

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71408 Lynn Durkin

Email: lynn@lynndurkincpa.com ☎ 17813781845

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 46 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Lynn Durkin	Hello, I am your Acebuddy
Acebuddy	Hello Lynn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lynn Durkin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lynn Durkin	I'd like to report an Issue
Acebuddy	Please select an option!
Lynn Durkin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lynn Durkin	Trying to download OneDrive onto desktop - Bianca Law - but it fails.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Sharath Kumar.</i>

Sharath Kumar accepted the chat transfer request.

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Lynn, let me help you with setting up OneDrive
	Please let me know if you previously had OneDrive
Lynn Durkin	This is a new desktop/user. I downaloded the setup app, but it fails when launching
Sharath Kumar	could you confirm me the server name that you're currently logged into
Lynn Durkin	server should be lynndurkincpa
	or Lynn Durkin CPA P.C.
	user is Bianca Law
Sharath Kumar	got it, just a moment. I will remote into the server and see what's happening at the user end
Lynn Durkin	TThank you!
Sharath Kumar	almost there
	Lynn, I will requesting for the remote session
	Please allow me the access, but first, do make sure there is nothing confidential up on the screen
	we did not get connected, let me know when I can try that again
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71702 Chris Bernal

Email: chris@bernaltax.com **☎:** 16616331545

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 40 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chris Bernal	Hello, I am your Acebuddy
Acebuddy	Hello Chris Bernal, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chris Bernal	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chris Bernal	I'd like to report an Issue
Acebuddy	Please select an option!
Chris Bernal	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Chris Bernal	Error updating Adobe
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Chris, could you share the error message with me
Chris Bernal	Error 1646
	Update failed
Sharath Kumar	understood. and what is the Adobe version that you are using?
	is it Acrobat Pro, reader or DC
Chris Bernal	Reader
Sharath Kumar	I have seen this error before. We will have to reinstall the program to see if that resolves the concern with updating
	I am on the server right now. I will try updating Adobe, let's see if it updates
	I request you to close Adobe

Chris Bernal	ok, thank you
Sharath Kumar	let me know when you have closed Acrobat
Chris Bernal	closed
Sharath Kumar	thank you
	Unfortunately, same error message for me.
	the re-installation will require an hour of downtime
	Chris, is it okay to get this done during the after hours when the users are all logged out
Chris Bernal	I was just going to ask you to do this then. Thank You
Sharath Kumar	I understand!
	I will have a tech respond to you once the reinstallation is complete.
	Anything else that I may assist you with?
Chris Bernal	No, and Thank You
Sharath Kumar	My pleasure
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. You can send the summary to quality@acecloudhosting.com. Thanks!
	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.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71272 susanromo999

Email: susanromo999@gmail.com  512-848-4970

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: HUTTO

State: Texas

Country: UNITED STATES

Chat Transcript

susanromo999	Hello, I am your Acebuddy
Acebuddy	Hello Susanromo999, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
susanromo999	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
susanromo999	I'd like to report an Issue
Acebuddy	Please select an option!
susanromo999	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
susanromo999	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
susanromo999	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>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Susan
susanromo999	Hello, I am having an issue in my QB files. I have over 40 company filed and I am trying to enter bank transactions into ea minutes to click and change from screen to screen or 5 min to open a company file. This is not normal, can the server be It also keeps freezing up and I have to click Control end or delete to get out of server and log back in, but that doesn't ma
Anurag Sharma	I deeply apologize for the inconvenience caused to you.

	I will be surely assisting you with this. Kindly help me with your server name and user name?
susanromo999	myrealdata\SusanRnpro1
	company name Melissa Banuelos
	there is a . after R ntreakdata\SusanR.npro1
	myrealdata\SusanR.npro1
	sorry
Anurag Sharma	Thanks for the confirmation !
	Susan I would like to inform you that the server in which you are is a shared server. Which reboots everyday during the ni
	For now I am refreshing your session from the backend. Please confirm if I can proceed with that?
susanromo999	yes, my quickbooks is frozen and I can not log off
Anurag Sharma	Okay, let me log you out from the server.
	Please try to access the server now.
	Are we still connected here?
	Since we are connected on the other chat. I am ending this chat from our end.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70333 Stephen Lang

Email: slang@slpkcpa.com **Phone:** 18565453838

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 8 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Stephen Lang	Hello, I am your Acebuddy
Acebuddy	Hello Stephen Lang, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephen Lang	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephen Lang	I'd like to report an Issue
Acebuddy	Please select an option!
Stephen Lang	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Stephen Lang	outlook keeps freezing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Stephen Lang	Thank you. I need assistance. When I click on outlook it just freezes. This has been going on since yesterday
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Stephen Lang	SLPCPA
	user name is steve lang
	or stephen lang
Tushar Pharswan	Kindly allow me 3-4 minutes to check the details. (Edited)
	Thank you for waiting as is can see your CPU utilization is high which is causing this issue.
	Let me try to fix this from back end.
	Thank you for waiting.
	Kindly check now if the issue is resolved or not.
Stephen Lang	Thank i am checking
	I am able to view emails but when i went to open and create a new email it started to freeze again
Tushar Pharswan	

	Kindly try to log off and relogging as it will refresh everything.
Stephen Lang	Ok but then i will lose our chat
Tushar Pharswan	If our chat gets disconnected, then you can reinitiate the chat if the issue persists. I will also email you regarding this chat.
Stephen Lang	I closed out and opened it back up. Outlook is still frozen
Tushar Pharswan	May I Log you off correctly from the back end?
Stephen Lang	sure
Tushar Pharswan	Kindly try to login again and check if the issue still persists or not. As this chat session is disconnected and as discussed you will reinitiate the chat if the issue still persists. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	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/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71257 DAVID HOFFMAN

Email: dave@groundforcecrew.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: SAN DIEGO

State: California

Chat Transcript

DAVID HOFFMAN	Hello, I am your Acebuddy
Acebuddy	Hello David Hoffman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
DAVID HOFFMAN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
DAVID HOFFMAN	I'd like to report an Issue
Acebuddy	Please select an option!
DAVID HOFFMAN	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
DAVID HOFFMAN	Hello Support- ACE is working on a reinstallation of my B2W Software, can you give me the status of this effort so i can an
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
	<i>Anurag Sharma is transferring the chat to Tushar Pharswan.</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	Kindly allow me two minutes to check the same.
	The ticket assigned for a call back as they require the setup file from your end to proceed further with the installation. Kin ticket #617829 with the location of the file.
DAVID HOFFMAN	the set up file was in a folder on the server screen. ACE also requested my B2W Customer ID which I sent via email yester
	Here is the customer ID information again for your use: Customer ID is B2W-0001354 Please ensure your IT when pasting entry) If your IT needs assistance - please have them reach out to us at (888) 390-8822 and whether myself or one of my Engineer 99 Bow Street, Suite 500, Portsmouth, NH 03801 United States Office: 888-390-8822 Email: support_b2w@trimble.com support_b2w@trimble.com This email may contain confidential information that is intended only for the listed recipient(s) prohibited. If you believe you have received this email in error, please immediately delete this email and any attachments
Tushar Pharswan	Kindly allow me two minutes to check the same.
DAVID HOFFMAN	I have also included contact informtion from B2W that you can contact to assist ACE with this work thanks
Tushar Pharswan	Kindly share the screenshot where the file is stored exactly.
DAVID HOFFMAN	it is the folder that says ACE see this folder

12:30:04 AMDAVID HOFFMAN is sharing a file with you

[1_image.png](#) - (Size:1.34 MB)

Tushar Pharswan

Okay.

Our team member will soon install the application and let you know over the email.

Is there anything else I may help you with ?

DAVID HOFFMAN

If ACE has any issues you can contact Support B2W directly to assist as well

Tushar Pharswan

Sure, kindly wait for the email I have passed the message for installation.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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
quality@acecloudhosting.com. Thanks!

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70257 Jay Sincoff

Email: sincoff@aol.com  19084891579

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 6 Secs

City: MONROE TOWNSHIP

State: New Jersey

Country: UNITED STATES

Chat Transcript

Jay Sincoff	Hello, I am your Acebuddy
Acebuddy	Hello Sincoff, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jay Sincoff	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jay Sincoff	I'd like to raise a Request
Acebuddy	Please select your request type.
Jay Sincoff	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Jay Sincoff	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
Jay Sincoff	requested a installation of drake 2024, sent the required information on licensing, have not seen it done yet
Aarush Aneja	Hello Sincoff
Jay Sincoff	Ticket ID: 613495
	hello
Aarush Aneja	Thank you for the details
	Kindly provide 2-3 minutes to check this further
Jay Sincoff	ok
Aarush Aneja	We checked and the account login require real-time otp addition

Jay Sincoff so what does that mean

Aarush Aneja The best solution is download the application on the server and share it's location on the server
We will install the application and email you surely. Also, Kindly provide the serial key, firm ID and other license details for

Jay Sincoff i did, here it is

Software Downloads Product Serial Number Copy Drake Tax 2024 4169-0D18-0060-5957 Copy

Aarush Aneja Thank you for the details
Kindly confirm the location on the setup file once (Edited)

Jay Sincoff on want it installed on the d drive
i have 40 gig free on it

Aarush Aneja The setup file is not available in your download folder (Edited)

Jay Sincoff ok i will up load it

Aarush Aneja Sure, once it is downloaded. Kindly email the same
We will install the application and email you

Jay Sincoff it is being transferred now from my computer to the download file
it says 16 minutes

Aarush Aneja It takes sometime to complete the transfer
Kindly email us the details at support@acecloudhosting.com. We require account number and serial number for the Drake
Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

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 quality@acecloudhosting.com. Thanks!

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

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

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70267 Valentine Orock

Email: vorock@vomaccountingservices.com  13022200152

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: MIDDLETOWN

State: Delaware

Country: UNITED STATES

Chat Transcript

Valentine Orock	Hello, I am your Acebuddy
Acebuddy	Hello Valentine M Orock, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Valentine Orock	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Valentine Orock	I'd like to report an Issue
Acebuddy	Please select an option!
Valentine Orock	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Valentine Orock	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Valentine Orock	Printing issues
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Valentine
Valentine Orock	Manish GM. Having an issue printing checks as usual My redirect setting is not printing the complete information as is missing the account number on the printing
Manish Singh	Printing issue on Server?
Valentine Orock	Hello Yes
Manish Singh	Kindly allow me 3-4 minutes to check the same.
Valentine Orock	Okay Is my printboss software that I use to print checks.
Manish Singh	You can also use Uniprint to print checks.
Valentine Orock	is that print boss I am having an issue with a couple of client as it is not printing the entire information on the check
Manish Singh	May I take the remote access of your local computer?
Valentine Orock	Okay how do will do that
Manish Singh	https://assist.acecloudhosting.com/join/9612375131 Kindly paste this link on your browser. Prior providing the access, I would suggest you to close any important documents at your end.
Valentine Orock	Ok are u in are u in
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting resolved, kindly give your confirmation on this chat.
Valentine Orock	Are you in my computer yet
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting resolved, kindly give your confirmation on this chat.
Valentine Orock	ok
Manish Singh	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 Transcript

Hello, I am your Acebuddy

Visitor Details

#70610 mkhan

Email: mkhan@tippfloor.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 6 Secs

City: RIDGEFIELD

State: New Jersey

Country: UNITED STATES

Chat Transcript

mkhan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

mkhan Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

mkhan Setback

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

Whom Would You Like to Connect With?

mkhan Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

mkhan I'd like to report an Issue

Acebuddy Please select an option!

mkhan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mkhan	Excel keeps crashing after a few seconds of opening the app
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
mkhan	Hello Manish, how are you. i am having an issue with excel. it keeps crashing a few seconds op opening the app
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
mkhan	ok
Manish Singh	For this issue we need to uninstall O365 and reinstall the application as user are logged into the server right now. We can do this in night hours.
	Would you like to reschedule this in night hours? (Edited)
mkhan	Yes please
Manish Singh	Is there anything else I may help you with ?
mkhan	no Thank you
	Can you schedule it after 8pm Est
Manish Singh	Sure, we have noted your request.
mkhan	Thank you. Please also note i had a open ticket for this as well
	619940
Manish Singh	Alright.
	Is there anything else I may help you with ?
mkhan	Thank you for your help.
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this conversation.
mkhan	That is all
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	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>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70469 fady.hocheimy

Email: fady.hocheimy@mfhgroup.com ☎ +2207751010

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: KER BAKARY

State: Banjul

Country: GAMBIA

Chat Transcript

fady.hocheimy	Hello, I am your Acebuddy
Acebuddy	Hello Fady, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fady.hocheimy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
fady.hocheimy	I'd like to report an Issue
Acebuddy	Please select an option!
fady.hocheimy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
fady.hocheimy	cannot log in
Acebuddy	

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

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

fady.hocheimy hi Manish

Manish Singh Hii Fady

fady.hocheimy please help

3:17:30 PMfady.hocheimy is sharing a file with you

[Screenshot 2025-01-11 at 9.45.56 AM.png](#) - (Size:266.03 KB)

cannot log in to my RDP

i get this

Manish Singh I will surely help you with this issue.

Okay, Is this the first time you are facing this issue and is the issue faced by other users too?

fady.hocheimy just me now

i was just logged in 20 min ago

Manish Singh Alright!

May I take the remote access of your local computer?

fady.hocheimy ok

Manish Singh <https://assist.aceclouddhosting.com/join/4912142830>

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

fady.hocheimy ok

says establishing connection

Manish Singh Yes, it will take some time.

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it resolved, kindly give your confirmation on this chat.

fady.hocheimy seems ok now

Manish Singh Is there anything else I may help you with ?

fady.hocheimy no thanks

take care

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

fady.hocheimy sure

Manish Singh 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 cooperation at quality@acecloudhosting.com. Thanks!

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

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

Manish Singh has ended this chat session

Chat Transcript

I need to install quickbooks update

Visitor Details

#71119 nhassan

Email: nhassan@columbiataxservice.com  4436357970

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary%20Cloud%20Hosting

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

nhassan I need to install quickbooks update

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

nhassan ok

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

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
nhassan	Hi
	I downloaded the installer, but can not install using my current credential
	i logged in as NasimulHassan@COLUMBIATA.onmicrosoft.com
Manish Singh	We will do the Quickbooks update from our end.
nhassan	Do you need the instlaller file now?
	and the license numner?
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
	Also, the registered email for your account with us.
	We will take care of the installation just email us with the license details from the authorised email.
nhassan	or else, can I log in as admin@COLUMBIATA.onmicrosoft.com and update it by myslef? I am in a rush
Manish Singh	Do you have the admin credentials for the same?
	To install it on server? (Edited)
nhassan	I believe so.
	con you check it from your end?
	i have the username and pw
Manish Singh	Are you able to download the setup file?
nhassan	yes
Manish Singh	Then you can
nhassan	thanks. let me try
	have a good day
Manish Singh	Is there anything else I may help you with ?
nhassan	No.
	bye

Nasimul Hassan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71125 jacob

Email: jacob@backstoptax.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Mins 47 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

jacob	Hello, I am your Acebuddy
Acebuddy	Hello Jacob, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jacob	I'd like to raise a Request
Acebuddy	Please select your request type.
jacob	Printer/Scanner Addition
Acebuddy	Please select your desired option :
jacob	Scanner Addition
Acebuddy	In order to scan from the server, TSScan software needs to be added at bot Kindly email us the request at support@acecloudhosting.com and we will a
	Please select an option :
jacob	Already own a TSScan License
Acebuddy	Kindly download the TSScan license file and save it on your server desktop support@acecloudhosting.com so that we could register the application for
	Also you need to install client version of TSSCAN on your local PC in order f You may refer to the below link for further instructions

		Do you need any further assistance on the topic?
jacob	Yes	
Acebuddy	Please wait while we connect you to our Support Representative	<i>Acebuddy (bot) forwarded the chat request</i>
jacob	How do i know if I have a TSSCAN on my local PC?	<i>Manish Singh accepted the chat transfer request.</i>
		<i>Manish Singh is transferring the chat to Sharath Kumar.</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I v	
	How may I assist you with your TSSCAN application?	
jacob	I believe I have a TSSCAN but I am not sure can you help me check and the my scanner after	
Sharath Kumar	of course. could you help me with your company name?	
jacob	Backstop Tax	
Sharath Kumar	allow me a quick moment to check if the application is installed on the serv	
jacob	thank you	
Sharath Kumar	Jacob, I am currently installing the TSSCAN on the server	
jacob	thank you	
Sharath Kumar	The server side installation to needs to be done, as soon as this is done	
	I'll share a link to remotely access your computer and we can configure TS	
jacob	ok I will be waiting	
	do we need to configure every computer in the office or once we do this on the same configuration as me?	
Sharath Kumar	configuring TSSCAN on your computer will allow access to every one	
	Alright, Jacob. This is the link you need to open so that I can access your lo	
	Make sure to close out anything confidential	
jacob	everything is closed	
	I dont have a link though	
Sharath Kumar	my apologies	
	this is the link - https://assist.acecloudhosting.com/join/3562049476	
	here is the new link	
	https://assist.acecloudhosting.com/join/4052426844	
jacob	thank you	
Sharath Kumar		

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-i (1-888-415-5240) if any further assistance is required.

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71740 Leah Engelbrecht

Email: leah@assured-bc.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 55 Secs

City: MARBLE HALL

State: Limpopo

Country: SOUTH AFRICA

Chat Transcript

Leah Engelbrecht Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Leah Engelbrecht Managed IT

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

Acebuddy (bot) forwarded the chat request

Om accepted the chat transfer request.

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

Tushar Pharswan accepted the chat transfer request.

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.
	Hello Leah.
Leah Engelbrecht	Hey Tushar! I am just looking at changing the connection speed of my RDP I do that?
Tushar Pharswan	By this you mean to setup login on your MAC computer? (Edited)
Leah Engelbrecht	I already have it set up on my computer. I am just looking for help in choose optimise performance. My upload and download speed is 60, but my connection just looking to make it more stable.
	My remote desktop is always dropping.
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name
Leah Engelbrecht	Where do I find these?
	Pc name- LeahE
Tushar Pharswan	Thank you for this.
Leah Engelbrecht	myrealdatal/LeahE
	that is my user account
Tushar Pharswan	For future chat your server's name is ABCLLC.myrealdatal.net
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents.
Leah Engelbrecht	That is what I was going to send you next... it says Gateway. Yes you can.
	Do you want me to get in my remote desktop?
Tushar Pharswan	No, want the access of local computer first.
	https://assist.acecloudhosting.com/join/2312189556
	Kindly Click on the link and open the downloaded file.
	We are connected now but I would need Accessibility Permission as well.
Leah Engelbrecht	are you in?
Tushar Pharswan	We are now connected.
	Let's check your local connection n speed first.
	we will have to update your application to the new one.
	Everything is now set to the latest settings. The issue will not arise again.
Leah Engelbrecht	Thanks! Do I just remove the Zoho now?
Tushar Pharswan	Yes, I will disconnect it as this chat ends.

Is there anything else I may help you with ?

Leah Engelbrecht

No, that was all I needed help with. Thanks!

Tushar Pharswan

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 with a summary of our conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my manager can review it. If you are not comfortable doing it here, you can do it later when you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by registering with us (https://selfcare.acecloudhosting.com).

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71188 erina

Email: erina@genorayamerica.com  8554366729

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: CARSON

State: California

Country: UNITED STATES

Chat Transcript

erina

	Hello, I am your Acebuddy
Acebuddy	Hello Erina, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
erina	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
erina	I'd like to report an Issue
Acebuddy	Please select an option!
erina	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
erina	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
erina	QB file is not opening
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.
	I will be surely assisting you with this. Kindly help me with your server nam
erina	GenAmericaINC is the server name
	user name is ErinaKi i think
	i already emailed about this issue but haven't heard back
	this is urgent
Tushar Pharswan	Kindly allow me two minutes to check the same.
erina	ok
Tushar Pharswan	As I can see there are multiple session of QuickBooks open in the backgrou
	I will close them form task manger as of now.
	Kindly try to reopen QuickBooks now.
erina	ok i will try
Tushar Pharswan	Are other users facing the same issue as of now?
erina	yes. still not opening
Tushar Pharswan	I will have to reboot the server as of now.
erina	ok

Tushar Pharswan also, can you ask others as well to save their progress as I will have to rebc

erina yes, you can reboot

Tushar Pharswan Server is now rebooting.

Kindly login and check if the issue is resolved or not.

erina ok i will try now

Tushar Pharswan Sure, please take your time and let me know.

erina the wrong file was opening so i tried opening a backup file and that is not c

Tushar Pharswan May I take the remote access of your server?

Prior providing the access, I would suggest you to close any important docu

erina ok

Tushar Pharswan We are connected now.

Kindly try to open now.

erina last time i tried to open the file, this message didn't pop up. i received an e
and the file doctor message keeps popping up as well

Tushar Pharswan Kindly try to open now.

erina oh it opened. thank you

Tushar Pharswan Great.

Is there anything else I may help you with ?

erina can i make sure another can open it too before we close the chat?

Tushar Pharswan sure.

If it is opening for you they will be able to open QuickBooks now as well.

erina ok it is opening now. thank you. do you know why this happened?

was something wrong with the file? or was there a server problem?

Tushar Pharswan The QuickBooks services seem to be the issue so I restarted them.

erina ok thank you

Tushar Pharswan Kindly share your feedback by clicking the smiley icons at the end of this cl

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 confirmation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acehosting.com. Thanks!

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70828 antony.wu

Email: antony.wu@snrtea.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: OXNARD

State: California

Country: UNITED STATES

Chat Transcript

antony.wu Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

antony.wu Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

antony.wu I'd like to raise a Request

Acebuddy Please select your request type.

antony.wu	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of the issue you are facing. Our technical support team will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option from the list below.
antony.wu	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
antony.wu	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
antony.wu	Seems like connection to the server dropped and when reconnecting it put me in a different session. Please reboot my user session Server: SunrightCorp.myrealdatal.net User: root
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
	<i>Anurag Sharma 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 happy to help you with your issue.
antony.wu	Hi Yash, thank you
Yash Kalra	Kindly allow me two minutes to check the same.
antony.wu	alright thanks
Yash Kalra	Please try to connect now.
antony.wu	looks like it has been fixed, thank you!
Yash Kalra	Is there anything else I may help you with ?
antony.wu	no, that was all i needed, thank you!
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by rating this chat by clicking on the smilies.
	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 with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71714 john

Email: john@claritymba.com ☎ 415.491.1099

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: SAN RAFAEL

State: California

Country: UNITED STATES

Chat Transcript

john Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

john Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

john I'd like to report an Issue

Acebuddy Please select an option!

john Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an available

john my server froze up, can you please reset thx

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.
	Hello John
john	hello Shashwat!
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Kindly check now
john	still completely frozen
	ok my session just terminated
Shashwat Verma	Okay
	Is there anything else I may help you with ?
john	loggin back on now to confirm
Shashwat Verma	Okay
john	ok , looks like everything was reset and is coming back now. That should be so much!
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Tha
	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 conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our website (https://selfcare.acecloudbhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudbhosting.com).
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71139 Fenil Shah

Email: tax@sktaxaddison.com ☎ 8473508121

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Fenil Shah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Fenil Shah Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Fenil Shah I'd like to report an Issue

Acebuddy Please select an option!

Fenil Shah Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an available

Fenil Shah my atx payroll server is not working

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Aarush Aneja accepted the chat transfer request.

Aarush Aneja Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I wi

Fenil Shah	okk
Aarush Aneja	I will be surely assisting you with this. Kindly help me with your server nam
Fenil Shah	my atx payroll is not working
	solve this issue
Aarush Aneja	We will surely assist you
<i>tax has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71070 Arvind Kumar

Email: acct-sa@acfos.net

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: 22 Secs

City: LUCKNOW

State: Uttar Pradesh

Country: INDIA

Chat Transcript

Arvind Kumar Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Arvind Kumar Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Arvind Kumar	I'd like to report an Issue
Acebuddy	Please select an option!
Arvind Kumar	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Arvind Kumar	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. All application updates at the backend and apply the necessary patches as an might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error support@acecloudhosting.com. Our engineers will manually check and imp be and share a confirmation via email.
	Do you need any further assistance on the topic?
Arvind Kumar	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. today.
Arvind Kumar	Hi Shubham
Shubham Kataria	Hello Arvind
	Good Day
Arvind Kumar	we are not able to connect RDP. Please check
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server nam
Arvind Kumar	Advanced CFO Inc
	<i>5:07:55 PM Arvind Kumar is sharing a file with you image.png - (Size:45.4 KB)</i>
Shubham Kataria	Thank you for the information.
	Kindly confirm your username as well
Arvind Kumar	ShobhitAg
Shubham Kataria	okay
	Could you please confirm if you are the only user who is unable to access s
Arvind Kumar	we all are facing the same issue
Shubham Kataria	Kindly allow me two minutes to check the same.
Arvind Kumar	sure...

Shubham Kataria	May I take the remote access of your local computer?
Arvind Kumar	Yah Sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important docu
	https://assist.acecloudhosting.com/join/1962289085
	Kindly join this link after closing important document at your end.
Arvind Kumar	are you in?
Shubham Kataria	no, still waiting for you to join
	We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
	Thank you for your patience.
	As per our remote conversation, your issue has been resolved
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-i (1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70511 christi.hard

Email: christi.hard@squyres.cpa

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Secs

City: TYLER

State: Texas

Country: UNITED STATES

Chat Transcript

christi.hard	Hello, I am your Acebuddy
Acebuddy	Hello Christi Hard, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
christi.hard	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
christi.hard	I'd like to report an Issue
Acebuddy	Please select an option!
christi.hard	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
christi.hard	I am unable to connect to the ACE server through the remote computer because the Gateway server's certificate has expired or is not valid.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you with this. Kindly help me with your server name.
christi.hard	Thank you.
Anurag Sharma	Hello Christi
	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name.
christi.hard	I work for Squyres & Co. Not sure what the server name is. But my user name is Christi.hard@squyres.cpa or CMH
Anurag Sharma	Thanks for the confirmation !
	Christi I have fixed the issue from the backend. Please try to log off and log in again.
christi.hard	That worked! Thank you so much!
Anurag Sharma	Thanks for the confirmation !

	Is there anything else I may help you with ?
christi.hard	No. Have a wonderful day!
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable chat.
Thank you for choosing ACE cloud Hosting, you have a wonderful day.	
You may end this chat now. Once you end this chat, you will receive an email conversation, along with a ticket number and survey feedback form.	
I request you to kindly spare a moment to fill that out for me so that my manager is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!	
Note: You may change/reset your server password on your own by registering with us (https://selfcare.acecloudhosting.com).	
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).	
<i>Anurag Sharma has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71446 Kvanbeek

Email: kvanbeek@allamerican dreamhomes.com **Phone:** 17153309471

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Apple iPhone

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 22 Secs

City: SURING

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Kvanbeek	Hello, I am your Acebuddy
Acebuddy	Hello Kimberly Van Beek, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kvanbeek	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kvanbeek	I'd like to report an Issue
Acebuddy	Please select an option!
Kvanbeek	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Kvanbeek	Errors 2755 for quickbooks
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I v
Kvanbeek	Earlier you out the quickbooks tool
	Hub and desktop repair on my desktop
	but it keeps erroring stating
	<i>12:39:29 AMKvanbeek is sharing a file with you</i>
	<i>IMG_3043.jpeg - (Size:4.42 MB)</i>
	<i>12:39:29 AMKvanbeek is sharing a file with you</i>
	<i>IMG_3047.jpeg - (Size:3.67 MB)</i>
	<i>12:39:58 AMKvanbeek is sharing a file with you</i>
	<i>IMG_3047.jpeg - (Size:3.67 MB)</i>
Sharath Kumar	Kimberly, updating QuickBooks requires admin privileges
Kvanbeek	I understand and I am the admin and did give authorization earlier
	I have deadlines today
Sharath Kumar	got it
	let me quickly sign into the server and check if you have the appropriate p
Kvanbeek	also please look at the mapping? Payroll update states not mapped
	correctly
Sharath Kumar	sure, let me check that too

	Kimberly could you please close your Quickbooks
Kvanbeek	it is closed
Sharath Kumar	alright, thank you. working on updating QB first
Kvanbeek	At first glance it appears
	Updated until you see the errors and re log in
Sharath Kumar	noted
	I am downloading the latest update again to make sure it installs correctly
	this will take a few minutes
Kvanbeek	Thank you
	payroll also?
Sharath Kumar	I will do that as soon as QB is updated
Kvanbeek	Thank you
	How are you doing?
Sharath Kumar	still working on it
	I will have to restart the server in order to install a few updates
Kvanbeek	ok
	Do you know why it hasn't been updating?
Sharath Kumar	if you have saved your files on the server, may I reboot it?
Kvanbeek	yes
Sharath Kumar	Nothing unusual, sometimes the application skips an update which we then This is one of those instances.
Kvanbeek	the payroll is really not accurate when I printed the w-2.
Sharath Kumar	Hopefully, the update installed should resolve your concern
	just give me a couple more minutes
Kvanbeek	Ok
Sharath Kumar	Alright, so the application is now up to date
	Could you sign into the server and access QuickBooks
Kvanbeek	yes
	I am logging in now
Sharath Kumar	sure, take your time
	<i>1:13:47 AM Kvanbeek is sharing a file with you image.jpg - (Size: 2.36 MB)</i>
Kvanbeek	Quickbooks has an unrecoverable error message code 1407289453 86853

Sharath Kumar	and when exactly did this error appear?
	let me take remote of your session so that you can show me
	please make sure there is nothing confidential open whilst providing the re
Kvanbeek	All good
Sharath Kumar	could you show me how you got here
Kvanbeek	opening the database
	base it was aborting
	I clicked to view errors
Sharath Kumar	one moment, doing some settings from server side
Kvanbeek	Can you see my screen regarding payroll update
	It does all the stwla but doesn't update
	steps
	my w2 forms are incorrrct
Sharath Kumar	Yes, I do
Kvanbeek	i have never had this happen before
Sharath Kumar	Although, 22504 is the latest payroll update available
Kvanbeek	the forms and calculations are not
	an you watch my screen please
	I will show you
Sharath Kumar	could you please allow me a couple of hours to get this sorted.
Kvanbeek	Hours?
Sharath Kumar	We will have to configure the payroll settings on this server
	yes, it will take some time
	2 hours maximum
Kvanbeek	I have payroll form a due today
	ok
	when will I know it is ready for me to try to login again?
Sharath Kumar	I will email you and keep you posted
	it will get done within two hours
Kvanbeek	Can you look at the attachments, they also stopped showing
	I will log out now
Sharath Kumar	

Thank you Kimberly for your patience and understanding

I am very much positive that updating payroll to the correct version should

I will let you know as soon as it is updated

You may end this chat now. Once you end this chat, you will receive an email conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my manager is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71526 tyler.peldo

Email: tyler.peldo@wescominc.com ☎ 12183432638

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: DULUTH

State: Minnesota

Country: UNITED STATES

Chat Transcript

	tyler.peldo	Hello, I am your Acebuddy
	Acebuddy	Hello Tyler.peldo, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	tyler.peldo	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	tyler.peldo	I'd like to report an Issue
	Acebuddy	Please select an option!
	tyler.peldo	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available
	tyler.peldo	Same issue as Case # 625374
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I v
	tyler.peldo	Ok thanks.
		Our issue is the same as Ticket # 625374
	Sharath Kumar	looking into the ticket, one moment please
		Is this the first time that you are encountering this issue after the ticket clo
	tyler.peldo	Yes
	Sharath Kumar	allow me a moment, I am checking some configurations on the server
	tyler.peldo	Ok. I do see in QB it says there is an update available. Not sure if that woul
		it.
	Sharath Kumar	I do have seen instances where issues like this get resolved with QuickBoo
	tyler.peldo	Do you guys do the updates or do we have to?
	Sharath Kumar	I can do that for you
	tyler.peldo	Ok. Would assume we need to be in single user for that? And whats an esti
		Also, does QB have a fee for this?
	Sharath Kumar	Actually, all of the user will need to log off in order to update QB. It will app
		hour to complete the update
		There is no fee for updating QuickBooks
	tyler.peldo	Ok. What is the latest time today that you could do that?
	Sharath Kumar	

	I can do that now
tyler.peldo	Well Id like to do it later so it doesnt disrupt our people. Whats the latest tir 1/2 of production of 8 people is too much if we can help it.
	**1/2 Hr
Sharath Kumar	I understand. Just send us an email with your preferred time to update QuickBooks you once it is completed
tyler.peldo	Ok whats the email I send it to?
Sharath Kumar	support@acecloudhosting.com
tyler.peldo	Ok thanks for your help.
Sharath Kumar	anything else that I may assist you with?
tyler.peldo	Nope thats it.

tyler.peldo has ended this chat session

Chat Transcript

Hi Team, Reaching out on behalf of our client, S| Enterprises,

Visitor Details

#70682 Abdullah Farooq

Email: abdullah@capitaltechies.com ☎ +1 571 982 6000

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: PIND JHATLA

State: Punjab

Country: PAKISTAN

Chat Transcript

Abdullah Farooq	Hi Team, Reaching out on behalf of our client, Springboard Enterprises,
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting
	Hello Abdullah!
Abdullah Farooq	Hi Rishabh, hope you're doing well, we wanted to setup for our client, their springboard2000.myrealdata.net and username is myrealdata\MaryKeslo
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>
	when we opened the link we had saved for the otp, it was expired, 1 can you password link to the user at mary.keslo@springboardenterprises.org
Rishabh Gogia	Sure, I'm transferring you to our technical support team for this.
Abdullah Farooq	thanks
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I wi
Abdullah Farooq	Hi Manish hope you're doing well
Manish Singh	Hii Abdullah
Abdullah Farooq	are you able to see my previous messages
Manish Singh	Yes
	Kindly allow me two minutes to check the same.
Abdullah Farooq	thanks
Manish Singh	Would you like to add a new user?
Abdullah Farooq	so mary is an existing user
	wwe opened her password link today and it said password expired
Manish Singh	And is she not able to access server?
	Alright!
	Please send us an email from the registered email address at support@ace we could proceed further with the request.
Abdullah Farooq	she has not accessed the server yet, this is the first time we are setting it up
Manish Singh	We will send you the new password link.
Abdullah Farooq	ok new password link and the rdp file as well ?
Manish Singh	Yes, Kindly email us with both the request.
	We will notify you over the email.
Abdullah Farooq	Ok thank you very much Manish appreciated
Manish Singh	Is there anything else I may help you with ?
Abdullah Farooq	

	no nothing , have a great day
Manish Singh	It was pleasure assisting you Sir.
	I would greatly appreciate if you could spare a minute to give your valuable smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager is working. I will appreciate that. or you may send your feedback at quality@acebuddy.com Thanks!
	Note: You may change/reset your server password on your own by registering at https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70561 Robert Zeigen

Email: rzeigen@szcpa.tax  15613920620

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 6 Secs

City: LAKE WORTH

State: Florida

Country: UNITED STATES

Chat Transcript

Robert Zeigen	Hello, I am your Acebuddy
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert Zeigen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Zeigen	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Zeigen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Robert Zeigen	If I am running processes on my tax software on the server, but I logout of processes or will they still run in the background?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I wi
	Hii robert
Robert Zeigen	Hi again
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Robert Zeigen	Actually the process is not running right now but I need to know if I close the process also be shut down
Manish Singh	As I can check you are in disconnected state.
	Try to access now.
Robert Zeigen	I will access and run something
Manish Singh	Sure
Robert Zeigen	I am running a process and now disconnected
Manish Singh	What task are you opening when facing this issue?
	Are we still connected here?
Robert Zeigen	Not an issue. I was just asking that if I run a certain process that could take disconnect.
Manish Singh	Yes, Robert

Robert Zeigen Okay, thank you

Manish Singh Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-i
(1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70768 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Sec

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

info Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

info Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to raise a Request
Acebuddy	Please select your request type.
info	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of the issue you are facing. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option.
info	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
info	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available technician.
info	Outlook
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
info	It is okay to use it, but whenever I try to find a history, I need to close Outlook.
	<i>Aarush Aneja accepted the chat transfer request.</i>
	'pakpak1004@yahoo.com'
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will assist you today.
info	ignore the email address
	sorry
	<i>8:28:22 PM info is sharing a file with you image.png - (Size:4.98 KB)</i>
Aarush Aneja	Hello
	How may I assist you today
info	info It is okay to use it, but whenever I try to find a history, I need to close Outlook.
	<i>8:29:41 PM info is sharing a file with you image.png - (Size:4.98 KB)</i>
Aarush Aneja	May I take the remote access of your local computer to assist you?
info	okay
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents.
	https://assist.acecloudhosting.com/join/4172809084
	Kindly paste this link in the browser of local computer and join the session.

info	can you control?
Aarush Aneja	We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
	We are connected back
	We checked and found the issue is resolved now
	We are keeping the ticket under observation and will follow on the case ton
	Is there anything else I may help you with ?
info	okay
	thank you.
<i>info has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71336 Kimberly Smith

Email: ksmith@willscpas.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 33 Secs

City: CHARLOTTESVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

Kimberly Smith

Hello, I am your Acebuddy

Acebuddy	Hello Kimberly Smith, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kimberly Smith	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kimberly Smith	I'd like to report an Issue
Acebuddy	Please select an option!
Kimberly Smith	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kimberly Smith	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Kimberly Smith	I do not have administrative permissions to open a qb file
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I
	Hello Kimberly
Kimberly Smith	hello
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server nam
Kimberly Smith	Wills.myrealdatal.net
	Kim Smith WA 2
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to check the same.
	Please confirm if the username is KimSmith_WA@myrealdatal.net
	this
Kimberly Smith	yes
Anurag Sharma	Thanks for the confirmation !
	Could you please confirm which QB version you are trying to access on the
Kimberly Smith	Qb Enterprise Accountant 2024
Anurag Sharma	Okay
	Kimberly as I can check you have both QB premier '24 and QB Enterprise '24 getting this issue.

	We need to provide you admin rights on the server in order to resolve this issue.
	After this chat, I will send you an email. You can just revert back to that email the primary contact so that I can proceed with this requirement.
	Is there anything else I may help you with ?
Kimberly Smith	no
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback.
	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 confirmation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my team can work on it. I will appreciate that. or you may send your feedback at quality@acebuddy.com. Thanks!
	Note: You may change/reset your server password on your own by registering at https://selfcare.acecloudbhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudbhosting.com/knowledge-base).

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71085 Andrew Pagliaro

Email: apagliaro@visitingangels.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SANTA CLARA

State: California

Country: UNITED STATES

Chat Transcript

Andrew Pagliaro	Hello, I am your Acebuddy
Acebuddy	Hello Andrew Pagliaro, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Andrew Pagliaro	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andrew Pagliaro	I'd like to raise a Request
Acebuddy	Please select your request type.
Andrew Pagliaro	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Andrew Pagliaro	Setback
Acebuddy	Please select your request type.
Andrew Pagliaro	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of the issue. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate request type.
	As we haven't got any response from your end, We are closing this chat. If you have any further issues, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70032 accounting

Email: accounting@landapa.com  9686133577
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: 32 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

accounting	Hello, I am your Acebuddy
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
accounting	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
accounting	I'd like to raise a Request
Acebuddy	Please select your request type.
accounting	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of the issue. Our technical support technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option from the list below.
accounting	Restart
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
accounting	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
accounting	I'd like to report an Issue
Acebuddy	Please select an option!
accounting	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?

accounting	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
accounting	QB File missing in Quick books.
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.
	Hello
accounting	Hi
	IDAI NATURE USA LLC
	QB file is not available in Quick books
	please check and move
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
accounting	Ok
Shashwat Verma	Prior providing the access, I would suggest you to close any important docu
	https://assist.acecloudhosting.com/join/2682563372
	Kindly Click on the link and open the downloaded file.
accounting	You take remote access
	It is not able to download
Shashwat Verma	Kindly allow me two minutes to check the same.
accounting	Ok
Shashwat Verma	https://assist.acecloudhosting.com/join/3062927512
	Kindly try now to download.
	Or just paste the link in browser
accounting	I am in inside server
	So i am not able any links open
Shashwat Verma	Yes, open that link in local pc, as due to some technical glitch we are not at server directly, hence we have to proceed with local pc remote
	To assist your problem as soon as possible.
accounting	Ok
	Yes

	download
Shashwat Verma	We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
accounting	ok
Shashwat Verma	As per the remote session we have suggested you to cross check the file d the ticket in open state, you can revert us back on that email.
	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 em conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my ma working. I will appreciate that. or you may send your feedback at quality@ace Thanks!
	Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudbhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudbhosting.com).

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70598 William Eden

Email: weden@bastionpoint.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Sec

City: RICHMOND

State: Virginia

Country: UNITED STATES

Chat Transcript

William Eden	Hello, I am your Acebuddy
	Hello, it looks like our user RSInc_Accounting has been disabled.
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I wi
	Please send us an email from the registered email address at support@ace we could proceed further with the request.
	Also, the registered email for your account with us is : MARY@RIVERSTONE
	Is there anything else I may help you with ?
William Eden	No
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. If you are not comfortable doing that over the phone, you can do it working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering with us at https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70994 Michael Ly

Email: tori@picabooyearbooks.com ☎ 18022421352

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: SAUGUS

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Michael Ly Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Michael Ly Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Michael Ly I'd like to raise a Request

Acebuddy Please select your request type.

Michael Ly Password Reset

Acebuddy Please select an option below

Michael Ly Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@acecloudhosting.com and mention the user's name. If the password needs to be reset and we'll share an update once the request is received.

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 require any further assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70261 Jude Lauren

Email: jlauren@atcoinc.com **Phone:** 7144228066

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Secs

City: NAPA

State: California

Country: UNITED STATES

Chat Transcript

Jude Lauren	Hello, I am your Acebuddy
Acebuddy	Hello Jude Lauren, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jude Lauren	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
Please chose an option :	
Jude Lauren	I'd like to report an Issue
Acebuddy	Please select an option!
Jude Lauren	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Jude Lauren	615106
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Yadav accepted the chat transfer request.</i>	
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I
	I will be surely assisting you with this. Kindly help me with your server nam
Jude Lauren	I don't have that info
	Rohit emailed me.

	Ticket #615106
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
Jude Lauren	sure
Shubham Yadav	Jude as I can check, your server is low in storage in C Drive.
Jude Lauren	what is the %free and what is ideal?
	Also, why is it all of a sudden low in storage? We didn't change anything
Shubham Yadav	Kindly allow 2 minutes so that I can share the data.
	<i>9:46:25 PM Shubham Yadav is sharing a file with you image.png - (Size:2.45 KB)</i>
	Jude, we audited the server's storage and found that it was running low on promptly informed you about.
Jude Lauren	ok i need to go
	I'll check your email and respond
Shubham Yadav	No problem jude
	<i>Jude Lauren has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70356 g

Email: g@g.vom

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: LAKEWOOD

State: New Jersey

Country: UNITED STATES

Chat Transcript

g	Hello, I am your Acebuddy
Acebuddy	Hello G, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
g	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 Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70629 Paul Vakselis

Email: pvakselis@pennylane.org ☎ 8186579758

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Paul Vakselis	Hello, I am your Acebuddy
Acebuddy	

	Hello Paul Vakselis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Paul Vakselis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Paul Vakselis	I'd like to report an Issue
Acebuddy	Please select an option!
Paul Vakselis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Paul Vakselis	QuickBooks not exporting to Excel. Also worried that C: drive space is too low. I have 100GB space left.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.
Paul Vakselis	Hello. thanks.
Tushar Pharswan	Hello Paul.
Paul Vakselis	Hi. Our users are trying to export from QuickBooks to Excel. and Excel window disappears. If you try to open excel it states that it crashed and to try safe mode. This problem happen with three different remote logins so far.
	I'm also worried that C: drive space might be getting low as one user had a problem with it.
	d: drive where company data is at seems to be fine.
Tushar Pharswan	I deeply apologize for the inconvenience caused to you.
	We have scheduled the O365 to be reinstalled in night hours once it is fixed.
	Regarding C drive let me check on server and try to free up some space.
Paul Vakselis	Awesome. Your able to check the space now?
Tushar Pharswan	Yes, it's at 1%.
	I will try to clean some unwanted window files.
Paul Vakselis	Oh yeah - that's no good! I appreciate it.
	<i>5:35:48 AM Tushar Pharswan is sharing a file with you image.png - (Size:6.61 KB)</i>
Tushar Pharswan	Currently this is your disk space condition.
	I'm currently deleting some temp windows file it didn't make a such a big difference.

Paul Vakselis	We might need to talk about increasing C: storage? Would that be possible' want to sit so close to being maxed out
Tushar Pharswan	I just looked to clear out some user profile of old disabled user, but it seem recently.
Paul Vakselis	Yes. We have a decent amount of active users that use this. I'd say at least from our fiscal department
Tushar Pharswan	We will have to increase the storage of your C drive as there is nothing fror deleted.
Paul Vakselis	OK.
Tushar Pharswan	You can try to delete some unwanted files from your end as well from desk download folders.
Paul Vakselis	OK. I had already started to try and clean up from two users so far that way [download folders]. What do we need to do to get some more space added to oops - it should say 'mainly clearing large download folders' above
Tushar Pharswan	Your efforts did make the change it is now free at 6% with 6 GB availbale. And as of for the storage increase, I will email you the plans that we offer you that suits you.
Paul Vakselis	OK - that sounds good. 6% should get us by until we make a change. Other you will be trying to fix o365 after hours tonight. Will i get emailed a ticket
Tushar Pharswan	Yes, after this Chat ends you will receive an email with all the details.
Paul Vakselis	Fantastic. Sounds good. Thank you.
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Paul Vakselis	Will do
Tushar Pharswan	You may end this chat now. Once you end this chat, you will receive an email conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my machine working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering (https://selfcare.acecloudbhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudbhosting.com).

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71402 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 19 Secs

City: BORSAD

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

krisika Hi

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Aarush Aneja accepted the chat transfer request.

Aarush Aneja Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I wi

krisika Quickbook very slow in all pc

Aarush Aneja Hello Krisika

We will surely assist you

krisika U can proceed the server reboot

Yes

Aarush Aneja May I know all users from same location is facing this issue?

krisika Yes

Aarush Aneja ok, we are proceeding with the server reboot as requested.

krisika Ok

Aarush Aneja Kindly login back on to the server and check the application now once

krisika Ok

Quickbook working now in all pc

Thank you

Aarush Aneja Welcome

Is there anything else I may help you with ?

krisika No

Thank you

Aarush Aneja 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 confirmation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

Aarush Aneja has ended this chat session

Chat Transcript

I have requested to upload 2024 Drake and Lacerte
don't see anything in the remote hostir

Visitor Details

#70970 Gaurav Malhotra

Email: gaurav.malhotra@mmfcllc.com ☎ 13475925667

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 12 Secs

City: SMITHSTOWN

State: New York

Country: UNITED STATES

Chat Transcript

Gaurav Malhotra	I have requested to upload 2024 Drake and Lacerte Application but don't se hosting
	ticket ID 623146
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting
	Hi Gaurav, I will transfer this chat to our support team.
Gaurav Malhotra	Please
	<i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I
	Hello Gaurav
Gaurav Malhotra	Hi Anurag
	My ticket ID 623146
	needs to get drake 2024 & Lacerte applications
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.

Gaurav Malhotra	okay
Anurag Sharma	Please stay connected. It will take 2-3 more minutes to me to check.
Gaurav Malhotra	okay
Anurag Sharma	Gaurav I have downloaded the Drake 2024 application on the server.
Gaurav Malhotra	okay
	it is not showing it drake document 2024
Anurag Sharma	But I am unable to download the lacerte '24 application as you only have 1 server. (Edited)
Gaurav Malhotra	what is the solution
	solution
Anurag Sharma	I have tried to clean up some space but it didn't work.
	You can add on some extra disk space to the server. But it is chargeable.
Gaurav Malhotra	okay how much it would be
Anurag Sharma	Plan 1: 200 GB - \$120/month Plan 2: 100 GB - \$60/month Plan 3: 80 GB - \$50/month Plan 4: 60 GB - \$40/month Plan 5: 40 GB - \$28/month
	These are the plans you can opt for.
Gaurav Malhotra	how much is my current capacity ?
Anurag Sharma	You currently have 100GB of disk space in your C drive.
Gaurav Malhotra	Add additional 100
Anurag Sharma	Plan 2?
Gaurav Malhotra	Yup
Anurag Sharma	Thanks for the confirmation !
Gaurav Malhotra	hope then my work won't stop every other week
Anurag Sharma	After this chat I will send you an email you just need to revert back to that account with an approval. So that I can proceed with your request.
	Yes, for sure!
Gaurav Malhotra	okay
Anurag Sharma	Moreover, you will get an update with your lacerte application installation via email.
Gaurav Malhotra	k
Anurag Sharma	Is there anything else I may help you with ?
Gaurav Malhotra	that is all I want to see my work is up and running

Anurag Sharma

Sure

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 conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my manager is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by registering at selfcare.acecloudhosting.com.

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71582 duane

Email: duane@cartercpatax.com  19703907348

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

duane

Hello, I am your Acebuddy

Acebuddy

	Hello Duane, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
duane	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
duane	I'd like to report an Issue
Acebuddy	Please select an option!
duane	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
duane	2023 ATX will not open & says server needs to be restarted
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
	<i>Shubham Kataria is transferring the chat to Tushar Pharswan.</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.
	I will be surely assisting you with this. Kindly help me with your server name.
duane	cartercpaatx1.myrealdatal.net
Tushar Pharswan	Kindly allow me two minutes to check the same.
duane	thanks
Tushar Pharswan	Kindly check now.
duane	it's working now, thanks
Tushar Pharswan	Is there anything else I may help you with ?
	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 confirmation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my team can work on it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering at (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com).
	<i>Tushar Pharswan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71252 Sherry Zang

Email: sherry@rainbowloom.com  12489243151

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: SOUTHFIELD

State: Michigan

Country: UNITED STATES

Chat Transcript

Sherry Zang Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Sherry Zang Managed Security

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 Thank you for contacting AcecloudHosting. My name is Pradeep How may I

Sherry Zang When I used Quick book Desktop today, I was asked to enter a password. I and was unable to log in. Could you please help me reset my password?

The Ticket Number is: 627077

Pradeep Kumar Alright, Let me Transfer the chat to the Concerned Team.

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

Tushar Pharswan accepted the chat transfer request.

Tushar Pharswan

Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.

Kindly allow me two minutes to check the same.

As I can see you are the account owner so you would have access to My po
to reset your password.

The username will be CID69750 after login to MyPortal folloe these below s

After logging in, click on “Manage Account” and then select “Users” on the
portal.

You will see all your users on the account. Click on the “Select Action” button
to reset the password.

Link to myportal: <https://myportal.acecloudhosting.com/login>

11:43:20 PM Tushar Pharswan is sharing a file with you

[How to Manage ACE Server Users 4.pdf](#) - (Size:1.33 MB)

Also, this is the guide which you can go through.

Is there anything else I may help you with ?

Sherry Zang

Where can I find login information?

I have not used this portal

Tushar Pharswan

The username will be CID69750
password was given to you during your account setup. If you don't rememb
forgot password.

As per the #627077 our engineer has already reset your password for serv

11:47:30 PM Tushar Pharswan is sharing a file with you

[image.png](#) - (Size:7.06 KB)

Kindly click on the link on your email and see your password.

In future you can use the MyPortakl if the issue arises again.

The visitor's email address and phone number were changed.

Are we still connected here?

Sherry Zang

Already logged in account

thank you for your help

Tushar Pharswan

Great.

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 emai
conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my ma
working. I will appreciate that. or you may send your feedback at quality@q

Thanks!

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

I updated the password for one of my accounts, now my other account is not working

Visitor Details

#71465 Ashlee Maitland

Email: office@sadlonandassociates.com  18282000079

Department: Support(QB & App Hosting)

Operator:

Website: <https://www.acecloudhosting.com/cyber-security/>

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 32 Secs

City: FRANKLIN

State: North Carolina

Country: UNITED STATES

Chat Transcript

Ashlee Maitland I updated the password for one of my accounts, now my other account is not working

Dikshant Yadav Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you.

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

Sharath Kumar accepted the chat transfer request.

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

Ashlee Maitland hi. I have been having issues with my passwords for the past two weeks. I forgot them.

resolved, and now my other user is having issues.

I reset the password for the user in myportal and its still not working

the password is not working for my selfceare portal either

hello?

Sharath Kumar apologies, my keyboard has stopped working

Ashlee, how exactly are you signing in?
what is the username for your account?

Ashlee Maitland the username is Ashlee.npro1

on my Remote Desktop it said "the user account did not work"

Sharath Kumar checking your account

Ashlee Maitland I just had someone take remote access last week and fix everything on tha
same thing on the meta.npro1 and that one is working but now the Ashlee.

Sharath Kumar can you check the RDP settings

Ashlee Maitland yes

Sharath Kumar navigate to the advanced option on the top right

Ashlee Maitland im not sure I have that. I'm on a mac

I have edit pc

Sharath Kumar understood

let share with you a link so that I can access remotelty

<https://assist.acecloudhosting.com/join/8612380024>

please make sure to close out anything that is confidential

could you please show mw the connector that you have downloaded

when was the last time that you were able to access the server?

are we still connected?

Ashlee, I have closed the remote session

As there was no response, we are disconnecting the chat now. You may re-i
(1-888-415-5240) if any further assistance is required.

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70999 Bridget

Email: contact@bridgetcpa.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: 4 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Bridget Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Bridget Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Bridget I'd like to report an Issue

Acebuddy Please select an option!

Bridget Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an available

Bridget cant open excel in cloud

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.

	Hello Bridget
Bridget	hi, cant open excel in new 2 users
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Bridget	okey
Shashwat Verma	Could you please confirm which 2 users have the issue to access the Excel.
Bridget	ArunKumar
	Durga KA
Shashwat Verma	As these users recently created on 14 jan, they don't have the access to ex
Bridget	how to access excel
Shashwat Verma	You have to pay the charges for the both too as the other, kindly email us s Ms excel as the other.
	Rest assured by us.
	Kindly do the needful from paulsinu@gmail.com
	Is that work for you sir?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-i (1-888-415-5240) if any further assistance is required.
	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 ema conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my ma working. I will appreciate that. or you may send your feedback at quality@ Thanks!
	Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com).

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70437 Lea Lewis

Email: officemgr@taylorengineers.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 8 Secs

City: OAKLAND

State: California

Country: UNITED STATES

Chat Transcript

Lea Lewis Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Lea Lewis Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Lea Lewis I'd like to report an Issue

Acebuddy Please select an option!

Lea Lewis Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an available

Lea Lewis Regarding ticket 618492. BigTime sync agent is disconnected.

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Tushar Pharswan accepted the chat transfer request.

Tushar Pharswan Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.

		Kindly allow me 2-4 minutes to check the same.
Lea Lewis	thakns	
Tushar Pharswan		As previously this issue was resolved by rebooting the server we did the same check at your end if it is working now or not. Also, could give us some more details of what you did and what you observed we will have to check in detail afterwards with our team as it is reoccurring
Lea Lewis	ok just a moment	
Tushar Pharswan	Sure, please take your time	
Lea Lewis	it appears to be working now	
Tushar Pharswan	Great.	
		Is there anything else I may help you with ?
Lea Lewis	not today, thank you	
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat.	
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email with a summary of the conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my manager can review it. If you are unable to do so, you can always contact me directly at quality@acecloudhosting.com. Thanks!
		Note: You may change/reset your server password on your own by registering with us (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70623 KEITH

Email: ks.partsfast@gmail.com ☎ 7133203009

Department: Support(QB & App Hosting)

Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Sec
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

KEITH	Hello, I am your Acebuddy
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
KEITH	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
KEITH	I'd like to report an Issue
Acebuddy	Please select an option!
KEITH	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
KEITH	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. All application updates at the backend and apply the necessary patches as an might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error support@acecloudhosting.com. Our engineers will manually check and imp be and share a confirmation via email.
	Do you need any further assistance on the topic?
KEITH	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I wi
KEITH	server is : partsfast.myreldata.net
Manish Singh	

	Hii Keith.
KEITH	i was working on an issue where my enterprise 2024 wont update 2 catago all my users are off line now
	619950 is the ticket id #
	there are error #15212 in 2 catagories. need help updating the 2
Manish Singh	As i can check the update is scheduled in night hours.
KEITH	its best if we do it now. was advised to make contaact as soon as everyone ace buddy TUSHAR Pharswan
	i have already done the install with everyone offline. did not take.
	we hjust had a new install done overnight 4 to 5 weeks ago. Tushar recomm However i am thinking this wont resolve the issue either. error code 15212
Manish Singh	As i can check SalesP is already using the server.
KEITH	can someone take a look now or shortly. i need the updates done so i can fi other issues.
	thats me
	what wud you like me to do
Manish Singh	Kindly log off from the server once.
	We are running the update now.
	Once the update will be completed, we will notify you over the email.
	As there was no response, we are disconnecting the chat now. You may re-i (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70169 cds.biz

Email: cds.biz@outlook.com ☎ 7797776735

Department: Support(QB & App Hosting)

Operator: Gaurav kumar
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 59 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

cds.biz	Hello, I am your Acebuddy
Acebuddy	Hello Cds.biz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
cds.biz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
cds.biz	I'd like to report an Issue
Acebuddy	Please select an option!
cds.biz	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
cds.biz	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
cds.biz	I am trying to print the W2 and it is giving me the following error message
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>2:00:56 AMcds.biz is sharing a file with you 1_image.png - (Size:12.03 KB)</i>
	<i>Gaurav Kumar accepted the chat transfer request.</i>
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I w
	Hello Cds.biz (Edited)
cds.biz	ok
Gaurav Kumar	I will be surely assisting you with this. Kindly help me with your server nam
cds.biz	CDSSBAL.myreldata.net

Gaurav Kumar	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to check the same.
cds.biz	myrealdatalcolleens
Gaurav Kumar	May I take the remote access of your local computer?
cds.biz	yes
Gaurav Kumar	Prior providing the access, I would suggest you to close any important docu
cds.biz	ok
Gaurav Kumar	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/7852772445
	We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
cds.biz	ok
Gaurav Kumar	I will update the QB and let you know via an emial.
	Is there anything else I may help you with ?
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Gaurav Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71405 Bill Gray

Email: bgray@collinbox.com  15082305833

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: 18 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Bill Gray	Hello, I am your Acebuddy
Acebuddy	Hello Bgray, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bill Gray	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bill Gray	I'd like to report an Issue
Acebuddy	Please select an option!
Bill Gray	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Bill Gray	Windows File Explorer wont search thru files in folders
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. today.
	I will be surely assisting you with this. Kindly help me with your server nam
Bill Gray	is that in my invoice?
Shubham Kataria	yes, and you can also provide me your business name
	and your username for the server login
Bill Gray	Collin Box
Shubham Kataria	Thank you for the information and allow 2 minutes to check the same.
Bill Gray	billGra
Shubham Kataria	May I take the remote access of your server?
Bill Gray	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important docu
Bill Gray	ok
Shubham Kataria	Kindly accept the request on the server screen

We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.

Thank you for your patience.

As discussed over remote session, I would like to inform you that you can s name

Is there anything else I may help you with ?

Are we still connected here?

As you're disconnected from the chat, we are ending the chat session. You call us at (1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71686 k.phelps

Email: k.phelps@unifiedhearing.com ☎ 16156317811

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: NASHVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

k.phelps Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
k.phelps	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
k.phelps	Restart
Acebuddy	Hello K.phelps, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
k.phelps	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
k.phelps	I'd like to report an Issue
Acebuddy	Please select an option!
k.phelps	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
k.phelps	I have a ticket number and I am just following up on it.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
k.phelps	Ticket Number is: 631529
	<i>Sharath Kumar accepted the chat transfer request.</i>
	<i>Sharath Kumar is transferring the chat to Tushar Pharswan.</i>
	<i>Tushar Pharswan has not responded for the transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I v
k.phelps	Hello. I am just following up on the status for Ticket Number is: 631529.
Sharath Kumar	Sure, looking into it (Edited)
	My colleague has started working on this. He's checking this with the team query shortly
k.phelps	OK thank you.
Sharath Kumar	anything else that I may assist you with?
k.phelps	Do you know how long? I am not able to get in my system until it is comple an idea of time.
Sharath Kumar	one moment please
	this may take a while because we need a confirmation from our QB team. I concerned with this reach out to you at the earliest

k.phelps OK when I spoke with the supervisor last night he eluded that we would be email I received at 10 this morning said a rep would call within 2 hours why I followed up. If they can please let me know as soon as possible because the system. I obviously don't want to mess the process up by rushing it.

Sharath Kumar absolutely, Katie. I am making that ticket a priority

k.phelps Thank you

Sharath Kumar anything else that I may assist you with?

k.phelps Not at this time

Sharath Kumar You may end this chat now. Once you end this chat, you will receive an email conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my manager is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

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

k.phelps has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71190 Charles Xavier

Email: helpdesk@coretechs.it

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 49 Secs

City: PORTMORE
State: Westmoreland
Country: JAMAICA

Chat Transcript

Charles Xavier	Hello, I am your Acebuddy
Acebuddy	Hello Charles Xavier, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Charles Xavier	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Charles Xavier	I'd like to report an Issue
Acebuddy	Please select an option!
Charles Xavier	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Charles Xavier	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Charles Xavier	Everytime a specific user opens QB she gets the welcome screen as if she l
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I
	Hello Charles
Charles Xavier	Hello
	Have you seen my message?
Anurag Sharma	Yes
	I will be surely assisting you with this. Kindly help me with your server nam
	<i>1:52:17 AM Charles Xavier is sharing a file with you image.png - (Size:135.39 KB)</i>
	<i>It is asking her to create a company file even though she has 1</i>
Charles Xavier	Server : CD Services
	Her name is heather.

Anurag Sharma	Thanks for the confirmation !
	Jend I would like to inform you that this message is a normal prompt which accessing Quickbooks.
Charles Xavier	It only happens the first time
	It shouldn't be everytime
Anurag Sharma	You can just remove this prompt by clicking on the cross button.
Charles Xavier	Other uses don't have an issue with this
Anurag Sharma	Actually, whenever you will logout and start a new fresh session. You will get
	It is a very normal thing.
Charles Xavier	How come other users don't have this issue
	?
Anurag Sharma	If you will not freshly start it will not come then.
Charles Xavier	They all log in the same way. It is asking to create a company file in the im:
	Not to pick one
Anurag Sharma	Yes, it is a normal prompt. It should not affect your working. But if you need suggest you to kindly contact the intuit support as this is a application specific incapable of resolving.
Charles Xavier	Got it. Thanks.
Anurag Sharma	Is there anything else I may help you with ?
Charles Xavier	no thanks
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback.
	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 with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering with us (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
<i>Anurag Sharma has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70889 sang

Email: sang.wong@snrtea.com ☎ 6262640797

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: OXNARD

State: California

Country: UNITED STATES

Chat Transcript

sang Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

sang Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

sang I'd like to report an Issue

Acebuddy Please select an option!

sang QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

sang QuickBooks is Frozen

Acebuddy Hmm, That doesn't sound good. But here's a quick way to unfreeze your Q

Was that helpful?

sang	No
Acebuddy	No issues, please wait while I connect you to one our support engineers wh
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Gaurava Tyagi declined the transfer request.</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I
sang	Hello Anurag
Anurag Sharma	Hello Sang
sang	My server connection is showing a blue screen w/ "Please wait" could you reset my connection to server?
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server nam
sang	sunrightcorp.myrealdatal.net
	Sang Wong
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	Are you facing this issue while using entering into the server?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-i (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
<i>Anurag Sharma has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71298 team

Email: team@infiniteaccountants.com  2125440001

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: SAN ANTONIO

State: Laguna

Country: PHILIPPINES

Chat Transcript -----

team	Hello, I am your Acebuddy
Acebuddy	Hello Allen Cruz, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
team	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
team	I'd like to report an Issue
Acebuddy	Please select an option!
team	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
team	cannot use qb desktop
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
team	keeps loading
	<i>Rohit Kumar accepted the chat transfer request.</i>
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will
team	thanks
	help me to fix qb desktop
	it keeps on loading
	cant use it right now
	<i>Rohit Kumar is transferring the chat to Yash Ahi.</i>

Yash Ahi accepted the chat transfer request.

Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be
	Hi Allen. How are you doing today?
	I will surely help you with the issue.
team	thanks
Yash Ahi	Could you please help me with your server name or business name?
team	Infinite Accounting Services
Yash Ahi	Thankyou for the information.
	Kindly allow me two minutes to check the same.
team	okay will wait
Yash Ahi	Thank you for your patience Allne.
	Could you please check if it is working fine now at your end?
	Please try to login to the server.
team	okay will try
Yash Ahi	Yes please.
team	I will let you know
	once it work
Yash Ahi	Sure Allen.
	I will wait here.
team	Thanks
	Great Help
Yash Ahi	No problem at all.
	Are you able to login?
team	Wait
	YesI logged in now
	Thanks
Yash Ahi	Great Allen.
	Is there anything else I may help you with ?
team	Thankyou so much .
	None
Yash Ahi	You're welcome.
team	

	so far
Yash Ahi	I would greatly appreciate if you could share the feedback after this chat.
team	Thankyou so much .
Yash Ahi	After this chat you will get the reference ticket ID.
	You're 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 conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager is working. I will appreciate that. or you may send your feedback at quality@acebuddy.com Thanks!
	Note: You may change/reset your server password on your own by registering at https://selfcare.aceclouddhosting.com .
	For self-help, check out our Knowledge Base (https://www.aceclouddhosting.com/knowledge-base).
	<i>Yash Ahi has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71079 Dillion Baity

Email: dillion@datotech.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: CARROLLTON

State: Georgia

Country: UNITED STATES

Chat Transcript

Dillion Baity	Hello, I am your Acebuddy
Acebuddy	Hello Dillion Baity, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dillion Baity	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dillion Baity	I'd like to raise a Request
Acebuddy	Please select your request type.
Dillion Baity	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of the issue. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate request type.
	As we haven't got any response from your end, We are closing this chat. If you have any further issues, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

SKCPA LLC Server

Visitor Details

#71072 Sunita Karamchandani

Email: sunita@skcpallc.com **Phone:** 14198823599

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 30 Secs

City: SYLVANIA

State: Ohio
Country: UNITED STATES

Chat Transcript

Sunita Karamchandani	SKCPA LLC Server
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you
Sunita Karamchandani	I have waiting on phone for 10 minutes
	User Daxap is not able to log inn
Gantavya	Let me transfer the chat to support, hey will help you with the issue immed
	<i>Gantavya is transferring the chat to Support(QB & App Hosting).</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I wi
	Hello Sunita
	We will surely assist the user with the server connection
	May I take the remote access of your local computer of the user to assist ?
	Are we still connected here?
	Are we still connected here?
	We checked and found you disconnected the chat session. We are also disc
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Once you end this chat, you will receive an email from us regarding this co ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my ma working. I will appreciate that. or you may send your feedback at quality@ace Thanks!
	Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudbhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudbhosting.com). (Edited)
	<i>Aarush Aneja has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71715 john

Email: john@claritymba.com ☎ 415.491.1099

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: 19 Secs

City: SAN RAFAEL

State: California

Country: UNITED STATES

Chat Transcript

john Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

john Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

john I'd like to report an Issue

Acebuddy Please select an option!

john Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an available

john remote session still freezing up

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma

Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.

	Hello John
john	hello Shashwat! me again
	I'm unclear if I'm maxing out on any resources?
	as far as I can remember this issue has never happened before in several years
Shashwat Verma	I will surely help you with this issue.
	Looks like your CPU utilization is very high, which result in freeze session
	<i>7:03:54 AM Shashwat Verma is sharing a file with you image.png - (Size:55.77 KB)</i>
john	can you tell if today's utilization is abnormally high, or for a specific reason
Shashwat Verma	Yes, Probably reboot might resolve it
	Let me try with rebooting the server
john	mmm - but I can't reboot if I'm frozen
	and we just tried the reboot and it happened again right away
	normal activity
	nothing too strenuous
Shashwat Verma	No problem, will do from my end
	Shall we proceed with the reboot?
john	yes please
Shashwat Verma	It might take 3-4 mins
john	looks like my session already terminated on my side. I'll go on break and check later.
	Appreciate all your help!
Shashwat Verma	Okay
	Is there anything else I may help you with ?
john	that's it for now.
Shashwat Verma	Looks like CPU utilization is high
	we have noted your concern, will update you on email.
	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 confirmation of the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my team can work on it. I will appreciate that. or you may send your feedback at quality@acehosting.com
	Thanks!

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

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

John Ward has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70695 Kyle Dhanani

Email: kyle.asianengineparts@gmail.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 Sec

City: BELLINGHAM

State: Washington

Country: UNITED STATES

Chat Transcript

Kyle Dhanani Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Kyle Dhanani Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Kyle Dhanani I'd like to report an Issue

Acebuddy Please select an option!

Kyle Dhanani

QuickBooks Issue

Acebuddy

What type of QuickBooks Issue are you facing?

Kyle Dhanani

Other QB related issue

Acebuddy

Please specify the issue you are facing before I connect you to an available

Kyle Dhanani

printing issues

Acebuddy

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Yash Kalra accepted the chat transfer request.

Yash Kalra

Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will b

I will be surely assisting you with this. Kindly help me with your server nam

Kyle Dhanani

ok

asianenginerealdata

only printing half the page

bc it thinks it's printing to our label printer

Yash Kalra

Kindly allow me two minutes to check the same.

May I take the remote access of your local computer?

Kyle Dhanani

sure

Yash Kalra

Prior providing the access, I would suggest you to close any important docu

Kindly Click on the link and open the downloaded file.

<https://assist.acecloudhosting.com/join/6522799188>

Kyle Dhanani

thx

Yash Kalra

Is there anything else I may help you with ?

Kyle Dhanani

not yet!!

Yash Kalra

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 confirmation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my team can work on it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71064 admin

Email: admin@consultingctx.com  17609568500

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: 14 Secs

City: APPLE VALLEY

State: California

Country: UNITED STATES

Chat Transcript

admin	Hello, I am your Acebuddy
Acebuddy	Hello Norma Moreno, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
admin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
admin	I'd like to raise a Request
Acebuddy	Please select your request type.
admin	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, desired Operating System
admin	Microsoft Windows
Acebuddy	

	Please Click on the below link and use the "RDP Generator Tool" to set up RDP Server Access on your Windows PC Do you need any further assistance on the topic?
admin	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 am here to help you today.
	Hello Norma
admin	I need to install ace hosting on my new computer
Shashwat Verma	I will be surely assisting you with this. Kindly help me with your server details.
admin	my previous home computer crashed and i replace it with a new one
	CID72524
	this is my cid
Shashwat Verma	Thanks for the confirmation !
	Do you have the access of my portal?
admin	i was unable to login
	i looks like i exceeded the login attempts
Shashwat Verma	Okay, so do you want me to assist for that too?
admin	yes please
Shashwat Verma	No problem
	May I take the remote access of your local computer?
admin	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important applications running in the background.
	https://assist.acecloudhosting.com/join/7632696764
admin	ok
Shashwat Verma	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting. Till the time, I am putting the chat on hold, please do not disconnect. Once the issue is resolved, kindly give your confirmation on this chat.
	issue resolved on remote session.
	It would be great if you could share your feedback after this chat ends.

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 regarding this conversation, along with a ticket number and survey feedback.

I request you to kindly spare a moment to fill that out for me so that my team can understand how I am working. I will appreciate that. or you may send your feedback to quality@acecloudhosting.com. Thanks!

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

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

Shashwat Verma has ended this chat session

