

Visitor Details

#78085 Michael Fisher

Email: michael@hibernianursery.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 32 Secs

City: WESLEY CHAPEL

State: Florida

Country: UNITED STATES

Chat Transcript

Michael Fisher	Hello, I am your Acebuddy
Acebuddy	Hello Michael Fisher, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Fisher	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	Acebuddy (bot) forwarded the chat request
	Abhijeet Arun Thakur accepted the chat transfer request.
Michael Fisher	I need the password to one of my accounts
	Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).
	DavidCounihan@myrealddata.net
	Tushar accepted the chat transfer request.
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?
Michael Fisher	DavidCounihan@myrealddata.net
Tushar	This is the username but I have located your server as well it is Hibernia.myrealddata.net.

Michael Fisher	Ok thanks
	David Counihan needs his password it's not working
	<i>7:13:40 AM</i> Tushar is sharing a file with you How to Manage ACE Server Users 4.pdf - (Size:1.33 MB) <i>Kindly contact Mr. Ian Baptiste as he has the rights to reset the passwords through MyPortal kindly cl</i> <i>Also this is the link for MyPortal: https://myportal.acecloudhosting.com/login</i> <i>The user name will be CID74997.</i>
Tushar	Are we still connected here?
	As this chat session is disconnected from your end.
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Tushar has ended this chat session

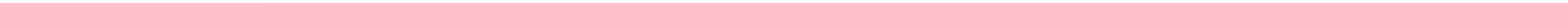


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Visitor Details

#78320 Krystal Lee
Email: krystal.lee@la.gov ☎ 2253421047
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 32 Secs
City: RESTON
State: Virginia
Country: UNITED STATES

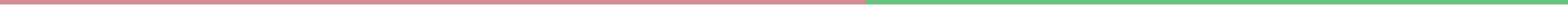
Chat Transcript



Krystal Lee	Hello, I am your Acebuddy
Acebuddy	Hello Krystal Lee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Krystal Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Krystal Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Krystal Lee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Krystal Lee	I am unable to connect to the remote server.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
Krystal Lee	It seems to be my account as of now. No, I have had this before. Here is a screen shot of the error I am getting:
	<i>12:49:20 AMKrystal Lee is sharing a file with you</i> 1_image.png - (Size:15.82 KB)
Manish Singh	Kindly allow me two minutes to check the same.
Krystal Lee	ok
Manish Singh	May I take the remote access of your local computer?
Krystal Lee	I'm sorry but our security dept does not allow it.
Manish Singh	Alright, so what I can do is share the new RDP link to access server over the email.
	Will that work for you?
Krystal Lee	WE can try it...
	Is something wrong with my connector?
Manish Singh	After this chat end, I will share you the new RDP link kindly try to access via that.
Krystal Lee	OK..thank you.
Manish Singh	It can be anything, but I just need to verify if this is the specific issue.
	Is there anything else I may help you with ?

Krystal Lee	No..that is all for now. If I still have problems then I will reply in the ticket via email..thank you.
Manish Singh	Sure
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will 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/)

Manish Singh has ended this chat session



Ch

An error occurred while
Gateway. If this ke
administrator fo

Visitor Details

#78387 Girndt
Email: courtney@soleilfoors.com 📞 5124666624
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 39 Secs
City: ROUND ROCK
State: Texas
Country: UNITED STATES

Chat Transcript

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Girndt	An error occurred while communicating with the Remote Desktop Gateway. If this keeps happening, contact your network
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
	Hi,
	Could you please share your CID or name of your account associated with us
Girndt	Thank you, I have been trying to log into my server for over 10 minutes, tried restarting my computer, and checked wifi c
	our server name is with Soleil Floors, and my login is Courtney
Gantavya	Sure, let me transfer the interaction to our support line to help you with your query
	<i>Gantavya is transferring the chat to Support(QB & App Hosting).</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
	<i>Yash Kalra is transferring the chat to Abhay Kumar Saraswat.</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
Girndt	Hi, thank you
	I am having issues connecting to the server
	An error occurred while communicating with the Remote Desktop Gateway. If this keeps happening, contact your network
Abhay Kumar Saraswat	I will surely help you with this issue.
	Let me check with the server name.
	Kindly allow me two minutes to check the same.
Girndt	Soleil
Abhay Kumar Saraswat	Thanks for the confirmation !
	Could you please confirm when you last logged in onto the server?
Girndt	This morning, around 9 or 10 am
Abhay Kumar Saraswat	Okay
	Did you change your internet connection or switch to a different machine after that?
Girndt	Yes both, I previously logged in on a desktop at the office, and i am now on my macbook trying to work from home
Abhay Kumar Saraswat	Okay.
	Have you logged into the server on your MacBook before, or is this your first time?
Girndt	This not the first time, I switch back and forth all the time without issue
Abhay Kumar Saraswat	Okay.
	Let me check.

	May I take the remote access of your local computer?
Girndt	yes
Abhay Kumar Saraswat	https://assist.acecloudhosting.com/join/9012840253
	Kindly paste this link in the browser of local computer and join the session.
	Thank you for joining the session.
Girndt	Is there anything else i need to do?
Abhay Kumar Saraswat	Courtney, if in case you have any pop-up on the Mac Screen, please press ok on that.
	Courtney, are we connected?
Girndt	Yes, it is not working
Abhay Kumar Saraswat	I am not able to see your screen,
Girndt	when i click join, nothing happens
Abhay Kumar Saraswat	Lets end this & try again,
Girndt	ok
Abhay Kumar Saraswat	please check your inbox, you would have received an email from my side.
	You need to click on the link available in the email.
Girndt	did you email courtney@soleilfloors.com ?
Abhay Kumar Saraswat	courtney@soleilfoors.com Yes,
	https://assist.acecloudhosting.com/join/4192580203
	if you have not received it, please click on above,
Girndt	Thank you for your help!!
Abhay Kumar Saraswat	Now you got connected successfully.
Girndt	Thank you, have a good evening :)
Abhay Kumar Saraswat	The application which you had on the your Mac got outdated,
	so , we updated that & that fixed the issue.
	Is there anything else I may help you with ?
Girndt	Undersood, i will check that first if i have issue again in the future. I am all set now. Thank you
Abhay Kumar Saraswat	My Pleasure.
	Is there anything else I may help you with ?

	Are we still connected here?
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Abhay Kumar Saraswat has ended this chat session

Ch

Please send me a photo

Visitor Details

Visitor Details

#77831 John Byron

Email: byd2001@aol.com ☎ 2078315431

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

Website: https://www.acecloudhosting.com/industry/accounting/?utm_source=google&utm_medium=sps&utm_campaign=Performance_Max&utm_term=&utm_adgroup=&utm_source=1&utm_campaignid=22506

utm_source=google&utm_medium=cpc&utm_campaign=Performance_Max&utm_term=&utm_adgroup=&gad_source=1&gad_campaignid=2259614345&hxBfjLXmnJRoCUDMQAvD_BwE

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: KILLINGTON

State: Vermont

Country: UNITED STATES

Chat Transcript

John Byron	Please send me a phone number for support that does not do to voice mail.
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Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</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.
John Byron	I need a phone number for support that does not go to voice mail.
Anjainay Singh	I really apologize for issue caused at your end while reaching to us on call.
	The number to reach us is listed below.
	888-415-5240 (toll-free)
	Could you please confirm what issue are you facing at your end?
John Byron	The phone number worked and i have a ticket #, 706593. Thanks for phone number.
Anjainay Singh	Thankyou for your update, please provide me two minutes so that I can go through the issues at your end.
	Could you please confirm whether your issue has been resolved?
John Byron	I believe so--your counterpart was going to call the employee with the problem within the next 20 minutes.
Anjainay Singh	That's really great.
	We will schedule a secure call to him and will assure that issue gets resolve urgently. (Edited)
John Byron	Excellent.
Anjainay Singh	Is there anything else I may help you with ?
John Byron	No, thank you.
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	You may end this chat session.
	I will also share the ticket id with you over the mail once this chat is disconnected.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Ch

I'm wondering if there

Visitor Details

#78123 pnyland

Email: pnyland@midwestintegrated.com 📞 18159338376

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=PrimeMBj-NNMKnK7TM5LoEqLLZJkhRoChriQAvD_BwE

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 27 Secs

City: CHICAGO

State: Indiana

Country: UNITED STATES

Chat Transcript

pnyland	I'm wondering if there is a way to connect to the server from an iPad?
Rahul	Thank you for contacting ACE. My name is Rahul. I will be assisting you further.
pnyland	Hi Rahul
Rahul	Hey Nyland, I am transferring your chat to support team for better assistance
pnyland	Thank you
	<i>Rahul is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hello Nyland
	How are you?
pnyland	Hi Shubham. I'm well, how are you?
Shubham Kataria	I'm also good. Thank you for asking.
	Yes, you may connect the server from I pad as well.
pnyland	Can you tell me the process for that?
	<i>12:14:22 AMShubham Kataria is sharing a file with you</i> New ACE Cloud Hosting Setup Guide (Mac) 1 (1) 1.pdf - (Size:1.27 MB) <i>Please refer the attached file where you will get the steps to configure RDP on MAC OS.</i>
	Thank you!
Shubham Kataria	You're welcome

Is there anything else I may help you with ?

pnnyland

No, have a great day!

Nyland has ended this chat session

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#78222 victoria

Department: Support(QB & App Hosting)

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

Browser: Google Chrome

Average Response Time: 52 Secs

State: California

Country: UNITED STATES

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

	Acebuddy	Please select the application you would like to upgrade :
	victoria	ProSeries
	Acebuddy	Kindly download the ProSeries setup file from your application
		Once done, Please email us at support@acecloudhosting.com
		Generally, application upgrades are completed during the nig time.
		Do you need any further assistance on the topic?
	victoria	Yes
	Acebuddy	Please wait while we connect you to our 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 Anu
		Hello Victoria
	victoria	hello
		I just saved our latest version in dowloads in order to use our
	Anurag Sharma	I will be surely assisting you with this. Kindly help me with yo
	victoria	myrealdata/VictoriaSi.q16
	Anurag Sharma	Thanks for the confirmation !
		Victoria are you referring to QB pro 2024 ? (Edited)
	victoria	yes, from, what I can tell we are still using 2022
	Anurag Sharma	As per my understanding, you are willing to upgrade your Qu
		Am I right?
	victoria	I have the upgrade and saved it to m,y cloud??
	Anurag Sharma	Okay, no problem.
		I will surely help you with this.
		Could you please confirm if you have the QB 2024 license wit
	victoria	The application is in the downloads
	Anurag Sharma	Victoria, I would like to inform you that we will need to migrat
	victoria	I have no idea what that means
	Anurag Sharma	Actually in the current server you are using, the QB 2024 ver:
		Thus, we will need to migrate you to another shared server w
	victoria	isn't the server im using through you?

		so migrate, right?
		you want me tto log off?
	Anurag Sharma	Yes it is. And the server we will migrate you to is also our serv
		We would require a downtime of 8-12 hours to complete this
		Thus, we always prefer to perform this during the night hours
	victoria	Ok I'm off tomorrow and will be back on Monday, I don't need
	Anurag Sharma	Could you please provide us the exact time when we can star
		Along with your timezone?
	victoria	Do you need any other information from me? You may start a
	Anurag Sharma	Okay , at 1 PM tomorrow.
		I would require an approval from your end on the email which
	victoria	I meant today, otherwise you can start anytime
	Anurag Sharma	Okay, thankyou so much
		I will send you the email just after this chat, please provide u:
		Is there anything else I may help you with ?
	victoria	no
	Anurag Sharma	Thanks for the confirmation !
		I would greatly appreciate if you could spare a minute to give
		Thank you for choosing ACE cloud Hosting, you have a wonde
		You may end this chat now. Once you end this chat, you will r form.
		I request you to kindly spare a moment to fill that out for me feedback at quality@acecloudhosting.com . Thanks!
		Note: You may change/reset your server password on your ov
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
		<i>Anurag Sharma has ended this chat session</i>

Visitor Details

#78175 Matt Everhart
Email: matt@heritagepuzzle.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: WINSTON SALEM
State: North Carolina
Country: UNITED STATES

Chat Transcript

Matt Everhart	Hello, I am your Acebuddy
Acebuddy	Hello Matt Everhart, I'm your Ace Buddy. I'll be happy to assis
	Whom Would You Like to Connect With?
Matt Everhart	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Matt Everhart	I'd like to report an Issue
Acebuddy	Please select an option!
Matt Everhart	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Matt Everhart	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you t
	As we haven't got any response from your end, We are closin
Ended due to chat idle timeout	

Hi. I cannot access our remote desktop. I had my boss reset my password after I was kicked out of the remote desktop. I received an error code [Window Title: Remote Desktop Connection [Content] There was a problem connecting to the remote computer. [Expanded Information] Error code: 0x30000008 Extended error information: The remote computer did not respond to the request. Timestamp (UTC): 06/06/2020 10:06:00 AM]

Visitor Details

#78816 Doyle
Email: kaity@justgowest.com ☎ 9704938441
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 14 Secs
City: FT COLLINS
State: Colorado
Country: UNITED STATES

Chat Transcript

Doyle	Hi. I cannot access our remote desktop. I had my boss reset my password after I was kicked out of the remote desktop. I received an error code [Window Title: Remote Desktop Connection [Content] There was a problem connecting to the remote computer. [Expanded Information] Error code: 0x30000008 Extended error information: The remote computer did not respond to the request. Timestamp (UTC): 06/06/2020 10:06:00 AM]
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be happy to assist you.
	<i>Siddhant is transferring the chat to Support(QB & App Hosting) team.</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. How can I assist you today?
Doyle	Okay thank you
Sujeet Kumar Suman	Just to confirm, you're unable to access the RDP at the moment?
Doyle	Correct
Sujeet Kumar Suman	May I take the remote access of your local computer?
Doyle	Yes

Sujeet Kumar Suman	Prior providing the access, I would suggest you to close any ii
Doyle	Okay, I don't have any open at the moment
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and joi
	https://assist.acecloudhosting.com/join/4992792973
	Let me check it.
Doyle	Okay thank you
	Thank you Sujeet
Sujeet Kumar Suman	Most welocme.
	It would be great if you could share your feedback after this c
Doyle	No problem!
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will r form. I request you to kindly spare a moment to fill that out for me feedback at quality@acecloudhosting.com. Thanks! Note: You may change/reset your server password on your ov For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/)
	<i>Sujeet Kumar Suman has ended this chat session</i>

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my issue frc

Visitor Details

#77978 ERICAJOHNS
Email: ericajohns@southernwoodframing.com ☎ 3017512317
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop

Average Response Time: 43 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

ERICAJOHNS	my issue from this morning is still not fixed.
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be
ERICAJOHNS	hi
	Please review notes from my chat with Ankit, this morning. TI
Gantavya	Sure please allow me a moment
ERICAJOHNS	ok
Gantavya	This is the sales line, let me transfer you to support line to he
ERICAJOHNS	ok
	<i>Gantavya is transferring the chat to Support(QB & App Hostir.</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Man
ERICAJOHNS	hi
Manish Singh	I will surely help you with this issue.
ERICAJOHNS	thank you.
Manish Singh	I apologize for the trouble you’ve experienced.
ERICAJOHNS	thanks
	just need to be able to work...
Manish Singh	May I take the remote access of your server?
ERICAJOHNS	if you have to
Manish Singh	Prior providing the access, I would suggest you to close any ii
	We are connected on the remote session and will proceed wit
	disconnect it. Once the issue is resolved, kindly give your cor
	Is there anything else I may help you with ?
ERICAJOHNS	I am going to log out and back in.
	i guess not.. i will try again. thank you & have a great weeker
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonde
	You may end this chat now. Once you end this chat, you will r

		I have unlocked your account , please try to reset your passw
	Burton Mills	That allowed me back in but QB is locked up, I cancelled the j
	Anjainay Singh	Are you able to login into the server?
		Are we still connected here?
		Are we still connected here?
	Burton Mills	I am back
		and yes, I can get into the server now but QB is locked up
		does my user name include .pro2 or is that because of my sh
		Also, I may not know my password.
		Server seems locked up. I cant do anything.
	Anjainay Singh	Please allow me two minutes so that I can look into it.
		I will assist you with all your issues.
		Could you please try to login again into QB?
		I will also assist you with in resetting your password so that y
		Are we still connected here?
		Are we still connected here?
	Burton Mills	yes
	Anjainay Singh	Please try to login into QB. (Edited)
		May I take the remote access of your server?
	Burton Mills	so I am on the server, bb seems fine
		sure
		qb seems fine
	Anjainay Singh	Thankyou for your update.
	Burton Mills	so just need to reset my password
	Anjainay Singh	Sure , please allow me a remote access so that I can assist yc
		Please choose any option.
		Enter the code which you receive on your email.
		Please enter the password of your choice.
		Please make a note of your password.
		Your password has been reset.
	Burton Mills	I logged out. how do i change the PW in remote?
	Anjainay Singh	

		Please click on RDP shortcut and enter your new password.
	Burton Mills	that is what I thought, but popup window says
	Anjainay Singh	May I take the remote access of your local computer?
	Burton Mills	the user name or password is incorrect. try again
		ok kicks me out
	Anjainay Singh	Please try again with new password and let me know.
	Burton Mills	I cannot enter new password
		when i close or 'ok' the box, it kicks me out
	Anjainay Singh	No worries, please allow me a remote access I will guide you
		Prior providing the access, I would suggest you to close any ii
		https://assist.acecloudhosting.com/join/5072959133
		Please copy this URL at your local machine browser and dower
	Burton Mills	i would prefer not
	Anjainay Singh	Sure.
		Alternative I will send you the new RDP file to access the serv
		As I can see at my end you are able to login.
	Burton Mills	I got it. After many failures, the RDP requested a new passwo
	Anjainay Singh	I am happy it is resolved.
	Burton Mills	Thanks so much
	Anjainay Singh	Is there anything else I may help you with ?
	Burton Mills	nope. and thanks fo showing me the self password reset
	Anjainay Singh	Once the chat ends, we would appreciate it if you could share
		It's my pleasure.
		I will also share the ticket id with you over the mail once this

Burton Mills has ended this chat session

Visitor Details

#77904 sdicken87
Email: sdicken87@gmail.com 📞 3015141642
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 3 Mins 20 Secs
City: ATLANTA
State: Nevada
Country: UNITED STATES

Chat Transcript

sdicken87	Was in chat with Manish Singh helping with default browser is
Akash	Thank you for contacting ACE. My name is Akash. I will be ass
sdicken87	I need transfered to someone that was helping me, i had to re
	<i>Akash is transferring the chat to Support(QB & App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Man
	Hii Dicken
sdicken87	I rebooted on my end.
Manish Singh	May I take the remote access of your server?
sdicken87	yes.
Manish Singh	Prior providing the access, I would suggest you to close any ir
sdicken87	Sure.
Manish Singh	Is there anything else I may help you with ?
sdicken87	Thats all. thank you so much!
Manish Singh	I would greatly appreciate if you could spare a minute to give
	Thank you for choosing ACE cloud Hosting, you have a wonde
	You may end this chat now. Once you end this chat, you will r form.

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Visitor Details

THEORY OF CHANGES

#77804 Rhonda Stallin
Email: rs@omarsoprussco.com

Department: Support(O

Operator: Acebuddy

Website: <https://www.ac>

Operating System: Mic

Browser: Microsoft Edge

Device: Desktop

City: CHATTANOOGA

State: Tennessee

Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Lindsay Rhodes	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Lindsay Rhodes	Application Update
	Acebuddy	Please send us an email at support@acecloudhosting.com an
		Typically, the application update is performed overnight.
		Do you need any further assistance on the topic?
	Lindsay Rhodes	Yes
	Acebuddy	Please wait while we connect you to our Support Representat
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shul
	Lindsay Rhodes	Hi, I just needed to request that my Quickbooks be updated in
	Shubham Kataria	I will be surely assisting you with this. Kindly help me with yo
	Lindsay Rhodes	It says I don't have update permissions, and it won't let me d
		Server Name: LMRhodesCPA.myrealdata.net
	Shubham Kataria	Alright, I will update the application for you.
	Lindsay Rhodes	User: myrealdata\LMR_Lindsay
	Shubham Kataria	Thank you for the information.
		I would like to inform you that QB update will take around 15-
	Lindsay Rhodes	Yes. I am logged out.
	Shubham Kataria	Thank you, I have initiated the update. Would you like to stay
	Lindsay Rhodes	You can inform me when it is complete. Thanks so much!
	Shubham Kataria	Here or on the email?
	Lindsay Rhodes	Email is fine
	Shubham Kataria	Great, I will inform you once update completed.
		Is there anything else I may help you with ?
	Lindsay Rhodes	No, thank you. That is all for today.
	Shubham Kataria	You're welcome
		I would greatly appreciate if you could spare a minute to give

	Thank you for choosing ACE cloud Hosting, you have a wonde
	You may end this chat now. Once you end this chat, you will r form.
	I request you to kindly spare a moment to fill that out for me feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your ov
	For self-help, check out our Knowledge Base (https://www.ace

Shubham Kataria has ended this chat session

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Visitor Details

#77755 Zainab Ali
Email: zainaba@opendoorswa.org 📞 2534268207
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/quickbooks-hosting/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utr
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 17 Secs
City: KENT
State: Washington
Country: UNITED STATES

Chat Transcript

Zainab Ali	I need help to log in into QB
Mohit	Thank you for contacting ACE. My name is Mohit. I will be ass
Zainab Ali	Hi Mohit
Mohit	Okay, transferring your chat to support for asisstance

	Zainab Ali	sure
		<i>Mohit is transferring the chat to Support(QB & App Hosting).</i>
		<i>Yash Kalra accepted the chat transfer request.</i>
	Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash
	Zainab Ali	Hello Yash
	Yash Kalra	Zainab, in our last conversation, we were helping you to conr
	Zainab Ali	sure
	Yash Kalra	May I take the remote access of your local computer?
	Zainab Ali	sure
	Yash Kalra	Prior providing the access, I would suggest you to close any ii
		Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/1272190584
	Zainab Ali	I did
	Yash Kalra	Zainab, please try again
		Is there any issue you were facing while connecting?
		Zainab, we assisted you regarding Logging Issue. Is there anything else I may help you with? (Edited)
	Zainab Ali	hi
	Yash Kalra	Zainab, we assisted you regarding Logging Issue. Is there anything else I may help you with? (Edited)
	Zainab Ali	No
		Thank you for your help and support
	Yash Kalra	I would greatly appreciate if you could spare a minute to give
	Zainab Ali	Sure....
	Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash
		You may end this chat now. Once you end this chat, you will r form.
		I request you to kindly spare a moment to fill that out for me feedback at quality@acecloudhosting.com . Thanks!
		Note: You may change/reset your server password on your ov
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
		<i>Yash Kalra has ended this chat session</i>

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Visitor Details

#77782 Wayne Wang
Email: accounting@efanslift.com 📞 19013994309
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 37 Secs
City: DALIAN
State: Liaoning Sheng
Country: CHINA

Chat Transcript

Wayne Wang	Hello, I am your Acebuddy
Acebuddy	Hello Wayne, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
Wayne Wang	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Wayne Wang	I'd like to raise a Request
Acebuddy	Please select your request type.
Wayne Wang	Change in Users
Acebuddy	Please select your desired option!
Wayne Wang	User Replacement
Acebuddy	We do not recommend modifying an existing user (if you'd like to replace) and instead add a new user.

	Registered Account Owners have the ability to a link for a detailed guide on how to manage user
	Do you need any further assistance on the topic
Wayne Wang	Yes
Acebuddy	Please wait while we connect you to our Suppor
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer reques</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My
Wayne Wang	hi, this is wayne wang with unicorn tire
	I just found one of users is inactive, can you ple
	hello, are you there?
Manish Singh	Please send us an email from the registered em request.
	Also, the registered email for your account with
Wayne Wang	705927 is ticket #
	I did send email just now
Manish Singh	Let me check]
Wayne Wang	I need this issue solved asap
Manish Singh	Kindly allow me two minutes to check the same
	Successfully activate the user as requested.
	Kindly check now.
Wayne Wang	what's the password/
Manish Singh	kindly use the old password only.
Wayne Wang	yes, I got it
Manish Singh	Is there anything else I may help you with ?
Wayne Wang	no, thanks
Manish Singh	I would greatly appreciate if you could spare a n
Wayne Wang	hold on
	can you please activate user of tire claim as wel
Manish Singh	Kindly email for that too
Wayne Wang	ok
	just wrote the email, please check
Manish Singh	

	Done
	Is there anything else I may help you with ?
Wayne Wang	thank you, nothing
Manish Singh	I would greatly appreciate if you could spare a n
	Thank you for choosing ACE cloud Hosting, you
	You may end this chat now. Once you end this c number and survey feedback form.
	I request you to kindly spare a moment to fill th you may send your feedback at quality@aceclo
	Note: You may change/reset your server passwc (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (ht

Manish Singh has ended this chat session

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Visitor Details

#78397 Mariah Qian
Email: mariah@sebaintl.com 📞 13109519145
Department: Support(QB & App Hosting)
Operator: Ayush kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 39 Secs
City: PALOS VERDES PENINSULA
State: California
Country: UNITED STATES

Chat Transcript

	Mariah Qian	Hello, I am your Acebuddy
	Acebuddy	Hello Mariah Qian, I'm your Ace Buddy. I'll be ha
		Whom Would You Like to Connect With?
	Mariah Qian	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Mariah Qian	I'd like to report an Issue
	Acebuddy	Please select an option!
	Mariah Qian	Password Reset
	Acebuddy	Please select an option below
	Mariah Qian	Not Enrolled to Selfcare Portal
	Acebuddy	Please drop an email on support@acecloudhosti share an update once the request is processed.
		Do you need any further assistance on the topic
	Mariah Qian	Yes
	Acebuddy	Please wait while we connect you to our Suppor
		<i>Acebuddy (bot) forwarded the chat request</i>
	Mariah Qian	Annually I am not if that is password issue
		I could not log in
		I didn't list my password
		But just could not log in
		<i>Ayush kumar accepted the chat transfer request</i>
	Ayush kumar	Thank you for contacting Ace Cloud Hosting. My
	Mariah Qian	Thank you
		Sorry for some typos above
	Ayush kumar	Hi Mariah, hope you are doing great today!
	Mariah Qian	I didn't lost my password but could not log in
	Ayush kumar	I will be surely assisting you with this. Kindly hel
	Mariah Qian	Thank you. Wish you the same
		Mariah.pro
	Ayush kumar	Please confirm if "Seba International Corp" is yo
	Mariah Qian	Yes

	Ayush kumar	Thanks for the confirmation !
		Is there any error message you are getting while
	Mariah Qian	Yes. Let me check back
	Ayush kumar	Thank you. In the meantime let me inform you t
		7:43:01 AMMariah Qian is sharing a file with you IMG_3568.jpeg - (Size:2.36 MB)
	Mariah Qian	Oh great. Let'me try
	Ayush kumar	I guess the username is RDP file is wrong that is
		7:44:57 AMMariah Qian is sharing a file with you image.jpg - (Size:2.47 MB)
	Mariah Qian	Still could not log in
	Ayush kumar	To help you better. May I take the remote access
	Mariah Qian	Please see above error message I sent to you. I
		Yes
	Ayush kumar	Prior providing the access, I would suggest you t
	Mariah Qian	Please send me remote access
		Ok
	Ayush kumar	https://assist.acecloudhosting.com/join/6692814
		Once you click on the link a file will downloaded
	Mariah Qian	Would you pls email this to my email then you c
	Ayush kumar	Sure, please share your email.
	Mariah Qian	Mariah@sebaintl.com
		I will forward to
	Ayush kumar	I have sent the email. Let me know once you rec
		Since the issue is resolved over the remote sess
		Thank you for choosing ACE cloud Hosting, you
		Ayush kumar has ended this chat session

Visitor Details -----

#77940 sll
Email: sll@sllcpa.com ☎ 8473708883
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 10 Secs
City: HIGHLAND PARK
State: Illinois
Country: UNITED STATES

Chat Transcript -----

sll	Hello, I am your Acebuddy
Acebuddy	Hello Sll, I'm your Ace Buddy. I'll be happy to as
	Whom Would You Like to Connect With?
sll	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sll	I'd like to report an Issue
Acebuddy	Please select an option!
sll	Other Issue
Acebuddy	Please specify the issue you are facing before I c
sll	Steven L Lopata CPA LTD - CID71656 Server nan
Acebuddy	Please wait while we connect you to a Support F
	<i>Acebuddy (bot) forwarded the chat request</i>
sll	Does not recognize my password.
	<i>Yash Ahi accepted the chat transfer request.</i>

	Yash Ahi	Thank you for contacting Ace Cloud Hosting. My
		Hi Steven. How are you doing today?
	sll	Concerned about my situation here.
	Yash Ahi	I will surely help you with this issue.
		Kindly allow me two minutes to check the inform
		Thank you for your patience.
		May I take the remote access of your local comp
	sll	yes
	Yash Ahi	Prior providing the access, I would suggest you t
	sll	done
	Yash Ahi	Kindly paste this link in the browser of local com https://assist.acecloudhosting.com/join/4752723
		We are connected on the remote session and wi hold, please do not disconnect it. Once the issue
		We see that you're already enrolled on Selfcare
		To reset the password using Selfcare Portal, plea
		<div>1. Visit Selfcare Portal (https://selfcare.acecloudhosting.com)</div> <div>2. Enter your Server Username.</div> <div>3. Enter the CAPTCHA verification and Click Cor</div> <div>4. In the window that opens, Choose an authen</div> <div>5. Enter your new password and click Reset to f</div>
		Alright, lets try to login now
	sll	All good. Thanks again!
	Yash Ahi	Here we go Steven.
	sll	Excellent.
	Yash Ahi	My pleasure.
		Is there anything else I may help you with ?
		I have closed the remote session.
	sll	No thank you
	Yash Ahi	I would greatly appreciate if you could share the
		Thank you for choosing ACE cloud Hosting, you
		You may end this chat now. Once you end this c number and survey feedback form.

I request you to kindly spare a moment to fill the survey. If you may send your feedback at quality@acecloudhosting.com.

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

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

Yash Ahi has ended this chat session

Chat

Help

Visitor Details

#78299 shari
Email: shari@jkservicesinc.com 📞 18054079440
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 1 Min 29 Secs
City: SAN JOSE DEL CABO
State: Baja California Sur
Country: MEXICO

Chat Transcript

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

	shari	I'd like to report an Issue
	Acebuddy	Please select an option!
	shari	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	shari	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I c
	shari	It is only allowing 2 users to login at a time. I sh
	Acebuddy	Please wait while we connect you to a Support F
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Vignesh Arul accepted the chat transfer request</i>
		<i>Vignesh Arul is transferring the chat to Anjainay</i>
	shari	hi
		<i>Anjainay Singh accepted the chat transfer reques</i>
	Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My
	shari	I should be able to connect 3 users to the Beacc
		it is only allowing 2
	Anjainay Singh	Thank you for bringing this to our attention. I un possible.
		Please allow me two minutes so that I can check
		<i>9:26:56 PMAnjainay Singh is sharing a file with y image.png - (Size:11.71 KB)</i>
		<i>Please refer the highlighted mark in thi</i>
		As you are currently using QB 2024 two user lice
	shari	ok when we set it up with Melissa it is supposed
		Joel, admin and myself
		we are supposed to be using her licenses
	Anjainay Singh	Could you please confirm the license details relæ
		I am also looking at my end to assist you urgent
		<i>9:30:50 PMAnjainay Singh is sharing a file with y image.png - (Size:10.81 KB)</i>
		<i>This is same license installed on Meliss</i>
		It is also two user license
	shari	They are working on merging the licenses and v

Anjainay Singh	Sure Shari. please update us when it is complet
shari	ok
Anjainay Singh	Once the license is merged please share it with
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting assistance is required.

Anjainay Singh has ended this chat session

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Visitor Details -----

#78451 Brenda Rosales
Email: brenda.rosales@eneos.com.ph ☎ 636325071840
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 47 Secs
City: AYALA-PASEO DE ROXAS
State: National Capital Region
Country: PHILIPPINES

Chat Transcript -----

Brenda Rosales	Hello, I am your Acebuddy
Acebuddy	Hello Brenda Rosales, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?

	Brenda Rosales	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Brenda Rosales	I'd like to report an Issue
	Acebuddy	Please select an option!
	Brenda Rosales	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Brenda Rosales	QuickBooks Update
	Acebuddy	Quickbooks update related alerts can be caused and apply the necessary patches as and when is
		If you're also getting an update popup, please g Our engineers will manually check and impleme
		Do you need any further assistance on the topic
	Brenda Rosales	Yes
	Acebuddy	Please wait while we connect you to our Suppor
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Ankit accepted the chat transfer request.</i>
	Ankit	Thank you for contacting Ace Cloud Hosting. My
	Brenda Rosales	Hi Ankit
		would like to request status of my ticket
		698269
		im just worried
		that we might not be able to access QB tomorro
		<i>Ankit is transferring the chat to Support(QB & A,</i>
		please advise
		<i>Tushar accepted the chat transfer request.</i>
	Tushar	Hello Brenda we checked your ticket status.
	Brenda Rosales	thank u
		what's the status?
	Tushar	Thank you for waiting currently it is in billing de
	Brenda Rosales	thank u
		im just wondering how long will it take?

	because, as mentioned, we will not be able to a
	can you please ask QB to make an extension for
	since we are intending to buy their Enterprise E
Tushar	Can you tell us at what time you want to access
Brenda Rosales	should be all day from 8am-6pm, Philippine time
Tushar	Okay we have noted it down and I will convey th
	Is there anything else I may help you with ?
Brenda Rosales	none
	thank u for assisting
Tushar	Kindly share your feedback by clicking the smile
	Thank you for choosing ACE cloud Hosting, you
	You may end this chat now. Once you end this c number and survey feedback form.
	I request you to kindly spare a moment to fill th you may send your feedback at quality@aceclo
	Note: You may change/reset your server passwc (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (ht

Tushar has ended this chat session

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Visitor Details -----

#78651 Stephen Stull
Email: ddarrigo@stullcpa.com ☎ 18176610095
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 24 Secs

City: TAMPA

State: Florida

Country: UNITED STATES

Chat Transcript

Stephen Stull	Hello, I am your Acebuddy
Acebuddy	Hello Ddarrigo, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Stephen Stull	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephen Stull	I'd like to report an Issue
Acebuddy	Please select an option!
Stephen Stull	Other Issue
Acebuddy	Please specify the issue you are facing before I c
Stephen Stull	The user Michelle can't use the UltraTax 2024 sc
Acebuddy	Please wait while we connect you to a Support F
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer req</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My
	Hello Ddarrigo
	I will be surely assisting you with this. Kindly hel
	Are we still connected here?
Stephen Stull	yes
	sure! One moment please
Shubham Kataria	No problem, take your time
Stephen Stull	The server name is StullCPALLC.myrealdata.net
Shubham Kataria	Thank you
	Kindly confirm if Michelle is the only user who is
Stephen Stull	I'm not sure about that, let me try to access it n

Shubham Kataria	Alright, please check and also confirm if the use
Stephen Stull	I think it is working for me, give me one more m
Shubham Kataria	Okay
Stephen Stull	Sorry, I figured it out. You can close this, thank y
Shubham Kataria	That's great
	Is there anything else I may help you with ?
Stephen Stull	Not for now, thank you
Shubham Kataria	You're welcome
	I would greatly appreciate if you could spare a n
	Thank you for choosing ACE cloud Hosting, you
	You may end this chat now. Once you end this c number and survey feedback form.
	I request you to kindly spare a moment to fill thi you may send your feedback at quality@aceclo
	Note: You may change/reset your server passwc (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (hti

Shubham Kataria has ended this chat session

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Visitor Details

#77873 Loreta Gonzalez

Email: lgonzalez@ipgholding.com 📞 14073741365

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

Country: ARGENTINA

Loreta Gonzalez	Hello, I am your Acebuddy
Acebuddy	Hello Loreta Gonzalez, I'm your Ace Buddy. I'll be happy to help you with your issue.
	Whom Would You Like to Connect With?
Loreta Gonzalez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Loreta Gonzalez	I'd like to report an Issue
Acebuddy	Please select an option!
Loreta Gonzalez	Other Issue
Acebuddy	Please specify the issue you are facing before I can help you.
Loreta Gonzalez	I cannot connect to the server regularly get different error messages
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria.
	I will be surely assisting you with this. Kindly help me with the details.
Loreta Gonzalez	IGPHolding.myrealdata.net
	user LoretaG
Shubham Kataria	Thank you for the information.
	Kindly confirm the error message which you're receiving.
Loreta Gonzalez	I get different messages
	<i>3:19:57 AM Loreta Gonzalez is sharing a file with you</i> Captura de pantalla 2025-06-04 184516.png - (1.0 MB)
Shubham Kataria	Thank you for sharing the error
	May I take the remote access of your local computer?
Loreta Gonzalez	ok
Shubham Kataria	Prior providing the access, I would suggest you to

	Loreta Gonzalez	I want you to know that I keep experiencing this
		I can connect, then I can't, then I can
		and it goes on
	Shubham Kataria	Don't worry I will provide you a permanent fix on
	Loreta Gonzalez	I'm ready
	Shubham Kataria	Thank you
		https://assist.acecloudhosting.com/join/1282066
		Kindly paste this link in the browser of local computer
	Loreta Gonzalez	done
		downloaded the file
	Shubham Kataria	Thank you
		We are connected on the remote session and will hold, please do not disconnect it. Once the issue is resolved we will disconnect.
	Loreta Gonzalez	I need to go now
	Shubham Kataria	In order to resolve this issue, we require to reboot the server.
		This may also cause the issue
	Loreta Gonzalez	ok. I'll do that
		and contact you tomorrow if the issue continues
	Shubham Kataria	Sure, you may reboot the local machine.
		Sure, after this chat I will send you a email, if the issue continues.
	Loreta Gonzalez	thank you!!
	Shubham Kataria	You're welcome
		Is there anything else I may help you with ?
	Loreta Gonzalez	nothing else
	Shubham Kataria	I will keep your ticket open and will follow up tomorrow.
		Thank you for choosing ACE cloud Hosting, you may end this chat now.
		You may end this chat now. Once you end this chat, you will receive a survey number and survey feedback form.
		I request you to kindly spare a moment to fill this survey form. Once you fill this, you may send your feedback at quality@acecloudhosting.com .
		Note: You may change/reset your server password at https://selfcare.acecloudhosting.com .

Shubham Kataria has ended this chat session

Chat

Help

Visitor Details

#78691 Jen Faulkner
Email: jfaulkner@schillings.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: ST JOHN
State: Indiana
Country: UNITED STATES

Chat Transcript

Jen Faulkner	Hello, I am your Acebuddy
Acebuddy	Hello Jen Faulkner, I'm your Ace Buddy. I'll be ha
	Whom Would You Like to Connect With?
Jen Faulkner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any response from your end,
<i>Ended due to chat idle timeout</i>	

Visitor Details

#78663 salmakki

Email: salmakki@vineit.com 📞 844 484 6348

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: 43 Secs

City: NEW PORT RICHEY

State: Florida

Country: UNITED STATES

Chat Transcript

salmakki	Hello, I am your Acebuddy
Acebuddy	Hello Salmakki, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
salmakki	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
salmakki	I'd like to report an Issue
Acebuddy	Please select an option!
salmakki	Other Issue
Acebuddy	Please specify the issue you are facing before I can help you.
salmakki	719565
Acebuddy	Please wait while we connect you to a Support F
	Acebuddy (bot) forwarded the chat request
	Manish Singh accepted the chat transfer reques

Manish Singh	Thank you for contacting Ace Cloud Hosting. My
	Hii Salmakkii
salmakki	Hello Manish
	Kim emailed saying that you guys never called
	she neds to get back to her system
	this is urgent
Manish Singh	Yes, we have arranged a calback she will get a c
	Alright, let me check once again.
salmakki	thanks!
Manish Singh	May I take the remote access of Kim's local com
salmakki	let me ask her very quick
	please go ahead
Manish Singh	https://assist.acecloudhosting.com/join/5542445
	Prior providing the access, I would suggest you t
	Kindly paste this link in the browser of local com
	We are connected on the remote session and wi
	hold, please do not disconnect it. Once the issue
salmakki	ok
Manish Singh	As we haven't got any response from your end,

Ended due to chat idle timeout

Ch

Hel

Visitor Details -----

#77726 winniezhou
Email: winniezhou@freshimarket.com ☎ 17734208188
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: 48 Secs

City: CAPE GIRARDEAU

State: Missouri

Country: UNITED STATES

Chat Transcript

winniezhou	Hello, I am your Acebuddy
Acebuddy	Hello Winnie Zhou, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
winniezhou	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available support agent.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham accepted the chat transfer request.</i>
	<i>Shubham is transferring the chat to Support(QB)</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 help you?
winniezhou	hi Anjainay, I was wondering how i can upload files to my vdi
Anjainay Singh	Thankyou for sharing your request with us and I will be assisting you with that.
	May I take the remote access of your local computer?
winniezhou	yes
Anjainay Singh	Prior providing the access, I would suggest you to download the file from the link below.
winniezhou	ok
Anjainay Singh	I will be assisting you with mapping pc drive to vdi.
winniezhou	ok
Anjainay Singh	https://assist.acecloudhosting.com/join/1642986
	Please copy this URL at your local machine browser.
	Download the file and click on Agree and Download.
	We are connected remotely.
winniezhou	good
Anjainay Singh	Please stay connected here as well while I will be assisting you.

	Please stay connected.
	Please stay connected.
	As you have confirmed that your issue has been the smiling emoji.
	I will also share the ticket id with you over the n
	You mat end this chat session.
	Thank you for choosing ACE cloud Hosting, you
	<i>Anjainay Singh has ended this chat session</i>

Ch

Hel

Visitor Details

#78639 salmakki

Email: salmakki@vineit.com 📞 844 484 6348

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: NEW PORT RICHEY

State: Florida

Country: UNITED STATES

Chat Transcript

salmakki	Hello, I am your Acebuddy
Acebuddy	Hello Sarah, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
	As we haven't got any response from your end,

Ch
Hel

Visitor Details -----

#78098 accounts
Email: accounts@lightstylelondon.co.uk ☎ 447877659106
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 28 Secs
City: KINGSTON UPON THAMES
State: Kingston Upon Thames
Country: UNITED KINGDOM

Chat Transcript -----

accounts	Hello, I am your Acebuddy
Acebuddy	Hello Larissa Brito Garcia, I'm your Ace Buddy. I'
	Whom Would You Like to Connect With?
accounts	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
accounts	I'd like to raise a Request
Acebuddy	Please select your request type.
accounts	Password Reset
Acebuddy	Please select an option below
accounts	Already Enrolled to Selfcare Portal

	Acebuddy	Please follow the process mentioned in the link here .
		Do you need any further assistance on the topic?
	accounts	Yes
	Acebuddy	Please wait while we connect you to our Support Agent.
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Deepak Taneja 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.
		I will be surely assisting you with this. Kindly help me understand the issue.
	accounts	No idea of the server name or password
	Shivam Singh	No problem, I can see that you have a request for a password reset.
	accounts	Yes, because I cannot login on my own account
	Shivam Singh	Could you please approve that on the email shared with you?
		Just reply to that email.
		<i>The visitor's name was changed from Larissa Br...</i>
	accounts	I see. I thought I had to login
		This password reset is for one user, not global
	Shivam Singh	No problem
		Is it for vincent?
	accounts	yes
	Shivam Singh	Great.
		Please respond to the email and I will right away reset the password.
		Just write " Approved ".
	accounts	Done
	Shivam Singh	Thanks, let me check.
		Just allow 2 minutes I will be sharing the password with you.
	accounts	Please send it to Vincent directly
	Shivam Singh	Surely, could you please share the email of Vincent?
	accounts	info@lightstylelondon.co.uk
	Shivam Singh	Great, we will do that.
		Peter, Is there anything else I may help you with?
	accounts	

	This is Larissa. No thank you
	this is all for today
	thank you for your help

Peter Wrobel has ended this chat session

Ch
Hel

Visitor Details -----

#78462 Stephanie Moore
Email: stephanie@thedeliveryauthority.com 📞 6305423466
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: 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 k
	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	Password Reset
Acebuddy	Please select an option below
Stephanie Moore	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosti share an update once the request is processed.
	Do you need any further assistance on the topic
	As we haven't got any response from your end,
	<i>Ended due to chat idle timeout</i>

Ch

Hel

Visitor Details

#77856 Erica Shepp

Email: erica@sasisprinklers.com 📞 14356699793

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 51 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Erica Shepp	Hello, I am your Acebuddy
Acebuddy	Hello Erica Shepp, I'm your Ace Buddy. I'll be ha
	Whom Would You Like to Connect With?
Erica Shepp	Technical Support (QB & App Hosting)

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Erica Shepp	I'd like to report an Issue
	Acebuddy	Please select an option!
	Erica Shepp	Other Issue
	Acebuddy	Please specify the issue you are facing before I c
	Erica Shepp	Cannot connect to server
	Acebuddy	Please wait while we connect you to a Support F
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Manish Singh accepted the chat transfer reques</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My
		I will surely help you with this issue.
	Erica Shepp	Hello Manish
	Manish Singh	Is this issue occurring only for you, or are other
	Erica Shepp	For both of us
	Manish Singh	Try to access now.
	Erica Shepp	Okay
		I'm getting the same messagew
	Manish Singh	Please ask Stanley to access server once.
	Erica Shepp	Will do
		Stanley's did work
	Manish Singh	Kindly try to access yours once.
	Erica Shepp	Okay
		Okay mine connects now too
		I have a question about the server migration
		Well, actually about the Quickbooks upgrade to
		Will our QB still be setup as multi user?
	Manish Singh	Yes, after the migration when you open your Qu
	Erica Shepp	Ok great!! That's all we need for nnnnow.
		Thank you for your assistance!
	Manish Singh	I would greatly appreciate if you could spare a n
		Thank you for choosing ACE cloud Hosting, you

You may end this chat now. Once you end this c
number and survey feedback form.

I request you to kindly spare a moment to fill th
you may send your feedback at quality@aceclo

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

For self-help, check out our Knowledge Base (ht

Manish Singh has ended this chat session

Ch
Hel

Visitor Details

#78318 Stephen Stull
Email: ddarrigo@stullcpa.com ☎ 18176610095
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: 21 Secs
City: TAMPA
State: Florida
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Stephen Stull	I'd like to report an Issue
	Acebuddy	Please select an option!
	Stephen Stull	Other Issue
	Acebuddy	Please specify the issue you are facing before I c
	Stephen Stull	I just create a ticket to give admin access to a u
	Acebuddy	Please wait while we connect you to a Support F
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Anjainay Singh accepted the chat transfer reques</i>
	Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My
		Thank you for bringing this to our attention. I ur possible.
	Stephen Stull	Hello Anjainay, nice to meet you
	Anjainay Singh	Thankyou.
		Could you please provide me the supporting tick
	Stephen Stull	I just send the email and I don't have a ticket nu
	Anjainay Singh	I got the ticket ID.
		I have just replied to same email. please read th rights to user Adam. (Edited)
	Stephen Stull	I just read it, thank you. Is there some way we n sufficient?
	Anjainay Singh	Please provide an approval from [ddarrigo@stul
	Stephen Stull	Got it. Thanks
	Anjainay Singh	Sure.
	Stephen Stull	One sec
	Anjainay Singh	Sure.
	Stephen Stull	Done
	Anjainay Singh	Thankyou for your confirmation.
	Stephen Stull	Let me know when it is done, please
	Anjainay Singh	Thankyou for your patience Damian. I have prov
	Stephen Stull	Got it! Thank you
	Anjainay Singh	Is there anything else I may help you with ?

	Once the chat ends, we would appreciate it if yc
Stephen Stull	No, thank you
Anjainay Singh	I will also share the ticket id with you over the n
	Thank you for choosing ACE cloud Hosting, you
Anjainay Singh has ended this chat session	

Ch
Hel

Visitor Details -----

#78798 Courtney Wittsell
Email: courtney@protaxky.com 📞 15028959834
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: LOUISVILLE
State: Kentucky
Country: UNITED STATES

Chat Transcript -----

Courtney Wittsell	Hello, I am your Acebuddy
Acebuddy	Hello Courtney Wittsell, I'm your Ace Buddy. I'll h
	Whom Would You Like to Connect With?
Courtney Wittsell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Courtney Wittsell	I'd like to raise a Request

Acebuddy	Please select your request type.
Courtney Wittsell	Password Reset
Acebuddy	Please select an option below
Courtney Wittsell	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosti share an update once the request is processed.
	Do you need any further assistance on the topic
	As we haven't got any response from your end,
Ended due to chat idle timeout	

Ch

Hel

Visitor Details

#78325 Brenda Clayton

Email: bclayton@owensboroder.com 📞 12709251159

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: AURORA

State: Ohio

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Clayton	I'd like to raise a Request
Acebuddy	Please select your request type.
Brenda Clayton	Application Version Upgrade
Acebuddy	Please select the application you would like to u
Brenda Clayton	QuickBooks
Acebuddy	Please email us the below-mentioned informati
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountar• License Number• Product Code
	Generally, application upgrades are completed & processed at a specific time.
	Do you need any further assistance on the topic
	As we haven't got any response from your end,
	<i>Ended due to chat idle timeout</i>

Ch

I cannot log into the se and I have labor pa

Visitor Details

#77902 pam

Email: pam@multifr.com 📞 6786648333

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Performance_MaxAgsCijIDLwb_rl710jrwM&gclid=Cj0KCQjwgIXCBhDBARIsAELC9ZhS-LGumlzu

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs
City: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript -----

pam	I cannot log into the server so I can get work do
Jasbir Singh	Thank you for contacting ACE. My name is Jasbir
pam	I get error Remote desktop can't connect to the
Jasbir Singh	Hello Pam
	How are you?
pam	I was logged in earlier and it kicked me out
	i am not good- i have so much work to do and I
	please help me I cannot log into the server so I c
	help..I get error Remote desktop can't connect t
	hello
Jasbir Singh	Sure, I'd be happy to help you with this
pam	my server is Multifamily.myrealdata.net
	hello
Jasbir Singh	Let me tranfer your chat to support team.
	<i>Jasbir Singh is transferring the chat to Support(C</i>
	<i>Manish Singh accepted the chat transfer reques</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My
pam	please please help me
Manish Singh	I will surely help you with this issue.
pam	I cannot log into the server so I can get work do
	I was logged in earlier and it kicked me out
	my server is Multifamily.myrealdata.net .I get er
Manish Singh	Is this issue occurring only for you, or are other
pam	I am not sure if anyone else is working right nov
	I was logged in this morning until about 9am
Manish Singh	May I take the remote access of your local comp
pam	yes

	Manish Singh	https://assist.acecloudhosting.com/join/4212669
		Kindly paste this link in the browser of local computer
		Prior providing the access, I would suggest you to
	pam	i just downloaded it
	Manish Singh	We are connected on the remote session and will hold, please do not disconnect it. Once the issue is resolved, I will disconnect the session.
		Is there anything else I may help you with ?
	pam	nope- thank you soooooo much
	Manish Singh	I would greatly appreciate if you could spare a moment to fill this survey form.
		Thank you for choosing ACE cloud Hosting, you will receive a survey link in your email.
		You may end this chat now. Once you end this chat, you will receive a survey link in your email.
		I request you to kindly spare a moment to fill this survey form. Once you fill the survey form, you may send your feedback at quality@acecloudhosting.com.
		Note: You may change/reset your server password at any time from your dashboard (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

Help

Visitor Details

#78820 Micah Collins, Support Staff (profile)
Email: info@williamcostleyllc.com ☎ 17702021212
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop

	Average Response Time: 41 Secs	
	City: KATY	
	State: Texas	
	Country: UNITED STATES	
	Chat Transcript -----	
	Micah Collins, Support Staff (profile)	Hello, I am your Acebuddy
	Acebuddy	Hello Micah Collins, Support Sta
		Whom Would You Like to Conne
	Micah Collins, Support Staff (profile)	Managed IT
	Acebuddy	Please wait while we connect y
	Acebuddy (bot) forwarded the c	
	Sushant accepted the chat trar	
	Micah Collins, Support Staff (profile)	I need to reset my RDP passwo
		WCLLC.myrealdata.net
		Profile : Support Staff
	Sushant	Please wait while we connect y
	Sushant is transferring the cha	
	Shubham Kataria accepted the	
	Shubham Kataria	Thank you for contacting Ace C today.
	Micah Collins, Support Staff (profile)	Thank you!
	Shubham Kataria	Hello Micah
		I will surely assist you with. Kin
	Micah Collins, Support Staff (profile)	I just need to update my RDP p everyonce in a while it will req
		I feel like there was a link for m
	Shubham Kataria	No problem, I will surely assist
	Micah Collins, Support Staff (profile)	Thank you!

	Shubham Kataria	you're welcome. please allow n
		Thank you for the patience.
		May I take the remote access o
	Micah Collins, Support Staff (profile)	no problem - thank you for you
		yes
		do you want me to share my sc
	Shubham Kataria	No, I will send you a link to con
		Prior providing the access, I wo
		https://assist.acecloudhosting.c
		Kindly paste this link in the bro
	Micah Collins, Support Staff (profile)	okay great ~ thank you!
		okay I've added you, but there
	Shubham Kataria	No problem, it will get connecte
	Micah Collins, Support Staff (profile)	okay you
	Shubham Kataria	We are connected on the remo the time, I am putting the chat give your confirmation on this c
	Micah Collins, Support Staff (profile)	should have access
	Shubham Kataria	Yes, I have the access.
		Thank you for your patience.
		As per our remote conversator
		Is there anything else I may he
	Micah Collins, Support Staff (profile)	This is perfect ~ thank you for
	Shubham Kataria	You're welcome
		I would greatly appreciate if yo smileys at the end of this chat.
		Thank you for choosing ACE clc
		You may end this chat now. On conversation, along with a tick

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

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

For self-help, check out our Knc

Shubham Kataria has ended th.

Ch

Hel

Visitor Details

#78178 Joseph Young

Email: josephy@drvc.org ☎ (516) 678-5800 ext.234

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: HUNTINGTON

State: New York

Country: UNITED STATES

Chat Transcript

Joseph Young	Hello, I am your Acebuddy
Acebuddy	Hello Joseph Young, I'm your Acebuddy
	Whom Would You Like to Connect With?
Joseph Young	Technical Support (QB & App Help)
Acebuddy	Welcome to Ace Support.
	Please chose an option :

	Joseph Young	I'd like to raise a Request
	Acebuddy	Please select your request type
	Joseph Young	Other Request
	Acebuddy	Please drop an email to suppor technicians will connect with yc
		If you are facing any issue/prob
	Joseph Young	No, That'll be all!
	Acebuddy	Thank you for contacting Ace S
		<i>Acebuddy has ended this chat .</i>

Ch
Hel

Visitor Details -----

#78736 David Jimenez
Email: david@rcstructures.com ☎ 3477939306
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 47 Secs
City: ROSLYN
State: New York
Country: UNITED STATES

Chat Transcript -----

David Jimenez	Hello, I am your Acebuddy
Acebuddy	Hello David Jimenez, I'm your A
	Whom Would You Like to Conne

	David Jimenez	Technical Support (QB & App H
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	David Jimenez	I'd like to report an Issue
	Acebuddy	Please select an option!
	David Jimenez	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue
	David Jimenez	QuickBooks is Frozen
	Acebuddy	Hmm, That doesn't sound gooc
		Was that helpful?
	David Jimenez	No
	Acebuddy	No issues, please wait while I c
		<i>Acebuddy (bot) forwarded the c</i>
	David Jimenez	It appears that quickbooks is re
		<i>Manish Singh accepted the cha</i>
	Manish Singh	Thank you for contacting Ace C
		I will surely help you with this is
		Is this the first time you're exp
		your account only?
	David Jimenez	Yes, this is the first time. There
		It appears it is just me having t
	Manish Singh	Kindly allow me two minutes to
		Kindly try to access now.
		Restarted the services and end
	David Jimenez	ok...will do
	Manish Singh	Please take your time.
		Are we still connected here?
	David Jimenez	yes
	Manish Singh	Kindly try to access QuickBook:
	David Jimenez	ok doing it now
		appears to be working. thanks!
	Manish Singh	Is there anything else I may he

	Acebuddy	Please select your request type
	Shaugn Lindley	Other Request
	Acebuddy	Please drop an email to support technicians will connect with you
		If you are facing any issue/problem
		As we haven't got any response. Kindly re-initiate the chat.
		<i>Ended due to chat idle timeout</i>

Chat

Help

Visitor Details

#78516 Alysia Toye
Email: alysia.toye@ils-corp.com 📞 8588424127
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 37 Secs
City: LA MESA
State: California
Country: UNITED STATES

Chat Transcript

Alysia Toye	Hello, I am your Acebuddy
Acebuddy	Hello Alysia Toye, I'm your Ace
	Whom Would You Like to Connect
Alysia Toye	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

		Please chose an option :
	Alysia Toye	I'd like to report an Issue
	Acebuddy	Please select an option!
	Alysia Toye	Other Issue
	Acebuddy	Please specify the issue you are facing
	Alysia Toye	our hosting page is missing Microservices
	Acebuddy	Please wait while we connect your account
		<i>Acebuddy (bot) forwarded the conversation to Anurag Sharma</i>
		<i>Anurag Sharma accepted the chat invitation</i>
	Anurag Sharma	Thank you for contacting Ace Buddy
		Hello Alysia
	Alysia Toye	hello
		my original ticket # Ticket ID: 70698
	Anurag Sharma	Thanks for the confirmation !
		Kindly allow me two minutes to check the status
	Alysia Toye	thank you.
	Anurag Sharma	May I take the remote access of your system?
	Alysia Toye	yes
	Anurag Sharma	Could you please confirm us your user name?
	Alysia Toye	ILS_LoandB -qbnxtpre1.
	Anurag Sharma	Thanks for the confirmation !
	Alysia Toye	sorry thats wrong
		ILS_LoanB
	Anurag Sharma	Please accept the remote session
		Prior providing the access, I would have asked you to provide the details
	Alysia Toye	ok
		did you log in?
	Anurag Sharma	We are connected on the remote session. At the same time, I am putting the chat on hold. Please give your confirmation on this once you are done
		Are you there?
		Please login again on the server

	Alysia Toye	logging in now
	Anurag Sharma	Okay
	Alysia Toye	its having issues. "cant find the
		okay working now
	Anurag Sharma	Okay
		Please login again on the serve
	Alysia Toye	in
	Anurag Sharma	Please login again
	Alysia Toye	in
		are you still logged in>
		?
	Anurag Sharma	yes
	Alysia Toye	thank you. just wanted tomake
	Anurag Sharma	Please check now
		The issue should be now resolv
	Alysia Toye	I have to look at my new passw
	Anurag Sharma	No problem
		Is there anything else I may he
	Alysia Toye	wow!!! thank you so much!!!!
		wow wow
	Anurag Sharma	Thanks for the confirmation !
	Alysia Toye	do i need to do anything for the
	Anurag Sharma	They should also work
		You can reach out to us if you f
		I would greatly appreciate if yo chat.
	Alysia Toye	absolutely
	Anurag Sharma	I would greatly appreciate if yo chat.
		Thank you for choosing ACE clc
		You may end this chat now. On conversation, along with a tick I request you to kindly spare a

working. I will appreciate that.
Thanks!

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

For self-help, check out our Knc

Anurag Sharma has ended this

Ch

Hel

Visitor Details

#77866 harshad.b

Email: harshad.b@matchpointsolutions.com ☎ +917972:

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript -----

harshad.b	Hello, I am your Acebuddy
Acebuddy	Hello Harshad.b, I'm your Ace E
	Whom Would You Like to Conne
harshad.b	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :

	harshad.b	I'd like to raise a Request
	Acebuddy	Please select your request type
	harshad.b	Other Request
	Acebuddy	Please drop an email to support@acebuddy.com, our technicians will connect with you
		If you are facing any issue/problem, please provide details
	harshad.b	Yes, I'm facing issues with my server
	Acebuddy	Please select an option!
	harshad.b	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue
	harshad.b	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to QuickBooks, I will help you with resolving the issue
		Was that helpful?
	harshad.b	No
	Acebuddy	No issues, please wait while I connect you to the support team
		<i>Acebuddy (bot) forwarded the chat to Anjainay Singh</i>
		<i>Anjainay Singh accepted the chat</i>
	harshad.b	Hi
		706896
	Anjainay Singh	Thank you for contacting Ace Cloud Support
		Thank you for bringing this to our attention, we will ensure it's resolved promptly
	harshad.b	ok
		I can login to QB but its building up error
	Anjainay Singh	Thankyou for providing me the details, I will look into it
		Could you please confirm are you able to login to QB?
	harshad.b	let me check
		yes i can access server
	Anjainay Singh	Thankyou for your confirmation, I will look into it
		Actually I was having server access issue
		Please provide me the remote access details
	harshad.b	

Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript -----

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

Ended due to chat idle timeout



Ch
Hel

Visitor Details -----

#77819 Dan Segawa
Email: dsegawa@armdynamics.com ☎ 3102935861

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Mins 45 Secs

City: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

Dan Segawa	Hello, I am your Acebuddy
Acebuddy	Hello Dan Segawa, I'm your Acebuddy
	Whom Would You Like to Connect With?
Dan Segawa	Technical Support (QB & App Help)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dan Segawa	I'd like to report an Issue
Acebuddy	Please select an option!
Dan Segawa	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue
Dan Segawa	Other QB related issue
Acebuddy	Please specify the issue you are facing
Dan Segawa	My users are not able to Open their QB
Acebuddy	Please wait while we connect you to the support team
	<i>Acebuddy (bot) forwarded the chat to Shubham Kataria</i>
	<i>Shubham Kataria accepted the chat transfer</i>
	<i>Shubham Kataria is transferring the chat to Yash Kalra</i>
	<i>Yash Kalra accepted the chat transfer</i>
Yash Kalra	Thank you for contacting Ace Cloud
Dan Segawa	Hello again Yash...
Yash Kalra	Hello Dan
Dan Segawa	my users are still facing the same issue

	Yash Kalra	May I take the remote access o
	Dan Segawa	sure
	Yash Kalra	Prior providing the access, I wo
		Kindly Click on the link and ope https://assist.acecloudhosting.c
	Dan Segawa	please try MBrownstone
		advancedarmprod
		I am back here
	Yash Kalra	Dan, we assisted you regarding Is there anything else I may he
		Are we still connected here?
		Are we still connected here?
	Dan Segawa	thank you
		that will be all
		have a blessed day ahead
	Yash Kalra	Thank you for choosing ACE clc
		You may end this chat now. On conversation, along with a tick
		I request you to kindly spare a working. I will appreciate that. Thanks!
		Note: You may change/reset yo (https://selfcare.acecloudhostir
		For self-help, check out our Knc
		<i>Yash Kalra has ended this chat</i>

Visitor Details

#78250 Christopher

Email: ckelly@kellysupplyco.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MANTUA

State: Ohio

Country: UNITED STATES

Chat Transcript

Christopher	Hello, I am your Acebuddy
Acebuddy	Hello Christopher, I'm your Ace
	Whom Would You Like to Conne
Christopher	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christopher	I'd like to report an Issue
Acebuddy	Please select an option!
Christopher	Password Reset
Acebuddy	Please select an option below
Christopher	Already Enrolled to Selfcare Poi
Acebuddy	Please follow the process ment
	Do you need any further assist
	As we haven't got any respons Kindly re-initiate the chat.

Ended due to chat idle timeout



Visitor Details -----

#78142 Laksh
Email: laksh@taxbyby.com
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 31 Secs
City: ANANTAPUR
State: Andhra Pradesh
Country: INDIA

Chat Transcript -----

Laksh	Hello, I am your Acebuddy
Acebuddy	Hello Laksh, I'm your Ace Budd
	Whom Would You Like to Conne
Laksh	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Laksh	I'd like to report an Issue
Acebuddy	Please select an option!
Laksh	Other Issue
Acebuddy	Please specify the issue you an
Laksh	My server is Frezze am not able
Acebuddy	Please wait while we connect y
	<i>Acebuddy (bot) forwarded the c</i>
	<i>Tushar accepted the chat trans</i>
Tushar	Thank you for contacting Ace C

		I will be surely assisting you with this issue.
		Also kindly let me know if this is resolved with this issue.
	Laksh	taxbyby.myrealdata/Romany
	Tushar	I have unfrozen your user profile. Once you are logged in, I also rebooted the server.
		Is there anything else I may help you with?
	Laksh	yes you can reboot server
		am not able to connect server
	Tushar	Kindly try now.
	Laksh	okay
		now its working
		thank u
	Tushar	Great.
		Kindly share your feedback by clicking on the star.
		Thank you for choosing ACE cloud hosting.

Laksh has ended this chat session.

Chat

Header

Visitor Details

#78573 jennifer
Email: jennifer@lylecontractingsolutions.com 📞 (252) 321-1234
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-chat.
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 19 Secs
City: ATLANTIC BEACH

	State: North Carolina	
	Country: UNITED STATES	
	Chat Transcript -----	
	jennifer	Hello, I am your Acebuddy
	Acebuddy	Hello Jennifer, I'm your Ace Buc
		Whom Would You Like to Conne
	jennifer	Technical Support (QB & App H
	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
	jennifer	QuickBooks Login Issue
	Acebuddy	I understand that you are unab help you with resolving the issu
		Was that helpful?
	jennifer	No
	Acebuddy	No issues, please wait while I c
		<i>Acebuddy (bot) forwarded the c</i>
		<i>Yash Ahi accepted the chat trar</i>
	Yash Ahi	Thank you for contacting Ace C
	jennifer	Hello
	Yash Ahi	Hi Jennifer. How are you doing t
	jennifer	I am ok. I am having an issue lk
	Yash Ahi	I will surely help you with this is
	jennifer	When I try to log on it says the and...
	Yash Ahi	Alright.
		Could you please help me with
	jennifer	I get an error stating QuickBool codes (-12, 0)

		My server name is LyleContract
	Yash Ahi	Thanks for the confirmation !
		Kindly allow me two minutes to
	jennifer	ok
	Yash Ahi	Thank you for your patience Jen
		It seems like I have to reboot th
	jennifer	Ok I will log out
	Yash Ahi	Sure.
		Thank you for your patience Jen
		Could you please check if it is v
		Are we still connected here?
		Are we still connected here?
	jennifer	yes, sorry!
		I am checking now
	Yash Ahi	No issues. Please check.
	jennifer	It is loading.
	Yash Ahi	Okay. Let me know if you face a
	jennifer	I will. It is being very slow
		Ok I think we are up and runnir
	Yash Ahi	Yes the RAM utilization seems t
		Alright.
		Is there anything else I may he
	jennifer	Thank you for your help
		That will be all. Thank you!
	Yash Ahi	My pleasure.
		I would greatly appreciate if yo
	jennifer	ok
	Yash Ahi	After this chat you will get the i
		Thank you for choosing ACE clc
		You may end this chat now. On
		conversation, along with a tick
		I request you to kindly spare a

working. I will appreciate that.
Thanks!

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

For self-help, check out our Knc

Yash Ahi has ended this chat se

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Hel

Visitor Details

#78258 winniezhou
Email: winniezhou@freshimarket.com 📞 17734208188
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: <https://www.acecloudhosting.com/support-chat>.
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 27 Secs
City: HIGH RIDGE
State: Missouri
Country: UNITED STATES

Chat Transcript

winniezhou	Hello, I am your Acebuddy
Acebuddy	Hello Winniezhou, I'm your Ace
	Whom Would You Like to Conne
winniezhou	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :

	winniezhou	I'd like to report an Issue
	Acebuddy	Please select an option!
	winniezhou	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue
	winniezhou	Other QB related issue
	Acebuddy	Please specify the issue you are facing
	winniezhou	can't download report as excel
	Acebuddy	Please wait while we connect you to the support team
		<i>Acebuddy (bot) forwarded the chat to Anjainay Singh</i>
		<i>Gaurava Tyagi declined the chat</i>
		<i>Anjainay Singh accepted the chat</i>
	Anjainay Singh	Thank you for contacting Ace C
	winniezhou	thank you
	Anjainay Singh	Thank you for bringing this to c you resolve it as quickly as pos
	winniezhou	and i have microsoft 365 online
	Anjainay Singh	Thankyou for letting me know t some backend settings and ass
	winniezhou	thank you
	Anjainay Singh	May I take the remote access o
	winniezhou	ok
	Anjainay Singh	Prior providing the access, I wo
	winniezhou	ok
	Anjainay Singh	Please provide me remote acce
		Could you please show me the
	winniezhou	i need to creat new worksheet
		excel file not csv
	Anjainay Singh	Could you please try to export
		So excel option is missing to op
	winniezhou	yes
	Anjainay Singh	Please be on hold so that I can
		The issue is due to absence of
		You may lease the Excel 2016 f

	winniezhou	I already have an microsoft 365
	Anjainay Singh	Sure, Winnie could you please c
		. (Edited)
	winniezhou	where can i find the license typ
		i login the microsoft 365 accou
	Anjainay Singh	Sure please allow me one minu
		As I got confirmation from my c
		excel file.
		We need to have Offline O365 I
		I recommend you to install only
	winniezhou	and can my desktop excel put c
	Anjainay Singh	Do you have Excel Desktop lice
	winniezhou	can you look at my computer a
	Anjainay Singh	I have access to your server.
		May I take the remote access o
	winniezhou	yes
	Anjainay Singh	Prior providing the access, I wo
		https://assist.acecloudhosting.c
		Please copy this URL at your lo
		Download to allow me access t
	winniezhou	is it working?
	Anjainay Singh	I don't have access to your ma
		Could you please share the scr
	winniezhou	i press share
	Anjainay Singh	https://assist.acecloudhosting.c
		Please try with second URL.
		Follow same steps.
		I have access now.
		As we have checked and found
	winniezhou	so we have to buy excel licens
	Anjainay Singh	Yes, we have to lease the Excel
	winniezhou	but one of my user said she can
		that true

	Anjainay Singh	Yes it is true Winnie you may e: has Excel installed.
	winniezhou	ok, problem solved
		one more
		for QB Fix asset
	Anjainay Singh	It is good to hear.
		Sure please elaborate your issu
	winniezhou	it fixed. there was a missing file
		that's all i need
		thank you
	Anjainay Singh	That's so good to hear from yo
		Is there anything else I may he
		Once the chat ends, we would i smiling emoji.
	winniezhou	that is ,thank you
	Anjainay Singh	I will also share the ticket id wit
	winniezhou	ok
	Anjainay Singh	You may disconnect this chat.
		Thank you for choosing ACE clc
	winniezhou	you too
	Anjainay Singh	Thankyou
		<i>Anjainay Singh has ended this c</i>

Ch
Hel

Visitor Details -----

#77820 George Fowler
Email: gpmfowler@gmail.com 📞 8478991763

Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-chat.
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 23 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript -----

George Fowler	Hello, I am your Acebuddy
Acebuddy	Hello George Fowler, I'm your Acebuddy
	Whom Would You Like to Connect With?
George Fowler	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
George Fowler	I'd like to report an Issue
Acebuddy	Please select an option!
George Fowler	Other Issue
Acebuddy	Please specify the issue you are facing
George Fowler	missing excel file
Acebuddy	Please wait while we connect you with the support team
	<i>Acebuddy (bot) forwarded the chat transcript to Yash Ahi</i>
	<i>Yash Ahi accepted the chat transcript</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting
	Hi George. How are you doing today?
	I will surely help you with this issue
	Could you please help me with the details?
George Fowler	Candlelite
	George Fowwler
	Fowler
Yash Ahi	Thank you for the information and I will surely help you

		Alright, could you please let me
	George Fowler	Hello there is an excel file that
		can you help me retrieve>
	Yash Ahi	Alright, let me check that.
		Could you please help me with
	George Fowler	monthly split sheet
	Yash Ahi	Kindly allow me two minutes to
		When was the last time you saw
	George Fowler	last week
	Yash Ahi	Alright, let me check.
		Thank you for your patience Ge
	George Fowler	ok
	Yash Ahi	Could you please check now? I
	George Fowler	one moment
	Yash Ahi	Sure.
		Did you checked George?
	George Fowler	ok i am in
		thanks
	Yash Ahi	You're welcome.
		Is there anything else I may he
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we a
		(1-888-415-5240) if any further
		<i>Yash Ahi has ended this chat se</i>

Visitor Details

#77987 angela
Email: angela@maineyacht.com
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 19 Secs
City: PORTLAND
State: Maine
Country: UNITED STATES

Chat Transcript

angela	Hello, I am your Acebuddy
Acebuddy	Hello Angela, I'm your Ace Buddy
	Whom Would You Like to Connect With?
angela	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
angela	I'd like to report an Issue
Acebuddy	Please select an option!
angela	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue?
angela	Other QB related issue
Acebuddy	Please specify the issue you are facing
angela	When I double click on the QB icon it says "Please wait while we connect you to the support team"
Acebuddy	Please wait while we connect you to the support team
	<i>Acebuddy (bot) forwarded the chat to Vignesh Arul</i>
	<i>Dharmendra Kumar declined the chat</i>
	<i>Vignesh Arul accepted the chat</i>
	<i>Vignesh Arul is transferring the chat to Anurag Sharma</i>

		Anurag Sharma accepted the c
	Anurag Sharma	Thank you for contacting Ace C
		Hello Angela
	angela	Hello
	Anurag Sharma	I deeply apologize for the incor
		I will be surely assisting you wi
	angela	How do I find the server name?
		Angela is my user name
	Anurag Sharma	Please confirm if your server na
	angela	I don't know what the name of
	Anurag Sharma	Okay
		Could you please confirm your
	angela	Delmar Systems
	Anurag Sharma	Thanks for the confirmation !
		Could you please confirm if you
	angela	I am the only one at this locatic
	Anurag Sharma	Okay
		Do you face this issue frequent
	angela	No. I am trying to get in and I c
		QB just opened
	Anurag Sharma	Yes, I just checked and found th
		I have restarted the services in
	angela	much appreciated
	Anurag Sharma	Please confirm if you are now a
		Is there anything else I may he
	angela	that is it. Thank you
	Anurag Sharma	Thanks for the confirmation !
		I would greatly appreciate if yo
		chat.
		Thank you for choosing ACE clc
		You may end this chat now. On
		conversation, along with a tick

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

Note: You may change/reset yo (https://selfcare.acecloudhostir

For self-help, check out our Knc

Anurag Sharma has ended this

Ch

Hel

Visitor Details

#77976 jessica squire
Email: jessica.squire@asgsolutions.us 📞 3523034429
Department: Support(QB & App Hosting)
Operator: Ankit Kumar
Website: https://www.acecloudhosting.com/support-chat.
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 44 Secs
City: WILDWOOD
State: Florida
Country: UNITED STATES

Chat Transcript

jessica squire	Hello, I am your Acebuddy
Acebuddy	Hello Jessica Squire, I'm your A
	Whom Would You Like to Conne
jessica squire	Technical Support (QB & App H
Acebuddy	Welcome to Ace Support.
	Please chose an option :

	jessica squire	I'd like to report an Issue
	Acebuddy	Please select an option!
	jessica squire	Other Issue
	Acebuddy	Please specify the issue you are facing
	jessica squire	login issue
	Acebuddy	Please wait while we connect you to the chat
		<i>Acebuddy (bot) forwarded the chat to Ankit</i>
		<i>Ankit accepted the chat transfer</i>
	Ankit	Thank you for contacting Ace C
		Hello Jessica, How are you doing?
	jessica squire	Hi, im good. How are you?
	Ankit	I am doing well, thank you for asking
		I deeply apologize for the inconvenience
		I will be surely assisting you with this
	jessica squire	asgsolutionsllc, jessicasquire
	Ankit	Thank you for the details.
		Kindly allow me 2-3 minutes to check
	jessica squire	Im not having login issues myself
	Ankit	Could you please provide the user id
	jessica squire	ASG
		this is a user we have setup for testing and we have successfully downloaded it.
	Ankit	Could you let me know the exact issue
	jessica squire	I attached a photo...were you able to see it?
	Ankit	No. I will request you to share it in text
	jessica squire	I think this is just a password issue. I changed the password a week and changed the password on the portal again and that user is still not able to login
	Ankit	Okay, Let me check once from my end
		Kindly allow me 4-5 minutes to check
		Thank you for waiting. Jessica I have checked on the backend password attempts. I have unlocked the user. Please have the user try accessing the portal

		Are we still connected here?
	jessica squire	Yes
		I havent created i new passwor
	Ankit	May I know if user is able to ac
	jessica squire	let me checkl
	Ankit	You can now try accessing the : next 120 days.
	jessica squire	What is the newly created pass
	Ankit	Jessica, Please send us an ema so that we could proceed furthe
		Also, the registered email for y jessica.squire@asgsolutions.us
		Once we have an email for pas
	jessica squire	Ok- i will do that now. But that .
	Ankit	You can reset the password usi
		Please let me know if you need
	jessica squire	the asg user is not in the porta
	Ankit	May I take the remote access o
		Or if you wish, we can create a
	jessica squire	i just sent the email. We can fig
		When the box opens to enter y
	Ankit	Okay, let me check and share a
		I will need access to the user's
	jessica squire	Ok, if we can get the password to customer service
	Ankit	It might take another 2-3 min f
	jessica squire	ok, can you email it to me, plea
	Ankit	Sure, I have shared it with you.
	jessica squire	I have forwarded the info to the
	Ankit	Okay.
		Is there anything else I may he
	jessica squire	No, that is all
	Ankit	Thank you for choosing ACE clc

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

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

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

For self-help, check out our Knowledge Base

Ankit has ended this chat session

Chat History

Visitor Details

#77801 ann lopez
Email: annlopez@cox.net 📞 480-239-3173
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 31 Secs
City: CHANDLER
State: Arizona
Country: UNITED STATES

Chat Transcript

ann lopez	Hello, I am your Acebuddy
Acebuddy	Hello Annlopez, I'm your Ace Buddy
	Whom Would You Like to Connect With?
ann lopez	Technical Support (QB & App Hosting)

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	ann lopez	I'd like to report an Issue
	Acebuddy	Please select an option!
	ann lopez	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue
	ann lopez	Other QB related issue
	Acebuddy	Please specify the issue you are facing
	ann lopez	QB Accountant Desktop 2024 version
	Acebuddy	Please wait while we connect you to the support team
		<i>Acebuddy (bot) forwarded the conversation to Shubham Kataria</i>
		<i>Shubham Kataria accepted the conversation</i>
	Shubham Kataria	Thank you for contacting Ace C today.
		I will be surely assisting you with this
	ann lopez	I just received a message on my phone is QBNXTPRE
	Shubham Kataria	Let me check, please allow me some time
		Please be connected, I am still checking
		Could you please confirm if you are still there
	ann lopez	I was forced to logoff the server as I was not able to access
	Shubham Kataria	Might be someone is working on the server
		Could you please try to access the server again
	ann lopez	ok
		the server must still be offline as I am not able to access
	Shubham Kataria	Let me check, please allow me some time
		Thank you for your patience.
		May I take the remote access of the server
	ann lopez	No, my IT does not allow access to the server
	Shubham Kataria	As you're unable to access the server I will attempt again
	ann lopez	I will attempt again but that was not possible as the server was on the server and could not be accessed
		I am back on the server now.

	Shubham Kataria	I deeply apologize for the incor server. Now you may try to acc
	ann lopez	I am trying now, but it is not lai
	Shubham Kataria	Is it showing any error as well c
	ann lopez	It does not seem to respond. I h will not open.
	Shubham Kataria	Alright, please allow us few mir
	ann lopez	Now it is displaying that it is op
	Shubham Kataria	We are working on it.
	ann lopez	It has opened now
	Shubham Kataria	Great
		Is there anything else I may he
	ann lopez	QB is incredibly slow. I typed in windows. Do you know why?
	Shubham Kataria	Sometime QB takes time to res end as well.
		And you're on shared server, e'
	ann lopez	It still has not opened the comp
	Shubham Kataria	Are you receiving any error whi
	ann lopez	No
	Shubham Kataria	May I take the remote access o
	ann lopez	Yes
	Shubham Kataria	Prior providing the access, I wo
	ann lopez	ok
	Shubham Kataria	We are connected on the remo the time, I am putting the chat give your confirmation on this c
		Thank you for your patience.
		We have made few changes frc
		Please try to access now.
		Are we still connected here?
		As you're disconnected from th call us at (1-888-415-5240) if a
		<i>Shubham Kataria has ended th</i>

Chad Winkler

Visitor Details

#78613 yodercpa
Email: yodercpa@sbcglobal.net 📞 8128900228
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 50 Secs
City: VINCENNES
State: Indiana
Country: UNITED STATES

Chat Transcript

yodercpa	Hello, I am your Acebuddy
Acebuddy	Hello Chad Winkler, I'm your Acebuddy
	Whom Would You Like to Connect With?
yodercpa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
yodercpa	I'd like to report an Issue
Acebuddy	Please select an option!
yodercpa	Password Reset
Acebuddy	Please select an option below
yodercpa	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process ment

		Do you need any further assist
	yodercpa	Yes
	Acebuddy	Please wait while we connect y
		<i>Acebuddy (bot) forwarded the c</i>
		<i>Anjainay Singh accepted the cl</i>
	Anjainay Singh	Thank you for contacting Ace C
		Could you please confirm your
	yodercpa	Tracy_P
	Anjainay Singh	Thankyou for your confirmation
		As I checked and found that yo
		<i>11:20:05 PMAnjainay Singh is s</i> <i>image.png - (Size:329.59 KB)</i>
	yodercpa	Yes, I realized that after I clicke
	Anjainay Singh	Please send an authorization ei that we can proceed ahead wit
	yodercpa	I already emailed support and t However, I thought I would try to send another email?
	Anjainay Singh	Please send another email on s urgently for you.
	yodercpa	OK.
	Anjainay Singh	Thankyou.
		Please let me know when you a
	yodercpa	I sent this message just now.
	Anjainay Singh	Thankyou for your patience.
		I have send the new password
		Could you please confirm have
	yodercpa	I received it and have logged ir nice day!
	Anjainay Singh	Is there anything else I may he
		Once the chat ends, we would i smiling emoji.
	yodercpa	No, that was all I needed.
	Anjainay Singh	I will also share the ticket id wit

Chat

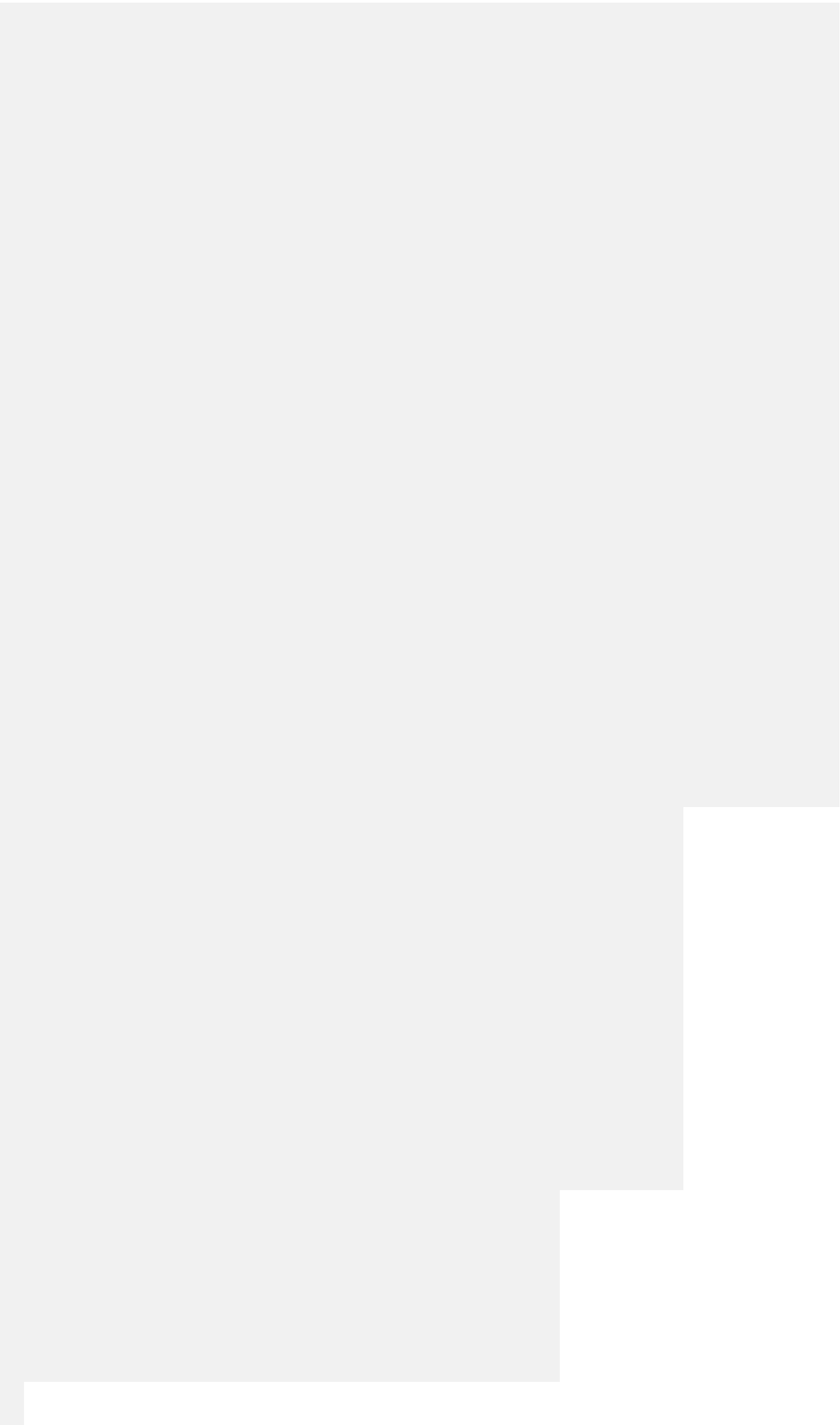
Header

Visitor Details

#78475 Pankaj Kumar
Email: pkumar@uft.com 📞 404-353-2380
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-articles
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: MORRO BAY
State: California
Country: UNITED STATES

Chat Transcript

Pankaj Kumar	Hello, I am your Acebuddy
Acebuddy	Hello Pankaj Kumar, I'm your
	Whom Would You Like to Contact
Pankaj Kumar	Technical Support (QB & App)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Pankaj Kumar	I'd like to raise a Request
Acebuddy	Please select your request
Pankaj Kumar	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with your request and our technician will get back to you



	If you are facing any issue, below :
	As we haven't got any resp assistance, Kindly re-initial

Ended due to chat idle tim