

Chat Transc

Hello, I am your Aceb

Visitor Details

#76170 Robert Zeigen

Email: rzeigen@szcpa.tax  15613920620

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 46 Secs

City: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

Robert Zeigen	Hello, I am your Acebuddy
Acebuddy	Hello Rob Zeigen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert Zeigen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Zeigen	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Zeigen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Robert Zeigen	I cannot log into the server. This happened yesterday also and yesterday you had to reboot the server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.

Robert Zeigen	Great
Anjainay Singh	Please confirm whether all users are facing this issue .
	<i>8:24:10 PM Robert Zeigen is sharing a file with you image.png - (Size:33.15 KB)</i>
	<i>Why does my credential say this. That is not my login?</i>
Robert Zeigen	I'm asking if anyone else is logged in or having issues is anyone else logged in?
Anjainay Singh	Sure please me know so this will help me to assist you in better way.
Robert Zeigen	No one else is trying today
Anjainay Singh	Please be patient with me I am resolving this issue Thankyou for letting me know . Could you please try to login once again.
Robert Zeigen	Yes, that worked. Did you have to restart the server again? Are my RDP credentials appropriate. They don't seem to match my user login name
Anjainay Singh	Actually this is backend service error due to which this issue is arising and our concerned department is working to resolve it. I will send you the new RDP file over an email if you have any issue with current RDP file .
Robert Zeigen	Okay, thank you Have a good day or evening
Anjainay Singh	Rob Zeigen, Is there anything else I may help you with?
Robert Zeigen	NO thank you bye
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

Anjainay Singh has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#75420 lauro lopez

Email: laurojr@me.com ☎ 19567237245

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 35 Secs

City: LAREDO

State: Texas

Country: UNITED STATES

Chat Transcript

lauro lopez	Hello, I am your Acebuddy
Acebuddy	Hello Lauro Lopez Jr, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
lauro lopez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lauro lopez	I'd like to report an Issue
Acebuddy	Please select an option!
lauro lopez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
lauro lopez	Not able to connect to SAGE Accounting through Ace Cloud
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Lauro
lauro lopez	Hello
Shashwat Verma	I will surely help you with this issue.

Let my friend assist you from here.

Shashwat Verma is transferring the chat to Sharath Kumar.

Iauro lopez Not able to connect to Sage 50 Accounting . Receive message that says "SAGE 50 Accouting could not be started"

Sharath Kumar accepted the chat transfer request.

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

Lauro, allow me moment to quickly signinto the server and check this for you

Iauro lopez Thank You

Sharath Kumar Thank you for your patience.

I found that the service for Sage 50 was not running and I have just startedit

I have also set it to automatically start in case it gets stopped

Iauro lopez Can I try again now?

Sharath Kumar aboslutely

Iauro lopez Trying to start SAGE 50 Accounting but get same message

Sharath Kumar sorry to hear that, let me try something else

We will need to restart the server as well to make it work

I see that it just you currently signed into the server

Please save your work and sign off so that I can restart the server

I will let you know once the server is back up and running

I saw that you signed out

So restarting the server now

Iauro lopez thank you

Sharath Kumar you may sign in now

pretty sure that you should be able to access Sage now, do let me know the result

Iauro lopez Signed into SAGE 50 Accounting now.

Thank you Sharath

Sharath Kumar glad to hear that

Anything else that I can assist you with

Iauro lopez No that is all. Have a GREAT Day!

Sharath Kumar Thank you, Lauro. I wish you the same.

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

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

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75013 Stephanie

Email: stephanie@tworiverstax.com  17326181441

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: RUMSON

State: New Jersey

Country: UNITED STATES

Chat Transcript

Stephanie Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Stephanie Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Stephanie I'd like to report an Issue

Acebuddy Please select an option!

Stephanie Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Stephanie	Error mesage Remote Desktop can't find the Computer "TwoRiversATX1.myrealdatal.net." Can't access my Two rivers remo
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>Shivam Singh accepted the chat transfer request.</i>	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Stephanie	Thank you
Shivam Singh	May I take the remote access of your local computer?
Stephanie	yes
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Stephanie	ok. Done
Shivam Singh	Thanks for the confirmation.
Kindly paste this link in the browser of local computer and join the session.	
https://assist.acecloudhosting.com/join/4082315255	
Stephanie as this is a cloud server we can move space from your D drive to C.	
However, if you do not want to impact your drive you can choose to upgrade the space.	
Stephanie	How much is the upgrade? and what's involved? I feel like this is why I'm slowed down in ATX?
Shivam Singh	I will share the List with you over the email
you can choose from it	
Stephanie	Ok thank you.
Shivam Singh	Anything else I may assist you with.
Stephanie	No. Thank you for your help.
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w	
I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr	
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl	
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Shivam Singh has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#75061 RACHAL

Email: rachal@skrconstruction.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: GONZALES

State: Louisiana

Country: UNITED STATES

Chat Transcript

RACHAL Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

RACHAL Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

RACHAL I'd like to report an Issue

Acebuddy Please select an option!

RACHAL Other Issue

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

RACHAL ticket number 671471

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
RACHAL	Hello Rachal
RACHAL	Hello. a representative tried to call the office for me earlier. Pradeep. I asked him to call me back but he has not called yet. I was kicked off of my remote desktop earlier today more than once. It said that someone else made a connection to it. Pradeep said that I must have been logged onto my remote from another place, but I have only ever logged onto my rem It has not been a problem since this morning but it seemed odd that this happened.
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?
RACHAL	I also recently was sent some fraudulent emails as well so it is concerning. gateway server: RDG.myrealdatal.net remote computer: SKR.myrealdatal.net MYREALDATA\RachalMedine
Anurag Sharma	I can understand your issue Rachal. I would like to inform you that if you are feeling something suspicious then I would su
RACHAL	Can you instruct me on how this is done
Anurag Sharma	If there is any problem due to two persons logging into the server at the same time. Changing the password would resolv Of course I will help you with that.
RACHAL	Please allow me a minute.
RACHAL	I have changed the password
Anurag Sharma	Awesome
RACHAL	I would suggest you to please observe your issue again and revert back to us if you still find something suspicious.
RACHAL	Is there anything else I can help you with Rachal?
RACHAL	No. thank you
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#76125 nidia

Email: nidia@cronintax.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: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

nidia	Hello, I am your Acebuddy
Acebuddy	Hello Nidia Pena, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
nidia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
nidia	I'd like to raise a Request
Acebuddy	Please select your request type.
nidia	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
nidia	ProSeries
Acebuddy	Kindly download the ProSeries setup file from your application portal and save it on your server desktop.
	Once done, Please email us at support@acecloudhosting.com, and we will provide you with an update via email.

	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need any further assistance.
	Do you need any further assistance on the topic?
nidia	No
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

#76162 team

Email: team@infiniteaccountants.com  2125440001

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: 29 Secs

City: SANTA CRUZ SOUTH

State: Rizal

Country: PHILIPPINES

Chat Transcript

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

Acebuddy	Please select an option!
team	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
team	Cannot use desktop , it keeps on logging
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Yash Kalra accepted the chat transfer request.</i></p>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
team	myreldata\AllenC.NPRO1
Yash Kalra	Kindly help me with your server name as well.
team	Infinite Accounting is the business name
	what do you mean server name
Yash Kalra	allen, we are making some changes from the backend to resolve the issue, please allow us 5-10min.
team	okay
	will wait
Yash Kalra	Allen, we are rebooting the server to help resolve the issue you are experiencing. Please try reconnecting once the reboot is complete.
	Please try to connect now. (Edited)
team	okay wait
Yash Kalra	Sure, please take your time
team	working now
	thankyou so much
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link provided below.
	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.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#75479 jaycru

Email: jaycru@me.com ☎ 9148379521

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

jaycru Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

jaycru Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

jaycru I'd like to raise a Request

Acebuddy Please select your request type.

jaycru Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will contact you shortly.

If you are facing any issue/problem with your server, Please select the appropriate option below :

jaycru has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#75255 Jon G Trelfa

Email: jon@trelfalabs.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: 14 Secs

City: AMESBURY

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Jon G Trelfa	Hello, I am your Acebuddy
Acebuddy	Hello Jon G Trelfa, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jon G Trelfa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jon G Trelfa	I'd like to report an Issue
Acebuddy	Please select an option!
Jon G Trelfa	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jon G Trelfa	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jon G Trelfa	I went to company preferences, send forms and I'm trying to set up email using web mail (gmail) and its not working.

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 be assisting you today.

Hello Jon, How are you doing today ?

Jon G Trelfa I'm fine, thank you

Rohan Prajapati That's Great

Kindly allow me 5-6 minutes to check the same.

I will surely help you with this issue.

May I take the remote access of your server?

Jon G Trelfa yes, please

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

Jon G Trelfa Done

Rohan Prajapati We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting on this chat.

Is there anything else I may help you with ?

Jon G Trelfa It appears that the issue is solved

Rohan Prajapati Thanks for the confirmation !

Is there anything else I may help you with ?

Jon G Trelfa Not at the moment thanks

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 copy of the transcript.

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

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

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

Rohan Prajapati has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#75771 Fenil Shah

Email: tax@sktaxaddison.com **Phone:** 8473508121

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: 23 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Fenil Shah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Fenil Shah Managed IT

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

Acebuddy (bot) forwarded the chat request

Himanshu accepted the chat transfer request.

Himanshu Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today.
How may I help you.

Fenil Shah Hardik Panchal Rdp Having issues while opening the rdp

Himanshu Sorry for the inconvenience you faced.

Fenil Shah opening the quickbooks*

Himanshu Connecting you with the concerened team, Please allow me 5 mintues.

Fenil Shah sure\]

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

Shubham Kataria accepted the chat transfer request.

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Fenil Shah	Hardik Panchal Rdp Having issues while opening the quickbooks
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Fenil Shah	Server Name Sktax addison 5 User Name Hardik
Shubham Kataria	Thank you for the information
Fenil Shah	pls do it asap
Shubham Kataria	Kindly confirm if you're receiving any error while login onto the server
Fenil Shah	Quickbooks file is not working properly it automatically shuts down \]
Shubham Kataria	Is it related to QB application only or Hardik is unable to access the server?
Fenil Shah	hardik is unable to use it other rdps are working
Shubham Kataria	Okay, allow me a minute let me check
Fenil Shah	sure
Shubham Kataria	May I take the remote access of your local computer?
Fenil Shah	wait a minute i am complainin gfrom a different rdp
Shubham Kataria	But we require to take the remote session of Hardik so that we can assist to login onto the server
Fenil Shah	so what do i do now?
Shubham Kataria	You may ask hardik to initiate chat from his local computer after that we will take the remote session and help him to log
Fenil Shah	okay
Shubham Kataria	Thank you Is there anything else I may help you with ? Are we still connected here? As you're disconnected from the chat hence we are ending the session now. You may re-initiate the chat or call us at (1-888-999-9999)

Shubham Kataria has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#75428 Ben Bazian

Email: bbazian@mbopartners.com ☎ 17037936010

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Ben Bazian Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ben Bazian Sales & Solutions

Acebuddy Please wait while we connect you to one of our Sales Representative.

Acebuddy (bot) forwarded the chat request

Rishabh Gogia accepted the chat transfer request.

Rishabh Gogia Hello Ben!

How can I help you today?

Ben Bazian Hi. I am an existing customer. I have opened several tickets trying to get a copy of your SOC audit for our auditors. I cann

What gives?

Rishabh Gogia Give me a moment, let me transfer you to our technical support to look into your open tickets.

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

Ashutosh Mishra accepted the chat transfer request.

Ben Bazian This is the latest ticket 675374

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Ben Bazian	Hi. I am an existing customer. I have opened several tickets trying to get a copy of your SOC audit for our auditors. I cann
Ashutosh Mishra	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	<i>The visitor's phone number was changed to 17037936010.</i>
	Thank you for your patience.
	Please allow me to inform we are working on this and just a step away from generating the report.
Ben Bazian	
Ashutosh Mishra	Is there anything else I may help you with ?
Ben Bazian	OK. Do we have a time frame?
	Need to tell the auditors something
Ashutosh Mishra	Sure, kindly let us know if we can reach out to you today and within 24 hours you will receive the report.
Ben Bazian	Thx
Ashutosh Mishra	Is there anything else I may help you with ?
Ben Bazian	Bye
	That is all
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Ben Bazian	U2
Ashutosh Mishra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#75983 accounting

Email: accounting@podumentertainment.com  14153020689

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: NEWMARKET

State: Ontario

Country: CANADA

Chat Transcript

accounting 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?

accounting Billing

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

Acebuddy (bot) forwarded the chat request

Kunj Kalra accepted the chat transfer request.

Kunj Kalra Thank you for contacting ACE Cloud Hosting!

This is kunj from the billing team

how may i assist you

accounting Hello, I would like to have one of the users removed as he is no longer with our company.

Kunj Kalra This is a support department's concern, and we request you to please allow us to transfer the chat to the relevant department.

accounting Sorry! thanks for tranferring

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

Ashutosh Mishra accepted the chat transfer request.

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

accounting Hello, I would like to remove a user from our account.

Ashutosh Mishra I will be surely assisting you with this. Kindly help me with your server name and user name?

accounting Podium Publishing and it is to remove David Leibman

Ashutosh Mishra Kindly allow me two minutes to check the same.

Thank you for waiting.

12:50:34 AMAshutosh Mishra is sharing a file with you
[How to Manage ACE Server Users 4.pdf](#) - (Size:1.33 MB)

This is about the user removal request. Now you can Add / Remove users as well as reset their password. Please log in to <https://myportal.acecloudhosting.com/login>. Your **username** will be **CID67077** . In case you have forgotten your password, kindly email us for the same.

Please note that only registered account owner is allowed to perform the user's management activity

You can follow this guide and after that you can remove the user from your end if you are unsuccessful kindly email us for the same.

Is there anything else I may help you with ?

accounting That's all, thanks

Ashutosh Mishra 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 the details of the same.

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

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Aceb

Visitor Details

#75626 nguyen

Email: chinh_cn@yahoo.com ☎ 4082096515

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: JACKSONVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

nguyen	Hello, I am your Acebuddy
Acebuddy	Hello Chinh_cn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
nguyen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
nguyen	I'd like to report an Issue
Acebuddy	Please select an option!
nguyen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
nguyen	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com confirmation via email.
	Do you need any further assistance on the topic?
nguyen	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
nguyen	SAIGONSERVICES.MYREALDATA.NET
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
nguyen	THX
	PLEASE HELP UPDATE QUICKBOOK
Sharath Kumar	Sure, signing into the server to check the same
	updating the application now
nguyen	THX
Sharath Kumar	Update has been completed successfully

	try launching the application now
nguyen	OK, LET ME TRY
Sharath Kumar	sure, do let me know if further assistance is required
nguyen	ALRIGHT, LOOKING GOOD
	THX FOR HELPING

CHINH_CN has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#75990 Sheila Bradbury

Email: office@rosecityflagging.com ☎ 19712650852

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: 15 Secs

City: PORTLAND

State: Oregon

Country: UNITED STATES

Chat Transcript

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

Sheila Bradbury	I'd like to raise a Request
Acebuddy	Please select your request type.
Sheila Bradbury	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 :
Sheila Bradbury	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Sheila Bradbury	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sheila Bradbury	I can't login to my server. Seems there's been an update & I have 2 options but I can't get to the correct one associated w
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Sheila Bradbury	Hello. I cannot seem to login. It's like there's 2 options but I can only access one option & it doesn't work.
Shivam Singh	okay
	Let me check. Allow me 2 minutes to check the same.
	Could you please check now. If you are able to access the server name.
Sheila Bradbury	It's still giving me 2 options but I was able to login.
Shivam Singh	could you please share the screenshot of the issue
	<i>3:03:03 AMSheila Bradbury is sharing a file with you image.png - (Size:43.81 KB)</i>
	Enter your password and click on OK
Sheila Bradbury	That worked this time but in previous times that hasn't worked. Whatever you did fixed it but I don't know if it'll create an
	I guess I can give it a try & if I have a problem, I'll let you know. All good!
Shivam Singh	I would ask you to try at least 2-3 times to make sure that everything works as expected
Sheila Bradbury	Okay. I've been in twice & it seems to be okay, so I'll just roll with it
Shivam Singh	Great.
Sheila Bradbury	Thank you for your help! Have a great day.
Shivam Singh	Is there anything else I may help you with ?
Sheila Bradbury	No thank you.
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our interaction.

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

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#75814 jen

Email: emails.publication.media@gmail.com  345635678637837

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: FAISALABAD

State: Punjab

Country: PAKISTAN

Chat Transcript

jen Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

The visitor's phone number was changed to 345635678637837.

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75551 Kerry Durkin

Email: kerrydurkincpa@lynndurkincpa.com  7813781845

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 27 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Kerry Durkin	Hello, I am your Acebuddy
Acebuddy	Hello Kerrydurkincpa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kerry Durkin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kerry Durkin	I'd like to report an Issue
Acebuddy	Please select an option!
Kerry Durkin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kerry Durkin	My Taxdome app on my computer isn't working, won't sign in
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 be assisting you today. Hello Kerry, How are you doing today ? I will surely help you with this issue.
Kerry Durkin	great
Rohan Prajapati	May I take the remote access of your server?
Kerry Durkin	sure
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end. We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting on this chat. Kindly show me the issue once
Kerry Durkin	sure I type in my password and hit login and nothing happens it usually prompts me to enter the authenticator code ok nevermind seems to be all set thanks!
Rohan Prajapati	That's Great Is there anything else I may help you with ?
Kerry Durkin	thanks a bunch no thank you
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 it. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#76089 Aaron Park

Email: aaron@syscon.llc ☎ 7706344759

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: 45 Secs

City: DULUTH

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Hi Aaron, please allow me a moment to sign into the server to check what the issue is

Since nobody was signed into the server, I have restarted it and hoping that this should resolve your concern

server is up and running now, so you may try signing in now and let me know the result.

Aaron Park Ok just a sec

It's working now !

Thank you!

Sharath Kumar Glad to hear that!

Anything else that I may assist you with?

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

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

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

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

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

Sharath Kumar has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#76250 office

Email: office@pricecontracting.com **Phone:** 14062743064

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 23 Secs

City: STEVENSVILLE

State: Montana

Country: UNITED STATES

Chat Transcript

office	Hello, I am your Acebuddy
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
office	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
office	I'd like to report an Issue
Acebuddy	Please select an option!
office	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
office	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
office	Company file is no longer an option to select to open
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 Office, How are you doing today ?
	I will surely help you with this issue.
	May I take the remote access of your server?
office	yes
Rohan Prajapati	Thanks for the confirmation !
	Please confirm the username through which you are logged in ?
office	carol.kuginskie
Rohan Prajapati	Thanks for the confirmation !
	Prior providing the access, I would suggest you to close any important documents at your end.
office	done
Rohan Prajapati	Please accept the remote session request
office	684957

	disregard that, I'm waiting for invite to show up
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting on this chat.
office	good to go, thank you
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 copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76286 Shaugn Lindley

Email: shaugn@rrlift.com  12068178453

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: 53 Secs

City: KYLE

State: Texas

Country: UNITED STATES

Chat Transcript

Shaugn Lindley

Hello, I am your Acebuddy

Acebuddy	Hello Shaugh Lindley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shaugh Lindley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shaugh Lindley	I'd like to report an Issue
Acebuddy	Please select an option!
Shaugh Lindley	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Shaugh Lindley	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Shaugh Lindley	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>Tushar accepted the chat transfer request.</i>	
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Shaugh Lindley	hello
	lindley lifts
	shaugh lindley
	admin
Tushar	Kindly allow me 2-4 minutes to check the same.
Shaugh Lindley	im logged in my ace cloud hosting environment
	I click on quickbooks and it is not loading
	I double click on the QB icon and it wont pop up the QB login
Tushar	Thank you for the detailed information.
	Did the issue arise for the first time and are other users facing the same issue? (Edited)
Shaugh Lindley	my other users are in quickbooks
Tushar	I have ended your QuickBooks session from task anger kindly check now if the issue is resolved or not.
Shaugh Lindley	I just tried and nothing popped up
Tushar	

	Kindly log off and relog in and check after that.
Shaughn Lindley	ok one sec
Tushar	Sure, please take your time
Shaughn Lindley	just logged back in quickbooks is not launching
Tushar	I will now have to reboot the server can you connect with lindley_lifts user and ask to log off for 2-4 minutes.
Shaughn Lindley	yes let me tell her she logged out
Tushar	Jessica Smith just logged in as well.
Shaughn Lindley	she said she logged out
Tushar	Yes she did just now. But Lindley and you are still logged in.
Shaughn Lindley	we are logged out
Tushar	I have initiated the reboot process. Kindly relog in and check.
Shaughn Lindley	ok one sec
Tushar	Is it working now?
Shaughn Lindley	ok that worked thank you
Tushar	Is there anything else I may help you with ?
Shaughn Lindley	while I have you, we recently did an update. can you adjust our user login settings. everytime one of us logs in, we see the username of the last person to login can you just make it blank everytime?
Tushar	You are asking this to be done in QuickBooks profile log in correct?
Shaughn Lindley	yes. when you click on the quickbooks logo, and the login page pops up you see the username of the last person to log into quickbooks
Tushar	Kindly allow me two minutes to make adjustments. Thank you for waiting, its done. Kindly check.
Shaughn Lindley	the team left so I will have them check tomorrow morning thanks for your help
Tushar	Is there anything else I may help you with ?

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

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

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

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

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

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#75887 Arron Forbes

Email: irzad.zamcorp@gmail.com  15926741503

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: 55 Secs

City: LINDEN

State: Demeraramahaica

Country: GUYANA

Chat Transcript

Arron Forbes Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Arron Forbes Technical Support (QB & App Hosting)

Acebuddy

	Welcome to Ace Support.
	Please chose an option :
Arron Forbes	I'd like to report an Issue
Acebuddy	Please select an option!
Arron Forbes	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Arron Forbes	Unable to create a new user profile
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Arron Forbes	ok
	<i>Shashwat Verma accepted the chat transfer request.</i>
	<i>Shashwat Verma is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
	Hello I sent an email to raise a ticket but didn't receive a ticket number
	Can you assist me with creating a new user profile
	it is urgent
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Arron Forbes	Hello Shivam, I am having difficulty creating a new user on server ID CID72328.
Shivam Singh	Rest assured I will assist with your query
	About the user creation, Kindly allow me to guide you about the My Portal
Arron Forbes	I'm having issues in the portal
	This is why I am reaching out
Shivam Singh	Okay, I understand that and I will surely help. Could you please let me know as to what error/ issue you are facing current
	Hi there, Could please share a screenshot of the issue.
Arron Forbes	sure
	<i>9:10:18 PM Arron Forbes is sharing a file with you</i>
	<i><u>Portal error.png</u> - (Size:41.78 KB)</i>
	I tried in both Chrome and Edge browsers
Shivam Singh	Thanks for the sharing the screenshot.
	Could you please let me know are you opening the My Portal using on your local or server end.
	Are we still connected here?
	As we are on the other chat, for now I am disconnecting this chat we will continue on recent chat

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.

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

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/>)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75651 antony.wu

Email: antony.wu@snrtea.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: MARINA DEL REY

State: California

Country: UNITED STATES

Chat Transcript

antony.wu Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

antony.wu Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

antony.wu	I'd like to raise a Request
Acebuddy	Please select your request type.
antony.wu	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
antony.wu	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
antony.wu	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
antony.wu	hi, can you please reboot my server and user session server: SunrightCorp.myreldata.net user: myreldata\Antony.W
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 Antony, how are you doing today ?
antony.wu	Hi Rohan, im doing well
	i just need help rebooting my server and user session
Rohan Prajapati	That's Great
	May I Know the reason for it ?
antony.wu	it was lagging a little with a few disconnections every now and then
Rohan Prajapati	Is this the first time you are facing this issue?
antony.wu	no it has happened before but infrequently
Rohan Prajapati	Thanks for the confirmation !
	May I know if all the users are facing the same issue ?
antony.wu	right now its just me
	sometimes other users also get disconnections
Rohan Prajapati	Also, may i know if your internet connection is stable at your end ?
antony.wu	yes, everything else on my end is loading fine
Rohan Prajapati	Please login back now and let me know the status.
antony.wu	alright im in and it feels much smoother now
	thank you
Rohan Prajapati	Thanks for the confirmation !

	Is there anything else I may help you with ?
antony.wu	that was all for now, thanks again for the help
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 cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75797 terri

Email: terri@allenbrookecontracting.com  2145779725

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 6 Secs

City: KELLER

State: Texas

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
terri	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
terri	I'd like to raise a Request
Acebuddy	Please select your request type.
terri	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 :
terri	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
terri	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
terri	i need to move files... you send me link for We transfer, but it will not verify my email address so i cant move fiels.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	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)
	<i>Sanyam Madan has ended this chat session</i>

Chat Transc

Hello, I am your Aceb

Visitor Details

#75176 Russell Ewing

Email: tax@ewingaccounting.net  15097583231

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: 48 Secs

City: LEWISTON

State: Idaho

Country: UNITED STATES

Chat Transcript

Russell Ewing	Hello, I am your Acebuddy
Acebuddy	Hello Russell Ewing, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Russell Ewing	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Russell Ewing	I'd like to report an Issue
Acebuddy	Please select an option!
Russell Ewing	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Russell Ewing	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Russell Ewing	Pop up window can not be removed because of your address bar
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Russell Ewing	Russell ewig russell a ewing myrealdata
	myrealdata\russellewig

Shivam Singh	Thanks
Russell Ewing	SRMA.myreldata.net
Shivam Singh	is it SRMA.myreldata.net or RussellAEwing.myreldata.net ? which one are you facing issues with ?
Russell Ewing	server is SRMA.myreldata.net user name is myreldata\Rusellewig my last name is spelled wrong in your setup
Shivam Singh	Okay Could you please share the screenshot of the error prompt you are getting ?
	<i>12:05:40 AM Russell Ewing is sharing a file with you</i> <u>Screenshot 2025-04-04 113502.jpg</u> - (Size:41.32 KB)
Russell Ewing	That popup will not go away and I can not close it out. I have logged out several times it is stuck there
Shivam Singh	Okay so the feedback prompt is not going right.
Russell Ewing	Correct
Shivam Singh	Okay let me look into this for you Could you please try now. please confirm if it's still there. (Edited)
Russell Ewing	Why does my screen look like this? <i>12:10:15 AM Russell Ewing is sharing a file with you</i> <u>Screenshot 2025-04-04 113944.jpg</u> - (Size:39.86 KB)
Shivam Singh	Shall we try rebooting the server to implement the changes.
Russell Ewing	How do I do that? Do I need to close my client out? I have closed out of my client
Shivam Singh	We can reboot the server but please save the important data Not right now. Nothing will be changed after the reboot.
Russell Ewing	I would have to open all of my client up and save them individually. I thought Ace Cloud saved my files daily??
Shivam Singh	You can rest assured. We take the backup the server daily.
Russell Ewing	ok Reboot I need to be up and working
Shivam Singh	thanks
Russell Ewing	

	how long will this take to reboot?
Shivam Singh	Please check now.
Russell Ewing	Nope didn't do anything. I must work!! I will just have to deal with it.
Shivam Singh	okay are still getting this.
Russell Ewing	correct
Shivam Singh	May I take the remote access of your server?
Russell Ewing	sure
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Russell Ewing	ready
Shivam Singh	please accept the request.
	Could you please let me know what challenge you are facing and what do you want to achieve here on the screen.
	Please confirm so that I can help you in kind.
Russell Ewing	the shading across the home, my company bar. Why would this change
Shivam Singh	Id it right, now?
Russell Ewing	I am too busy for this. Thank you very much for getting rid of the popup window. Please remove your sharing
Shivam Singh	I'll keep the ticket open to ask you about the update on this.
Russell Ewing	ok thank you
Shivam Singh	We are disconnected.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shivam Singh has ended this chat session

Chat Transc

We are unable to login

Visitor Details

#76213 April Bennett

Email: april@northpointedev.com ☎ 9202034421

Department: Support(QB & App Hosting)

Operator: Rohan

Website: https://www.acecloudhosting.com/hosting/quickbooks/?utm_source=Bing&utm_medium=cpc&utm_campaign=QB_Bottom_Funnel_Search_USA&utm_term=host%20ace&utm_adgroup=QuickBooks_Cloud_I

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 25 Secs

City: OSHKOSH

State: Wisconsin

Country: UNITED STATES

Chat Transcript

April Bennett	We are unable to login to ace.
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.
<i>Amit is transferring the chat to Support(QB & App Hosting).</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 April, How are you doing today?	
This message has been deleted	
<i>Rohan Prajapati has ended this chat session</i>	

Chat Transc

Hello, I am your Aceb

Visitor Details

#75544 Jerald Limper

Email: contact_us@superior-sealcoating.com ☎ 4846789093

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: DOWNTOWN
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

Jerald Limper	Hello, I am your Acebuddy
Acebuddy	Hello Jerald Limper, I'm your Ace Buddy. I'll be happy to ass
	Whom Would You Like to Connect With?
Jerald Limper	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jerald Limper	I'd like to report an Issue
Acebuddy	Please select an option!
Jerald Limper	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you
Jerald Limper	Cannot connect to the server
Acebuddy	Please wait while we connect you to a Support Representat

Acebuddy (bot) forwarded the chat request

Chat request was not picked up by the operators

Chat Transc

Hello, I am your Aceb

Visitor Details

#75645 help

Email: help@triadcyclersolutions.com **Phone:** 3362999989

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 57 Secs

City: ROBSTOWN

State: New York

Country: UNITED STATES

Chat Transcript -----

help	Hello, I am your Acebuddy
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
help	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Pradeep Kumar accepted the chat transfer request.</i>	
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep Kumar.
help	TPCCSRVRr.myrealdatal.net
LaverneM	on this printer is not working on server
	in QB
	working in Drake but not in QB
Pradeep Kumar	Alright, Let me transfer the chat to the concerned Team.
<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	
<i>Sanyam Madan accepted the chat transfer request.</i>	
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan.
help	ok be fast
	shared all detail above
Sanyam Madan	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.

	can you please confirm your account name
help	shared above
Sanyam Madan	you have shared the server name , please share your busir necessary details (Edited)
help	Triad Cyber Solutions
Sanyam Madan	Thank you for the information and allow 2 minutes to check May I take the remote access of your local computer?
help	user is working on it can you please send me a guide and t later as its a tax season and user is busy
Sanyam Madan	I understand your concern, but this needs to trouble shoot what is causing the issue? and For that we need to take the remote access
help	I understand your concern so please if you can share me th steps that would be great please understand its a tax season and cant disturb the user ok how much time you will need in remote session?
Sanyam Madan	It will take 30-40 minutes Are we still connected here?
	Are we still connected here?
help	yessss please waittt
Sanyam Madan	okay
help	share link fast
Sanyam Madan	https://assist.acecloudhosting.com/join/3522188470 Kindly paste this link in the browser of local computer and j
	As we haven't got any response from your end, We are clos Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76377 Carlos Aguado

Email: carlos@cesartax.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: LOGRONO

State: La Rioja

Country: SPAIN

Chat Transcript

Carlos Aguado Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Carlos Aguado Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Carlos Aguado I'd like to report an Issue

Acebuddy Please select an option!

Carlos Aguado Other Issue

Acebuddy Please specify the issue you are facing before I connect you to a support representative.

Carlos Aguado update lacerte

Acebuddy Please wait while we connect you to a Support Representative.

Acebuddy (bot) forwarded the chat request

Gaurava Tyagi declined the transfer request.

Shashwat Verma accepted the chat transfer request.

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

Carlos Aguado Hello

Shashwat Verma I will surely help you with this issue.

Carlos Aguado I am launching Lacert and says new update available and wi

Shashwat Verma Do you want to do the update now or in night hours because

Carlos Aguado then a message pops that i do not have admin rights for th

Shashwat Verma Okay

Will proceed with that now

Carlos Aguado can you see if anybody else from my org is logged in?

Shashwat Verma Let me check

Yes only you are active

Carlos Aguado then rboot now

Shashwat Verma Will proceed with update within 15 mins and will inform you

Is that work for you?

Carlos Aguado ok

Shashwat Verma Is there anything else I may help you with ?

Carlos Aguado no, nothing else.

thanks

Shashwat Verma It would be great if you could share your feedback after thi

Thank you for choosing ACE cloud Hosting, you have a won

You may end this chat now. Once you end this chat, you wil

conversation, along with a ticket number and survey feedb

I request you to kindly spare a moment to fill that out for m

working. I will appreciate that. or you may send your feedb

Thanks!

Note: You may change/reset your server password on your

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#74977 Jennine Williams

Email: jwilliams@doublevconstructionllc.com **Phone:** 7329934477

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 26 Secs

City: NEW BRUNSWICK

State: New Jersey

Country: UNITED STATES

Chat Transcript

Jennine Williams	Hello, I am your Acebuddy
Acebuddy	Hello Jennine Williams, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
Jennine Williams	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennine Williams	I'd like to raise a Request
Acebuddy	Please select your request type.
Jennine Williams	Password Reset
Acebuddy	Please select an option below
Jennine Williams	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below in order
	Do you need any further assistance on the topic?
Jennine Williams	Yes

Acebuddy

Please wait while we connect you to our Support Represent

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 R

Hello Jennie, how are you doing today ?

Jennine Williams

good morning, i need to reset my password. I thought i had
get into quickbooks

Rohan Prajapati

I will surely help you with this issue.

Kindly allow me 3-4 minutes to check the same.

Jennine Williams

thank you.

oh wait....i think it worked!

Rohan Prajapati

That's Great

Is there anything else I may help you with ?

Jennine Williams

no lol. But thank you anyway!

Rohan Prajapati

Thanks for the confirmation !

Thank you for choosing ACE cloud Hosting, you have a won

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

I request you to kindly spare a moment to fill that out for m
working. I will appreciate that. or you may send your feedb
Thanks!

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

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

Rohan Prajapati has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#75552 Christi Berryhill

Email: berryhillsewer@gmail.com ☎ 8067621066

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 55 Secs

City: LUBBOCK

State: Texas

Country: UNITED STATES

Chat Transcript

Christi Berryhill	Hello, I am your Acebuddy
Acebuddy	Hello Millard Berryhill, I'm your Ace Buddy. I'll be happy to a
Whom Would You Like to Connect With?	
Christi Berryhill	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christi Berryhill	I'd like to raise a Request
Acebuddy	Please select your request type.
Christi Berryhill	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Christi Berryhill	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com so we can provide you with an update via email.
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code
	Generally, application upgrades are completed during the regular business hours. Please let us know if you do specify if you need the request processed at a specific time.
	Do you need any further assistance on the topic?
Christi Berryhill	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 am a support agent here. How can I assist you today?
Christi Berryhill	Hello Millard, How are you doing today ?
Rohan Prajapati	The new download of the Quickbooks Upgrade and I can not seem to find the file.
Christi Berryhill	I will surely help you with this issue.
Rohan Prajapati	thank you
Christi Berryhill	Kindly allow me 6-7 minutes to check the same.
Rohan Prajapati	thank you
Christi Berryhill	Millard, I'm already on chat with Christi.
Rohan Prajapati	Kindly allow me some time to fix this issue for her first then we can proceed.
Christi Berryhill	I think this has been resolved for you. As I can check you are connected to the server.
Rohan Prajapati	I am on the server but i can get to the company file.
Christi Berryhill	Are you not able to locate the file ? (Edited)
Rohan Prajapati	Christi is still not able to do anything
Christi Berryhill	The file I find is 2024
Rohan Prajapati	Yes I still have access to her PC
Christi Berryhill	I'm checking the same
Rohan Prajapati	ok
Christi Berryhill	Is everything good for you ?
Christi Berryhill	i still can not find the 2025 file
Rohan Prajapati	May I take the remote access of your server?
Christi Berryhill	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any running application.
Christi Berryhill	ok
Rohan Prajapati	Please accept the remote session request
Christi Berryhill	i do not see that
Rohan Prajapati	Please check your server screen and accept the prompt on it.
Christi Berryhill	We are connected on the remote session and will proceed with the task. At the same time, I am putting the chat on hold, please do not disconnect. Kindly give your confirmation on this chat.
Christi Berryhill	all good on my computer but christi is still having issues

Rohan Prajapati	Yes I still have access to her computer and assisting her.
	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. Please call us at (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

#75537 Gita Faust

Email: gita@fasttracconsulting.com  na

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Acebuddy Welcome to Ace Support.

Please chose an option :

Gita Faust I'd like to report an Issue

Acebuddy Please select an option!

Gita Faust Other Issue

Acebuddy Please specify the issue you are facing before I connect you

Gita Faust When we open excel, there is a file blank file opening.

Acebuddy Please wait while we connect you to a Support Representat

Acebuddy (bot) forwarded the chat request

Gita Faust And when QB is slow - can you restart the server?

Ashutosh Mishra accepted the chat transfer request.

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

Gita Faust Hi

Ashutosh Mishra I will be surely assisting you with this. Kindly help me with :

Gita Faust SICB Management - user Kathleen

Ashutosh Mishra Thanks for the confirmation !

Kindly allow me two minutes to check the same.

I am rebooting the server now.

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 can call us at (1-888-415-5240) if any further assistance is required.

Ashutosh Mishra has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#75297 hanumeshqb

Email: hanumeshqb@gmail.com ☎ 8142143613

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: 53 Secs

City: NALLARALLAPALLI

State: Andhra Pradesh

Country: INDIA

Chat Transcript

hanumeshqb Hello, I am your Acebuddy

Shubham Kataria is transferring the chat to Varun Bisht.

Varun Bisht accepted the chat transfer request.

Varun Bisht Thank you for contacting Ace Cloud Hosting. My name is Va

hanumeshqb The Server Is Very Slow Wile Accessing the Quicik Books

Varun Bisht Please confirm your business name that is registered with A

hanumeshqb Accountsavvy Cpas

Varun Bisht Kindly allow me two minutes to check the same.

request you to kindly help us with the CID number as I am

hanumeshqb what is CID Number?

Ya Sure

Varun Bisht Customer ID number It will start with CID (Edited)

Please disregard the above message; I have received the d

Please allow 2 more minutes to check

May I know you user ID please

hanumeshqb Hanu.Myreal data

ok

Varun Bisht May I know since when you are facing the issue with slowne

Is it just you, or is everyone logged in on the server facing t

hanumeshqb Last One hour

	every one
Varun Bisht	May I have the remote of your local machine please to perf
hanumeshqb	yes u can with my local machine
Varun Bisht	Should I send the invite to hanumeshqb@gmail.com
hanumeshqb	yes
Varun Bisht	Alright
	I have sent you an email invitation kindly join the session
hanumeshqb	am trying it but am getting the issue
Varun Bisht	Kindly share error screenshot
	<i>1:04:28 PM hanumeshqb is sharing a file with you 08042025.jpg - (Size:18.85 KB)</i>
	Kindly again
	if any of the application is running in background
	Are we still connected here?
hanumeshqb	Same issue am trying background
Varun Bisht	Please close your RDP and join the session at your local
hanumeshqb	done
Varun Bisht	Alright sending you the request again for remote session pl
	at your local
hanumeshqb	ya sure
	send here
Varun Bisht	Okay
	https://assist.acecloudhosting.com/join/4332240168
	Kindly use this link to join remote session
	We are connected on the remote session and will proceed v the time, I am putting the chat on hold, please do not disc give your confirmation on this chat.
hanumeshqb	thank you
Varun Bisht	According to our remote session your issue with slowness i
	Is there anything else I may help you with ?
hanumeshqb	Nothing Thank you
Varun Bisht	Thank you for choosing ACE cloud Hosting, you have a won
	You may end this chat now. Once you end this chat, you wil

conversation, along with a ticket number and survey feedb

I request you to kindly spare a moment to fill that out for m
working. I will appreciate that. or you may send your feedb
Thanks!

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

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

Varun Bisht has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#76025 jennifer

Email: jennifer@millersautomotiveservice.com ☎ 17048658827

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: GASTONIA

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

	Welcome to Ace Support.
	Please chose an option :
jennifer	I'd like to report an Issue
Acebuddy	Please select an option!
jennifer	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jennifer	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to fix it .
	Was that helpful?
jennifer	No
Acebuddy	No issues, please wait while I connect you to one our support agents.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh .
jennifer	Thank you
	QB will not open
Anjainay Singh	Sure just allow me some time so that I can look into it .
	We have made some backend changes , please try to open QB again still exists
jennifer	not opening still
Anjainay Singh	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any running application.
	https://assist.acecloudhosting.com/join/3112859716
	Please copy this URL at your sever browser so that I can take a look.
	We may need to reboot the server in order to fix the issue.
	Please save your data before we proceed ahead with the reboot.
	We have rebooted the server , once its get up and running
	Are we still connected?
jennifer	we are connected
Anjainay Singh	Please login into the QB .
jennifer	I was able to log in
Anjainay Singh	Thankyou for letting me know .

	Is there anything else I may help you with ?
jennifer	not at this time thank you
Anjainay Singh	I would greatly appreciate if you could spare a minute to gi chat.
jennifer	ok
Anjainay Singh	You will receive a survey , please click on smiling emoji to p .
	You may end this chat session .
	Thank you for choosing ACE cloud Hosting, you have a won .
	<i>Anjainay Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75561 Tammy Jones

Email: dee@crusa.com **Phone:** 15136742300

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: CINCINNATI

State: Ohio

Country: UNITED STATES

Chat Transcript

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

Tammy Jones	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tammy Jones	I'd like to report an Issue
Acebuddy	Please select an option!
Tammy Jones	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
Tammy Jones	MS Office Apps aren't loading stating they can't be used. This cannot be used to activate Office in shared computer scenario. I have assigned a license for Microsoft 365 Apps for enterprise.
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.
	Hello Dee, how are you doing today ?
Tammy Jones	Thank you. I am well. Thanks. I just need to get this issue resolved.
Rohan Prajapati	I will surely try to help you with this issue.
	Kindly allow me 5-6 minutes to check the same.
Tammy Jones	Thank you!
Rohan Prajapati	Please allow me few minutes to check if you are leasing it from us.
Tammy Jones	We definitely are.
	We are charged every month for it.
	You guys provided me the login of admin@bryanthart.onmicrosoft.com
	admin@bryanthartke.onmicrosoft.com
Rohan Prajapati	Okay Dee, let me check what's correct username for MS Office 365.
Tammy Jones	I believe it is the admin@bryanthartke.onmicrosoft.com
Rohan Prajapati	This is your correct username "Dee@BryantHartke.onmicrosoft.com".
Tammy Jones	Should I try that?
Rohan Prajapati	Yes Please
Tammy Jones	Do you know my password or should I just change it?
Rohan Prajapati	Do you have the option to reset it ?
Tammy Jones	yes
Rohan Prajapati	Please reset it if you can.

*8:49:48 PM Tammy Jones is sharing a file with you
[1_image.png](#) - (Size:174.26 KB)*

Tammy Jones It won't let me.

Rohan Prajapati Okay Dee

Please send us an email from this email "dee@crusa.com" to reset your Password

We will provide you a new Password via email

Tammy Jones Who do I send it to?

Rohan Prajapati support@acecloudhosting.com

Tammy Jones I just sent the email

Rohan Prajapati Thanks for the confirmation !

Kindly allow me few minutes to check

Tammy Jones Ok, thanks.

Rohan Prajapati I've shared a new Password

Is there anything else I may help you with ?

*8:59:08 PM Tammy Jones is sharing a file with you
[image.png](#) - (Size:188.81 KB)*

Now it is saying this

This is your Full name right "Dee Dee Jones" ?

Tammy Jones Yes

Rohan Prajapati Thanks for the confirmation !

This message has been deleted

May I take the remote access of your server?

It seems that someone else is using your credentials

Tammy Jones Yes, you can

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

Tammy Jones Ok, sounds good.

We are not chatting in the remove desktop, but I do have it

Rohan Prajapati Please accept the remote session request

Kindly check your server screen once

We are connected on the remote session and will proceed v the time, I am putting the chat on hold, please do not disc give your confirmation on this chat.

Tammy Jones

It appears the issue is resolved. I appreciate your help

Rohan Prajapati

Thanks for the confirmation !

Thank you for choosing ACE cloud Hosting, you have a won

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

I request you to kindly spare a moment to fill that out for m
working. I will appreciate that. or you may send your feedb
Thanks!

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

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

Rohan Prajapati has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#75740 ksapp

Email: ksapp@rosefeltlaw.com ☎ 727-241-4488

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

ksapp

	Hello, I am your Acebuddy
Acebuddy	Hello Ksapp, I'm your Ace Buddy. I'll be happy to assist you
	Whom Would You Like to Connect With?
ksapp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ksapp	I'd like to report an Issue
Acebuddy	Please select an option!
ksapp	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you
ksapp	Drake Tax 2022 is running somewhere in the background and is effecting 2 users right now
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
ksapp	Hi Anjainay
Anjainay Singh	Just allow me two minutes so that I can look into the issue.
ksapp	thank you
Anjainay Singh	Please request users to logout and login back into the server. Let me know if users are still facing issue .
ksapp	Ok - the chat may end when I do this
Anjainay Singh	Have you initiated the chat from local machine or server?
ksapp	We just logged off and we are both still experiencing the same issue.
Anjainay Singh	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any running application.
ksapp	ok
Anjainay Singh	https://assist.acecloudhosting.com/join/8682518812
	Please copy this URL at server browser so that I can take remote access.
	Hello Kelley.
	Are we still connected here?
	As there is no response from your end I am disconnecting the session.
	<i>Anjainay Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#75116 Jing Chen

Email: jingcpas@gmail.com  14153053753

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: 1 Min 1 Sec

City: RICHMOND

State: California

Country: UNITED STATES

Chat Transcript

Jing Chen	Hello, I am your Acebuddy
Acebuddy	Hello Jing Chen, I'm your Ace Buddy. I'll be happy to assist you.
Whom Would You Like to Connect With?	
Jing Chen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jing Chen	I'd like to report an Issue
Acebuddy	Please select an option!
Jing Chen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
Jing Chen	We are logged out and cannot log back in. The system said we were disconnected.
Acebuddy	Please wait while we connect you to a Support Representative.

Acebuddy (bot) forwarded the chat request

Shivam Singh accepted the chat transfer request.

Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Sr
	I will be surely assisting you with this. Kindly help me with :
Jing Chen	JingChenCPA.myrealdta.net
Shivam Singh	Could you also share the Ticket number.
Jing Chen	672403
Shivam Singh	Thanks for the ticket number. Allow me to check the same
Jing Chen	Thank you.
Shivam Singh	okay I see you have issue with RDP
	May I take the remote access of your local computer?
Jing Chen	yes
Shivam Singh	Prior providing the access, I would suggest you to close any
Jing Chen	yes. done. ready
Shivam Singh	Kindly paste this link in the browser of local computer and j
	https://assist.acecloudhosting.com/join/3202189873
	Kindly accept the prompt
Jing Chen	I did
Shivam Singh	Let us wait
Jing Chen	It says: waiting for confirmation
Shivam Singh	Let me share a new link
Jing Chen	ok
Shivam Singh	https://assist.acecloudhosting.com/join/8072609904
Jing Chen	done
Shivam Singh	We are connected on the remote session and will proceed v the time, I am putting the chat on hold, please do not disc give your confirmation on this chat.
Jing Chen	ok
Shivam Singh	I have made changes from the backend
	Try now it should work.
Jing Chen	ok
Shivam Singh	Is there anything else I may help you with ?

Jing Chen	yes
	it seems my staff's are still not able to login
Shivam Singh	ask them to login again.
Jing Chen	ok
	they are still trying to. give us some time
Shivam Singh	I can see two users have logged in till now.
	I can see gradually user are logging in
Jing Chen	there are two more
	we have 5 working today
Shivam Singh	I will wait, let them login
	Just confirm once everyone is logged in .
Jing Chen	ok.
	one of us tried too many times got logged out.
	how long it takes before he can try again?
Shivam Singh	Okay, no problem let check.
	Could you please confirm if the username is JingChenCPA
	?
Jing Chen	yes
Shivam Singh	Great! let me activate him
Jing Chen	ok
Shivam Singh	I have made the changes, kindly ask the user to check aga
Jing Chen	ok
Shivam Singh	And please confirm if user can access now
Jing Chen	ok, we are all in. thank you so much for your help.
Shivam Singh	great
	I would greatly appreciate if you could spare a minute to gi smileys at the end of this chat.
Jing Chen	will do. Thank you.
Shivam Singh	You may end this chat now. Once you end this chat, you wil conversation, along with a ticket number and survey feedb
	I request you to kindly spare a moment to fill that out for m working. I will appreciate that. or you may send your feedb Thanks!

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

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

Shivam Singh has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#75526 Angela Angela Head

Email: angela@belugaair.com ☎ 190722358256

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: 47 Secs

City: HOMER

State: Alaska

Country: UNITED STATES

Chat Transcript

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

Angela Angela Head	Password Reset
Acebuddy	Please select an option below
Angela Angela Head	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inord
	Do you need any further assistance on the topic?
Angela Angela Head	Yes
Acebuddy	Please wait while we connect you to our Support Represent
	<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 M
Angela Angela Head	Hi
Manish Singh	Hi Angela
Angela Angela Head	I have a ticket in about password reset the temporary one did not work
	I just went to client portal and reset it also did not work
Manish Singh	May I know the ticket number?
Angela Angela Head	And I noticed that the name of my server may have change 677011
Manish Singh	Kindly allow me two minutes to check the same.
Angela Angela Head	ok i had a previous one too 677011
	oh sorry previous one was 676903
Manish Singh	Emailed the new password
	Kindly check
Angela Angela Head	still did not work
Manish Singh	This message has been deleted
Angela Angela Head	are you sure my server is Angela.Q10?
	yes
Manish Singh	Its Angela.Npre1
Angela Angela Head	ok that's the problem no one told me that
Manish Singh	Angela your server is to be migrated.
Angela Angela Head	Password worked but error message "The connection was c authorized for remote log in"

Manish Singh	So, we are in the process of migration once the migration v credentials. (Edited)
Angela Angela Head	I thought you were going to do this in the middle of the nig know how long this will take
Manish Singh	It will take around 3-4 hours, Angela.
Angela Angela Head	ok thanks. I'll check back tomorrow then.
Manish Singh	Thanks for your Patience, Angela.
	Is there anything else I may help you with ?
Angela Angela Head	have a good night, thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a won
	You may end this chat now. Once you end this chat, you wil conversation, along with a ticket number and survey feedb
	I request you to kindly spare a moment to fill that out for m working. I will appreciate that. or you may send your feedb Thanks!
	Note: You may change/reset your server password on your (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.a

Manish Singh has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#75737 Ravi Shah

Email: ravi@yourtaxadvisor.com ☎ +1 9739609951

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: 50 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

Ravi Shah	Hello, I am your Acebuddy
Acebuddy	Hello Ravi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ravi Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ravi Shah	I'd like to report an Issue
Acebuddy	Please select an option!
Ravi Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to the support representative.
Ravi Shah	I am not able to open the RDC on logging in. On entering the credentials I am not able to access it.
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.
Ravi Shah	I am not able to open the RDC on logging in. On entering the credentials I am not able to access it.
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar.
	is it possible to provide the screenshot of the error message?
	<i>6:20:05 PM Ravi Shah is sharing a file with you Capture.PNG - (Size:10.67 KB)</i>
	no error message afterwards?
	<i>6:20:57 PM Ravi Shah is sharing a file with you Capture2.PNG - (Size:10.98 KB)</i>
	and when was the last time you were able to access the server?
Ravi Shah	2 hours before
Sharath Kumar	understood, I am also unable to access the server at the moment.

	let me quickly restart it
	please allow me 2 more minutes as I am still working on th
Ravi Shah	yes
Sharath Kumar	it usually doesn't take this much my time.
	but for some unknown reason it is taking time today
Ravi Shah	Take your time...M waiting
	No problem
Sharath Kumar	Thank you for your understanding.
	restarting the server now
Ravi Shah	ok
Sharath Kumar	try connecting to the server now and let me know the resul
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat n (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a won

Sharath Kumar has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#75491 Shivam Patel

Email: shivam.patel@wilshirelawfirm.com ☎ 12132792163

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: 24 Secs

City: ARLINGTON
State: California
Country: UNITED STATES

Chat Transcript

Shivam Patel	Hello, I am your Acebuddy
Acebuddy	Hello Shivam Patel, I'm your Ace Buddy. I'll be happy to ass
	Whom Would You Like to Connect With?
Shivam Patel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shivam Patel	I'd like to report an Issue
Acebuddy	Please select an option!
Shivam Patel	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Shivam Patel	Setback
Acebuddy	Please select an option!
Shivam Patel	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you
Shivam Patel	Users not able to login into the remote desktop
Acebuddy	Please wait while we connect you to a Support Representat
	<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 Ar
	Hello Shivam
Shivam Patel	Hello Anurag
	I have a few users reporting that they are having issues log
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with :
Shivam Patel	the account is under wilshire law firm
Anurag Sharma	Could you please share the username of the user facing the
Shivam Patel	Erendira Magana

Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
Shivam Patel	sure
	also this users Alejandra Cabrera
Anurag Sharma	Prior providing the access, I would suggest you to close any
Shivam Patel	wait my computer? Im not having issues
	Erendira Magana is having trouble
Anurag Sharma	She is having trouble logging into the server?
Shivam Patel	She is having trouble opening Quickbooks
	she can not login
	the RDP is working
Anurag Sharma	Okay
	Please ask her to login into the server once.
	Please ask her if she can provide the remote access of her
Shivam Patel	sure
	Can you provide a link or something i can pass along to her
Anurag Sharma	Sure, please ask her to accept the remote session request
Shivam Patel	Give me 2 mins
Anurag Sharma	Sure, please take your time
Shivam Patel	Okay can you try and connect
Anurag Sharma	Thank you
	We are connected on the remote session and will proceed v the time, I am putting the chat on hold, please do not disc give your confirmation on this chat.
Shivam Patel	Hello?
Anurag Sharma	Yes Shivam
Shivam Patel	were you able to see the error
Anurag Sharma	Yes, I am working on resolving the issue.
Shivam Patel	Can i try and connect to the RDP now?
	Or how long will it be
Anurag Sharma	Yes, please try logging to the server now
	The issue seems to be resolved now.
	Is there anything else I may help you with ?

Shivam Patel

No that is all

thank you

Anurag Sharma

Thanks for the confirmation Shivam.

It was very nice talking to you.

I would greatly appreciate if you could spare a minute to give me a quick feedback on my service.

Thank you for choosing ACE cloud Hosting, you have a wonderful experience with us.

You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey feedback.

I request you to kindly spare a moment to fill that out for me. I will appreciate that. or you may send your feedback to me via email. Thanks!

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebot.

Visitor Details

#76356 Avinandan

Email: abctaxavinandan@gmail.com  12025319519

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Avinandan	Hello, I am your Acebuddy
Acebuddy	Hello Avinandan, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
Avinandan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Avinandan	I'd like to report an Issue
Acebuddy	Please select an option!
Avinandan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Avinandan	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to var application updates at the backend and apply the necessar might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a scree support@acecloudhosting.com. Our engineers will manuall be and share a confirmation via email.
	Do you need any further assistance on the topic?
Avinandan	Yes
Acebuddy	Please wait while we connect you to our Support Represent
	<i>Acebuddy (bot) forwarded the chat request</i>
Avinandan	agent
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is M
Avinandan	Hey Manish,
Manish Singh	Hey Avinandan
Avinandan	can you update the quickbook ASAP. Its not running now
	i already send you an email
	686327
Manish Singh	Alright, we will email you once we will complete the update

Avinandan now, i'm chatting you from server,

just update everythings

Why won't you changes setting and update as auto.

Manish Singh I would like to inform you that minor updates are automatic update feature, while major and critical updates need to be

Avinandan gotcha

Manish Singh We need to reboot the server for the update once.

*9:27:24 AM Manish Singh is sharing a file with you
[image.png](#) - (Size:6.25 KB)*

Avinandan okay then byy.

Manish Singh Thank you for choosing ACE cloud Hosting, you have a won

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

I request you to kindly spare a moment to fill that out for me working. I will appreciate that. or you may send your feedb Thanks!

Note: You may change/reset your server password on your (<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 Transc

Hello, I am your Aceb

Visitor Details

#75127 Shailene

Email: shailene@seedcareministries.org  17785580694

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome
Device: Desktop
Average Response Time: 38 Secs
City: Langley
State: British Columbia
Country: Canada

Chat Transcript

Shailene	Hello, I am your Acebuddy
Agent	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is As
Shailene	I go t the email
	it says to be contacted within 2 hours
	This is Shailene
	the client office wil lbe closing - any chance of getting prior
Ashutosh Mishra	Yes, i have received the email i am in process of setting up
Shailene	that's kind, thank you
Ashutosh Mishra	Shailene, Is there anything else I may help you with?
Shailene	waiting for the trhee way call
Ashutosh Mishra	Sure, within 30 mins you will receive the call i have aligned
Shailene	thank you
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to gi chat.
	You may end this chat now. Once you end this chat, you wil conversation, along with a ticket number and survey feedb
	I request you to kindly spare a moment to fill that out for m working. I will appreciate that. or you may send your feedb Thanks!
	Note: You may change/reset your server password on your (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.a
<i>Ashutosh Mishra has ended this chat session</i>	

Chat Transc

Hello, I am your Aceb

Visitor Details

#75249 Josh Tischler

Email: jtischler@standardwellness.com  14193074381

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 40 Secs

City: WEST CHESTER

State: Ohio

Country: UNITED STATES

Chat Transcript

Josh Tischler	Hello, I am your Acebuddy
Acebuddy	Hello Jtischler, I'm your Ace Buddy. I'll be happy to assist yo
Whom Would You Like to Connect With?	
Josh Tischler	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Josh Tischler	I'd like to raise a Request
Acebuddy	Please select your request type.
Josh Tischler	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your Operating System
Josh Tischler	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator" on your Windows PC
	Do you need any further assistance on the topic?

Josh Tischler	Yes
Acebuddy	Please wait while we connect you to our Support Represent
<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 Sh
Josh Tischler	Ticket ID: 673914 please add this user for me. i can not acc
Sharath Kumar	Sure, one moment while I look into this for you
	Thank you for your patience. The details are all there for th account delivered with the credentials and RDP file in two h
	any file permissions or Microsoft application access such as require?
Josh Tischler	yes, please add full microsoft 365
Sharath Kumar	Noted! We will provide the access and user should be able credentials
	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. Please call us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a won
<i>Sharath Kumar has ended this chat session</i>	

Chat Transc

Hello, I am your Aceb

Visitor Details

#76020 caitlind

Email: caitlind@taxproak.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: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

caitlind	Hello, I am your Acebuddy
Acebuddy	Hello Caitlin Davis, I'm your Ace Buddy. I'll be happy to assi
	Whom Would You Like to Connect With?
caitlind	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
caitlind	I'd like to raise a Request
Acebuddy	Please select your request type.
caitlind	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
caitlind	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#74976 Stephanie Moore

Email: stephanie@thedeliveryauthority.com  6305423466

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: 12 Secs

City: NAPERVILLE

State: Illinois

Country: UNITED STATES

Chat Transcript

Stephanie Moore	Hello, I am your Acebuddy
Acebuddy	Hello Stephanie Carter, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
Stephanie Moore	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephanie Moore	I'd like to report an Issue
Acebuddy	Please select an option!
Stephanie Moore	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Stephanie Moore	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBoo help you with resolving the issue
	Was that helpful?
Stephanie Moore	No
Acebuddy	No issues, please wait while I connect you to one our supp
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan 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 Ro
	Hello Stephanie, How are you doing today ?
Stephanie Moore	fine, except I can't get into qb

Rohan Prajapati	I will surely help you with this issue.
Stephanie Moore	this happens every time I try to log into this computer
Rohan Prajapati	May i know what error you are getting while logging into QI
Stephanie Moore	lol. It just let me in. Thanks for your help! ha!
Rohan Prajapati	That's Great
	Is there anything else I may help you with ?
Stephanie Moore	no
Rohan Prajapati	This message has been deleted
	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a won
	You may end this chat now. Once you end this chat, you wil conversation, along with a ticket number and survey feedb
	I request you to kindly spare a moment to fill that out for m working. I will appreciate that. or you may send your feedb Thanks!
	Note: You may change/reset your server password on your (https://selfcare.acecloudbilling.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
	<i>Rohan Prajapati has ended this chat session</i>

Chat Transc

Hello, I am your Aceb

Visitor Details

#76013 Dale Trahan

Email: tbroüssard@la.glacoxmail.com ☎ 13373343779

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop
City: BATON ROUGE
State: Louisiana
Country: UNITED STATES

Chat Transcript

Dale Trahan	Hello, I am your Acebuddy
Acebuddy	Hello Tbroussard, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
Dale Trahan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dale Trahan	I'd like to raise a Request
Acebuddy	Please select your request type.
Dale Trahan	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with your issue details and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please let us know.
Dale Trahan	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

#75611 Dean Nguyen

Email: dean.n@enagic.com **Phone:** 13105427700

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: 53 Secs

City: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

Dean Nguyen	Hello, I am your Acebuddy
Acebuddy	Hello Dean.n, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
Dean Nguyen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dean Nguyen	I'd like to report an Issue
Acebuddy	Please select an option!
Dean Nguyen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you.
Dean Nguyen	Have questions about MS Office product especially Excel. V option is greyed out
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag.
	Hello Dean
Dean Nguyen	Hello Anurag. When exporting from quickbook, Our users do
	It only has export to csv format only. We would like it to be
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your issue.
Dean Nguyen	Enagic.myreldata.net
	dean.n@myreldata.net
Anurag Sharma	Thanks for the confirmation

Dean Nguyen	When I rdp into the server Office application , excel is not i
Anurag Sharma	Okay
	Kindly allow me two minutes to check the same.
Dean Nguyen	okay
Anurag Sharma	You are right Dean. There is no Excel application installed o
	Please confirm if you wish to install the excel application or
Dean Nguyen	yes. please install it on the server
Anurag Sharma	Okay
	Before the installation process I would like to inform you th on the server are \$5.99 per user per month.
	Kindly let us know if you would like to lease an Excel licens accordingly.
Dean Nguyen	Is that separate from th Office365 Pro Plus account?
	We have MS365 licenses for our users already.
Anurag Sharma	Okay, then you don't need to go for this.
	You can use that license on the server.
	After this chat, I will send you an email. You can just revert the primary contact. Once we will receive the approval fron application installation and will inform you via email once it
Dean Nguyen	We still need excel to be installed on the server. We can ha to user office365.com on the cloud.
	I am the primary contact for our account
Anurag Sharma	Dean actually in O365 excel is already available. You don't for that.
	Moreover, we cannot even install excel and O365 both on t application.
Dean Nguyen	As of now, we are not able to export to Excel format. Becau the server.
Anurag Sharma	No problem. I will be sending you an email right away. Plea approval from the primary contact.
	So that we can start with the installation process.
	We will notify you via email once it is installed on the serve
	Is there anything else I may help you with ?
Dean Nguyen	Thank you.
Anurag Sharma	Thanks for the confirmation !

I would greatly appreciate if you could spare a minute to give me a quick chat.

Thank you for choosing ACE cloud Hosting, you have a wonderful experience with us.

You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey feedback.

I request you to kindly spare a moment to fill that out for me. I am working. I will appreciate that. or you may send your feedback. Thanks!

Note: You may change/reset your server password on your self-care portal (<https://selfcare.aceclouddhosting.com>).

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#75513 krisika

Email: krisika@hkidata.com  7383092838

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 3 Mins 12 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

krisika Hello, I am your Acebuddy

Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. How can I assist you today?
krisika	Hi
Anjainay Singh	Could you please mention your issue so that I can assist you?
krisika	MD-21 essex chicken LLC QUICKBOOK Company not opening
Anjainay Singh	It means you are not able to open company files am I right?
	<i>3:11:32 PMkrisika is sharing a file with you</i>
	<i>17444508549131828023714305668394.jpg - (Size:3.14 MB)</i>
	<i>This warning</i>
krisika	Not open company file
Anjainay Singh	Just allow me two minutes so that I can observe the issue and fix it.
krisika	Ok
Anjainay Singh	May I take the remote access of your server?
krisika	Yes
Anjainay Singh	Thankyou for your patience
	https://assist.acecloudhosting.com/join/1842358441
	Prior providing the access, I would suggest you to close any other browser tabs.
krisika	Ok
Anjainay Singh	Please copy this URL at your server browser so that I can access your server.
	Could you also confirm with which name are you logged in?

krisika	Hkidata01
	Can we use both version
Anjainay Singh	The files that are upgraded to QB 2024 cannot be opened i open in QB 2022.
	You may end chat session as we are connected here.
	*remote session
krisika	Ok
Anjainay Singh	Is there anything else I may help you with ?
krisika	No
	Thank you
Anjainay Singh	I would greatly appreciate if you could spare a minute to gi chat.
	You may end this chat now. Once you end this chat, you wil conversation, along with a ticket number and survey feedb
	I request you to kindly spare a moment to fill that out for m working. I will appreciate that. or you may send your feedb Thanks!
	Note: You may change/reset your server password on your (https://selfcare.acecloudbhosting.com).
	For self-help, check out our Knowledge Base (https://www.a
	Are we connected?
	<i>Anjainay Singh has ended this chat session</i>

Chat Transc

Hello, I am your Aceb

Visitor Details

#75437 Susan Szoke

Email: sszoke@rooftechconsulting.com **16184441972**

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: ST LOUIS
State: Missouri
Country: UNITED STATES

Chat Transcript

Susan Szoke	Hello, I am your Acebuddy
Acebuddy	Hello Sszoke, I'm your Ace Buddy. I'll be happy to assist you
	Whom Would You Like to Connect With?
Susan Szoke	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Susan Szoke	I'd like to report an Issue
Acebuddy	Please select an option!
Susan Szoke	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Susan Szoke	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to var application updates at the backend and apply the necessar might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a scree support@acecloudhosting.com. Our engineers will manuall be and share a confirmation via email.
	Do you need any further assistance on the topic?
Susan Szoke	No
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

#76064 shannon

Email: shannon@deyoungmw.com 7133766700

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: RICHMOND

State: Texas

Country: UNITED STATES

Chat Transcript

shannon	Hello, I am your Acebuddy
Acebuddy	Hello Shannon Deyoung, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
shannon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shannon	I'd like to raise a Request
Acebuddy	Please select your request type.
shannon	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will handle it once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
shannon	Yes
Acebuddy	Please wait while we connect you to our Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>

shannon

hello

i need to update my qb software to the latest version

i have already paid for it

pleae help me execute the upgrade

hello

Chat request was not picked up by the operators

Chat Transc

Hello, I am your Aceb

Visitor Details

#75256 Clarinette Braza

Email: ladydianne.mendoza@renuvacations.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: SAN ANTONIO

State: Leyte

Country: PHILIPPINES

Chat Transcript

Clarinette Braza

Hello, I am your Acebuddy

Acebuddy

Hello Clarinette Braza, I'm your Ace Buddy. I'll be happy to

Whom Would You Like to Connect With?

Clarinette Braza

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Clarinette Braza

	I'd like to raise a Request
Acebuddy	Please select your request type.
Clarinette Braza	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
Clarinette Braza	Setback
Acebuddy	Please select your request type.
Clarinette Braza	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please
Clarinette Braza	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transc

Selfcare portal access and Quickbook

Visitor Details

#75521 ankit234

Email: ankit234@gmail.com ☎ 15132383232

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: <https://www.acecloudhosting.com/blog/quickbooks-solution-provider-program>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: EAST STROUDSBURG

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

ankit234 Selfcare portal access and Quickbooks update information

Aayush Thank you for contacting ACE. My name is Aayush. I will be

Hi Ankit

I will transfer this chat to our support team, they will assist

ankit234 Hello Ayush. Thank You

Aayush is transferring the chat to Support(QB & App Hostin

Shashwat Verma accepted the chat transfer request.

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

Hello Ankit

ankit234 Hi Sashwat. Our Customer id is : CID68666

i cannot access selfcare portal

Shashwat Verma I will surely help you with this issue.

ankit234 business name : Pocono Beer

Shashwat Verma Kindly allow me two minutes to check the same.

ankit234 sure

Shashwat Verma Thats because you are not registered on selfcare portal.

ankit234 oh i thought we are registered.

How do i do that ?

Shashwat Verma Let me share you the instruction guide.

ankit234 thank you

12:39:53 AM Shashwat Verma is sharing a file with you

SelfCare Portal (1).pdf - (Size:848.54 KB)

Shashwat Verma Here are the steps (Edited)

Ankit, also you can reset password through myportal as you

Are we still connected here?

ankit234 yes

Shashwat Verma Is there anything else I may help you with ?

ankit234 Sorry, I was looking at the document

Shashwat Verma No problem

ankit234 Another thing. I want to update my quickbooks version

if you can please help me with that

Shashwat Verma Sure, we have noted your request and will do the needful a
ankit234 perfect. Thank you. I want to update it to the latest version
So when i can check back ? in few hours or days ?

Shashwat Verma You want to update it or want to upgrade it?

Currently you are using Premier Accountant 2021, in updat
specs

In upgrade it refers to the change of the version.

ankit234 So then we want to upgrade it.

Shashwat Verma Okay

ankit234 Yes version change.
please

Shashwat Verma Allow me 2 mins

ankit234 Sure

Shashwat Verma Ankit, in that case, we recommend you to upgrade it to Qui

ankit234 OK. so what is the procedure ?
and can you please tell me why enterprise ?

Shashwat Verma Let me share you the plans, as we are currently only leasin
Ankit, let me share you the detailed details on email
Is that work for you?

ankit234 yes sure

Shashwat Verma We'll send the details once the chat ends
Thanks

ankit234 ok so then please send details and then i will take a look ar

Shashwat Verma Sure, perfect

ankit234 Thank You Shashwat.

Shashwat Verma It would be great if you could share your feedback after thi

ankit234 will do

Shashwat Verma Thank you for choosing ACE cloud Hosting, you have a won
You may end this chat now. Once you end this chat, you wil
conversation, along with a ticket number and survey feedb

I request you to kindly spare a moment to fill that out for m
working. I will appreciate that. or you may send your feedb
Thanks!

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

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

Shashwat Verma has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#76040 Debra Cartier

Email: topsecretbk@gmail.com ☎ 4012580291

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MERIDEN

State: Rhode Island

Country: UNITED STATES

Chat Transcript

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

Debra Cartier	Password Reset
Acebuddy	Please select an option below
Debra Cartier	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com the password needs to be reset and we'll share an upd
	Do you need any further assistance on the topic?
Debra Cartier	Restart
Acebuddy	Hello Topsecretbk, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
Debra Cartier	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Debra Cartier	I'd like to report an Issue
Acebuddy	Please select an option!
Debra Cartier	Password Reset
Acebuddy	Please select an option below
Debra Cartier	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below i
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

