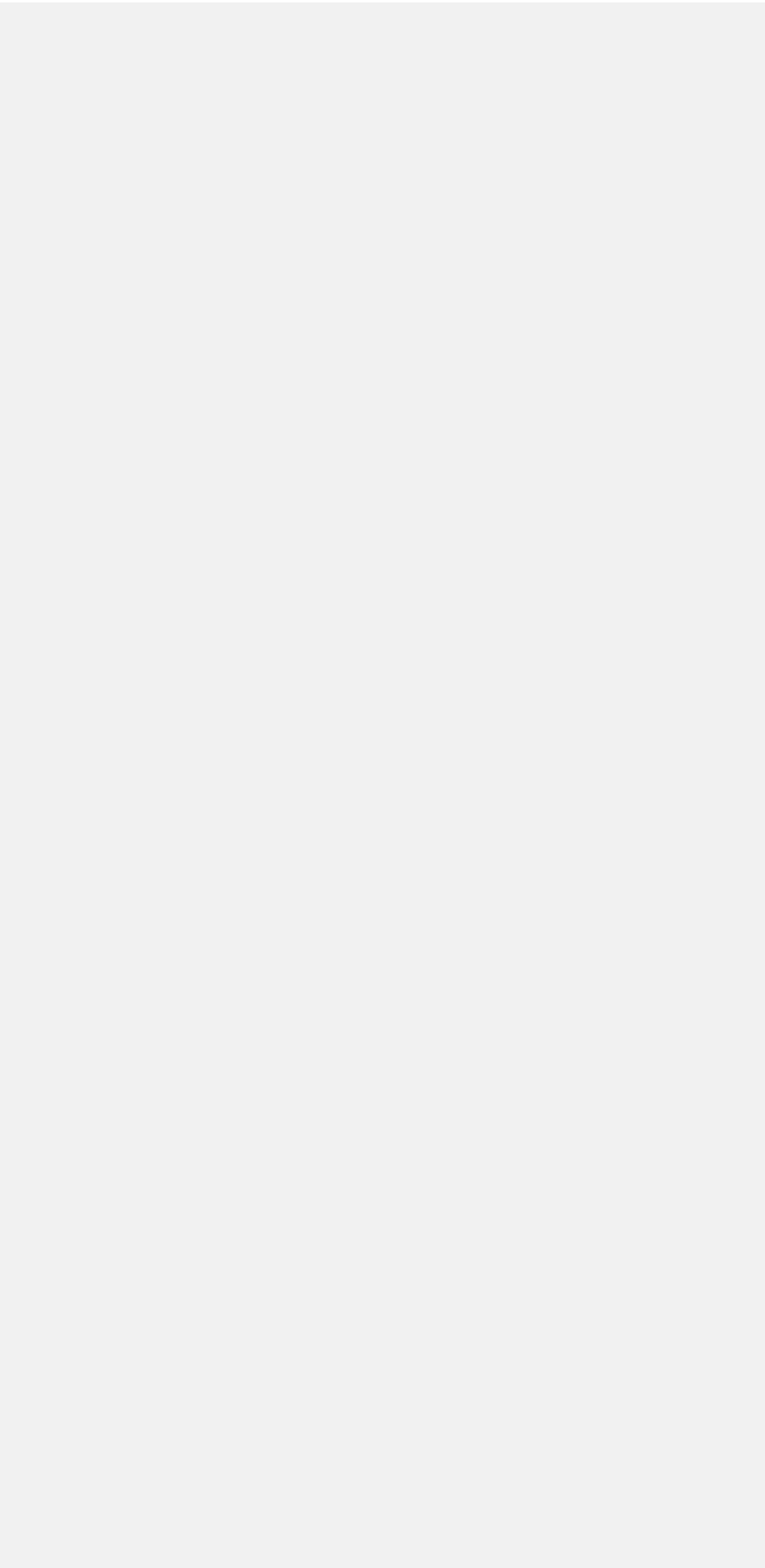
Visitor Details -----

**#75778 Mark Rumpke**  
**Email:** mark@rumpkedemolition.com ☎ 15139679970  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** LOVELAND  
**State:** Ohio  
**Country:** UNITED STATES

Chat Transcript -----

Mark Rumpke	Hello, I am your Acebuddy
Acebuddy	Hello Mark Rumpke, I'm your A
	Whom Would You Like to Conn
Mark Rumpke	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mark Rumpke	I'd like to raise a Request
Acebuddy	Please select your request type
Mark Rumpke	Other Request
Acebuddy	Please drop an email to suppor technicians will connect with y
	If you are facing any issue/prok
	As we haven't got any respons Kindly re-initiate the chat.

*Ended due to chat idle timeout*



Ch

He

Visitor Details

#75779 Erika Senese

Email: erika@sararayinteriordesign.com ☎ 16152546329

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NASHVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

Erika Senese	Hello, I am your Acebuddy
Acebuddy	Hello Erika Senese, I'm your Ac
	Whom Would You Like to Conne
Erika Senese	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erika Senese	I'd like to raise a Request
Acebuddy	Please select your request type
Erika Senese	Other Request
Acebuddy	Please drop an email to suppor technicians will connect with y
	If you are facing any issue/prok
Erika Senese	Restart
Acebuddy	Hello Erika Senese, I'm your Ac



	Riten	Thank you for contacting ACE.
	Rick Fobear	I have two logins;RickF_BAIRickF2_BAI. One of my people
	Riten	Let me transfer you to support
		<i>Riten is transferring the chat to</i>
	Rick Fobear	Thank you
		<i>Ashutosh Mishra accepted the</i>
	Ashutosh Mishra	Thank you for contacting Ace C
	Rick Fobear	Hello Ashutosh
		I have two logins; RickF_BAIRickF2_BAI. One of my people
		I have two logins; RickF_BAI & RickF2_BAI. One of my people
	Ashutosh Mishra	I understand, with a single use
	Rick Fobear	I tried to download a new RDP RickF_BAI
		Can you send me two new RDF
	Ashutosh Mishra	I will be surely assisting you wi
		May I take the remote access c
	Rick Fobear	I can open RickF_BAI & RickF@
		Yes please
	Ashutosh Mishra	Prior providing the access, I wc
	Rick Fobear	Sorry, I can normally open Rick
		ok
	Ashutosh Mishra	Please click on the link below t
		<a href="https://assist.acecloudhosting.">https://assist.acecloudhosting.</a>
		As per discussed over the reme session.
		<i>Ashutosh Mishra has ended thi</i>

Visitor Details -----

**#75837 Mike Porter**  
**Email:** mporter@newhousetowing.com 📞 503-572-6438  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**City:** PORTLAND  
**State:** Oregon  
**Country:** UNITED STATES

Chat Transcript -----

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

	Do you need any further assist
	As we haven't got any respons Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

## Ch

He

## Visitor Details

## #75843 Charles Xavier

**Email:** [helpdesk@coretechs.it](mailto:helpdesk@coretechs.it)

**Department:** Support(QB & App Hosting)

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 12 Secs

City: BRIDGEPORT

**State:** Saint Catherine

Country: JAMAICA

## Chat Transcript

Charles Xavier	Hello, I am your Acebuddy
Acebuddy	Hello Helpdesk, I'm your Ace B
	Whom Would You Like to Conn
Charles Xavier	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Charles Xavier	I'd like to report an Issue
Acebuddy	Please select an option!



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

		But we need to restart the serv
	Charles Xavier	Okay. Hang tight. One moment
	Shivam Singh	Sure
	Charles Xavier	Can you see who is logged in?
		<i>11:58:53 PMShivam Singh is sl <a href="#">image.png</a> - ( Size:15.64 KB )  Please see the attached sc</i>
	Shivam Singh	Please confirm once we are oki
	Charles Xavier	Okay thanks. I'm working on it.
	Shivam Singh	Sure, Take your time.
	Charles Xavier	Still working on it
		Busy day.
	Shivam Singh	Sure, please take your time
	Charles Xavier	Thanks
		Try a different user on the serv
		You should see people being si
	Shivam Singh	Some are still logged in/
	Charles Xavier	You can close Marcy's session
		But give the other users a mini
	Shivam Singh	sure
		Heather is still logged in.
		Will wait for 2 minutes and the
	Charles Xavier	Okay.
	Shivam Singh	Heather is still logged in. Shall
	Charles Xavier	Proceed with reboot.
	Shivam Singh	Thanks.
	Charles Xavier	Please test it when it comes ba
	Shivam Singh	Sure, Please wait.
		I will confirm once the server is
	Charles Xavier	ok standing by
	Shivam Singh	Thank you for your patience.
	Charles Xavier	sure thing

		update?
	Shivam Singh	Still working, Will update you o
	Charles Xavier	Okay.
	Shivam Singh	It should be working now
	Charles Xavier	Does it work on your end?
	Shivam Singh	Please check and confirm if it i
	Charles Xavier	checking
		does it work on your end?
		It is saying there is an update
	Shivam Singh	Yes, it does.
		Updates will be installed during
	Charles Xavier	Can't get in because of the upd
	Shivam Singh	Okay allow me to check.
	Charles Xavier	ok
	Shivam Singh	May I take the remote access c
	Charles Xavier	<i>12:30:12 AMCharles Xavier is s</i> <i><a href="#">1_image.png</a> - ( Size:11.94 KB</i>
		Sure
	Shivam Singh	Click on Ok and proceed.
		Does it work now?
	Charles Xavier	It does ,
	Shivam Singh	Great
	Charles Xavier	Please perform the updates to
	Shivam Singh	Is there anything else I may he
		Surely
	Charles Xavier	That is all. Thank you.
	Shivam Singh	I would greatly appreciate if yo smileys at the end of this chat.
		You may end this chat now. On conversation, along with a tick
		I request you to kindly spare a working. I will appreciate that. Thanks!

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

For self-help, check out our Knowledge Base

*Shivam Singh has ended this chat session*

Chat History

Visitor Details

**#75360 Dean Nguyen**  
**Email:** dean.n@enagic.com 📞 13105427700  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 58 Secs  
**City:** TORRANCE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Dean Nguyen	Hello, I am your Acebuddy
Acebuddy	Hello Dean.n, I'm your Ace Buddy
	Whom Would You Like to Connect With?
Dean Nguyen	Managed IT
Acebuddy	Please wait while we connect you to the right person
	<i>Acebuddy (bot) forwarded the chat to Mayank</i>
	<i>mayank accepted the chat transfer</i>
Dean Nguyen	Hello Mayank

	mayank	Hi Dean
		Let me transfer this chat to the
		<i>mayank is transferring the cha</i>
		<i>Shashwat Verma accepted the</i>
	Shashwat Verma	Thank you for contacting Ace C
		Hello Dean
	Dean Nguyen	Helelo Shashwat. Can you plea
	Shashwat Verma	I will surely help you with this i
		Kindly allow me two minutes to
		Here is the link admin.microsof
		Is that resolve your issue or yo
	Dean Nguyen	Can you please confirm to that correct?
	Shashwat Verma	Yes
	Dean Nguyen	Im logged onto admin with my
		I only see licenses for MS365 B
		Office365 Pro Plus is what Acec
		Am I using the wrong usernam
	Shashwat Verma	<b>We would like to inform you</b> It's possible that you are also l
		Let me share you the correct o
		administrator@enagic.com, he
	Dean Nguyen	Let me try that. hold on
		I should select Work/School Acc
	Shashwat Verma	Yes
	Dean Nguyen	the password for it?
		I don't have the password to th
	Shashwat Verma	Dean, password was already st
		Nevertheless, we have checker
	Dean Nguyen	Please send an email to dean.r
		I am the new IT Manager at En Hosting.
	Shashwat Verma	Sure, kindly request the same

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

Shashwat Verma has ended the chat

Chat  
Hello

Visitor Details

**#75332 jaimeflores**  
**Email:** jaimeflores@oakgroveschool.org 📞 2025772326  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhosting.com/support-chat  
**Operating System:** Mac OS  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 1 Min 16 Secs  
**City:** Ojai  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

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

	jaimeflores	reconnecting t-hub to remote s
	Acebuddy	Please wait while we connect y
		<i>Acebuddy (bot) forwarded the</i>
	jaimeflores	OAK GROVE SCHOOL
		User> Tara
		<i>Shivam Singh accepted the ch</i>
		we are trying to reconnect one application is T-HUB
		the current address that we ha
	Shivam Singh	Thank you for contacting Ace C
	jaimeflores	<IPAddress>OAKGROVESCHOC
		thank you
	Shivam Singh	Kindly allow me two minutes to
		May I take the remote access c
		Prior providing the access, I wc
	jaimeflores	yes, we need to be able to ope
		for the user Tara
		OK
		Yes please do
		the app T-hub is no longer con
		we tried to fix it a couple days logged in working on the accot
		hello?
	Shivam Singh	Hi, we were just waiting for you
	jaimeflores	OK we need to be able to open
	Shivam Singh	May I know if T-hub is with you
	jaimeflores	the user Tara doesn't have the
		Yes they are connected via Zoh
	Shivam Singh	Yes
	jaimeflores	what should we do to access 'S
	Shivam Singh	Unfortunately, Services Window
	jaimeflores	Can you open it from your end
	Shivam Singh	However, if there is any config



		Sure
	jaimeflores	OK one moment..
		in the mantime, could you pleas on tara´?
		In the meantime can you tell u
	Shivam Singh	I would want to inform you tha
		<i>3:14:47 AMjaimeflores is sharin</i> <a href="#">Screenshot 2025-04-04 at 11.6</a>
		<i>3:14:49 AMjaimeflores is sharin</i> <a href="#">Screenshot 2025-04-04 at 11.6</a>
		<i>3:14:50 AMjaimeflores is sharin</i> <a href="#">Screenshot 2025-04-04 at 11.6</a>
	jaimeflores	how about Atandra?
		We need to check whether the
		Did anything change with the a
		the db connection is down. How
		how about this service
		service sql THUBDBSERVER
		is it ON or OFF?
		<i>3:17:58 AMShivam Singh is shi</i> <a href="#">image.png</a> - ( Size:8.36 KB )
		<i>We do see a SQL service w</i>
		can we turn it ON?
	Shivam Singh	Also, when we try to start it we
	jaimeflores	OK, one moment, thank you.
	Shivam Singh	Hi there, did they inform you a
	jaimeflores	thank you there's nothing else
	Shivam Singh	okay
		I recommend that you give us are available 24/7 to assist you
		Also, please mention your earli
	jaimeflores	OK thank you.
	Shivam Singh	Is there anything else I may he
		Are we still connected here?



	Acebuddy	Hello Robert, I'm your Ace Buddy
		Whom Would You Like to Connect With?
	Robert Zeigen	Technical Support (QB & App Help)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Robert Zeigen	I'd like to report an Issue
	Acebuddy	Please select an option!
	Robert Zeigen	Other Issue
	Acebuddy	Please specify the issue you are facing
	Robert Zeigen	I cannot log onto the server
	Acebuddy	Please wait while we connect you to the server
		<i>Acebuddy (bot) forwarded the message to Sharath Kumar</i>
		<i>Sharath Kumar accepted the connection</i>
	Sharath Kumar	Thank you for contacting Ace Cloud
		Hi Robert, allow me a minute to check the server status
		Since there was nobody signed in, I will check the server status and let you know about the status of the server. I will be back in 5 minutes.
	Robert Zeigen	Okay. None of us can login
		okay
	Sharath Kumar	The server is back up and running. Please try logging in. I will be back in 5 minutes.
		I see you were able to sign into the server. Please let me know if you have any other issues.
	Robert Zeigen	Yes, I can log in. thank you. This is great.
	Sharath Kumar	glad to hear that!
		A positive feedback after this conversation would be appreciated.
		Thank you for choosing ACE Cloud. We will be happy to assist you in the future.
		<i>Sharath Kumar has ended this conversation</i>

Visitor Details

#75589 Tiffany Seiler

Email: tiffany@seilerexc.com 📞 16184667096

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

		Do you need any further assist
	Tiffany Seiler	Yes
	Acebuddy	Please wait while we connect y
		<i>Acebuddy (bot) forwarded the</i>
		<i>Rohan Prajapati accepted the c</i>
	Rohan Prajapati	Thank you for contacting Ace C
		Hello Triffany, How are you doi
	Tiffany Seiler	Hi Rohan. I am unable to run m
		I have contact QB and they sai to run payroll again
	Rohan Prajapati	I will surely help you with this i
		Kindly allow me 4-5 minutes to
		May I take the remote access c
	Tiffany Seiler	yes
	Rohan Prajapati	Prior providing the access, I wc
	Tiffany Seiler	ok
	Rohan Prajapati	We are connected on the remo the time, I am putting the chat give your confirmation on this
		Is there anything else I may he
	Tiffany Seiler	that is all thanks
	Rohan Prajapati	Thanks for the confirmation !
		Thank you for choosing ACE clc
		You may end this chat now. On conversation, along with a tick
		I request you to kindly spare a working. I will appreciate that. Thanks!
		Note: You may change/reset yc ( <a href="https://selfcare.acecloudhostir">https://selfcare.acecloudhostir</a>
		For self-help, check out our Kno
		<i>Rohan Prajapati has ended this</i>

Ch  
He

Visitor Details -----

**#76017 Jennifer White**  
**Email:** jennifer@jennwhitecpa.com 📞 15305219484  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 42 Secs  
**City:** WILMINGTON  
**State:** Illinois  
**Country:** UNITED STATES

Chat Transcript -----

Jennifer White	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer, I'm your Ace Buc
	Whom Would You Like to Conne
Jennifer White	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer White	I'd like to report an Issue
Acebuddy	Please select an option!
Jennifer White	Other Issue
Acebuddy	Please specify the issue you ar
Jennifer White	I am locked out of UltraTax CS
Acebuddy	Please wait while we connect y
	<i>Acebuddy (bot) forwarded the</i>

*Anjainay Singh accepted the current version of the manuscript.*

Anjainay Singh

Thank you for contacting Ace C

Jennifer Whit

ok

Anjainay Sing

Please allow me some time so

May I take the remote access c

Prior providing the access, I w

Jennifer White

yes

I'm ready when you are

Anjainay Singh

<https://assist.acecloudhosting.com>

Please copy this URL at your se

Hello Jennifer.

I would greatly appreciate if you  
chat.

Jennifer Whit

The issue is solved. Thank you

ok

Anjainay Sing

You may receive a survey in wh

You may end this chat .

Thank you for choosing ACE clothing

*Anjainay Singh has ended this*

Ch

He

## Visitor Details

## #76052 Tony Lee

**Email:** [support@claccounting.tax](mailto:support@claccounting.tax) ☎ 19097189780

**Department:** Support(QB & App Hosting)

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time: 30 Secs**

**City:** EL MONTE

**State:** California

Country: UNITED STATES

## Chat Transcript

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



Are we still connected here?

As there was no response, we called the toll-free number (1-888-415-5240) if any further information was needed.

Ashutosh Mishra has ended this

## Ch

### Visitor Details

**#75618 accountant**

**Email:** accountant@silversfs.com ☎ 7472192947

**Department:** Support(QB & App Hosting)

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 25 Secs

**Average Response Time:** 25 Secs

**City:** SRINAGAR

**State:** Jammu And Kashmir

**Country:** INDIA

## Chat Transcript

accountant	Hello, I am your Acebuddy
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Acebuddy	Hello Benny, I'm your Ace Budd...
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Whom Would You Like to Connect With?

accountant	Technical Support (QB & App H
------------	-------------------------------

Acebuddy	Welcome to Ace Support.
----------	-------------------------

Please chose an option :

accountant	I'd like to report an Issue
------------	-----------------------------

Acebuddy Please select an option!

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

	Thank you for choosing ACE cl
	You may end this chat now. On conversation, along with a tick
	I request you to kindly spare a working. I will appreciate that. Thanks!
	Note: You may change/reset yc (https://selfcare.acecloudhostir
	For self-help, check out our Kno

*Shubham Kataria has ended th*

Ch  
He

Visitor Details -----

**#75915 Devon McNeely**  
**Email:** dmcneely@vineit.com 📞 +18444846348  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** ST PETERSBURG  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript -----

Devon McNeely	Hello, I am your Acebuddy
Acebuddy	Hello Devon Mcneely, I'm your
	Whom Would You Like to Conne
Devon McNeely	

	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any respons Kindly re-initiate the chat.

Ended due to chat idle timeout

Ch

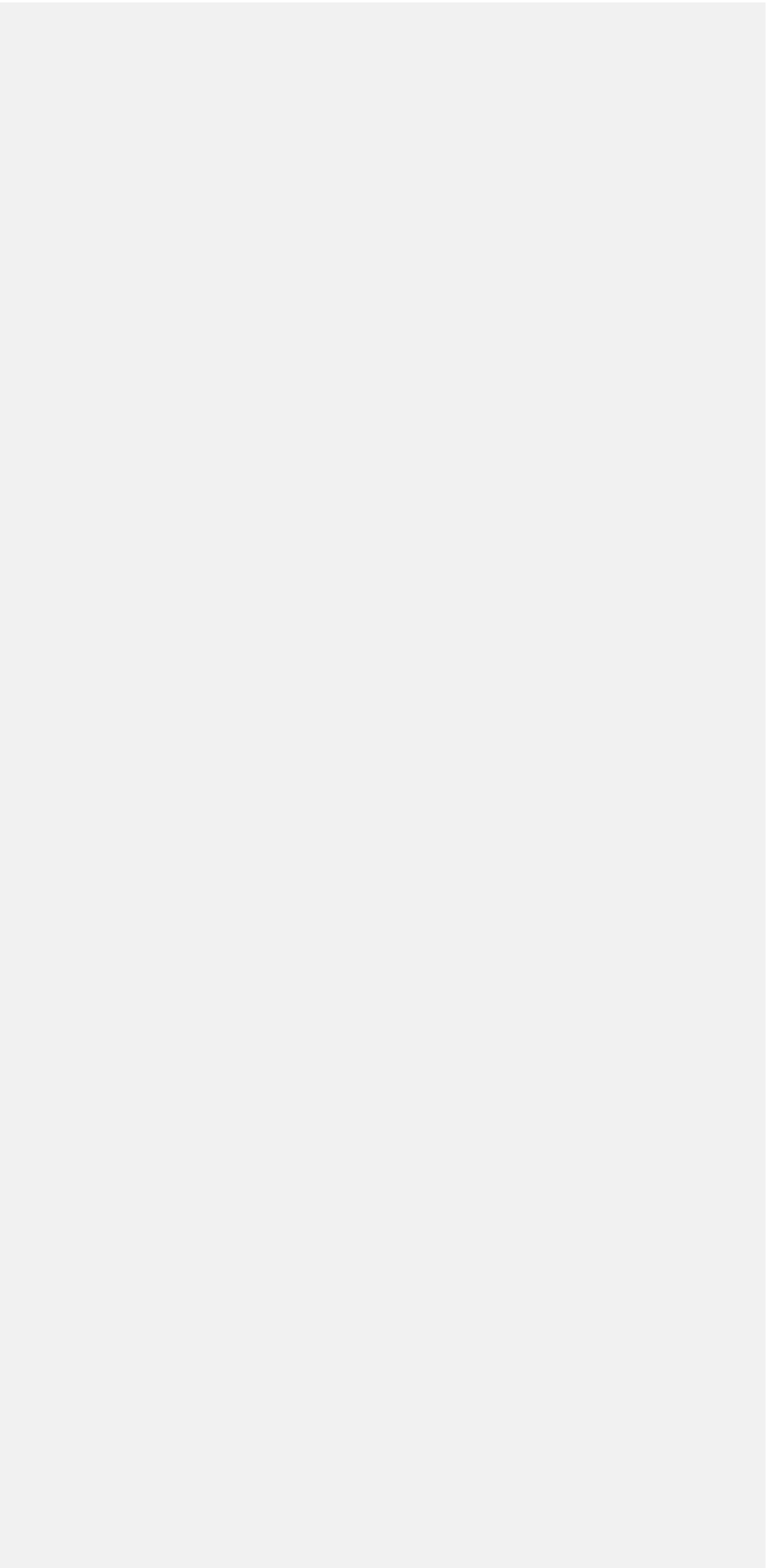
He

Visitor Details -----

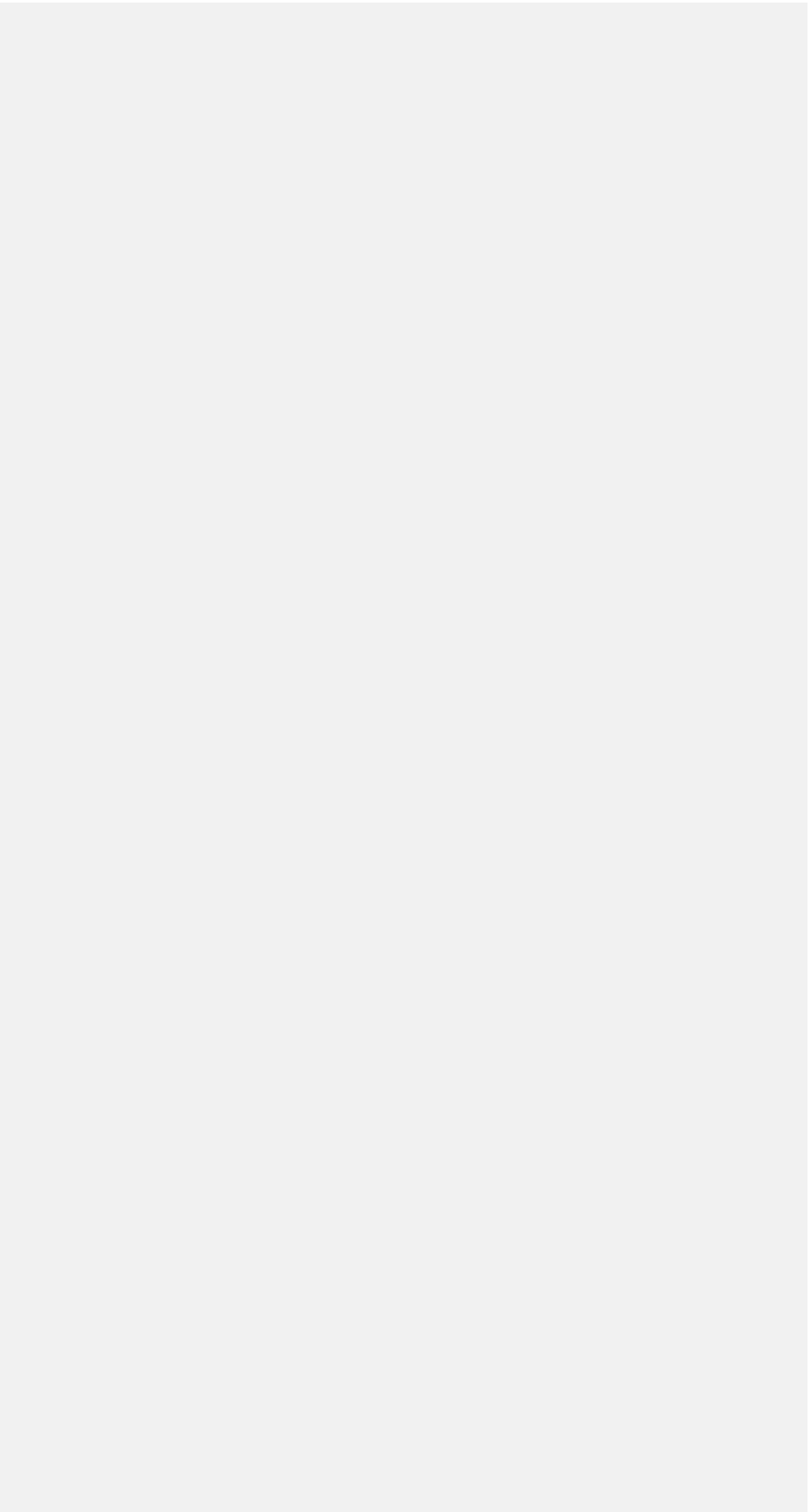
**#76166 AIFinancedone**  
**Email:** aifinancedone@outlook.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 37 Secs  
**City:** HARIPUR HINDUAN  
**State:** Punjab  
**Country:** INDIA

Chat Transcript -----

AIFinancedone	Hello, I am your Acebuddy
Acebuddy	Hello Aifinancedone, I'm y
	Whom Would You Like to C
AIFinancedone	Technical Support (QB & A
Acebuddy	Welcome to Ace Support.
	Please chose an option :



AlFinancedone	I'd like to report an Issue
Acebuddy	Please select an option!
AlFinancedone	Other Issue
Acebuddy	Please specify the issue you are facing as a user representative!
AlFinancedone	I am not able to connect RDP
Acebuddy	Please wait while we connect you to the support team
Acebuddy (bot) forwarded the message to the support team	
Anjainay Singh accepted the message	
AlFinancedone	Hi
	I am not able to connect rdp
	rdp
Anjainay Singh	Thank you for contacting us. We are sorry to hear about the issue you are facing. We will look into it and get back to you today.
AlFinancedone	I am connecting again again
	everyday
	Your services now become better
Anjainay Singh	Since when you are facing this issue?
AlFinancedone	From few many days ago
	ago
	for now please check user
	sachin bansal
Anjainay Singh	We understand your concern. We will look into it and get back to you.
AlFinancedone	I am not able to login
	login
Anjainay Singh	Please confirm whether other users are facing the same issue?
AlFinancedone	Yes
	All users face same issue
Anjainay Singh	Thankyou for your confirmation. We will look into it and get back to you.
AlFinancedone	Yesterday as well
	I connected for same issue
	which gets fixed after reboot
Anjainay Singh	Could you please confirm the issue is still there?



	resolution.
AIFinancedone	AccountSavvyNew
	Server
	AccountSavvy CPAs LLC
	business name
Anjainay Singh	May I take the remote acc
	I have got your account de
AIFinancedone	<i>3:01:38 PMAIFinancedone</i> <a href="#"><u>Login attempt issue.PNG</u></a> -
	See
	while entering password
	issue came
Anjainay Singh	No
	we have made some back
AIFinancedone	Yes now working
<i>AIFinancedone has ended</i>	

