

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74894 duane

Email: duane@cartercpatax.com ☎ 19703907348

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

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 raise a Request
Acebuddy	Please select your request type.
duane	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re-task's completion.
	Do you need any further assistance on the topic?
duane	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
duane	Hello Duane, How are you doing today ?
duane	Hi this cloud server is not allowing login from multiple computers [Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "CarterCPAATX2.myrealdata.net". The computer does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Help Extended error code: 0x0 Timestamp (UTC): 03/31/25 12:53:03 PM Press Ctrl+C to copy.
Rohan Prajapati	I will surely help you with this issue. Kindly allow me 3-4 minutes to check the same.
duane	I'm doing well so far, hope you're having a good day
Rohan Prajapati	That's Great. As I can see you have three servers. May I know which one you are trying to connect with ?
duane	sure, thanks
Rohan Prajapati	Please let me know the server name once ?
duane	carterCPAATX2.myrealdata.net
Rohan Prajapati	Thanks for the confirmation ! Please try to log in back and let us know the status
duane	same error [Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "CarterCPAATX2.myrealdata.net". The computer does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Help Extended error code: 0x0 Timestamp (UTC): 03/31/25 01:05:28 PM Press Ctrl+C to copy.
	i'm on cartercpaattx1.myrealdata.net now, so don't think the problem is on my end
	ok, it's working now, just needed a little extra time
	thanks for your help
Rohan Prajapati	That's Great Is there anything else I may help you with ?
duane	hopefully not, have a great day
Rohan Prajapati	Thanks for the confirmation ! Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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/>)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74842 Sannr669

Email: sannr669@gmail.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript

Sannr669 Hello, I am your Acebuddy

Acebuddy Hello Ss17, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Sanyam Madan joined the chat.

Sannr669 Test

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74041 himanshu

Email: himanshu@erufinlaw.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: 28 Secs

City: ROHINI

State: Delhi

Country: INDIA

Chat Transcript

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

himanshu	not able to log in
Sharath Kumar	Hello Himanshu, could you please let me know more about your concern such as is it the server or a particular application that you are unable to sign into
himanshu	remote desktop is not able to login
Sharath Kumar	understood, I checked your account on the server and it appears to be active and enabled. Therefore, with the right credentials could you let me know the error message that you receive whilst signing in
himanshu	now its login thank you
Sharath Kumar	glad to hear that! anything else that I may assist you with?
himanshu	no thank you
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback 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/) 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

#73522 Michael Reinglass

Email: mglass@weoutsourceit.com  13124370093

Department: Support(QB & App Hosting)

Operator: Rohan

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: NORTHBROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

Michael Reinglass	Hello, I am your Acebuddy
Acebuddy	Hello Michael Reinglass, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Reinglass	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Reinglass	I'd like to raise a Request
Acebuddy	Please select your request type.
Michael Reinglass	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Michael Reinglass	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Michael Reinglass	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Michael Reinglass	I need to speak to Rohit ASAP. Please have him call me at 312-437-0093. He's working on something for me right now. Th:
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Michael, How are you doing today ?
Michael Reinglass	Good, thanks. Pls give me a moment.
	May I please speak to Rohit Kumar or can you please ask him to call me ASAP?
	My # is 312-437-0093.
	I'm on with Vikrant now. Thanks for your help.
Rohan Prajapati	Michael, He is currently not available.

Ohh that's great

Since you are already connected with one of our escalation engineers, we will proceed with closing this chat. (Edited)

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/>)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73405 poojitha.sandhi

Email: poojitha.sandhi@pacificabs.com

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: 24 Secs

City: HYDERABAD

State: Telangana

Country: INDIA

Chat Transcript

poojitha.sandhi Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

poojitha.sandhi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
poojitha.sandhi	I'd like to report an Issue
Acebuddy	Please select an option!
poojitha.sandhi	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
poojitha.sandhi	Remote desktop
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. I will be assisting you today.
poojitha.sandhi	Hi
	I have a problem with RDP logins
Shubham Kataria	Hello
	I will be surely assisting you with this. Kindly help me with your server name and user name?
poojitha.sandhi	NPFTax.myrealdata.net
	I should be able to share my RDP access with my team sitting in different location
Shubham Kataria	Kindly confirm your username as well
poojitha.sandhi	NPF.P@myrealdata.net
	Pabsprep.T@myrealdata.net
Shubham Kataria	Yes, you can share the RDP and the credentials, anyone can access the remote desktop
poojitha.sandhi	I tried to do that But couldn't
Shubham Kataria	Could you please confirm if you are receiving any error while accessing remote Desktop
poojitha.sandhi	I am able to access both
	My team is facing issue with new RDP login
	Which is Pabsprep.T@myrealdata.net
Shubham Kataria	I will be surely assisting you with this.
	May I take the remote access of your local computer?
poojitha.sandhi	Sure.
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.

<https://assist.acecloudhosting.com/join/8412507038>

Kindly join this link

Thank you for your patience.

As per your request, we have arranged a Teams meeting for you

Is there anything else I may help you with ?

poojitha.sandhi Nothing as of now

Shubham Kataria Okay

We have send the meeting link on your email. Kindly join our engineer is waiting for you

poojitha.sandhi Connected

Shubham Kataria Great, since you're connected with Varun on Teams, I'll go ahead and close this chat now.

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

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

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.acecloudhosting.com/>)

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74414 r hernandez

Email: r hernandez@docomopacific.com  16716864566

Department: Support(QB & App Hosting)

Operator: Rohit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 26 Secs

City: TAMUNING

State: Guam

Country: GUAM

Chat Transcript

rherandez	Hello, I am your Acebuddy
Acebuddy	Hello Rherandez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rherandez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rherandez	I'd like to report an Issue
Acebuddy	Please select an option!
rherandez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
rherandez	662197 asking for user list of ace cloud users
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
rherandez	active users
	<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 be assisting you today.
rherandez	ok
	thanks
	someone closed my ticket and didnt get what i was asking
Rohit Kumar	I am so sorry about that. Please share the ticket number with me.
rherandez	i wanted you to send me a list of active users on an excel spreadsheet
	662197
Rohit Kumar	Sure I will help you with the same. Please give me 3-4 minutes.
rherandez	ok
Rohit Kumar	May I know if you requested the list of Office 365 users or the server users.

rherandez	no
	just the ace cloud users
Rohit Kumar	Ok. Please give me 3-4 minutes.
	It will take 20-30 minutes to pull up the report. May I share the same on email?
rherandez	rherandez@docomopacific.com
Rohit Kumar	Alright, Can we disconnect the CHat now and I will share the report on email in next 30-45 minutes?
rherandez	okay thank you
Rohit Kumar	Is there anything else I may help you with ?

Rohit Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74509 Marcia Cooper

Email: marcia@poetseyewear.com  13057100609

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Google Chrome

Device: Mobile

City: LAKE PLACID

State: Florida

Country: UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73367 mary

Email: mary@infiniteaccountants.com  2125440001

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: 9 Secs

City: CAINGIN

State: Laguna

Country: PHILIPPINES

Chat Transcript

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

mary	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
mary	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 Mary
mary	I can't click my quickbooks it's open but its freeze it said that it is reconnecting
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? 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.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74908 srinivas

Email: srinivas@taxgeeks.com **Phone:** 2252847776

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 35 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

srinivas	Hello, I am your Acebuddy
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
srinivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
srinivas	TAXG1
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Srivans, How are you doing today?
srinivas	hi
	659757
	server issue
Rohan Prajapati	Kindly allow me 4-5 minutes to check the same.
srinivas	we have to move to the new server
	I want to see what you can do so that the TAXG1 server
	will work

	today without any issues
Rohan Prajapati	Srinivas, I'm checking this with the team
	Please allow us some time
srinivas	ok
Rohan Prajapati	Srinivas, May I Know if you are still facing the same issue?
	Srivan, may I confirm if the new server is working fine for you so that we can move the other users to the new server as v
	Are we still connected here?
	Are we still connected here?
srinivas	hi
	proseries is fine on the new server
	drake 2024
	i tried to backup and restore and it is not correct
	you have to move all files from old server to new server for drake
	once this two are done we should move all users
	also we want slack to be installed
	cutepdf
	print driver
	each team member has atleast 30-40 tasks per day and we are falling behind
Rohan Prajapati	Okay Srinivas, We will do that and will update you via email once its done
	Will that be okay for you ?
srinivas	but again we have to do it when we stop using the old server
	because it has to be in sync
	also we have to copy the mapped drive to D DRIVE
	we have to schedule it so that we can move all to the new server
Rohan Prajapati	I have checked with the team, and they mentioned that we can only migrate all the Drake data from the old server to the
srinivas	yes
	let us do it today
	I want you to do it tonight
	11pm cst today?
	so that from tomorrow we should only use the new PC
	server
	also let me know if we can use slack etc on the new server etc

Rohan Prajapati	<p>Thank you for the confirmation.</p> <p>We will migrate the data and users from the old server to the new server tonight at 11 PM CST.</p> <p>We will share an update once it's done on our end.</p>
srinivas	ok
Rohan Prajapati	Srinivas, please note that everything you're using on the old server can be installed on the new server as well.
srinivas	<p>I will let everyone know to logout</p> <p>yes</p> <p>please install slack, cutepdf print driver</p> <p>asap</p> <p>it should work for all users</p>
Rohan Prajapati	<p>Sure Srinivas</p> <p>Is there anything else I may help you with ?</p>
srinivas	<p>good</p> <p>let me know once you are done with slack</p>
Rohan Prajapati	<p>Thanks for the confirmation !</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of the discussion.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. You can send the feedback to quality@acecloudhosting.com. Thanks!</p>
	<p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Rohan Prajapati has ended this chat session

Chat Transcript

I have a question, if you help me to run a backup for one of my servers, will you back it up just for myself or for all users?

#74055 info

Email: info@dchhauling.com ☎ 708-774-6393

Department: Support(QB & App Hosting)

Operator:

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

utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace+cloud+hosting&utm_adgroup=Primary&gad_BhCFARIsAGvo0KeI0IBmCyDjP2Lh385KTJFwaNmhRx95XyVaQ1BzK7wh2WCm3oNqFoaAvabEALw_wcB

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 8 Secs

City: GRIFFITH

State: Illinois

Country: UNITED STATES

Chat Transcript

info	I have a question, if you help me to run a backup for QB would it back it up just for myself or for all users?
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
info	Or an admin needs to do the backup for all users?
Vatsal	Do you have an approximate idea about the size of data that you have?
info	No idea
	And I do not need the backup now, just wondering about the question
Vatsal	I am forwarding the chat to the support team, they'll be assisting you further
info	ok
	<i>Vatsal is transferring the chat to Support(QB & App Hosting).</i>
	Should I contact them directly?
	<i>Vatsal is transferring the chat to Support(QB & App Hosting).</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.
	We would like to inform you that we back up all your data on daily basis on our back up servers
	which is automated @ 2 AM PST
	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

#73734 Jessica Dubay

Email: jessica@booksunified.com  15026407798

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: PAOLI

State: Indiana

Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73706 Test Account

Email: test@test.com ☎ +917878787878

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

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

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

Test Readonly has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74161 Suzanne Herring

Email: sherring@globalintelligence.net  702.350.3687

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: MIDDLEBURY

State: Connecticut

Country: UNITED STATES

Chat Transcript

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

Suzanne Herring	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Suzanne Herring	My Ace hosting connection started utilizing all three of my monitors and I have not been able to correct on my end
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit Kumar has not responded for the transfer request.</i>
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hi the serve is not opening. What's going on need to c

Visitor Details

#73799 Tdbreadny

Email: tdbreadny@gmail.com  6464154892

Department: Support(QB & App Hosting)

Operator:

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

utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20hosting&utm_adgroup=Primary&gad_source=1&gclid=CjwKCAjwvLWIBhDRARIsACD6-fWW01SwYLhSiravfclu4wPmkiCgnulEiktjYrlrJr3MEb1-miTSEd4aAsoNEALw_wcB

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 4 Mins 9 Secs

City: BRONX

State: New York

Country: UNITED STATES

Chat Transcript

Tdbreadny	Hi the serve is not opening. What's going on need to do the work
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
	May I confirm the company name registered with us?

Tdbreadny My girls at the office trying to open the server keep saying logging in and doesn't want to open
Daily bread company
Daily bread *

Very urgent. Did you find the company name?

Hello anyone here?

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

Sharath Kumar accepted the chat transfer request.

Sharath Kumar is transferring the chat to Anjainay Singh.

?

Anjainay Singh has not responded for the transfer request.

Sharath Kumar Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
My apologies for the delayed response
Am looking into the account details, allow me a moment

Tdbreadny Ok

Sharath Kumar my colleague is already working on this
he is already on chat with someone at daily bread and troubleshooting the issue
Are we still connected here?

Tdbreadny Yes

Sharath Kumar we have just restarted the server
please wait for 2 minutes and then try signing in
please try signing in now

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

#73676 Jennifer Chadwick

Email: jennifer@terraformarva.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: HENRICO

State: Virginia

Country: UNITED STATES

Chat Transcript

Jennifer Chadwick	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Chadwick, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you : Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74444 amanullah amani

Email: aman@wealthbuilderscpa.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: 30 Secs

City: SMITHSTOWN

State: New York

Country: UNITED STATES

Chat Transcript

amanullah amani	Hello, I am your Acebuddy
Acebuddy	Hello Aman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
amanullah amani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
amanullah amani	I'd like to report an Issue
Acebuddy	Please select an option!
amanullah amani	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support agent
amanullah amani	Im having a issue with loggin in I locked myself out found my password, just need to reset me
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
amanullah amani	Im having a issue with loggin in I locked myself out found my password, just need to reset me
	<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 with your issue.
amanullah amani	Im having a issue with loggin in I locked myself out found my password, just need to reset me
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and IP address.
amanullah amani	Wealthbuilder
	and Aman.A
Tushar Pharswan	

Kindly allow me two minutes to check the same.

Thank you for waiting I have unlocked your user profile, kindly try to login again issue is resolved or not.

Are we still connected here?

amanullah amani

thanks

let me try

Tushar Pharswan

Sure, please take your time

amanullah amani

can you rest my password please

its not working maybe it changed

Tushar Pharswan

<http://selfcare.acecloudhosting.com/>

Kindly go to the above link and select forgot password type user name Aman.A with password reset.

If you're still unable to reset the password, please reach out to Greg, as he has resetting it through my portal. If Greg is also unable to reset the password, we will him **greg@wealthbuilderscpa.com** to **support@acecloudhosting.com** to p

Is there anything else I may help you with ?

amanullah amani

im at the verification code

and is not sending it to the email

and is my email

Tushar Pharswan

The code will be sent shortly as it can take time, or you can try resend code.

If still the issue persist.

Then you have these two options left.

Are we still connected here?

Are we still connected here?

Are we still connected here?

amanullah amani

is not working

Tushar Pharswan

Then you will have to reach out to Greg.

Is there anything else I may help you with ?

As this chat session is disconnected from your end.

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73862 joyce

Email: joyce@hcfoodinc.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: SAN JOSE

State: North Carolina

Country: UNITED STATES

Chat Transcript

joyce Hello, I am your Acebuddy

Anurag Sharma is transferring the chat to Shivam.

Shivam accepted the chat transfer request.

Shivam Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assist

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

joyce HI Shivam ,I can't run RDF in my mac

my manager send me the app file

joyce.pa@myrealdata..net.rdp

Shivam Are you referring to RDP file ?

joyce yes

Shivam thanks for letting me know

May I take the remote access of your local computer?

joyce yes

Shivam	Prior providing the access, I would suggest you to close any important document.
joyce	I tried last time but I can't set the security setting of my mac
Shivam	Kindly paste this link in the browser of local computer and join the session.
joyce	of
	ok
Shivam	https://assist.acecloudhosting.com/join/2402021406
	were you able to join the session?
joyce	it popped out "invalid session error message"
Shivam	okay, no problem! let me share another link with you.
	https://assist.acecloudhosting.com/join/3092243491
	If it asks for any permission allow it.
	Please come to remote screen
	I have dropped some messages there.
joyce	here. right?
Shivam	<p>Open the Microsoft Remote Desktop app on your Mac.</p> <p>Under PC Name, enter the server's name: HCWCAI.myrealdata.net</p> <p>Under Friendly Name, you can choose any name of your choice for easy identification.</p> <p>After selecting the user, type in the Username and Password that were provided.</p> <p>Click on the Gateway section and enter the following details:</p> <p>Gateway Name : RDG.myrealdata.net</p> <p>Friendly Name : [Use the same name you chose earlier]</p> <p>After selecting Devices and Audio, please check the box for Redirect printer to enable printer functionality.</p> <p>Finally, here are the details you need to enter:</p> <p>PC Name : VisionsEspresso.myrealdata.net</p> <p>Username : myrealdata\Joyce.Pa</p> <p>Gateway : RDG.MYREALDATA.NET</p> <p>Password : Enter the password</p>
	Are we still connected here?
joyce	yes
	sorry where I enter the pc name?
	it kinda too complicated for me
Shivam	<p>I wanted to assist you with the issue; however, the language seems to be consistently displayed in English.</p> <p>Please reach out to your local IT team to change the language preference to English. Once done, we'll be able to assist you further.</p> <p>If you're still unable to do so, kindly share your preferred time and phone number so that I can assist you in real-time.</p>
joyce	I changed the language now

	could you try again?
Shivam	language change will only come in effect once the System is restarted.
joyce	should I restart now?
Shivam	sure
	let me know once you are back in the system.
	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-initia (1-888-415-5240) if any further assistance is required.
	You may end this chat now. Once you end this chat, you will receive an email fr 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 manag working. I will appreciate that. or you may send your feedback at quality@acecl Thanks!
	Note: You may change/reset your server password on your own by registering o (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com ,

Shivam has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74404 accounting

Email: accounting@smartworksproducts.com **Phone:** 7327649990

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: 3 Secs

City: SOMERSET

State: New Jersey

Country: UNITED STATES

Chat Transcript

accounting	Hello, I am your Acebuddy
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will l
	Hello
	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-initia (1-888-415-5240) if any further assistance is required.
	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

#73675 LOREDANA ZMEU

Email: lgrigoruta@dmmcpas.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 19 Secs

City: LAS VEGAS

State: Maryland
Country: UNITED STATES

Chat Transcript

LOREDANA ZMEU	Hello, I am your Acebuddy
Acebuddy	Hello Loredana Zmeu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
LOREDANA ZMEU	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
LOREDANA ZMEU	I'd like to report an Issue
Acebuddy	Please select an option!
LOREDANA ZMEU	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
LOREDANA ZMEU	I would like to be able to use the copy option in Adobe. I cannot copy the numb the text is not recognized.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be ass I will be surely assisting you with this. Kindly help me with your server name an
LOREDANA ZMEU	LoriGr
Yash Kalra	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
	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-initia (1-888-415-5240) if any further assistance is required.

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74450 bobi

Email: bobi@courtsense.com ☎ 12012861318

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 40 Secs

City: LISBON

State: Lisboa

Country: PORTUGAL

Chat Transcript

bobi	Hello, I am your Acebuddy
Acebuddy	Hello Bobi, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
bobi	Technical Support (QB & App Hosting)
Acebuddy	
Welcome to Ace Support.	
Please chose an option :	
bobi	I'd like to report an Issue
Acebuddy	Please select an option!
bobi	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
bobi	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
bobi	User can't open a QB file. The message is : QuickBooks is unable to open this co have been opened by another user. You should ask that user to switch to multi- both use the company file at the same time.

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. I will

bobi

Hi Tushar

Tushar Pharswan

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

Hi bobbi.

bobi

I have a user reporting can't open a file: User can't open a QB file. The message
unable to open this company file. It may have been opened by another user. Yo
to switch to multi-user mode so you can both use the company file at the same

And I have the other user who have the file open switch to multi user , but she :

Tushar Pharswan

May I know the server name.

bobi

it's the CourtSense company

let me find the server name

(CourtSense.myrealdatal.net)

Tushar Pharswan

Kindly allow me two minutes to check the same.

bobi

ok

12:30:24 AMbobi is sharing a file with you

[63256dbbf4a2605521bcb1301b2f5f3f2b3aeb8-1.jpeg](#) - (Size:351.95 KB)

Tushar Pharswan

Thank you for waiting.

May I know your user name.

bobi

the username who has problems is Stacy

the User who is in and changed to multiuser mode is Bob Robert)

Tushar Pharswan

Okay I will now check the server end

bobi

thanks

Tushar Pharswan

Thank you for waiting.

Kindly ask users to log off from the server once and re log in and see if the issue

bobi

ok

Tushar Pharswan

Sure, please take your time and let us know if the issue still persists or not. (Edi

Are we still connected here?

bobi

yes

just waiting confirmation from Stacy

Tushar Pharswan

Okay.

bobi	she is in
	all good
	thanks
Tushar Pharswan	Great.
	Is there anything else I may help you with ?
bobi	thats it
	thanks 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 from us 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).

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74718 Jared Weinstock

Email: license@thecalidagroup.com **Phone:** 13105079045

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 Mins 5 Secs

City: VAN NUYS

State: California

Country: UNITED STATES

Chat Transcript

Jared Weinstock	Hello, I am your Acebuddy
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will
	Hello Daniel
Jared Weinstock	Hello :)
	I have an existing ticket 663685
	I need access to the ace connect application
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
Jared Weinstock	Yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documen
Jared Weinstock	I have
Shashwat Verma	https://assist.acecloudhosting.com/join/2862319108
	Kindly Click on the link and open the downloaded file.
Jared Weinstock	Im running it
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
Jared Weinstock	Got it
Shashwat Verma	Do you able to restart?
	Are we still connected here?
Jared Weinstock	Yes
Shashwat Verma	As we haven't got any response from your end, We are closing this chat. If you : Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73458 Isabelle Reid

Email: sifinancial16@gmail.com **Phone:** 14789785345

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: 19 Secs

City: WARNER ROBINS

State: Georgia

Country: UNITED STATES

Chat Transcript

Isabelle Reid Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Isabelle Reid Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Isabelle Reid I'd like to report an Issue

Acebuddy Please select an option!

Isabelle Reid QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Isabelle Reid QuickBooks Update

Acebuddy Quickbooks update related alerts can be caused due to various reasons. Although application updates at the backend and apply the necessary patches as and when might get delayed due to unforeseen circumstances.

If you're also getting an update popup, please grab a screenshot of the error message and share it with support@acecloudhosting.com. Our engineers will manually check and implement the fix and share a confirmation via email.

Do you need any further assistance on the topic?

Isabelle Reid

Yes

Acebuddy

Please wait while we connect you to our 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

Isabelle Reid

Hello, I just had a question regarding how the updates for quickbooks desktop v

Manish Singh

QuickBooks update to be done by our end.

May I know what issue you are facing?

Isabelle Reid

Okay, I was just wondering cause QuickBooks gives me issues sometimes when
soon would it be updated?

mostly it's just moving very slowly and sometimes deleting transactions that I e

Manish Singh

Okay, Is this the first time you are facing this issue and is the issue faced by oth

Isabelle Reid

this is not the first time this has happened and i am not sure if other users face

Manish Singh

Alright, Noted

As this is a shared server we need to update the application in night hours.

Once the update is done, we will notify you via email.

Isabelle Reid

Okay thank you, that was all I needed to knnw

Manish Singh

Is there anything else I may help you with ?

Isabelle Reid

no that was all

Manish Singh

I would greatly appreciate if you could spare a minute to give your valuable fee
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 fr
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 manag
working. I will appreciate that. or you may send your feedback at quality@acecl
Thanks!

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

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

Manish Singh has ended this chat session

Chat Transcript

Password not working. Need to reset

Visitor Details

#74074 Lee Ogden

Email: lee@leo-cpa.com ☎ 7029452777

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 17 Secs

City: ELK GROVE

State: Nevada

Country: UNITED STATES

Chat Transcript

Lee Ogden Password not working. Need to reset

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

Hi I'll be forwarding the chat to the support team they'll be assisting you further

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

Manish Singh accepted the chat transfer request.

Lee Ogden Hi Manish

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

Please send us an email from the registered email address at support@acecloudhosting.com we could proceed further with the request.

Also, the registered email for your account with us is :
lee@leo-cpa.com

Lee Ogden Is there a problem at ACE today?

Manish Singh No

What exactly the issue you are facing? (Edited)

Lee Ogden

Password not working, need to reset

Manish Singh

Kindly email us

So that we can reset the password for you

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 (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

#73852 chris

Email: chris@svefoundation.org ☎ 408.790.9432

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 6 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

chris

Hello, I am your Acebuddy

Acebuddy

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

	Whom Would You Like to Connect With?
chris	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
chris	I'd like to report an Issue
Acebuddy	Please select an option!
chris	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
chris	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The help you with resolving the issue
	Was that helpful?
chris	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam accepted the chat transfer request.</i>
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you.
chris	thank you
Shivam	I will be surely assisting you with this. Kindly help me with your server name and IP address.
chris	The user name is ChrisCa.npre1. I am not sure of the server name.
Shivam	Thank you for the information and allow 2 minutes to check the same.
chris	It may be QBNXTPRE1
Shivam	We have made some changes from the backend, kindly check if this fixes the issue.
chris	No. I keep getting a prompt to register. I will send a screenshot.
	<i>3:01:28 AM chris is sharing a file with you</i>
	<i>Image 3-10-25 at 2.30 PM.jpeg - (Size:255.96 KB)</i>
Shivam	thanks for the screenshot, allow me 2 minutes to look into it.
	Please try it again now.
	Are we still connected here?
chris	Different screens but I am still not in.
	<i>3:06:30 AM chris is sharing a file with you</i>
	<i>Image 3-10-25 at 2.35 PM.jpeg - (Size:353.02 KB)</i>
Shivam	May I take the remote access of your server?

chris	yes
Shivam	<p>Please approve the request that is on the server.</p> <p><i>3:13:11 AM Shivam is sharing a file with you image.png - (Size:29.02 KB)</i></p> <p><i>We have checked and found that the license you are having is not activated.</i></p>
chris	You have got to be kidding. All this is the result of a server migration that had nothing to do with me. I am not the one who activated it. It was activated just fine last week.
Shivam	<p>I apologize for the inconvenience and I totally understand your concern.</p> <p>Please note that QuickBooks sometimes asks for an activation code mostly in older versions.</p> <p>And we are getting similar cases for many of our clients today.</p> <p>Seems like they have pushed something from their end triggering users to the activation screen.</p> <p>And this is happening mostly on versions 2022 and prior to it.</p>
chris	Can you re-enable the installation on the old server? I need to use my QB file as my Windows App is not directed to the new server. How do I go back to the old server?
Shivam	Okay, I'll help you with this.
chris	thank you
Shivam	Please allow me some time.
chris	ok, thank you
Shivam	Thank you for your patience.
	Really appreciate your patience, Our team is still working on it.
	We will update you soon
chris	ok thank you
Shivam	Thank you for your patience.
	We have enabled your Old users
	Try login the old users and let me know
chris	My Windows App is not directed to the new server. How do I go back to the old server?
Shivam	May I take the remote access of your local computer
chris	yes
Shivam	<p>Prior providing the access, I would suggest you to close any important documents.</p> <p>Kindly paste this link in the browser of local computer and join the session.</p> <p>https://assist.acecloudhosting.com/join/4762482740</p>
	Everything appears to be in order now, but we remain committed to providing you the best possible support.

	Please work with Intuit to get the activation code so that we can remigrate you
chris	OK sounds good. Thanks for your help.
Shivam	Is there anything else I may help you with ?
chris	As long as I can access our QB file, I am OK. Thank you.
Shivam	I would greatly appreciate if you could spare a minute to give your valuable feedback 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 from us confirming the end 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. 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).
	<i>Shivam has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74340 Jim.tuton

Email: jim.tuton@nexfazeco.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 49 Secs

City: SCOTTSDALE

State: Arizona

Country: UNITED STATES

Chat Transcript

Jim.tuton	Hello, I am your Acebuddy
Acebuddy	Hello Jim.tuton, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jim.tuton	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jim.tuton	I'd like to report an Issue
Acebuddy	Please select an option!
Jim.tuton	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jim.tuton	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The help you with resolving the issue
	Was that helpful?
Jim.tuton	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd a
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be
Jim.tuton	Ticket 661395
	Someone is in single user mode in QuickBooks, company BGALLC, but everyone else can't log in. Can you please shut that company down so that others can get into that it.
	We just got in, Thanks
Shivam Singh	Great
	Is there anything else I may help you with ?
Jim.tuton	Not today, thank you
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback and smileys at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us confirming the end 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 work. 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>).

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73545 Heather Nicklow

Email: gccentraltreasurer@thechurchofjesuschrist.org **Phone:** 17242621118

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: 24 Secs

City: BELLE VERNON

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Heather Nicklow

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Heather Nicklow

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

	Please chose an option :
Heather Nicklow	I'd like to report an Issue
Acebuddy	Please select an option!
Heather Nicklow	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Heather Nicklow	New customer. I got the app installed on my computer today with onboarding. I my laptop and the ACE app to log on is just spinning
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. I wil today.
Heather Nicklow	hello
Shubham Kataria	Hello Heather
	Kindly confirm on which application you're facing issue
Heather Nicklow	I downloaded the ACE Cloud Hosting app. input my credentials and it says confi spinning and won't log me on
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name an
Heather Nicklow	I think i found the error. running it again right now
Shubham Kataria	Great
	Is there anything else I may help you with ?
Heather Nicklow	It's still initializing my connection. Want to make sure I can get in
Shubham Kataria	Okay, Kindly confirm and let me know if any assistance required on this. I'll be t
Heather Nicklow	Just got in! When you asked me for the server name, I realized it was wrong sorry to bother you
Shubham Kataria	Not a problem, We are here to assist you
	Is there anything else I may help you with ?
Heather Nicklow	no thanks
Shubham Kataria	you're welcome
	I would greatly appreciate if you could spare a minute to give your valuable fee 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 fr 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 work. 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>).

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74282 Austen Seibert

Email: austen@theyachtgroup.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Austen Seibert Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Austen Seibert Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Austen Seibert	I'd like to report an Issue
Acebuddy	Please select an option!
Austen Seibert	Password Reset
Acebuddy	Please select an option below
Austen Seibert	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below in order to reset your serv
	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 : Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74880 Angelo Bocacao

Email: info@clmqbp.com **Phone:** 639157602689

Department: Support(QB & App Hosting)

Operator: Varun Bisht

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: KAPITOLYO

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Angelo Bocacao	Hello, I am your Acebuddy
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Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
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	Whom Would You Like to Connect With?
Angelo Bocacao	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Angelo Bocacao	I'd like to report an Issue
Acebuddy	Please select an option!
Angelo Bocacao	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Angelo Bocacao	Re:[## 665099 ##] CLARK FREEPORT TRADING RESOURCES INC: Server reboot
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 Varun Bisht.</i>
	<i>Varun Bisht accepted the chat transfer request.</i>
Varun Bisht	Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht. I will be a
Angelo Bocacao	Hi Varun.
	This is Angelo.
Varun Bisht	Hi Angelo
Angelo Bocacao	I am calling but no one is answering the phone.
Varun Bisht	I'm sorry for the wait. all the representatives are on call that is the reason it is on waiting May I know how I can assist you today
	<i>7:32:22 AM Angelo Bocacao is sharing a file with you image.png - (Size:91.56 KB)</i>
	Yes, so I have checked the case history and escalation team is still working on it and to provide the permanent fix
Angelo Bocacao	We are already behind for the uploading on the other system because of this.
Varun Bisht	We sincerely apologized for the delay, but I would like to inform you that team i
Angelo Bocacao	Okay. May we ask for the date on when this will be fix? Or maybe someone from email so they can set our expectations.
Varun Bisht	Sure, I can ask my escalation team to provide you with a detailed update on the with them and ensure you receive the latest information as soon as possible.
Angelo Bocacao	okay.

	thank you.
Varun Bisht	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 (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Varun Bisht has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73423 Philip Reeves

Email: production@recognitioncenter.com  15084295881

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 Min 4 Secs

City: HOLBROOK

State: New York

Country: UNITED STATES

Chat Transcript

Philip Reeves

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Philip Reeves	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Philip Reeves	I'd like to raise a Request
Acebuddy	Please select your request type.
Philip Reeves	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
Philip Reeves	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed that only the following Sub compatible on Windows Server Operating Systems : <ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise
	If you already have any of the above mentioned subscription plans, Kindly email support@acecloudhosting.com so we can provision the application.
	If you do not have any of the above mentioned subscription plans, Consider upgrading plan to the one mentioned above or you may purchase a compatible license from us.
	Do you need any further assistance on the topic?
Philip Reeves	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 will be happy to assist you.
Philip Reeves	hi
	how much would it cost to add microsoft outlook to one of the users
	i have a ms 365 subscription, but i think it is home edition
	and we would need the google workspace app that syncs to outlook
Manish Singh	There is no standalone alone application for Outlook, what we can do is install Office 365 and assign our license for one user.
	Plans are compatible on Windows Server Operating Systems : <ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise (Edited)
Philip Reeves	ok and how much is that per month
Manish Singh	O365 Apps for Enterprise - \$12 per user

	O365 E3 - \$23 per user O365E5 - \$38 per user
Philip Reeves	what is the different between the three?
Manish Singh	In App for Enterprise, you will not be getting email services on the other hand it that plus the security too.
Philip Reeves	ok but if have workspace i do not need the email services correct? I can still have IMAP with the Google Workspace sync?
Manish Singh	Yes
Philip Reeves	To confirm O365 Apps for Enterprise includes a local (i mean local to the hosted correct? Not the webmail version of the app?) and you can also install this? https://tools.google.com/dlpage/gssmo/
Manish Singh	Yes, it is used to activate on the Office Suite. Please send us an email from the registered email address at support@acecloudhosting.com we could proceed further with the request. Also, the registered email for your account with us is : production@recognitioncenter.com
Philip Reeves	great! thanks for your help
Manish Singh	Is there anything else I may help you with ?
Philip Reeves	I want it with the user Diane_B
Manish Singh	Kindly email us we will surely help you with the task.
Philip Reeves	thanks, bye
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 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).

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74673 Michelle Robinson

Email: mrobinson@gammaq.com **Phone:** 6144879550

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: CANAL WINCHESTER

State: Ohio

Country: UNITED STATES

Chat Transcript

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

#74610 Colleen Laino

Email: dunhillcorporate@gmail.com **Phone:** 815-685-6386

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 9 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Colleen Laino Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Colleen Laino Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Colleen Laino I'd like to report an Issue

Acebuddy Please select an option!

Colleen Laino Other Issue

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

Colleen Laino login is frozen on Please Wait screen

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. I will
	Hello Colleen
Colleen Laino	Hi Shashwat!
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
Colleen Laino	yes!
Shashwat Verma	Prior providing the access, I would suggest you to close any important document.
Colleen Laino	ok all set
Shashwat Verma	https://assist.acecloudhosting.com/join/8052326195
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and ask for your confirmation on this chat.
	Issue resolved on remote session by configuring the rdp web app.
	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 containing 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).

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74141 Jackie Hardy

Email: jackie@rennisoncompanies.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: EAGLE

State: Idaho

Country: UNITED STATES

Chat Transcript

Jackie Hardy	Hello, I am your Acebuddy
Acebuddy	Hello Jackie Hardy, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jackie Hardy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jackie Hardy	I'd like to report an Issue
Acebuddy	Please select an option!
Jackie Hardy	Password Reset
Acebuddy	Please select an option below
Jackie Hardy	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your serv
	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 : Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73645 Ishines

Email: ishines@rortax.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Ishines Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ishines Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Ishines I'd like to report an Issue

Acebuddy Please select an option!

Ishines Other Issue

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

Ishines My Screen is fully blacked out

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati

Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will |

	Hello Ishines, How are you doing today ?
Ishines	Good, Thank you
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Ishines	Okay
Rohan Prajapati	Ishines, Please try to login back
Ishines	Okay, It works again
Rohan Prajapati	Did you disconnect yourself from the server ?
Ishines	no
Rohan Prajapati	Okay Is it working fine now ?
	Have you faced this issue before ?
	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 (1-888-415-5240) if any further assistance is required.

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74747 Bill Cohn

Email: wcohn@hersheys.com ☎ 18326939686

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: ASHBURN

State: Virginia
Country: UNITED STATES

Chat Transcript

Bill Cohn	Hello, I am your Acebuddy
Acebuddy	Hello William Cohn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bill Cohn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bill Cohn	I'd like to raise a Request
Acebuddy	Please select your request type.
Bill Cohn	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.
Bill Cohn	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74384 Berish Lefkowitz

Email: berish@healthdirectny.com **Phone:** 13473946032

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: 10 Secs

City: BROOKLYN

State: New York

Country: UNITED STATES

Chat Transcript

Berish Lefkowitz	Hello, I am your Acebuddy
Acebuddy	Hello Berish, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Berish Lefkowitz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Berish Lefkowitz	I'd like to report an Issue
Acebuddy	Please select an option!
Berish Lefkowitz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Berish Lefkowitz	the server covers both moniters
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Berish Lefkowitz	i need agent fast
	<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
Berish Lefkowitz	Mr Singh , i have an issue
Manish Singh	Would you like to make server switch to one monitor?
Berish Lefkowitz	yes
Manish Singh	May I take the remote access of your local computer?
Berish Lefkowitz	yes
Manish Singh	https://assist.acecloudhosting.com/join/1782800795
	Prior providing the access, I would suggest you to close any important documen
	We are connected on the remote session and will proceed with the troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once the is

give your confirmation on this chat.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

As there was no response and issue got resolved, we are disconnecting the chat. Please feel free to initiate the chat or call us at (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

#74408 steven

Email: steven@lynncpas.com **Phone:** 17204703581

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

steven Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

steven Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
steven	I'd like to report an Issue
Acebuddy	Please select an option!
steven	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
steven	I cannot login to the server for the 3rd time today
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
steven	I am getting a logon failed coded
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
	<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be
	I will be surely assisting you with this. Kindly help me with your server name an
steven	stevenlynn@myrealdata.net
	Lynn.myrealdata.net
	I try to login and it just says logon attempt failed
	I think the server is RDG.myrealdata.net
	Idk
	it was working now its not
	thats the problem
Shivam Singh	I really apologize for the inconvenience, allow me 2 minutes to check the same
steven	ok
	this the third time today
	ive had server problems
Shivam Singh	let me look into it. Kindly wait
	Could you please login to check if it is working now.
steven	Its not even trying
	its just saying it failed
	like my password is wrong or somthing
Shivam Singh	could you please share the screenshot of the same.
steven	ok

Shivam Singh

the prompt that you are getting when you try to login

4:13:25 AM steven is sharing a file with you
[image.png](#) - (Size:96.56 KB)

Let me check the server for any account lock or stopped services. Please give me time to investigate.

I truly appreciate your patience.

The account was locked as checked on the backend.

Could you please try logging in with the existing password.

Please check and let me know if you are able to get in.

steven

ok hold on me

Shivam Singh

Sure. Take your time, I will wait for your confirmation.

steven

Well I am not getting that screen but its not connecting

Shivam Singh

Could you please tell me what you are getting while connecting to the RDp.

steven

I am not getting anything

its just saying initiating remote connection and then times out

Tried multiple times same thing

Shivam Singh

May I take the remote access of your local computer?

steven

ok

Shivam Singh

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

steven

ok

Shivam Singh

Kindly paste this link in the browser of local computer and join the session.

<https://assist.acecloudhosting.com/join/8452405240>

We're currently connected through the remote session and will start troubleshooting placing the chat on hold while we work on the issue, so please don't disconnect everything, just let me know here in the chat.

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 (1-888-415-5240) if any further assistance is required.

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73982 test.

Email: test@gmail.com  1234567890

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: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

test. Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

test. has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74777 lorri.allman

Email: lorri.allman@cammidwest.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 57 Secs

City: SOUTH ROXANA

State: Illinois

Country: UNITED STATES

Chat Transcript

lorri.allman	Hello, I am your Acebuddy
Acebuddy	Hello Lorri.allman, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
lorri.allman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lorri.allman	I'd like to report an Issue
Acebuddy	Please select an option!
lorri.allman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
lorri.allman	printer issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be
lorri.allman	hi thank you
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name an
lorri.allman	I don't know our server name mine is LorriAllman
	i just had my printer added to the server via this chat a few minutes ago but the bit trying to print on checks
	i am having to go to the UniPrint first I need be able to go directly to the printer
Shivam Singh	Thanks for the information
	Allow me 2 minutes to check the same.

	Looking at the issue. May I take the remote access of your local computer?
lorri.allman	yes
Shivam Singh	Prior providing the access, I would suggest you to close any important document.
lorri.allman	ok
Shivam Singh	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/3322193687
	We're currently connected through the remote session and will start troubleshooting placing the chat on hold while we work on the issue, so please don't disconnect everything, just let me know here in the chat.
	As we haven't got any response from your end, We are closing this chat. If you have any further questions, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

PLEASE HELP UPDATE QUICKBOOKS

Visitor Details

#73560 nguyen

Email: chinh_cn@yahoo.com  4082096515

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: JACKSONVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

nguyen

PLEASE HELP UPDATE QUICKBOOKS

Amit Raina

Thank you for contacting ACE. My name is Amit Raina. I will be assisting you fur

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

nguyen

Hi AMIT

Sharath Kumar accepted the chat transfer request.

Sharath Kumar

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

nguyen

THANK YOU

Sharath Kumar

Hello Chinh, could you please let me know your server name where QB needs to

nguyen

SAIGONSERVICES@MYREALDATA.NET

SAIGONSERVICES.MYREALDATA.NET

Sharath Kumar

thank you, one moment while I sign into the server

nguyen

THX

Sharath Kumar

Thank you for your patience. I am updating the application

Updates have been successfully installed.

I have just restarted the server

nguyen

THAX

CAN YOU USE IT NOW?

MAY I USE IT NOW?

Sharath Kumar

Yes, please go ahead

nguyen

THANK YOU KINDLY

HAVE A GOOD DAY

Sharath Kumar

You're welcome

Is there anything else I may help you with ?

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initia
(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

#74749 Brianna

Email: brianna.brosna@gmail.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: 9 Secs

City: NYACK

State: New York

Country: UNITED STATES

Chat Transcript

Brianna Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Brianna Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Brianna I'd like to report an Issue

Acebuddy Please select an option!

Brianna QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Brianna Other QB related issue

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

Brianna need help adding printer to QB

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

Sharath Kumar

Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will b
Hi Brianna, could you let me know the server name that you are currently on
Are we still connected here?
Are we still connected here?
As there was no response, we are disconnecting the chat now. You may re-initia
(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

#73930 Lyle Contracting Solutions

Email: josh@lylecontractingsolutions.com ☎ (252) 327-7827

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: 42 Secs

City: ATLANTIC BEACH

State: North Carolina

Country: UNITED STATES

Chat Transcript

Lyle Contracting
Solutions

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Lyle Contracting Solutions	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lyle Contracting Solutions	I'd like to report an Issue
Acebuddy	Please select an option!
Lyle Contracting Solutions	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Lyle Contracting Solutions	I was logged out of my session randomly. I went to log back in and my password in with this morning no longer works. Seems odd.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan declined the transfer request.</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will
	Hello Josh
	I will surely help you with this issue.
Lyle Contracting Solutions	great. thanks
Shashwat Verma	May I take the remote access of your local computer?
Lyle Contracting Solutions	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documen
Lyle Contracting Solutions	ok O
	I'm good to go...
Shashwat Verma	https://assist.acecloudhosting.com/join/8992122170
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
Lyle Contracting Solutions	sounds good
Shashwat Verma	issue resolved on remote session by configuring the rdp file.
	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 fr

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 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 our self-care portal (<https://selfcare.acecloudhosting.com>).

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74183 paulphil777

Email: paulphil777@mailfence.com **Phone:** 6179994984

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: WINCHESTER

State: Massachusetts

Country: UNITED STATES

Chat Transcript

paulphil777 Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

paulphil777 Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

paulphil777 I'd like to report an Issue

Acebuddy Please select an option!

paulphil777 QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

paulphil777 QuickBooks Login Issue

Acebuddy I understand that you are unable to login to your QuickBooks company file. The help you with resolving the issue

Was that helpful?

paulphil777 No

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

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will help you with your issue.

Hello Paul, How are you doing today ?

paulphil777 Fine thanks.

Got an email from you regarding the quickbooks license. Email says that you us our file going. I am not able to login to quickbooks on the server. What needs to be done to resolve this?

Error message says that "could not initialize license properties"

Rohan Prajapati I will surely help you with this issue.

Kindly allow me 4-5 minutes to check the same.

paulphil777 refresh

Rohan Prajapati Paul, I'm making few changes from the backend

paulphil777 ok

Rohan Prajapati May I take the remote access of your server?

paulphil777 sure

Rohan Prajapati Prior providing the access, I would suggest you to close any important documents.

Kindly accept the remote session request

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73805 Mary Clancy

Email: mary@r2rconsulting.net ☎ 3867880909

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: 10 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Mary Clancy Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Mary Clancy Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Mary Clancy I'd like to raise a Request

Acebuddy Please select your request type.

Mary Clancy Setback

Acebuddy Welcome to Ace Support.

Please chose an option :

Mary Clancy I'd like to report an Issue

Acebuddy Please select an option!

Mary Clancy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Mary Clancy	Ticket # 655881
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will
	Hello Mary
Mary Clancy	Hi! Someone was helping me earlier with the above mentioned ticket number. I into Lacerte again? I've already logged back into the server. Our chat disconnec answer him
Shashwat Verma	Kindly allow me two minutes to check the same.
Mary Clancy	ok
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
Mary Clancy	Ok
Shashwat Verma	Prior providing the access, I would suggest you to close any important documen
	https://assist.acecloudhosting.com/join/6572214088
	Kindly Click on the link and open the downloaded file.
	Kindly try to open this link on your local pc then that of server
Mary Clancy	Do i stay logged into the server?
Shashwat Verma	Yes, stay active, just open this file on your local pc.
	Looks like you have initiated this chat from server.
	Copy the above link and paste that in local pc browser
Mary Clancy	Yes this chat is on the server. Ok, hold on, I'm copying this link to my local comp
Shashwat Verma	Thanks
	We are connected on the remote session and will proceed with the troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
	As per remote session, we have advised you to connect Intuit as it's the applica
	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 fr 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 manag

working. I will appreciate that. or you may send your feedback at quality@acecl Thanks!

Note: You may change/reset your server password on your own by registering o (<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

#74627 mike

Email: mike@backstoptax.com ☎ 6026867247

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

mike Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

mike Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

mike	I'd like to report an Issue
Acebuddy	Please select an option!
mike	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
mike	When I log in applications are frozen. I can't shut them down or use them.
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. I wil today.
	I will be surely assisting you with this. Kindly help me with your server name an
mike	Hello
	I don't know
	I can tell you the company name and my email
Shubham Kataria	Yes please provide the company name
mike	Backstop Tax LLC
Shubham Kataria	Thank you for the information.
	Could you please confirm which application is frozen
mike	Once I log in, it's essentially Axcess (which has all our tax applications).
	Others will work, such as excel
Shubham Kataria	I will surely help you with this issue.
	May I take the remote access of your server?
mike	Yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documer
mike	Ok
	I'm ready
Shubham Kataria	We are connected on the remote session and will proceed with the troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
	Thank you for your patience.
mike	Right here?
Shubham Kataria	As per our remote conversation your issue has been resolved
	Is there anything else I may help you with ?

mike	No, but thank you. Much appreciated.
Shubham Kataria	You're welcome. we are here to assist you.
	I would greatly appreciate if you could spare a minute to give your valuable fee chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
mike	I'll do that
Shubham Kataria	You may end this chat now. Once you end this chat, you will receive an email from our system 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. 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).

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73737 Tony Lee

Email: support@claccounting.tax  19097189780

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: EL MONTE

State: California

Country: UNITED STATES

Chat Transcript

Tony Lee	Hello, I am your Acebuddy
Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tony Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tony Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Tony Lee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Tony Lee	Can you help me reset my server? I need to update 2024 Lacerte asap
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will l
Tony Lee	Can you help me reset my server? I need to update 2024 Lacerte asap
Rohan Prajapati	Hello, How are you doing today ?
	I will surely help you with this.
Tony Lee	good
Rohan Prajapati	That's Great (Edited)
Tony Lee	how long does it take?
	cause I need to work on tax return
Rohan Prajapati	As I can see, the last agent has already rebooted the server. Could you please c facing any issues?
Tony Lee	i just logged in and still cannot use lacerte
	let me try again
Rohan Prajapati	Okay Sure take your time
Tony Lee	it says i am not the admin
	i need to log in ad admin and restart the setup
Rohan Prajapati	Do I need to just reboot the server or you want me to update the Lacerte as we
Tony Lee	

update and reboot

Rohan Prajapati Okay Let me know the username through which you are logged in on the server

Tony Lee tonylee

Rohan Prajapati Thanks for the confirmation !

Please log off and login back to update the Lacerte app again

Tony Lee i am logged off

do i log in now?

Rohan Prajapati Yes Please login back (Edited)

Tony Lee its updating

Rohan Prajapati Yes I have provided you temp Admin rights

Tony Lee can you reboot it now

i am logging off

Rohan Prajapati Yes

Let me do it

Tony Lee ok

let me know when its ready

Rohan Prajapati Its up and Running again

Is there anything else I may help you with ?

Tony Lee thats it

thansk

Rohan Prajapati This message has been deleted

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 containing 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>).

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74537 Jacob LaCour

Email: jacob@expertbookkeeping.net ☎ 13372703513

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: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Jacob LaCour

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Jacob LaCour

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Jacob LaCour

I'd like to raise a Request

Acebuddy

Please select your request type.

Jacob LaCour

Other Request

Acebuddy

Please drop an email to support@acecloudhosting.com with a brief description of your issue/problem. 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

#74717 Peter Jorssen

Email: pjourssen@prodigalventures.com ☎ 6043185207

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 39 Secs

City: DELTA

State: British Columbia

Country: CANADA

Chat Transcript

Peter Jorssen	Hello, I am your Acebuddy
Acebuddy	Hello Peter Jorssen, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Peter Jorssen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Peter Jorssen	I'd like to raise a Request
Acebuddy	Please select your request type.
Peter Jorssen	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
Peter Jorssen	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed that only the following Sut

compatible on Windows Server Operating Systems :

- O365 E3
- O365 E5
- O365 Apps for Enterprise

If you already have any of the above mentioned subscription plans, Kindly email support@acecloudhosting.com so we can provision the application.

If you do not have any of the above mentioned subscription plans, Consider upgrading your plan to the one mentioned above or you may purchase a compatible license from us.

Do you need any further assistance on the topic?

Peter Jorssen

Yes

Acebuddy

Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

Peter Jorssen

Hi there

Ashutosh Mishra

Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will

Peter Jorssen

I need 3 licenses for Outlook loaded on 3 user accounts - Eden, Keven, Heillie

Can you do this please?

Ashutosh Mishra

Sure you can get outlook for three users, however Outlook is available only as part of O365 suite.

Kindly allow me two minutes and i will share the plans with you.

Peter Jorssen

thank you

We only want Outlook

Ashutosh Mishra

I understand however Outlook comes only as part of the O365 suite.

Office Pro Plus 2016 - \$21.50 per user/month Offers all features of Office 365 including Word, Excel, PowerPoint, and OneDrive. Includes advanced tools for publishing and data management.

O365 Apps for Enterprise - \$14.40 per user/month Provides always-updated access to the latest versions of Office apps. Includes installation on multiple devices, 1 TB of OneDrive storage, and advanced security features.

O365 E3 - \$24.90 per user/month Combines Apps for Enterprise with additional features like SharePoint, Exchange, Teams, and advanced compliance features. Includes 100 GB of OneDrive storage.

O365 E5 - \$42.90 per user/month Includes all features of E3, with added advanced analytics (Power BI Pro), and compliance tools. Tailored for top-tier enterprise needs.

Peter Jorssen

lets do the \$24.90

sorry.... the \$14.40 per

Ashutosh Mishra

Sure, we would require approval over the email.

Peter Jorssen	can you send the email please
Ashutosh Mishra	Once the chat ends the ticket will be generated for this request, I will send you account holder approves the installation we will proceed with the request.
	Is there anything else I may help you with ?
Peter Jorssen	ok thanks... we need to get this done ASAP thx
	No thank you
Ashutosh Mishra	Sure, we will get this done quickly. I would greatly appreciate if you could spare valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us 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. 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).

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74733 Siemen

Email: sean@championtaxaccounting.com  5093000038

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 17 Secs

City: LOWELL

State: Washington
Country: UNITED STATES

Chat Transcript

Siemen	Hello, I am your Acebuddy
Acebuddy	Hello Sean Siemen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Siemen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Siemen	I'd like to raise a Request
Acebuddy	Please select your request type.
Siemen	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of the issue and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option
Siemen	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Siemen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Siemen	I can't log in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be happy to assist you.
Siemen	Hello
	Is there something you need from me before we start
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and details.
Siemen	I'm on my phone. Can you look me up
	I'm trying to figure out if it's a billing issue
	Did I lose you
Shivam Singh	Apologies for the late response, I was pulling things up

	I have made some changes
	Right now
	Could you please check
	now?
Siemen	Having my employee try again
	Still here
	Looks like you fixed it! Thank you!
Shivam Singh	Sure. Take your time
	thanks
	Is there anything else I may help you with ?
Siemen	All done - thank you
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable fee smileys at the end of this chat. (Edited)
	You may end this chat now. Once you end this chat, you will receive an email from us 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).

Shivam Singh has ended this chat session

Chat Transcript

all my employees information is gone

Visitor Details

#73778 nguyen

Email: chinh_cn@yahoo.com **Phone:** 4082096515

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: ALACHUA

State: Georgia

Country: UNITED STATES

Chat Transcript

nguyen all my employees information is gone

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

nguyen saigonservies.reldata.net

thank you

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

Shubham Yadav accepted the chat transfer request.

Shubham Yadav Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will
I will be surely assisting you with this. Kindly help me with your server name an

nguyen saigonservices.reldata.net

chinh_ng

Shubham Yadav Can you please let me know what information are you talking about ?

nguyen so, i am in the processing updating a company call qmk nails

its got stuck

i restart quickbook

now all the employees information is gone

Shubham Yadav Thank you for the information and allow 2 minutes to check the same.

nguyen thank you

Shubham Yadav since when are you facing the issue ?

nguyen just 5 minutes ago

when i am updating quickbook - i jot this msg

"The disk or drive containing the company files is full. In order to create more s|
remove some files. After you remove the files, retry your operation."

Shubham Yadav Kindly allow me two minutes to check the same.

	nguyen	but i did not remove any files....it freeze , so i just restart it
		thx
	Shubham Yadav	Chinh as we can check server's storage is full right now
		0 percent space is free only
	nguyen	CAN YOU RETRIEVE THE COMPANY FILE?
	Shubham Yadav	Please let me know the location of company file
	nguyen	i understand your server has back up , am i correct?
	Shubham Yadav	Yes
		We can provide you
		Kindle let me know the company file name
	nguyen	qmk
	Shubham Yadav	There are not file naming qmk
		AB NAILS SPA LLC
	nguyen	no no
	Shubham Yadav	NGUYEN & MAI VENTURES INC
	nguyen	QMK NAIL
		IF YOU GO TO D DRIVE
		CLIENT DATA
		COMP FILE
	Shubham Yadav	Alright I found it
	nguyen	GRAT
		GREAT
	Shubham Yadav	QMK NAIL (KELLY & MIKO)
		This is file ?
	nguyen	CORRECT
		<i>3:31:59 AM Shubham Yadav is sharing a file with you image.png - (Size:5.01 KB)</i>
		YOU WANT ME DOWNLOAD IT
	Shubham Yadav	CHINH kindly let me know at which time you want file for ?
	nguyen	2/24/2025 7:49 PM
		THE LATEST ONE
	Shubham Yadav	Alrgh

	Alright
	I have restored the file
nguyen	CAN YOU GIVE ME ONE SECOND TO TRY
Shubham Yadav	sure
nguyen	THX
	yes, look good
	what your advice for the store space
	and the update
Shubham Yadav	Chinn you can upgrade the plan
	Or you can delete unwanted files from the server
nguyen	what you suggest
	how do i do that?
Shubham Yadav	Plan 1 : 200GB - \$120/month Plan 2 : 100GB - \$60/month Plan 3 : 80GB - \$50/month Plan 4 : 60GB - \$40/month
nguyen	do i just to to the file and delete it
	what plan i have right now?
Shubham Yadav	Yes you can delete unwanted files from desktop, documents and downloads
	YOu have 60GB plan
nguyen	if i upgrade to the 100gb, how much it cost me total annually?
Shubham Yadav	It will cost you an additional cost of \$60 per month along with normal billing
nguyen	let do that
Shubham Yadav	Sure
	Kindly mail us the same
nguyen	after the upgrade, can you help me update quickbook
Shubham Yadav	Please send us an email from the registered email address at support@acecloud.com.in we could proceed further with the request.
	Sure Chinn
	We will add the storage once you mail us
nguyen	i have a question
Shubham Yadav	Yes please
nguyen	the price different between the 40gb plan vs. 60gb is \$ 20 usd

	i already have the 40 gb, should i only pay another \$20 / month ?
Shubham Yadav	Chinh as I can check you are having 60 GB now which is full
	Now we will add 60 GB more and it will make 120 GB
	And it will have enough storage for your server for future
	At least for years
	It will not get full
nguyen	so what you want me to write in the email upgrade to 120 gb, for additional 60/month
Shubham Yadav	Just upgrade My storage plan with 100 GB @\$60 per month and we will add it
nguyen	ok, you want me email righnow
Shubham Yadav	Yes (Edited)
nguyen	ok, one second
Shubham Yadav	Sure
nguyen	ok, i just did
Shubham Yadav	Sure Thanks for the confirmation We have added the storage
nguyen	ok, thank you
Shubham Yadav	We will mail you after updating the QB
nguyen	thank you kindl it nice to know that you guy have a backup copy that's great help
Shubham Yadav	Sure Chinh we keep your data safe and secure
nguyen	nice
Shubham Yadav	Is there anything else I may help you with ?
nguyen	that's all thank you kinly i appreciate your help
Shubham Yadav	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 fr

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 work. 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>).

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73749 shanelahaie

Email: shanelahaie@gmail.com  15082926037

Department: Support(QB & App Hosting)

Operator: Sandeep Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: KILLINGTON

State: Connecticut

Country: UNITED STATES

Chat Transcript

shanelahaie Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

shanelahaie Technical Support (QB & App Hosting)

Acebuddy

	Welcome to Ace Support.
	Please chose an option :
shanelahaie	I'd like to report an Issue
Acebuddy	Please select an option!
shanelahaie	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available representative!
shanelahaie	cohesion qb integration was advised to be installed last night, but it's not a desktop
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sandeep Kumar accepted the chat transfer request.</i>	
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I you today.
shanelahaie	hello - case # ## 654490 ##
Sandeep Kumar	Kindly allow me 3-4 minutes to check the same.
shanelahaie	thank you!
Sandeep Kumar	Thank you for your patience.
	Shane, please check your server desktop.
	I have placed the application shortcut there.
shanelahaie	the shortcut is giving an error that sais it's been changed or moved and wc
Sandeep Kumar	May I take the remote access of your server?
shanelahaie	of course!
Sandeep Kumar	Im checking the same, please stay connected.
shanelahaie	will do
Sandeep Kumar	Thank you for your patience.
shanelahaie	no worries
Sandeep Kumar	Shane, can you please log off of the server for a minute.
shanelahaie	i'm out
Sandeep Kumar	We might need to reinstall the application from your end.
	Thanks
	Please log back in now.
shanelahaie	logging in

Sandeep Kumar

Its installed now but not working.

shanelahaie

I'm checking the same right now.

Sandeep Kumar

ok - it does connect back to cohesion servers - so you may need to white list on the firewall

it's for TOAST POS to connect financial data to quickbooks

shanelahaie

Its working now.

shanelahaie

nice! was it the firewall? just curious!

thank you for the help with this, btw!

Sandeep Kumar

Nope..but it was a security level setting by the name TLS that sometimes blocks connections.

shanelahaie

ah! got it!

Sandeep Kumar

You are welcome!!

Is there anything else I may help you with ?

shanelahaie

nope! that is it! thank you!

Sandeep Kumar

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 manager can see how I am 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 Portal (<https://selfcare.acecloudhosting.com>).

For self-help, check out our Knowledge Base

(<https://www.acecloudhosting.com/knowledgebase/>)

Sandeep Kumar has ended this chat session

