

Chat

Hello, I ar

Visitor Details

#83208 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 46 Secs

City: ANAND

State: Gujarat

Country: INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.

	Hi Krisika. How are you doing today?
krisika	Quickbook many times abort error
Yash Ahi	I will surely help you with this issue.
	Could you please help me with your server name or business name?
krisika	Many times abort error in quickbook all users
	Priorware
Yash Ahi	Thankyou for the information.
krisika	Priorware.myrealdata.net
Yash Ahi	Kindly allow me two minutes to check the same.
krisika	Ok
Yash Ahi	Thank you for your patience.
	May I take the remote access of your server to see the issue?
krisika	U can proceed the server reboot
Yash Ahi	Alright.
	Since multiple users are logged in right now, let me send a broadcast message to all the users.
krisika	Ok
Yash Ahi	Thank you for your patience.
	The server has been rebooted. Please login and check if the Quickbooks is working fine.
krisika	Ok
	Quickbook working fine now in all users
Yash Ahi	Thanks for the confirmation !
	Is there anything else I may help you with ?
krisika	No
	Thank you
Yash Ahi	After this chat you will get the reference ticket ID
	You are welcome.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.aceclou
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Ahi has ended this chat session

Chat

Hello, I am

Visitor Details

#83461 David Weinstein

Email: david@davidweinsteincpa.com ☎ 19149071180

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

David Weinstein

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat

Visitor Details

#83224 eric.simon

Email: eric.simon@cosmobiousa.com  17604314600

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: CARLSBAD

State: California

Country: UNITED STATES

Chat Transcript

eric.simon	Hello, I am your Acebuddy
Acebuddy	Hello Eric.simon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
eric.simon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
eric.simon	I'd like to report an Issue
Acebuddy	Please select an option!
eric.simon	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
eric.simon	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
eric.simon	We have a web app for ShipRush that is not functioning, and we are unable to remove it from the web connector dialog box
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav kumar declined the transfer request.</i>
	<i>Karan Bhattacharya accepted the chat transfer request.</i>
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.

Hello Eric

10:44:26 PMeric.simon is sharing a file with you
[Screenshot 2025-11-03 at 9.14.01 AM.png](#) - (Size:124.85 KB)

Let me check that

I am checking at backend,please allow me few minutes

eric.simon Ok, I just logged in as "Admin" and the app is working again. It requested to be verified in QBE

I changed the "Admin" password last week, would that cause a web app to need to be reverified?

Please disregard the problem, it is fixed

thank you

have a nice day

eric.simon has ended this chat session

Chat :

Hello, I a

Visitor Details

#83261 Ahtashtam Bashir

Email: ahtashambashir68@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MARIETTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Ahtashtam Bashir

Hello, I am your Acebuddy

Acebuddy

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

	Whom Would You Like to Connect With?
Ahtashtam Bashir	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ahtashtam Bashir	I'd like to raise a Request
Acebuddy	Please select your request type.
Ahtashtam Bashir	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 :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat

Hello, I a

Visitor Details

#83337 Maricel

Email: admin@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: PICO

State: Zambales

Country: PHILIPPINES

Chat Transcript

Maricel

Hello, I am your Acebuddy

Acebuddy	Hello Maricel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Maricel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maricel	I'd like to report an Issue
Acebuddy	Please select an option!
	Please specify the issue you are facing before I connect you to an available support representative!
Maricel	Other Issue
	Hello, following up again on new IP address to whitelist?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Karan Bhattacharya accepted the chat transfer request.</i>
	<i>Karan Bhattacharya is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Maricel	myrealdatal.net/Maricel username: Maricel
Yash Kalra	Kindly allow me two minutes to check the same.
Maricel	Okay
Yash Kalra	Maricel, please confirm if your account name is Taxwise (Edited)
Maricel	The company name is Taxwise Financial Services
Yash Kalra	Upon checking I found that Zachary Jensen has reached out to us on lastly for the Ip whitelist and the desired IP has been
Maricel	I just checked now and I still can't connect.
Yash Kalra	Maricel, please help me with your IP once, so that I can reconfirm it from the backend
Maricel	119.94.185.77 Here is the IP
Yash Kalra	Maricel this is a new IP, please allow me some time to get it whitelisted. The last IP's we whitelisted were 96.86.56.33 and 71.163.19.235
	Is there anything else I may help you with ?
Maricel	I don't know the 2 IP you mentioned. The one I sent is also the one I sent earlier
Yash Kalra	Kindly allow me two minutes to check the same.
	Maricel, it will greatly helpful if you can help me with the ticket id.

Maricel	here is the ticket id i received earlier. 797287
Yash Kalra	Thank you for the Ticket ID
Maricel	They are waiting for Zack's approval from the email
Yash Kalra	Maricel, please allow me a moment I will get this done for you
Maricel	Okay thank you
Yash Kalra	Maricel, I have a mail the Network team for the whitelist. It will be whitelisted soon.
	Is there anything else I may help you with?
Maricel	No, that's all. Thank you
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Yash Kalra has ended this chat session

Chat

Hello, I a

Visitor Details

#83802 joanna spear

Email: joanna.spear@fiveoclockbrands.com ☎ 2483303500

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 31 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

joanna spear	Hello, I am your Acebuddy
Acebuddy	Hello Joanna Spear, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
joanna spear	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
joanna spear	I'd like to report an Issue
Acebuddy	Please select an option!
joanna spear	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
joanna spear	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at our end, if you're experiencing issues, please provide more details. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com
	Do you need any further assistance on the topic?
joanna spear	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Adarsh.Shukla declined the transfer request.</i>
	<i>Luv accepted the chat transfer request.</i>
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.
	how are you?
joanna spear	hi Luv
	i have an issue with QB that i'd really like to get resolved.
Luv	Could you please elaborate what issue are you facing?
joanna spear	We updated last week with you and you said everything was fine, i looked at what version and release we are on and even asked QB and they said the server must need updating.
Luv	Kindly allow me two minutes to check the same.
joanna spear	they gave me instructions for you
Luv	Do you want me to update it right now, I only see you logged in on the server.
	or I can schedule it for after hours when everyone is logged out.
joanna spear	now would be great as no coworkers are in the system
	Log into the dedicated server that hosts the QuickBooks company file. Open QuickBooks directly from the server and verify the issue.

ensure all workstations communicate with the same version. Restart the server after completing updates to refresh synch QuickBooks Desktop > Options. Ensure Automatic Updates are turned ON to prevent delays or missed patches in the future on all workstations and the server, restart the server first. Restart both your desktop and your coworker's workstation to refresh sync.

Luv Okay bare with me and can you please log off from the server.

If you want I can update you on the email once the chat is closed, I am updating QB right now which will take some time.

Thank you for the instructions.

Are you there?

I will be disconnecting the chat as there is no response from your end.

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 other details.

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/>)

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

Luv has ended this chat session

Chat

Hello, I am

Visitor Details

#83882 Kaylee VanWhy

Email: kaylee@ultimatepower.com

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 25 Secs

City: COUDERSPORT

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Kaylee VanWhy	Hello, I am your Acebuddy
Acebuddy	Hello Kaylee Vanwhy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kaylee VanWhy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kaylee VanWhy	I'd like to report an Issue
Acebuddy	Please select an option!
Kaylee VanWhy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kaylee VanWhy	Ace keeps freezing and then closing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Adarsh Singh accepted the chat transfer request.</i>
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.
Kaylee VanWhy	Hi there. My ace connect keeps freezing and closing.
Adarsh Singh	I understand that apps keep freezing. Could you please let me know if you are facing issue with any specific application or device?
Kaylee VanWhy	It allows me to select an email for a verification code, I click continue, I get the verification code email and then Ace connects.
	Cannot use the ace server at all. It shows kaylee.v (myrealdata)
Adarsh Singh	When was that last time you were able to connect to the server as well as please let me know if anyone facing the same issue?
Kaylee VanWhy	I used it yesterday with no issues. No other issues in the office.
Adarsh Singh	May I take the remote access of your local computer?
	Kaylee. Are we connected?
Kaylee VanWhy	Cannot use the ace server at all. It shows kaylee.v (myrealdata)
Adarsh Singh	No Problem we will connect remotely with your local computer to check and assist you with your issue. Please let me know if you are facing any issues.
Kaylee VanWhy	No
	ok that works.
Adarsh Singh	Thanks for the confirmation as we need to connect with your local computer to assist you with your login.
	Prior providing the access, I would suggest you to close any important documents at your end.

	And open link - https://assist.acecloudhosting.com/join/8232720364 to connect with me.
Kaylee VanWhy	ok
	is there anything else I need to do
Adarsh Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our tech support team.
	Thanks for connecting. i am sending a new Server File to connect with the server
	Please provide your consent so i can send the file
Kaylee VanWhy	ok
Adarsh Singh	Please open the downloaded file and type in your server password to connect with the server.
Kaylee VanWhy	I am not sure what that password is. Our tech guy set that up and it automatically logs me in when I open the application
Adarsh Singh	No problem i will assist you to restore your password. Please open https://selfcare.acecloudhosting.com/ and click on Forget Password.
	It seems we are disconnected from the remote session. Once you click on forget password, please type in your username and password.
Kaylee VanWhy	Loading after typing new password for reset
Adarsh Singh	Perfect once password is restored please try to sign in with the new Password and let me know if you need any assistance
Kaylee VanWhy	How long should I wait for password reset to load?
Adarsh Singh	It generally restores password within couple of minutes however if in some case it fails to restore the password due to Internet connection issue.
Kaylee VanWhy	It is still stuck on the same page/
Adarsh Singh	Could you please try to connect remotely with link https://assist.acecloudhosting.com/join/8822507174
	Could you please show me the browser where it is stuck ?
Kaylee VanWhy	See here it has frozen.
	And just closed out on its own'
Adarsh Singh	Seems like you are facing intermittent internet connection issue. Could you please try to change the network connection to Ethernet cable.
Kaylee VanWhy	I turned off the wifi and am connected with an ethernet cable.
Adarsh Singh	Got you. Could you please try to connect with your phone hotspot to check.
Kaylee VanWhy	I do not have a phone hotspot
Adarsh Singh	Are you working from office or home ?
Kaylee VanWhy	I work in an office. Nobody else is having issues
Adarsh Singh	Thanks for the confirmation could you please do a speed test following Speedtest by Ookla - The Global Broadband Speed Test
	<i>10:56:51 PM Kaylee VanWhy is sharing a file with you</i>
	<i>Screenshot 2025-11-20 122631.png - (Size:375.35 KB)</i>
	I am checking few details. However remote connection is disconnecting frequently.
	Could you please let me know when you restarted your PC last time ?
Kaylee VanWhy	It restarted this morning
Adarsh Singh	Could you please open Task manager for me.

Kaylee. Are we connected?

Are we connected ?

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)

Adarsh Singh has ended this chat session

Chat

Hello, I a

Visitor Details

#83579 Pamela Johnson

Email: pam@psjaccounting.com

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: WORCESTER

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Pamela Johnson Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Pamela Johnson Managed IT

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

Acebuddy (bot) forwarded the chat request

Pradeep Kumar accepted the chat transfer request.

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

Pamela Johnson	hi cid75274
<p><i>Sourav Chhikara accepted the chat transfer request.</i></p>	
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.
Pamela Johnson	hi how do i get to the rdp? working on a new computer and i don't have access to the old desktop that had the shortcuts
	cid75274 myrealdata\PamJohnson
Sourav Chhikara	Sure, I can help with that. Let me look into it for you. Please allow me sometime to check details. May I take the remote access of your local computer to create the RDP shortcut on your desktop?
Pamela Johnson	ok
Sourav Chhikara	I hope you remember your password.
Pamela Johnson	i do
Sourav Chhikara	Prior providing the access, I would suggest you to close any important documents at your end.
Pamela Johnson	ok
Sourav Chhikara	https://assist.acecloudhosting.com/join/4632732742 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 you through the process.
	Thank you for your patience.
Pamela Johnson	thank you i'm all set
Sourav Chhikara	As we checked you are able to login to server and RDP has been created. Is there anything else I may help you with ?
Pamela Johnson	no, that's it. thanks!
Sourav Chhikara	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. 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 (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

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

Sourav Chhikara has ended this chat session

Chat :

Hello, I am

Visitor Details

#83214 krisika

Email: krisika@hkidata.com  7383092838

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 8 Secs

City: DELSAR

State: Gujarat

Country: INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!

krisika	Hi
Acebuddy	Please wait while we connect you to a 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 Krisika
krisika	Quick book very slow in all users
Shashwat Verma	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? (Edited)
krisika	No
	Many time issue
Shashwat Verma	Could you please confirm the server name as there are multiple servers on your account?
krisika	Priorware.myrealdata.com
Shashwat Verma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
krisika	Ok
Shashwat Verma	Krisika, we have checked that with same issue an ongoing ticket is in queue by our escalation team and they are currently connection or wait for the escalation team to connect with you for the same and as similar to last time we can proceed wi
	Ongoing ticket id #775795, Shall I take the remote access of your local pc?
krisika	No possible
	<i>7:16:22 PM Shashwat Verma is sharing a file with you image.png - (Size:8.91 KB)</i>
Shashwat Verma	Kindly allow me two minutes to check the same.
krisika	Ok
	U can proceed the server reboot
	Please msg only Reboot process start
	Not mention Ace Cloud
Shashwat Verma	Sure, we have initiated the reboot.
krisika	Ok
	Thank you
Shashwat Verma	We have rebooted the server
krisika	Ok
Shashwat Verma	You can re-login the same in 1 min.

krisika	Ok
	Thank you
Shashwat Verma	Kindly try now
krisika	Ok
Shashwat Verma	Also, for the permanent solution for the issue, our escalation team will soon connect with you.
krisika	Ok
	Thank you
	Quick book working fine now in all users
Shashwat Verma	Okay
krisika	Thank you
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat

Hello, I a

Visitor Details

#83394 Liz Owens

Email: liz@redroverpromo.com

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 13 Secs

City: SNOHOMISH

State: Washington

Country: UNITED STATES

Chat Transcript

Liz Owens	Hello, I am your Acebuddy
Acebuddy	Hello Liz Owens, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Liz Owens	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Liz Owens	I'd like to report an Issue
Acebuddy	Please select an option!
Liz Owens	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Liz Owens	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?
Liz Owens	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>Karan Bhattacharya accepted the chat transfer request.</i>	
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.
Liz Owens	hello
	We are leasing Quickbooks Enterprise 24 from Ace Cloud. In order to make use of many different capabilities within QB Enterprise that we are using from you.
Karan Bhattacharya	Ok,for that you will have to login with intuit primary account.
Liz Owens	I am worried that because Ace is the owner of the Quickbooks, that we will not be able to login to the Intuit account and u
	Yes, I have tried to login to the Intuit account but it is not connected as I already said
	do we need Ace's Intuit login?
Karan Bhattacharya	There would have been a primary account of intuit.
Liz Owens	how can we connect our account to the software

	Is the primary account from Ace? you're not answering my question
Karan Bhattacharya	Let me check at backend,allow me few minutes
Liz Owens	ok
Karan Bhattacharya	Was it working earlier?
Liz Owens	the quickbooks is working. however, if I try to Manage Account or use features like accepting credit cards, it does not allow to the Quicbooks enterprise at all.
Karan Bhattacharya	ok,with with account are you accessing quickbooks?
Liz Owens	So, we can login into our company file just fine and do the day to day things, but extra features are not accessible. accounting@redroverpromo.com well, that is the email address for the Intuit account
Karan Bhattacharya	Is this the account with which you access quickbooks?
Liz Owens	no I access quickbooks through the remote desktop connection
Karan Bhattacharya	Was there any upgradation of quickbooks happened in recent time?
Liz Owens	we recently upgraded to Enterprise 24 through you
Karan Bhattacharya	ok
Liz Owens	we are leasing will we be able to access all the extra features if we are leasing????? I have already been in email with support regarding this issue and nobody seems to have an answer
Karan Bhattacharya	let me check that,however also want to know whether in last version the same issue was there or not?
Liz Owens	we had a very old version and did not try to use extra features
Karan Bhattacharya	ok,allow me few minutes,let me check details.
Liz Owens	Plus we owed that software. this time, we are not the owner owned
Karan Bhattacharya	I am checking at backend,please be on chat.
Liz Owens	I am here
Karan Bhattacharya	while making the payment fro QUICKBOOKS what does it say ? any error message ?
Liz Owens	making what payment? I do not send payments from QB. I want to ACCEPT payments from customers but cannot even open that option until it is
Karan Bhattacharya	we have to first activate the feature
Liz Owens	I cannot activate anything, that's what I'm telling you it will not connect to the intuit account
Karan Bhattacharya	ok, Please accept my request on server

Liz Owens	ok
	do you need me to login
Karan Bhattacharya	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>	

Chat

Hello, I a

Visitor Details

#83334 Dena Buckendorf

Email: denab@buckendorf.net  19702520621

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: MONTROSE

State: Colorado

Country: UNITED STATES

Chat Transcript

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

	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Dena Buckendorf	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at our end, if you're still experiencing issues, it's possible that your system or network settings might be interfering.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat

Hello, I am

Visitor Details

#83563 Glenda Jones

Email: mountainprorep@yahoo.com ☎ 8284217387

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 55 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Glenda Jones	I'd like to report an Issue
Acebuddy	Please select an option!
Glenda Jones	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Glenda Jones	I have a Microsoft 365 message asking me to sing in but when I try to sign in with my email it tells me that I cannot sign in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Adarsh Singh accepted the chat transfer request.</i>
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.
	I will be surely assisting you with this.
	Is this for account VanDrake Investments LLC ?
Glenda Jones	Yes, here is a screenshot of the message
	<i>11:29:26 PM Glenda Jones is sharing a file with you Microsoft 365 error message.pdf - (Size:241.88 KB)</i>
Adarsh Singh	Thank you for providing the screenshot.
	Could you please click on sign in option and enter your login details to check if you are able to sign in?
Glenda Jones	I received an error message. We purchased Microsoft 365 from you to use in the cloud. I do not have a login but I used my
	<i>11:35:18 PM Glenda Jones is sharing a file with you sign in message.pdf - (Size:177.79 KB)</i>
Adarsh Singh	Thank you for the information and allow 2 minutes to check the same.
	It is taking longer time than expected to check the details. Kindly allow me 3-4 more minutes.
Glenda Jones	ok
Adarsh Singh	Thank you for your patience.
	Since when you are experiencing this issue?
Glenda Jones	I just saw the message a few days ago.
Adarsh Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
	Please confirm.
Glenda Jones	I will ask...give me a few minutes...
Adarsh Singh	Sure.
	Please take your time.
Glenda Jones	

	I have checked with two other users and it only seems to be me with the issue
Adarsh Singh	May I take the remote access of your local computer?
Glenda Jones	yes
Adarsh Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/1822606023
	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 you in touch with our experts.
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat

Hello, I am

Visitor Details

#83633 Sean Berlin

Email: sberlin@acetechgroup.com

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: PHILADELPHIA

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

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

Sean Berlin	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
Priyanshu	<i>Priyanshu accepted the chat transfer request.</i>
Sean Berlin	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?
Priyanshu	Hello, I am contacting on behalf of my client DiFilippo & Co who uses an RDP connection from a company called Lightning password is no longer with the company.
Priyanshu	Could you please help me with your businessname and username once.
Sean Berlin	<i>12:54:40 AM Sean Berlin is sharing a file with you image.png - (Size:33.36 KB)</i>
Sean Berlin	The company name would be Lightning Packaging
Priyanshu	Thank you for sharing us the details
Priyanshu	It seems that server is being managed by different team, please let me transfer your chat to the concerned team so that <i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>
Sean Berlin	Thank you
Karan Bhattacharya	<i>Karan Bhattacharya accepted the chat transfer request.</i>
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.
Sean Berlin	Hello
Karan Bhattacharya	Please let us know the issue.
Sean Berlin	Hello, I am contacting on behalf of my client DiFilippo & Co who uses an RDP connection from a company called Lightning password is no longer with the company.
Karan Bhattacharya	<i>12:58:23 AM Sean Berlin is sharing a file with you image.png - (Size:33.36 KB)</i>
Karan Bhattacharya	ok
Karan Bhattacharya	let me check few details
Karan Bhattacharya	Can you confirm the username?
Sean Berlin	JamesD_CPA.q14
Karan Bhattacharya	ok
Sean Berlin	The tech who helped with resetting the password a couple months ago was sangeeta@acecloudbhosting.com
Karan Bhattacharya	ok,The password can be reset through MyPortal by this account lightningpkg@outlook.com user.
Sean Berlin	got it thank you. I will call Lightning Packaging now
Karan Bhattacharya	Thank you for your cooperation.Is there anything else I can help you with?
Sean Berlin	Could you please send me an email with this ticket number?

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

Karan Bhattacharya has ended this chat session

Chat

Hello, I am

Visitor Details

#83445 David Weinstein

Email: david@davidweinsteincpa.com  19149071180

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	The VPS won't run cch ascess tax. It says "the application has detected an installation is still running. Exit the installer.....
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.
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Please try now.
David Weinstein	I still get the error
Ashutosh Mishra	May I take the remote access of your server?
David Weinstein	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
	Please accept the prompt on the server.
	Are we still connected here?
David Weinstein	yes
	where's teh promtmt
	prompt
Ashutosh Mishra	Please accept the prompt on the server.
	Please open software now.
David Weinstein	you see the setup "error"
Ashutosh Mishra	Please open software now.
	Are we still connected here?
	The installation message is not appearing now.
David Weinstein	yes
Ashutosh Mishra	Is there anything else I may help you with ?

David Weinstein	it just reappeared
	the message is still there cch tax won't start
	I'm trying repair
Ashutosh Mishra	Sure, please continue with the repair process.
	I will also forward this to backend team to check and repair the installation copy.
David Weinstein	this is the 2nd time I did this
Ashutosh Mishra	Within 2 to 3 hours, we will inform you to try again and if issue persists, we will arrange callback from one our senior engi
David Weinstein	wait'
Ashutosh Mishra	Sure
David Weinstein	why is the download empty??
	never mind
	can you uninstall tax?
Ashutosh Mishra	Sure, we will proceed with uninstalling CCH Access Tax and inform you once it's completed.
David Weinstein	i uninstalled it, never mind
	its uninstalling now
Ashutosh Mishra	Sure.
David Weinstein	can you see my screen?
Ashutosh Mishra	Yes I can see the screen.
David Weinstein	I got the warning again?
Ashutosh Mishra	I will try uninstalling from my end.
David Weinstein	let me know when you uninstalled it
Ashutosh Mishra	I have started the uninstallation.
	It is uninstalled now.
David Weinstein	i'm reinstalling
Ashutosh Mishra	Sure
David Weinstein	i still got the error
Ashutosh Mishra	We regret the inconvenience caused due to this. Please allow us at least 1 to 2 hours to check from the backend and inve
David Weinstein	its not canopy software
	its cch axcess
Ashutosh Mishra	Kindly show us the setup location again and i will try installing it from my end.
David Weinstein	kindly acknowledge, its cch axcess tax
Ashutosh Mishra	Yes, I completely understand that due to CCH axcess tax you are getting the error prompt for installation. If you would like

David Weinstein	hi let me try something
Ashutosh Mishra	Sure
David Weinstein	It cch axcess tax... Ok
	Let me try using the CCH install and update manager, OK?
Ashutosh Mishra	Yes we are monitoring this over the remote session.
	It is likely that due to limited rights you are not able to successfully complete the installation/uninstallation of the CCH Axcess Tax application.
David Weinstein	I installed it on m laptop
	It's uninstalled, I'll try installing it
Ashutosh Mishra	Let me try on my end.
David Weinstein	I started a download
	Ok, I'm going to do work on my pc, i'll checkin every 3 minutes, ok?
	ok?
Ashutosh Mishra	Sure, we will take care of this from backend. And inform you within one to two hours.
	Is there anything else I may help you with ?
David Weinstein	you'll need my account number and password
	The account number is 150630
Ashutosh Mishra	I have completed installation for CCH Axcess Tax.
David Weinstein	let me try, Ok?
Ashutosh Mishra	Sure
David Weinstein	we got the warning
Ashutosh Mishra	Let me reboot the server once.
David Weinstein	I'm trying to reinstall using the update manager
	than e I'll give up
	let it reinstall and we try ok?
Ashutosh Mishra	Sure
	Please try now, there are no more updates for the CCH application.
	Are we still connected here?
David Weinstein	yes
	im goig to click reinstall from the update manager, OK?
Ashutosh Mishra	Kindly check now if issue persist else, we can reboot server since it has just been updated.
David Weinstein	after it reinstalls i guess

Ashutosh Mishra	Sure
	Kindly check now.
David Weinstein	no good
	Should we uninstall and then reboot and then install
	I'd rather we try that
	Let me uninstall before you reboot
	I'm uninstalling
	if it's uninstalled it should be clear when you reboot, right?
	ok reboot
Ashutosh Mishra	I would suggest doing this from backend, since you are logged in it could be that there is some backend processes still lat
David Weinstein	I'll log out and reconnect with support on my pc, OK"
	?
	?
Ashutosh Mishra	Sure, please reconnect after an hour. Please allow at least one hour to complete the process from backend.
David Weinstein	ok
Ashutosh Mishra	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat

Hello, I a

Visitor Details

#83761 Test Account

Email: test@test.com ☎ +917878787878

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Test Account	Hello, I am your Acebuddy
Acebuddy	Hello Test Account, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Test Account	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Test Account	I'd like to report an Issue
Acebuddy	Please select an option!
Test Account	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Test Account	test
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Luv declined the transfer request.</i>	
<i>Adarsh Singh accepted the chat transfer request.</i>	
<i>Test Account has ended this chat session</i>	

Chat

Hello, I ar

Visitor Details

#83329 Dena Buckendorf

Email: denab@buckendorf.net  19702520621

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 41 Secs

City: MONTROSE

State: Colorado

Country: UNITED STATES

Chat Transcript

Dena Buckendorf	Hello, I am your Acebuddy
Acebuddy	Hello Dena Buckendorf, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dena Buckendorf	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dena Buckendorf	I'd like to report an Issue
Acebuddy	Please select an option!
Dena Buckendorf	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Dena Buckendorf	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?
Dena Buckendorf	Yes

Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	<i>9:11:43 PM Dena Buckendorf is sharing a file with you</i>
	<i>image.png - (Size:92.52 KB)</i>
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Dena Buckendorf	server name DenaCPALLC
	my user name is DenaB
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.
Dena Buckendorf	Should I log out of the server?
Shubham Maurya	Thanks for the patience Dena, we have checked that QB Premier Accountant 2024 is your pre-owned.
	Let us check after logging to the server for the error message.
Dena Buckendorf	I paid for the 2025 QB - but I don't think we ever installed it.
Shubham Maurya	We completely understand that you have already made the payment, Dena. However, the product activation is still pending available.
Dena Buckendorf	ok. I see. i'll try to get it activated. Will I need ACE support to install it on the server?
Shubham Maurya	You can also check your active license on Intuit portal https://camps.intuit.com/
	Login using your registered email ID.
	It should activate automatically. However, if you continue to experience any issues, please let us know we can manually c
	<i>9:35:21 PM Dena Buckendorf is sharing a file with you</i>
	<i>image.png - (Size:198.29 KB)</i>
	This is for pro connect application, check for quickbooks license.
Dena Buckendorf	Sorry. I will work with QB to get it activated and will reconnect with support at that time. Thanks for your help.
Shubham Maurya	Thanks for your understanding with us Dena, We will keep this ticket open for few more days so that you can continue on
	Is there anything else I may help you with ?
Dena Buckendorf	not for now. Thanks
Shubham Maurya	You are most welcome ! have a good one !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace)

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

Shubham Maurya has ended this chat session

Chat

Hello, I a

Visitor Details

#83195 Ethicore 360

Email: ethicore360.pmr@gmail.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

Ethicore 360	Hello, I am your Acebuddy
Acebuddy	Hello Ethicore 360, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Ethicore 360	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ethicore 360	I'd like to report an Issue
Acebuddy	Please select an option!
Ethicore 360	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!

Ethicore 360	<p>we are unable to login using credentials provided by your team via mail yesterday</p>
Acebuddy	<p>Please wait while we connect you to a Support Representative</p>
	<p><i>Acebuddy (bot) forwarded the chat request</i></p>
	<p><i>Shubham Maurya accepted the chat transfer request.</i></p>
Shubham Maurya	<p>Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.</p>
	<p>I will be surely assisting you with this. Kindly help me with your server name and user name?</p>
Ethicore 360	<p>I am unable to login to the website</p>
	<p>User added: ethicore 360 (ethicore.3@myrealdatal.net)</p>
	<p>CID : CID73783</p>
Shubham Maurya	<p>Thank you for the information, please allow few minutes to check the same.</p>
Ethicore 360	<p>if you are comfortable i can share my screen for quick resolution</p>
Shubham Maurya	<p>Sure, we have checked that your user account is active and working fine.</p>
	<p>May I take the remote access of your local computer?</p>
Ethicore 360	<p>yes</p>
	<p><i>Ethicore 360 has initiated a remote assistance session. Would you like to access Ethicore 360's screen?</i></p>
	<p><i>Ethicore 360 has initiated a remote assistance session. Would you like to access Ethicore 360's screen?</i></p>
Shubham Maurya	<p>https://assist.acecloudhosting.com/join/7372671605</p>
	<p>Kindly paste this link in the browser of local computer and join the session.</p>
	<p>Prior providing the access, I would suggest you to close any important documents at your end.</p>
Ethicore 360	<p>Done</p>
	<p><i>8:03:04 PMShubham Maurya is sharing a file with you image.png - (Size:50.38 KB)</i></p>
	<p><i>It's still showing waiting</i></p>
Shubham Maurya	<p>Please use the above link.</p>
Ethicore 360	<p>it shows in Session</p>
	<p><i>8:04:08 PMEthicore 360 is sharing a file with you image.png - (Size:9.63 KB)</i></p>
	<p>the link you provided asked us to download zoho assit</p>
	<p>after download we joined the meeting</p>
	<p>and has share with you the screen shot as well</p>
Shubham Maurya	<p>https://assist.acecloudhosting.com/join/6622591132</p>
Ethicore 360	<p>we have also selected the screen to share with you</p>
Shubham Maurya	<p>Please disconnect that and join using new link</p>

	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our support team.
Ethicore 360	<p>Are you trying to login for Myportal?</p> <p>i dont know how to login</p> <p>got this mail</p> <p>please help to login</p>
Shubham Maurya	Do you have access of this email ID patrickrigg@pmrproperties.com
Ethicore 360	<p>no this is our clients mail address he has granted us the access and so we have received the screened mail</p> <p>Are you there</p>
Shubham Maurya	<p>Alright, but we can see that currently POC for account PMR Properties LLC is Patrick Patrickrigg patrickrigg@pmrproperties.com</p> <p>If you want to make any changes to that you need to mail us using that POC email ID so that we can give access to your email account.</p> <p>Only POC can access myportal to manage account and users.</p>
Ethicore 360	that what is the mail about. Doesent it for the granting of access
Shubham Maurya	<p>No, that's just an automated "new user creation" email that gets triggered whenever a new user is created or any change is made to the user account.</p> <p>To get Admin access changes needs to be done from our end.</p>
Ethicore 360	<p>So is there a user ID in that mail and if yes that what is it</p> <p>So is there a user ID in that mail and if yes then what is it. also what does CID denotes</p>
Shubham Maurya	ethicore.3 Is the user name for this user.
	<p><i>8:14:17 PM Ethicore 360 is sharing a file with you</i></p> <p><u>image.png</u> - (Size:71.37 KB)</p>
	CID stands for Customer ID, which is a unique account number assigned to each server account.
	If you want to login to server you need to use RDP file, please wait let me share it with you.
	https://we.tl/t-gJk3WMLuzz
	Please download RDP file using above link and login using your same password given to you.
	Now enter the password shared with you by Patrick Rigg
Ethicore 360	no such password has been received to us
Shubham Maurya	You can reset it using selfcare portal, https://selfcare.acecloudbhosting.com
	We can see that you are logged into server now.
Ethicore 360	Yes thanks for the help
Shubham Maurya	You are most welcome !
	Is there anything else I may help you with ?

Ethicore 360 has ended this chat session

Chat

Hello, I am

Visitor Details

#83778 Ezra Dilger

Email: reception@rortax.com ☎ 7633189052

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Ezra Dilger	Hello, I am your Acebuddy
Acebuddy	Hello Reception, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ezra Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ezra Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Ezra Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!

reception has ended this chat session

Chat

Hello, I am

Visitor Details

#83413 José Lima

Email: jose.lima@myrealdata.net

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: JAGUARAIWA

State: Parana

Country: BRAZIL

Chat Transcript

José Lima Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

José Lima Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

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

Ended due to chat idle timeout

Chat

Visitor Details

#83222 Cindy Haden

Email: chaden@ascendmedia.com  18163928260

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: 35 Secs

City: KANSAS CITY

State: Missouri

Country: UNITED STATES

Chat Transcript

Cindy Haden	Hello, I am your Acebuddy
Acebuddy	Hello Cindy Haden, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cindy Haden	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cindy Haden	I'd like to report an Issue
Acebuddy	Please select an option!
Cindy Haden	Password Reset
Acebuddy	Please select an option below
Cindy Haden	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?
Cindy Haden	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 Cindy
Cindy Haden	Hello
	I have reset my user's password in the Selfcare Portal, but my user still cannot access RDC.
Shashwat Verma	I will surely help you with this issue.
	May I have the remote access of the user's pc? (Edited)
Cindy Haden	The user is CindyHad
	Yes, I am the user. You can access my PC.
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/6232874346
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting.
	As per discussion over the remote session, The issue is resolved by setting new password by portal.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Chat

Hello, I am

Visitor Details

#83597 erin

Email: erin@advocate-accounting.com  12062164629

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: BELLEVUE

State: Washington

Country: UNITED STATES

Chat Transcript

erin	Hello, I am your Acebuddy
Acebuddy	Hello Erin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
erin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
erin	I'd like to raise a Request
Acebuddy	Please select your request type.
erin	Password Reset
Acebuddy	Please select an option below
erin	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?
erin	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhishek Rakwal declined the transfer request.</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Erin.
erin	HI Sujeet.
Sujeet Kumar Suman	How are you doing?
erin	I dont know why this happens but 99 our of 100 times when I open the rdp tool i am not prompted to login. then 1 out of :
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
erin	and then I always get locked out of self help portal too somehow
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?
erin	so I guess I need to rest my password
	<i>1:03:18 PMerin is sharing a file with you image.png - (Size:127.84 KB)</i>
Sujeet Kumar Suman	Thank you for the screenshot.

	No worries, I will assist you with that.
	May I connect to your local machine so I can guide you through resetting the password from the self-care portal?
erin	I would prefer if you just gave me instructions. I am working and don't want to have to stop working
Sujeet Kumar Suman	Sure, I'll help you with that.
	We see that you're already enrolled on Selfcare Portal.
	To reset the password using Selfcare Portal, please follow the simple steps outlined below:
	<ol style="list-style-type: none"> 1. Visit Selfcare Portal (https://selfcare.acecloudbhosting.com). Click "Forgot your password". 2. Enter your Server Username (ErinLouis). 3. Enter the CAPTCHA verification and Click Continue. 4. In the window that opens, Choose an authentication method from the list. 5. Enter your new password and click Reset to finish.
	Are you able to reset the password?
	Were you able to log in successfully?
erin	im going through now
Sujeet Kumar Suman	Sure, please take your time
erin	okay im in the self care portal, i assume i now change my password from within there?
	for the realdata whatever
Sujeet Kumar Suman	Yes.
erin	okay this was easy. new password manager. hopefully I save them right this time
Sujeet Kumar Suman	You can change your password from the self-care portal. Please try logging into the server with the new password and let us know the result.
erin	yeah Im trying to change it now but it won't let me copy and paste so this is taking forever
Sujeet Kumar Suman	You need to type the password manually while creating it from the self-care portal.
erin	well it won't let me create a new password because I don't know the old password which is why I need to reset it...
Sujeet Kumar Suman	Click on "Forgot Password", then select the option to receive an OTP on your email. Enter the OTP, and afterward, you'll be able to create a new password.
erin	omg. okay so I have to reset three passwords? oy I don't see a forgot password
	<i>1:25:24 PM erin is sharing a file with you</i>
	<u>image.png</u> - (Size:23.67 KB)
Sujeet Kumar Suman	May I take the remote access of your local computer?
erin	this is way too many steps no

Sujeet Kumar Suman	Okay no issue.
	We will reset your password from our end and notify you once it's done.
	But for that, we need authentication via email so we can securely share the password for your account.
erin	ok
	can you tell me why i was even prompted to login in the first place? how did I get logged out?
	I can probably tell you exactly when the last time I had to log in was, because I probably talked to you then.
Sujeet Kumar Suman	Once the chat ends, we'll send you an email for authentication. Please approve that email so we can share your account with you.
erin	ok
Sujeet Kumar Suman	Is there anything else I may help you with ?
erin	the question above about what causes this
Sujeet Kumar Suman	Could you please provide a screenshot showing where you are getting the login prompt? This will help us identify the issue.
erin	it's the first screen shot I sent
	it just randomly appears every couple months or I dont know that's why Im asking. And I swear it always happen around a deadline
Sujeet Kumar Suman	Please click on cancel. (Edited)
erin	yeah, I just checked. The last time this happened was ON October 15th final tax deadline for individuals
	Nov 15th is the final deadline for non profits
	ok
	want me to try accessing server now?
Sujeet Kumar Suman	You haven't changed your password yet. I think your password has expired, which is why you are getting this error.
erin	I couldn't change it because it required me to know it to change it which I don't understand
	I reset my self help portal password
	but have not been able to reset this other real.data password
	I assume it's some sort of double layer security thing but having multiple sites and logins is a hassle
Sujeet Kumar Suman	If you reset the password from the self-care portal, you can access the server using the same password.
erin	are you saying the login to the server and the login to the self care portal are the same password?
Sujeet Kumar Suman	Yes.
erin	omg ok. I love ace but I hate this self care portal so much it doesn't feel useful to me
	I will try to access now
Sujeet Kumar Suman	You also have an alternative option: as the POC of the account, you can reset any user's password from MyPortal.
	Sure, please try.

1:42:55 PM Sajeet Kumar Suman is sharing a file with you

[MyPortal-v2.1.pdf](#) - (Size: 1.39 MB)

This PDF will help you with resetting the password from MyPortal.

erin	I am in now. Your system causes so much confusion by not just having one place for things. What happens is password manager User error, Im aware, but just for feedback. this is what happens when I look for ace in my password manager <i>1:44:11 PMerin is sharing a file with you image.png - (Size:48.09 KB)</i> clearly a result of me being messy and not managing my passwords but..... if there weren't multiple logins, that aren't actually multiple logins, it would be harder to confuse myself I will clean these up and hopefully not mess it all up again thank you. You are always very helpful
Sujeet Kumar Suman	Thanks for the confirmation ! We will clarify: From Self-Care, you can reset your own password. From MyPortal, you can reset the password for any user and also manage other users' passwords.
erin	I don't even know what any of that is but I can access my software now. actually while I have you on here, I have some totally unrelated questions. are you able to help with account / user type related questions?
Sujeet Kumar Suman	The first one is for MyPortal users, and the other is for resetting user IDs via the Self-Care portal Most welcome Erin.
erin	Thanks for the confirmation ! my feedback is the same. we have to deal with so many different logins, I'd much prefer there as just ONE login one portal one place to go
Sujeet Kumar Suman	Sure, we will help you with that.
erin	Can you tell me how user billing structure works can I temporarily add and remove a user?
Sujeet Kumar Suman	Then we suggest that you use ACE MyPortal.
erin	I will need a fourth user in a few months, probably just for a few months seasonal tax I don't know what ACE my portal is. is that the new login app? honestly I just wish I could open the desktop, close the desktop
Sujeet Kumar Suman	If you add any user for a month or two, it will be charged per user like other users. When you remove that user, the charge will stop.
erin	instead of having rdp, and my portal an self care okay and what is the per user charge and are there variations in a user's charge like tiers or anything

Sujeet Kumar Suman	We have already shared the attachment with you
erin	I will look at some point. this is precisely the point, I don't want to learn some portal I just want to open my tax software. I just don't have energy right now. but if that is how I add users I will review that when it is time.
Sujeet Kumar Suman	For this, we have another department, but they are not available at the moment. They will be available at 8:00 PM IST → (
erin	no worries. I downloaded the doc and will find time for it later. thanks for your help and for putting up with my whining
	<i>1:53:58 PMSujeet Kumar Suman is sharing a file with you <u>MyPortal-v2.1.pdf</u> - (Size:1.39 MB)</i>
	<i>Sure, we are sharing the PDF that shows how you can add a user from MyPortal.</i>
Sujeet Kumar Suman	Most welcome Erin. Is there anything else I may help you with ? Are we still connected here?
erin	nope have a good night
Sujeet Kumar Suman	Same to you Erin. I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Sujeet Kumar Suman has ended this chat session

Chat

Hello, I am

Visitor Details

#83375 BRYAN GIRGENTI

Email: bryan@cfltaxpro.com  14078801151

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: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

BRYAN GIRGENTI	Hello, I am your Acebuddy
Acebuddy	Hello Bryan Girgenti, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
BRYAN GIRGENTI	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
BRYAN GIRGENTI	I'd like to raise a Request
Acebuddy	Please select your request type.
BRYAN GIRGENTI	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 :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat

Hello, I ar

Visitor Details

#83459 rakeshsuthar

Email: rakeshsuthar@gmail.com  12407152061

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 10 Secs

City: BANGALORE

State: Karnataka

Country: INDIA

Chat Transcript

rakeshsuthar	Hello, I am your Acebuddy
Acebuddy	Hello Rakeshsuthar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rakeshsuthar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rakeshsuthar	I'd like to report an Issue
Acebuddy	Please select an option!
rakeshsuthar	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
rakeshsuthar	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution.
	Was that helpful?
rakeshsuthar	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Rakesh
	<i>6:47:04 PMrakeshsuthar is sharing a file with you image.png - (Size:12.78 KB)</i>

	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
rakeshsuthar	No other issues.
Shashwat Verma	May I take the remote access of your local computer?
rakeshsuthar	ok
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
rakeshsuthar	Sure
Shashwat Verma	https://assist.acecloudhosting.com/join/8062984291
	Kindly Click on the link and open the downloaded file.
	As per the remote session issue resolved by changing the password
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Chat

Hello, I a

Visitor Details

#83695 ryan

Email: ryan@hcfoodinc.com

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: 24 Secs

City: BROOKLYN

State: New York

Country: UNITED STATES

Chat Transcript

ryan	Hello, I am your Acebuddy
Acebuddy	Hello Ryan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ryan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ryan	I'd like to raise a Request
Acebuddy	Please select your request type.
ryan	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 :
ryan	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
ryan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ryan	I can't log in to my server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
ryan	Hi, I can't log in my server
	my username is ryan.cu
Anjainay Singh	I understand your concern Ryan and assure you the best resolution possible.
ryan	thank you
Anjainay Singh	Could you please confirm since when you are facing this issue?
ryan	today
Anjainay Singh	Thankyou.
	Could you please confirm whether other users are also facing the same issue?
	May I take the remote access of your local computer?
ryan	just this username
	sure, you can
Anjainay Singh	Thankyou .

Prior providing the access, I would suggest you to close any important documents at your end.

<https://assist.acecloudhosting.com/join/4152614303>

Please copy this URL at your local machine browser and download the remote file.

We are connected.

As issue has been resolved over a remote session so we are disconnecting this chat.

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

Anjainay Singh has ended this chat session

Chat

Hello, I a

Visitor Details

#83370 Mohita Chadha

Email: mohita@kaurtax.com ☎ 19097099000

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: BLOOMINGTON

State: California

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Mohita Chadha	I'd like to report an Issue
Acebuddy	Please select an option!
Mohita Chadha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mohita Chadha	Hello - I would like help downloading lacerte for 2025
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Mohita
Mohita Chadha	Hi Sujeet
	I would like some help downloading Lacerte 2025
	I have saved the set up files on the remote desktop
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?
Mohita Chadha	can you please let me know if you need anything else?
	it's Kaur Tax PC
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
Mohita Chadha	no problem
Sujeet Kumar Suman	We require email authorization to proceed with the installation of Lacerte 2025 on the server.
Mohita Chadha	okay
Sujeet Kumar Suman	Once the chat ends, we will send you the authorization request via email. Please approve it so we can proceed further
Mohita Chadha	How should i send that to you?
	okay sounds good
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
Mohita Chadha	no that is it
	thank you
Sujeet Kumar Suman	Thanks for the confirmation !
	Most welcome Mohita.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of

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

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

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

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

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

Sujeet Kumar Suman has ended this chat session

Chat

Hello, I a

Visitor Details

#83250 melissa

Email: melissa@blueisleinc.com  18058801681

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: VENTURA

State: California

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
melissa	I'd like to report an Issue
Acebuddy	Please select an option!
melissa	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
melissa	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
melissa	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>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
melissa	QB software will not open on ENT server
Yash Kalra	Melissa, is this issue occurring for all the users or is it occurring to a specific user.
melissa	all users
Yash Kalra	Please stay connected while we are checking the settings of the server from the backend,
	Melissa, we have made some changes from the backend and to implement those changes we need to reboot the server o
melissa	ok
Yash Kalra	Melissa, server will be rebooted after 5 minutes, and we have initiated the script, and the users will be getting the messag
melissa	OK to reboot now
Yash Kalra	Please login to the server and check if the issue is resolved?
melissa	Yes, seems to be working now
Yash Kalra	Is there anything else I may help you with ?
melissa	no. Thank you!
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Yash Kalra has ended this chat session

Chat

Hello, I am

Visitor Details

#83482 August

Email: hxing@caojonescpa.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: SEVIERVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

August	Hello, I am your Acebuddy
Acebuddy	Hello August, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
August	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
August	I'd like to report an Issue
Acebuddy	Please select an option!
August	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
August	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution.
	Was that helpful?
August	No

Acebuddy No issues, please wait while I connect you to one our support engineers who'd assist you further.

Acebuddy (bot) forwarded the chat request

August Hi I cannot connect the remote desktop

Abhay Kumar Saraswat accepted the chat transfer request.

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

August Hi Abhay

I cannot connect the remote desktop

Abhay Kumar Saraswat I deeply apologize for the inconvenience caused to you.

I apologize for the trouble you've experienced.

August [Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "CaoJones.myrealdatal.net" are trying to connect to. [^] Hide details [OK] [Expanded Information] Error code: 0x3000016 Extended error code: 0x0 Ti

Abhay Kumar Saraswat Yes, there is an ongoing outage, which should be resolved within the next 30 minutes. (Edited)

August ok, I will try again after 30 minutes

Abhay Kumar Saraswat Thank you for your patience.

Is there anything else I may help you with ?

August that's all

have a good day

Abhay Kumar Saraswat I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

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

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

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

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

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

Abhay Kumar Saraswat has ended this chat session

Visitor Details

#83606 ymehta

Email: ymehta@accountingresourcesinc.com

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: 9 Secs

City: MUDRADI

State: Karnataka

Country: INDIA

Chat Transcript

ymehta	Hello, I am your Acebuddy
Acebuddy	Hello Ymehta, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
ymehta	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ymehta	I'd like to report an Issue
Acebuddy	Please select an option!
ymehta	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ymehta	I am unable to connect to the ace server in which has the QB file.
Acebuddy	Please wait while we connect you to a 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
	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?

ymehta	My account
Shashwat Verma	Okay
ymehta	ARIINCEnt.myreldata.net is the id
Shashwat Verma	Thanks for the confirmation !
	Could you please confirm the username through which you are trying to access the server?
ymehta	YashitMH
Shashwat Verma	Thanks for the confirmation !
	May I take the remote access of your local computer?
ymehta	Will not be possbile to give remote access
Shashwat Verma	Okay, We'll try to help you with instructions
	Could you please share me the screenshot of the issue?
	Or any prompt you are facing while login?
ymehta	Hold on - i tried again now and got into the server
Shashwat Verma	No problem!
	Is there anything else I may help you with ?
ymehta	Nothing else. Thanks
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.aceclou
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat

Our Remote Desktop Logi

Visitor Details

#83654 Tim Nelson

Email: sales@superiorsalesdist.com  17343557260

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

Website: https://www.acecloudhosting.com/contact-us/?utm_source=google&utm_medium=cpc&utm_campaign=Branded&utm_term=ace+cloud+hosting&utm_adgroup=Core_Brand_Terms&utm_device=1

Y0ujRC0HZdlyJs1Dho0JczYAr08C6CzYEagCBoCdSQQAvD_BwE

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 39 Secs

City: ADRIAN

State: Michigan

Country: UNITED STATES

Chat Transcript

Tim Nelson	Our Remote Desktop Login is not connecting - please help.
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
<i>Akash is transferring the chat to Support(QB & App Hosting).</i>	
Tim Nelson	Hello Akash
<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.
Tim Nelson	Hello our Desktop Connection is not connecting.
Ashutosh Mishra	Hello Tim, I will be surely assisting you with this. Kindly help me with your server name and user name?
Tim Nelson	SCA.myreldata.net
	Username = Admin
Ashutosh Mishra	Kindly allow me two minutes to check the same.
Tim Nelson	thank you
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
Tim Nelson	other users are having the same issue. TremorK is not connecting. JeremyMa is connecting.
Ashutosh Mishra	Thanks for the confirmation !
	Tim, I am transferring you to another agent who will be able to assist you better with this.
<i>Ashutosh Mishra is transferring the chat to Sourav Chhikara.</i>	
Tim Nelson	ok
<i>Sourav Chhikara accepted the chat transfer request.</i>	

Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.
Tim Nelson	Please allow me a moment to go through chat history.
Sourav Chhikara	ok standing by
Tim Nelson	May I take the remote access of your local computer?
Sourav Chhikara	Yes
Sourav Chhikara	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/6722506619
	Kindly paste this link in the browser of local computer and join the session.
Tim Nelson	OK it is initializing the remote session
Sourav Chhikara	Sure Tim.
Tim Nelson	It is struggling to connect -- I checked our ISP -- 255 UP and 145 DOWN -- no problem w/ Internet Connection
Sourav Chhikara	Are you getting any error message while connecting?
Tim Nelson	It is asking for Proxy Details
Sourav Chhikara	Please paste this on your browser of your local computer: - *[assist.acecloudhosting.com/join](https://assist.acecloudhosting.com/join?orgid=60000688324&isCanvasSupported=true&key=6722506619&isKeylessReq=true#)* and enter this session id *6722506619*
Tim Nelson	OK done
	Zoho Assist says "Unable to contact our servers!"
Sourav Chhikara	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.
Tim Nelson	ok thank you
Sourav Chhikara	As we are connected to remote session the chat has been disconnected.
	Are we still connected?
	Are we still connected?
	Are we still connected?
	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)

Sourav Chhikara has ended this chat session

Chat

Hello, I a

Visitor Details

#83675 Stacy Ciolli

Email: wildfire1789@gmail.com ☎ 19702274435

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: ESTES PARK

State: Colorado

Country: UNITED STATES

Chat Transcript

Stacy Ciolli	Hello, I am your Acebuddy
Acebuddy	Hello Stacy Lynn Ciolli, I'm your Ace Buddy
	Whom Would You Like to Connect With?
Stacy Ciolli	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stacy Ciolli	I'd like to report an Issue
Acebuddy	Please select an option!
Stacy Ciolli	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Stacy Ciolli	Other QB related issue
Acebuddy	Please specify the issue you are facing below
Stacy Ciolli	Payroll is not activated although my subscription is active
Acebuddy	Please wait while we connect you to a Support Agent
	<i>Acebuddy (bot) forwarded the chat request to Abhay Kumar Saraswat</i>
	<i>Abhay Kumar Saraswat accepted the chat request</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Host today.
	I will be surely assisting you with this.

Stacy Ciolli great. I keep signing in but it doesn't acc

Abhay Kumar Saraswat Is this for account: **Wildfire Developme**

Stacy Ciolli Yes and the payroll subscription is for No

We have multiple companies and this is

Abhay Kumar Saraswat Okay.

Could you please confirm me your usern

Stacy Ciolli StacyCiol

Abhay Kumar Saraswat Okay.

And which QB version you are using?

Stacy Ciolli premier contractor edition 2023

Abhay Kumar Saraswat Thanks for the confirmation !

Is this issue occurring only for you, or ar

Stacy Ciolli The other users are not in town

Abhay Kumar Saraswat Okay.

And since how long you are facing this is

Stacy Ciolli I think it started Wed. I had to update th

the payroll charges to

Abhay Kumar Saraswat Okay.

Have you raised a ticket for this issue be

Stacy Ciolli maybe when we first began using payrol

Abhay Kumar Saraswat Let me check.

Kindly allow me two minutes to check th

Stacy Ciolli okay

Abhay Kumar Saraswat Thank you for your patience.

As I checked, there is no recent ticket re

Have you tried logging out and logging k

Stacy Ciolli yes

Abhay Kumar Saraswat Okay

Could you please provide a screenshot o

Stacy Ciolli I dont know how to screen shot

I can give you access

Abhay Kumar Saraswat No worries.

Sure.

Prior providing the access, I would sugge

<https://assist.acecloudhosting.com/join/6>

Kindly paste this link in the browser of lo

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

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

Ended due to chat idle timeout

Chat

Hello, I ar

Visitor Details

#83240 carol.vance

Email: carol.vance@asgsolutions.us ☎ 352-748-2333

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 31 Secs

City: LAKE PANASOFFKEE

State: Florida

Country: UNITED STATES

Chat Transcript

carol.vance	Hello, I am your Acebuddy
Acebuddy	Hello Carol.vance, I'm your Ace Buddy. I'
	Whom Would You Like to Connect With?
carol.vance	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
carol.vance	I'd like to report an Issue
Acebuddy	Please select an option!
carol.vance	Other Issue
Acebuddy	Please specify the issue you are facing b
carol.vance	unable to receive any email through Out
Acebuddy	Please wait while we connect you to a Su
	<i>Acebuddy (bot) forwarded the chat request to Gaurava Tyagi</i>
	<i>Gaurava Tyagi declined the transfer request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request</i>
	<i>Abhay Kumar Saraswat is transferring the chat to Yash Kalra</i>
	<i>Yash Kalra accepted the chat transfer request</i>
Yash Kalra	Thank you for contacting Ace Cloud Host
carol.vance	ASG Solutions
	CarolVa
Yash Kalra	Welcome back carol
carol.vance	cannot receive any emails through outlook
Yash Kalra	Carol, to help me assist you better, please provide the following details:
	1. Is this issue occurring for all the users?
	2. When was the last time it was working correctly?
	(Edited)
carol.vance	no just mne
	friday
Yash Kalra	May I take the remote access of your system?
carol.vance	yes
Yash Kalra	Prior providing the access, I would suggest you to follow these steps:
carol.vance	ok

Yash Kalra

Kindly Click on the link and open the do
<https://assist.acecloudbhosting.com/join/E>

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

Carol, we assisted you with the Excel file
Is there anything else I may help you wit

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are discon
(1-888-415-5240) if any further assistanc

Yash Kalra has ended this chat session

Chat

please help us to reboot both

Visitor Details

#83446 Cesar Diaz

Email: cesar.diaz@intercentrohn.com  +50499919175

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: CHOLUTECA

State: Choluteca

Country: HONDURAS

Chat Transcript

Cesar Diaz

please help us to reboot both server inte

Dev Dubey

Thank you for contacting ACE. My name

Dev Dubey is transferring the chat to Su

Ashutosh Mishra accepted the chat trans

Ashutosh Mishra

Thank you for contacting Ace Cloud Host

Kindly allow me two minutes to check th

Cesar Diaz

thanks

Ashutosh Mishra

We have initiated the reboot.

Cesar Diaz

excellent!!

Ashutosh Mishra

I have rebooted the server.

Is there anything else I may help you wit

Cesar Diaz

i have a questions about win10, until wh

Ashutosh Mishra

Rest assured your applications are instal
safely ignore such prompts.

Cesar Diaz

great news

Ashutosh Mishra

Is there anything else I may help you wit

Cesar Diaz

thanks for your help

nothing else, thanks for your help

Ashutosh Mishra

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

Thank you for choosing ACE cloud Hostir

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

I request you to kindly spare a moment t
working. I will appreciate that. or you ma
Thanks!

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

For self-help, check out our Knowledge B

Ashutosh Mishra has ended this chat ses

Chat

Hello, I am

Visitor Details

#83535 abdullala

Email: abdullala@lalaenterprises.com ☎ 16016938300

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: MERIDIAN

State: Mississippi

Country: UNITED STATES

Chat Transcript

abdullala Hello, I am your Acebuddy

Acebuddy Hello Abdullala, I'm your Ace Buddy. I'll t

Whom Would You Like to Connect With?

abdullala Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

abdullala I'd like to report an Issue

Acebuddy Please select an option!

abdullala Password Reset

Acebuddy Please select an option below

abdullala Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@aceclc password needs to be reset and we'll sha

Do you need any further assistance on th

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

Ended due to chat idle timeout

Chat

Hello, I am

Visitor Details

#83828 Brady Kaiser

Email: bkaiser@truenorthoutdoor.com  19132845751

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 26 Secs

City: COLUMBIA

State: Missouri

Country: UNITED STATES

Chat Transcript

Brady Kaiser Hello, I am your Acebuddy

Acebuddy Hello Brady Kaiser, I'm your Ace Buddy. I

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 Restart

Acebuddy Hello Brady Kaiser, I'm your Ace Buddy. I

Whom Would You Like to Connect With?

Brady Kaiser VDI/DaaS Support

Acebuddy Please wait while we connect you to an agent.

Acebuddy (bot) forwarded the chat request to Shubham.

Shubham accepted the chat transfer request.

Shubham is transferring the chat to Supriya.

Luv accepted the chat transfer request.

Brady Kaiser Hello

Luv Thank you for contacting Ace Cloud Host. How are you Brady?

Brady Kaiser Hello Luv, I am well.

I have a problem logging into my remote desktop.

Usually my password is auto saved with credentials, but it is inconsistent and has been failing.

Luv Okay, I will surely help you with this, could you please share your details?

Brady Kaiser It just gives me "Logon attempt failed" after entering my credentials.

Sure

full address:s:TNOLLC.myrealdata.net gateway

username:s:brady.k1@myrealdata.net

Luv I understand, please share the details about your account.

Brady Kaiser I have not changed my password since recently.

If there is some sort of control that managed by my boss who has access to the portal, I just need to contact him.

Luv Sure, That makes sense we have a policy to change the password every 90 days. It might be because of the expired password or the account which Justin also can unlock. Let me check if the account is updated and it should be fine.

9:26:17 PM Luv is sharing a file with you.
[MyPortal-v2.pdf](#) - (Size: 1.39 MB)

Brady Kaiser That makes perfect sense, I imagine the password was changed without confirming.

I also have one other question, I move a file to a different computer it fails for awhile before it works again.

I'm not sure if that has something to do with the password or the account.

Luv So I checked there are no special notes for disconnecting from the session.

otherwise the session gets stuck in disc
hence the delay, try this when you chan
email that you can use on any new syste
assist you with at the moment.

The RDP file can also be downloaded fro

Brady Kaiser Would you be able to show me what the
X in the top right so that makes complet

Luv Sure let me send you a screenshot, just

9:34:20 PM Luv is sharing a file with you
[2.PNG](#) - (Size:69.0 KB)

Brady Kaiser Perfect, this was all very helpful, thank y

I should be all set to reach out to Justin t

Luv No worries, anytime, this chat will creat
back to my email.

Brady Kaiser Thank you Luv, have a good rest of your

Luv yes

Thank you for choosing ACE cloud Hostir

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

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

I request you to kindly spare a moment t
working. I will appreciate that. or you ma
Thanks!

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

For self-help, check out our Knowledge B

Luv has ended this chat session

Chat

Hello, I a

Visitor Details

#83188 itsupport

Email: itsupport@advancefinserv.com **Phone:** 918887771848

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 44 Secs

City: MALKA GANJ

State: Delhi

Country: INDIA

Chat Transcript

itsupport	Hello, I am your Acebuddy
Acebuddy	Hello Itsupport, I'm your Ace Buddy. I'll b
Whom Would You Like to Connect With?	
itsupport	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
itsupport	I'd like to raise a Request
Acebuddy	Please select your request type.
itsupport	Application Version Upgrade
Acebuddy	Please select the application you would l
itsupport	ProSeries
Acebuddy	Kindly download the ProSeries setup file desktop.
	Once done, Please email us at support@ via email.
	Generally, application upgrades are com do specify if you need the request proce
	Do you need any further assistance on t
itsupport	Yes
Acebuddy	Please wait while we connect you to our
<i>Acebuddy (bot) forwarded the chat requ</i>	

Shubham Maurya accepted the chat transcript

Shubham Maurya

Thank you for contacting Ace Cloud Host today.

itsupport

Hi unfortunately I'm disconnect

From chat

I am shashi

Shubham Maurya

Hello Shashi, So we informed you over the them again.

Shubham Maurya

What we can offer is either to **provide you arrange a three way call with Intuit**

Shubham Maurya

Please note that if you choose to proceed **upgrade your QuickBooks company previous QuickBooks 2024 Pro Plus version**

Shubham Maurya

No I just want to upgrade quickbooks 20

Shubham Maurya

Because that is a huge work for us to tra

Shubham Maurya

It is not possible during this time

Shubham Maurya

I understand that you would like to upgrade **authorized to provide that license of QuickBooks Enterprise 2024**.

Shubham Maurya

Please arrange a call to intuit support

Shubham Maurya

Sure, Shashi please share a preferred tin

Shubham Maurya

Sir, not any option to purchase the licens

Shubham Maurya

Today 5.30

Shubham Maurya

Because it's very very urgent for us

Shubham Maurya

All work are pending because I haven't li

Shubham Maurya

We completely understand the urgency to assist you promptly, we will **arrange a call** with them and we'll ensure to provide the necessary gu

Shubham Maurya

Meanwhile you can check there page ht

Shubham Maurya

Try to get intouch with them if possible c

Shubham Maurya

Which details we need to provide to him

Shubham Maurya

Please let me

Shubham Maurya

You can simply ask them that you want to **Pro Plus** version.

Shubham Maurya

Share them the email ID which you used

Where it shows that your license is expir

itsupport Thank you shubham for guide me

Itsupport has ended this chat session

Chat

Hello, I ar

Visitor Details

#83480 Anastasia GAINA

Email: mdmotorsvt@yahoo.com

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 54 Secs

City: BURLINGTON

State: Vermont

Country: UNITED STATES

Chat Transcript

Anastasia GAINA Hello, I am your Acebuddy

Acebuddy Hello Anastasia Gaina, I'm your Ace Bud

Whom Would You Like to Connect With?

Anastasia GAINA Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Anastasia GAINA I'd like to report an Issue

Acebuddy Please select an option!

Anastasia GAINA QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
Anastasia GAINA	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick fix for you.
	Was that helpful?
Anastasia GAINA	No
Acebuddy	No issues, please wait while I connect you to our support team.
	<i>Acebuddy (bot) forwarded the chat request to Karan Bhattacharya.</i>
Karan Bhattacharya	<i>Karan Bhattacharya accepted the chat request.</i>
Karan Bhattacharya	Thank you for contacting Ace Cloud Host today.
	Hello
Anastasia GAINA	hi
Karan Bhattacharya	Please let us know the issue you are facing.
Anastasia GAINA	Qb is not showing anything
Karan Bhattacharya	Did you receive any error?
Anastasia GAINA	no, it just gray screen when I open the browser
Karan Bhattacharya	ok
	please share your myreldata id?
Anastasia GAINA	Viktoria Tatar
Karan Bhattacharya	ok, let me check few details at backend
	allow me few minutes
Anastasia GAINA	thank you
Karan Bhattacharya	I will be updating quickbooks, shall I sign you up for the same?
Anastasia GAINA	yes, thanks
Karan Bhattacharya	ok
	Updation is in progress. Shall I sent you an email once its done?
	Then you can login and check if issue exists.
Anastasia GAINA	yes please, thank you
Karan Bhattacharya	Ok, I will be sending you the email accordingly. It may take some time. Is there anything else I can help you with?
Anastasia GAINA	All set for now, thank you
Karan Bhattacharya	Thank you for your time and cooperation.
	You may end this chat now. Once you encounter any issue, feel free to reach out.

conversation, along with a ticket number

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

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

For self-help, check out our Knowledge Base

Karan Bhattacharya has ended this chat

Chat

Hello, I am

Visitor Details

#83628 Sarah Adams

Email: esadams@midco.net

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 32 Secs

City: MINTO

State: North Dakota

Country: UNITED STATES

Chat Transcript

Sarah Adams Hello, I am your Acebuddy

Acebuddy Hello Sarah Adams, I'm your Ace Buddy.

Whom Would You Like to Connect With?

Sarah Adams Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Sarah Adams I'd like to report an Issue

Acebuddy Please select an option!

Sarah Adams Password Reset

Acebuddy Please select an option below

Sarah Adams Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@aceclc.com
password needs to be reset and we'll share the link with you.

Do you need any further assistance on this issue?

Sarah Adams Yes

Acebuddy Please wait while we connect you to our support team.

Acebuddy (bot) forwarded the chat request to Luv.

Luv accepted the chat transfer request.

Luv Thank you for contacting Ace Cloud Host

Sarah Adams I can not login to the Remote Desktop. It shows me a blank screen.

Luv Okay, when was the last time it was working?

Sarah Adams So this has happened a couple of times. I have tried to log off and connect again. It will connect without issue. And it has done so a few times. This has been resolved.

Luv Alright, it could be because of you not logging off of the server? Please try to log off and connect again.

Meanwhile I am checking the active sessions on the server.

I do see you logged into the server at this time. Please log off and wait till it signs out completely for further assistance.

Sarah Adams I just click the x. How should I be logging off?

Luv If you want I can show you quickly by taking a screenshot.

Sarah Adams Sure

Luv <https://assist.acecloudhosting.com/join/2>

Please use this link on your local system and copy the link.

Sarah Adams I am messaging on my phone but working on the laptop.

Luv Is there any email on the laptop where I can send the link?

Sarah Adams Esadams@midco.net

Luv Just sent it, kindly check your email.

Sarah Adams I don't see it yet

Luv please open this *[assist.acecloudhosting.com?viewer=html&x-com-zoho-assist-orgid=60000688324&isCanvasSupported=true&isKeylessReq=true#)*

and enter this session code on your laptop

so one of the options is the highlighted I
log off is more preferable as it completely

you can try using the log off and try sign

Sarah Adams No it is not allowing me back on.

Luv what error is it giving right now?

Sarah Adams Problem connecting contact network address

The same error as before

Now it did

Luv yeah i see your active session now on the

Kindly allow me two minutes to check the

Sarah Adams Ok

Luv Are you the only one facing this issue?

Sarah Adams My coworker has mentioned it as well

Luv Okay Can you please open this link on your laptop to check the issue further? <https://assist.acecloudhosting.com?viewer=html&x-com-zoho-assist-orgid=60000688324&isCanvasSupported=true&isKeylessReq=true#>

513-206-4066

Are you there?

Due to no response, I am closing the chat session. Kindly keep an eye out on the ticket created as I will be emailing you once the issue is resolved.

Thank you for choosing ACE cloud Hostings!

Sarah Adams Sorry yes I am back.

Luv Can you please open this link on your laptop to check the issue further?

okay I am connected now, just wanted to let you know.

Please stay connected i am working on it.

is this the error you get while signing in?

Sarah Adams No

Luv or is it a different one?

Sarah Adams It was a different one.

Luv	okay, I think your account is locked, I am
Sarah Adams	It was a sentence or 2 that there was a problem with the administrator
Luv	okay, thanks I am checking account status please stay connected
	please enter your most recent password
	please stay connected, i am working on it
	I am going to configure Ace connect for you
	it should be asking for admin creds please
	please enter your password
	So far as i have analyzed it seems to be latency, can you please try switching your
Sarah Adams	I only have that option
Luv	Okay, try to enter the password now.
Sarah Adams	That is the error I always get
Luv	Try again.
	alright, please have your password reset (https://crm.zoho.in/crm/org6000068283) for you, as it is locking your account each time you log in.
	Rest of the settings are fine and try changing the password.
Sarah Adams	Ok
	Can you help me get back on right now? I am not available today
Luv	let me try.
	Enter now
Sarah Adams	Thank you
Luv	alright there you go, seems to be a password issue with the email.
	is there anything else i can assist you with?
Sarah Adams	Not right now
Luv	Thank you for choosing ACE cloud Hostir
	I would greatly appreciate if you could smiley at the end of this chat.
	You may end this chat now. Once you end the conversation, along with a ticket number

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

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

For self-help, check out our Knowledge Base.

Luv has ended this chat session

Chat

Hello, I am

Visitor Details

#83820 Michael Parente

Email: michael@parentefinancial.com  5084734492

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 17 Secs

City: MILFORD

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Michael Parente Hello, I am your Acebuddy

Acebuddy Hello Michael Parente, I'm your Ace Buddy

Whom Would You Like to Connect With?

Michael Parente Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Michael Parente	I'd like to raise a Request
Acebuddy	Please select your request type.
Michael Parente	Server Resource Addition
Acebuddy	Please select the resource type you'd like
Michael Parente	Disk Space
Acebuddy	Please be informed that we have automatic space management enabled on all our servers by default.
	This ensures that the disk space on the server will be managed automatically and you won't have to manually do a cleanup.
	If you wish to free up additional disk space, please refer to the below links :
	Do you need any further assistance on this?
Michael Parente	Yes
Acebuddy	Please wait while we connect you to our support team.
	<i>Acebuddy (bot) forwarded the chat request to Adarsh Singh.</i>
Adarsh Singh	Accepted the chat transfer.
Adarsh Singh	Thank you for contacting Ace Cloud Host.
Michael Parente	Noticed C drive is at 91%. We will be adding more space to increase space or should we do some cleanup?
Adarsh Singh	Hi Michael, I understand that you wish to free up space. Please allow me 2-3 minutes so i can check the server's junk files.
Michael Parente	Thanks for checking.
Adarsh Singh	After reviewing the server's junk and temporary files, it was found that 10 GB can be removed.
	To maintain optimal performance, we recommend performing a system cleanup.
	If all files on the C drive are required, we can still move them to another drive.
Michael Parente	OK what are the current options and costs?
Adarsh Singh	Please review the available upgrade plans:
	Plan 1: 200 GB - \$120/month
	Plan 2: 100 GB - \$60/month
	Plan 3: 80 GB - \$50/month
	Plan 4: 60 GB - \$40/month
Michael Parente	so plan 4 would be an additional 60 GB?
Adarsh Singh	Yes that is correct Michael.
Michael Parente	OK lets go ahead and add the additional 60 GB.
Adarsh Singh	Sure, I will be creating a case and will be in touch shortly.

share your approval over email once we
we will add the storage and will update yo

Michael Parente

Ok Thank you

Adarsh Singh

Please let me know if you do have any a

Michael Parente

I will be adding an additional year of Pro
hosting?

Adarsh Singh

As checked you have to get Pro series lic
software for you.

Michael, are we connected?

Michael Parente

Yes

Adarsh Singh

I have checked that you have to get Pro
install the software for you on the server

To add storage i have sent you an email

Michael Parente

OK will do, thanks

Adarsh Singh

Perfect, Please let me know if you do ha

Michael Parente

Done for the moment, have a good day.

Adarsh Singh

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

Michael Parente has ended this chat session.

Chat

Hello, I am

Visitor Details

#83733 tina

Email: tina@dejenetax.com ☎ 13105694895

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: REDONDO BEACH

State: California

Country: UNITED STATES

Chat Transcript

tina	Hello, I am your Acebuddy
Acebuddy	Hello Tina, I'm your Ace Buddy. I'll be ha
	Whom Would You Like to Connect With?
tina	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tina	I'd like to report an Issue
Acebuddy	Please select an option!
tina	Other Issue
Acebuddy	Please specify the issue you are facing b
tina	restart my rdp
Acebuddy	Please wait while we connect you to a Su
	<i>Acebuddy (bot) forwarded the chat request to Abhay Kumar Saraswat</i>
	<i>Abhay Kumar Saraswat accepted the chat request</i>
	<i>Abhay Kumar Saraswat is transferring the chat to Shubham Kataria</i>
	<i>Shubham Kataria accepted the chat transfer</i>
Shubham Kataria	Thank you for contacting Ace Cloud Host today.
	Hello Tina
tina	hello, can you please restart my user rdp
	i installed the new DMS version and it re
	in
Shubham Kataria	I will be surely assisting you with this. Ki
tina	DejeneAInc.myrealdatal.net
	Tina.W@myrealdatal.net
Shubham Kataria	Thank you for the information.
	kindly confirm if you would like to reboot

tina i think just my user

Shubham Kataria Currently you're not logged onto the ser

Could you please try now

Now I can see you're logged onto the ser

tina okay sorry it wouldnt let me for 30 minu

Shubham Kataria You're welcome

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

Thank you for choosing ACE cloud Hostir

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

I request you to kindly spare a moment t
working. I will appreciate that. or you ma
Thanks!

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

For self-help, check out our Knowledge B

Shubham Kataria has ended this chat session

Chat

Hello, I ar

Visitor Details

#83420 Clay Lomax

Email: claylomax@gmail.com  19162762529

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: RICHMOND

State: California

Country: UNITED STATES

Chat Transcript

Clay Lomax Hello, I am your Acebuddy

Acebuddy Hello Clay Lomax, I'm your Ace Buddy. I'

Whom Would You Like to Connect With?

Clay Lomax Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Clay Lomax I'd like to report an Issue

Acebuddy Please select an option!

Clay Lomax Password Reset

Acebuddy Please select an option below

Clay Lomax Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@aceclc.com
password needs to be reset and we'll share the details.

Do you need any further assistance on this issue?

As we haven't got any response from you, we will close this chat.
Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat

Hello, I am

Visitor Details

#83380 SB Baras

Email: sbbaras@proton.me

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 23 Secs

City: SAKHNIN

State: Hamerkaz

Country: ISRAEL

Chat Transcript

SB Baras Hello, I am your Acebuddy

Acebuddy Hello Sb Baras, I'm your Ace Buddy. I'll b

Whom Would You Like to Connect With?

SB Baras Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

SB Baras I'd like to report an Issue

Acebuddy Please select an option!

SB Baras Other Issue

Acebuddy Please specify the issue you are facing b

SB Baras I can't connect

Acebuddy Please wait while we connect you to a Su

Acebuddy (bot) forwarded the chat request to Shashwat Verma

Shashwat Verma accepted the chat transaction

Shashwat Verma Thank you for contacting Ace Cloud Host

Hello

SB Baras Hi I can't get in to the cloud

Shashwat Verma I will surely help you with this issue.

Is this the first time you're experiencing
your account only?

SB Baras It's happened before but usually after I t

This time I wasn't able to get in at all an

Shashwat Verma Okay

May I take the remote access of your loc

SB Baras What does that mean

Shashwat Verma I will take the remote access of your acc

SB Baras Ok

I just shut it down I have to open again

Shashwat Verma Let me know the device you are using fo

Kindly open the affected PC, and open th

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

Kindly Click on the link and open the dov

SB Baras I'm using from my phone because my cc

One minute

Shashwat Verma Okay, kindly try to open the pc

SB Baras Can you send it to me by email

Shashwat Verma Sure

sbbaras@proton.me is that work for you

Or you can share me the other one too.

SB Baras You need my email address?

Or you have it

Yes that one. Actually now I got in to the

So I guess we are good and it's working .

Shashwat Verma Great!

Is there anything else I may help you wit

SB Baras In general it doesn't always let me log in

Shashwat Verma May be the issue was the reboot time of makes the cloud session stuck

SB Baras Or stop it from freezing and reconnecting

Oh

Shashwat Verma Do you face freeze issue frequently?

SB Baras Only when I'm on the cloud. My internet

It can be slow

Shashwat Verma Let me check the resources for you

SB Baras Thanks

Shashwat Verma	Is the entire server slow, or is the issue I
SB Baras	I only use the quickbooks and that's slow
Shashwat Verma	Okay
	Are all users affected, just some users, or
	Are we still connected? (Edited)
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting you. Please call us at (1-888-415-5240) if any further assistance is required.

Shashwat Verma has ended this chat session.

Chat

Hello, I am your Ace Buddy.

Visitor Details

#83216 Kevin Burnett

Email: kevin@hbastax.com  16144362735

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: LEWIS CENTER

State: Ohio

Country: UNITED STATES

Chat Transcript

Kevin Burnett	Hello, I am your Acebuddy
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Acebuddy	Hello Kevin Burnett, I'm your Ace Buddy.
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Whom Would You Like to Connect With?

Kevin Burnett Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Kevin Burnett I'd like to raise a Request

Acebuddy Please select your request type.

Kevin Burnett Setup Ace Server

Acebuddy If you would like to configure the server
Operating System

Kevin Burnett Microsoft Windows

Acebuddy Please Click on the below link and use th
on your Windows PC

Do you need any further assistance on th

Kevin Burnett Restart

Acebuddy Hello Kevin Burnett, I'm your Ace Buddy.

Whom Would You Like to Connect With?

Kevin Burnett Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Kevin Burnett I'd like to raise a Request

Acebuddy Please select your request type.

Kevin Burnett Password Reset

Acebuddy Please select an option below

Kevin Burnett Already Enrolled to Selfcare Portal

Acebuddy Please follow the process mentioned in t

Do you need any further assistance on th

Kevin Burnett Yes

Acebuddy Please wait while we connect you to our

Acebuddy (bot) forwarded the chat requ

Shashwat Verma accepted the chat tran

Shashwat Verma is transferring the chat

Kevin Burnett One of staff didn't click on password link
care and created a password but can not

Sanyam Madan accepted the chat transcript

Sanyam Madan	Thank you for contacting Ace Cloud Host
	I will be surely assisting you with this. Kindly provide me your email id.
Kevin Burnett	HBAS.myrealdatal.net. I'm Kevin.Burnett
Sanyam Madan	Kindly allow me two minutes to check the same.
	Kevin , we have received your request, a ticket number will be generated shortly.
	Is there anything else I may help you with?
Kevin Burnett	sounds good. Thank you
Sanyam Madan	Please provide your authorization via email.
	Please mail to support@acecloudhosting.com further with the request (Edited)
Kevin Burnett	just emailed
Sanyam Madan	Got it , Kevin.
	Is there anything else I may help you with?
Kevin Burnett	will i get an email with her password and login details?
Sanyam Madan	Yes , this is exactly what you have to do.
	just change the password in aceconnect.
Kevin Burnett	ok will wait for email
Sanyam Madan	Yes , we will be emailing you in the next 24 hours.
	Is there anything else I may help you with?
Kevin Burnett	no. all set. thank you
Sanyam Madan	Kindly share your feedback by clicking the link below.
	Thank you for choosing ACE cloud Hostir

Sanyam Madan has ended this chat session.

Chat

Hello, I am

Visitor Details

#83638 taxadmin

Email: taxadmin@silversfs.com

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

taxadmin	Hello, I am your Acebuddy
Acebuddy	Hello Taxadmin, I'm your Ace Buddy. I'll t
Whom Would You Like to Connect With?	
taxadmin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
taxadmin	I'd like to report an Issue
Acebuddy	Please select an option!
taxadmin	Password Reset
Acebuddy	Please select an option below
taxadmin	Setback
Acebuddy	Please select an option!
taxadmin	Other Issue
Acebuddy	Please specify the issue you are facing b
taxadmin	Audio on Teams
Acebuddy	Please wait while we connect you to a Su
<i>Acebuddy (bot) forwarded the chat request to Abhay Kumar Saraswat</i>	
<i>Abhay Kumar Saraswat accepted the chat request</i>	
<i>Abhay Kumar Saraswat is transferring the chat to another agent</i>	

Adarsh Singh accepted the chat transfer

Adarsh Singh Thank you for contacting Ace Cloud Host

I understand that you are facing issue ge

taxadmin Hello, Adarsh

Yes, correct

My microphone is not working

Adarsh Singh Thanks for the confirmation as i am not : taxadmin@silversfs.com. Could you plea

taxadmin that is my registered email. Company is

I use server Silversfs_5

Adarsh Singh Thanks for the confirmation. Could you p use Microphone ?

taxadmin I had asked for your colleague earlier to am about to have a call with my colleague

Adarsh Singh May I take the remote access of your loc

taxadmin sure, please

Adarsh Singh Prior providing the access, I would sugge

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

Please use above link to connect with me

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

As the issue was resolved after tweaking, it is resolved.

If you face any such issues do not hesitate to contact us.

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

I request you to kindly spare a moment to work on this issue. I will appreciate that. or you may end this chat.

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

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

I would greatly appreciate if you could share your feedback on this chat.

Adarsh Singh has ended this chat session.

Chat

Hello, I am

Visitor Details

#83529 Dennis Norman

Email: dennis@stlre.com ☎ 13143321012

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: EUREKA

State: Missouri

Country: UNITED STATES

Chat Transcript

Dennis Norman Hello, I am your Acebuddy

Acebuddy Hello Dennis Norman, I'm your Ace Budd

Whom Would You Like to Connect With?

Dennis Norman Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Dennis Norman I'd like to raise a Request

Acebuddy Please select your request type.

Dennis Norman Other Request

Acebuddy Please drop an email to support@aceclo
technicians will connect with you for furt

If you are facing any issue/problem with

As we haven't got any response from yo

Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat

Hello, I a

Visitor Details

#83347 alexis

Email: admin@sandiegodemolition.com ☎ 16199772652

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 10 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

alexis Hello, I am your Acebuddy

Acebuddy Hello Admin, I'm your Ace Buddy. I'll be t

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 raise a Request

Acebuddy Please select your request type.

alexis Other Request

Acebuddy Please drop an email to support@aceclo

technicians will connect with you for furt

If you are facing any issue/problem with

alexis Yes, I'm facing issues with my server

Acebuddy Please select an option!

alexis Other Issue

Acebuddy Please specify the issue you are facing b

alexis I want to install the remote option in oth

Acebuddy Please wait while we connect you to a Su

Acebuddy (bot) forwarded the chat request to Ashutosh Mishra

alexis Thank you

Ashutosh Mishra accepted the chat request

Ashutosh Mishra Thank you for contacting Ace Cloud Host

I will be surely assisting you with this. Ki

alexis CID74071

My user Leontina.T

Ashutosh Mishra Thank you for providing the details. Let i

alexis Thank you

I have other computer the I need to Sept

Ashutosh Mishra I understand you would like to access Ac
RDP (file that is used to access server) c

Currently My Portal Admin is Alexis.

alexis Yes please

Yes you can sent to Alexis the indication

Ashutosh Mishra Over the email I can share the instructio

Apart from this is there anything else I n

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are discon
(1-888-415-5240) if any further assistanc

Ashutosh Mishra has ended this chat session

Chat

Hello, I am

Visitor Details

#83703 lily

Email: lily@smb-advisors.com

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

lily Hello, I am your Acebuddy

Acebuddy Hello Lily, I'm your Ace Buddy. I'll be hap

Whom Would You Like to Connect With?

lily Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

lily I'd like to report an Issue

Acebuddy Please select an option!

lily Other Issue

Acebuddy Please specify the issue you are facing b

lily Our team is having trouble getting outlo
board.

Acebuddy Please wait while we connect you to a S

Acebuddy (bot) forwarded the chat requ

Sourav Chhikara accepted the chat trans...

Sourav Chhikara Thank you for contacting Ace Cloud Host

lily hello!

When trying to open emails in outlook or

8:55:48 PM lily is sharing a file with you
[image.png](#) - (Size:10.88 KB)

And this is happening for a couple of our

Sourav Chhikara I will be surely assisting you with this. Plea

Lily could you confirm how many people

lily Three people so far

Sourav Chhikara Could you please confirm user names fo

lily give me one minute

Sourav Chhikara Sure, please take your time.

lily mine is lily.l

Sourav Chhikara May I take the remote access of your loc

lily sure

Sourav Chhikara Prior providing the access, I would sugge

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

Kindly paste this link in the browser of lo

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

Are we still connected?

Are we still connected?

Are we still connected?

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

Sourav Chhikara has ended this chat session.

Chat

Hello, I am

Visitor Details

#83877 austin smith

Email: austin@gwinnettelectricsupply.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

austin smith Hello, I am your Acebuddy

Acebuddy Hello Austin Smith, I'm your Ace Buddy. I

Whom Would You Like to Connect With?

austin smith Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

austin smith I'd like to raise a Request

Acebuddy Please select your request type.

austin smith Password Reset

Acebuddy Please select an option below

austin smith Setback

Acebuddy Please select your request type.

austin smith Other Request

Acebuddy Please drop an email to support@aceclo
technicians will connect with you for furt

If you are facing any issue/problem with

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

Ended due to chat idle timeout

Chat

Hello, I am

Visitor Details

#83487 office

Email: office@pricecontracting.com  14062743064

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 19 Secs

City: STEVENSVILLE

State: Montana

Country: UNITED STATES

Chat Transcript

office Hello, I am your Acebuddy

Acebuddy Hello Office, I'm your Ace Buddy. I'll be h

Whom Would You Like to Connect With?

office Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

office I'd like to report an Issue

Acebuddy Please select an option!

office QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
office	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's what I can do.
	Was that helpful?
office	No
Acebuddy	No issues, please wait while I connect you to our support team.
	<i>Acebuddy (bot) forwarded the chat request to Shubham Kataria.</i>
Shubham Kataria	<i>Shubham Kataria accepted the chat transaction.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Host today.
	Hello
office	Hello
Shubham Kataria	How may I assist you today?
office	My Quickbooks is frozen, i tried to follow the steps as listed
Shubham Kataria	I will be surely assisting you with this. Kindly provide me with more details.
	Are we still connected here?
office	yes
Shubham Kataria	Kindly provide your server name and user id.
office	NicoleRainwater@myrealdatal.com
	Nicole Rainwater
Shubham Kataria	Thank you for the information.
	Please try to access QB now
	I have also added the shortcut of QB res from your end.
office	still frozen, not responding to my mouse click
Shubham Kataria	Kindly confirm if the QB app still opened
office	yes, its still open.
Shubham Kataria	May I take the remote access of your system?
office	yes
Shubham Kataria	Prior providing the access, I would suggest you to restart your system.
office	ok
Shubham Kataria	Kindly accept the remote request on the screen.

	office	ok, i'm not seeing one
Shubham Kataria		alright
		May I take the remote access of your loc
office		yes
Shubham Kataria		https://assist.acecloudhosting.com/join/2
		Kindly paste this link in the browser of lo
		We are connected on the remote session the time, I am putting the chat on hold, I give your confirmation on this chat.
		Thank you for your patience.
		As per our remote conversation your iss
		Is there anything else I may help you wit
office		Thank you for your help, i think i'm good
Shubham Kataria		You're welcome
		I would greatly appreciate if you could s smileys at the end of this chat.
		Thank you for choosing ACE cloud Hostir
		You may end this chat now. Once you en conversation, along with a ticket number
		I request you to kindly spare a moment i working. I will appreciate that. or you ma Thanks!
		Note: You may change/reset your server (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge B
		<i>Shubham Kataria has ended this chat session</i>

Chat

Hello, I a

Visitor Details

#83653 tiffany

Email: ap@columbiyahomeservices.com  14088949072

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: HOUTZDALE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

tiffany Hello, I am your Acebuddy

Acebuddy Hello Tiffany, I'm your Ace Buddy. I'll be |

Whom Would You Like to Connect With?

tiffany Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

tiffany I'd like to raise a Request

Acebuddy Please select your request type.

tiffany Other Request

Acebuddy Please drop an email to support@aceclo
technicians will connect with you for furt

If you are facing any issue/problem with

tiffany No, That'll be all!

Acebuddy Thank you for contacting Ace Support, H

Acebuddy has ended this chat session

Chat

Hello, I ar

Visitor Details

#83773 will.okeefe

Email: will.okeefe@emailshutters.com ☎ 16185670384

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

will.okeefe	Hello, I am your Acebuddy
Acebuddy	Hello Will.okeefe, I'm your Ace Budc
	Whom Would You Like to Connect W
will.okeefe	Technical Support (QB & App Hostin
Acebuddy	Welcome to Ace Support.
	Please chose an option :
will.okeefe	I'd like to report an Issue
Acebuddy	Please select an option!
will.okeefe	Password Reset
Acebuddy	Please select an option below
will.okeefe	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned
	Do you need any further assistance
will.okeefe	Yes
Acebuddy	Please wait while we connect you to

Acebuddy (bot) forwarded the chat.

Sourav Chhikara accepted the chat

Sourav Chhikara	Thank you for contacting Ace Cloud you today.
	Will could you please elaborate you
will.okeefe	I am trying to change the password please contact support team
Sourav Chhikara	Have you tried to open myportal?
	Or shall I take the remote access to
will.okeefe	yes I am doing it in myportal
	<i>10:06:38 PM will.okeefe is sharing a image.png - (Size:317.82 KB)</i>
	any help you can provide
Sourav Chhikara	May I take the remote access of you
will.okeefe	I am not doing this on the remote se
	you want to take access of my laptc
Sourav Chhikara	Outside the server, I only want to w
will.okeefe	i would rather not give access for th
Sourav Chhikara	Could you please confirm for which
will.okeefe	jenniferbau
Sourav Chhikara	Are you using any identical passwor constraints for a strong password?
will.okeefe	the password is not like the usernan could you tell me what is currently s
Sourav Chhikara	We cannot see the password for the
will.okeefe	understood
Sourav Chhikara	In your case please drop an email to password for this issue. Please ema (mailto:will.okeefe@emailshutters.c
will.okeefe	will do. thank you
Sourav Chhikara	For your myportal issue we will sen inconvenience caused.
	Is there anything else I may help yo
will.okeefe	no thank you
Sourav Chhikara	Thank you for choosing ACE cloud H

Once you end this chat, you will receive
with a ticket number and survey fee

I request you to kindly spare a moment
how I am working. I will appreciate it
quality@acecloudhosting.com. Thank you

Note: You may change/reset your self-care
Portal (<https://selfcare.acecloudhosting.com/>)

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

Sourav Chhikara has ended this chat.

