

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70905 Katrina VanAernam

Email: kvanaernam@dcadc.org

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: TAMPA

State: Florida

Country: UNITED STATES

Chat Transcript

Katrina VanAernam	Hello, I am your Acebuddy
Acebuddy	Hello Katrina Vanaernam, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Katrina VanAernam	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Katrina VanAernam	I'd like to raise a Request
Acebuddy	Please select your request type.
Katrina VanAernam	Password Reset
Acebuddy	Please select an option below
Katrina VanAernam	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Katrina VanAernam	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70377 Trent.mccutchen

Email: trent.mccutchen@onfloor.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: TULSA

State: Oklahoma

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70056 tarah

Email: tarah@cortextax.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

tarah	Hello, I am your Acebuddy
Acebuddy	Hello Tarah, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tarah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tarah	I'd like to raise a Request
Acebuddy	Please select your request type.
tarah	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
tarah	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windo
	<ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so v

If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned Ace.

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70569 Janice Rodriguez

Email: jrodriguez@adelantelive.com  18003209160

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
Janice Rodriguez	Password Reset
Acebuddy	Please select an option below
Janice Rodriguez	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Janice Rodriguez	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Janice Rodriguez	Hello: I need to reset my Quickbooks password NOT my server password. when I press forgot password it says it's going to take 24 hours
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Janice Rodriguez	MYREALDATA\JaniceR.q6
	I have multiple companies. I need the password for JVR Digital MKTG. I think the user name is Admin
	I didn't select the email to send the code yet
Tushar Pharswan	As per our records the username you mentioned is connected with Adelante Live Inc
Janice Rodriguez	yes that's one of my companies
	that is the main account for Ace Cloud Hosting jrodriguez@adelantelive.com
	I need to reset the Quickbooks password for one of the companies within Quickbooks - not the server.
Tushar Pharswan	Can you share the screen shot of the email that the code will be sent to if it is showing anything at all.
Janice Rodriguez	one sec
Tushar Pharswan	Yes, I understand that.
	<i>10:49:11 PM Janice Rodriguez is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:52.43 KB)</i>
	Okay it will be done fast as this is password reset request even if it is for QuickBooks kindly email us at support@acecloudhosting.com
	you.
	Kindly make sure you email us with jrodriguez@adelantelive.com email id.
Janice Rodriguez	Please send the 16 character access token
	It comes from the Quickbooks system. I don't control which email it comes from.
	Do you want me to send you a separate email from adelantelive.com as a confirmation?
Tushar Pharswan	yes
Janice Rodriguez	to what email?

	what do you want it to say?
Tushar Pharswan	support@acecloudhosting.com
	Just say YOu are requesting to reset your password for QuickBooks as per Tushar.
	Once done kindly let me know.
Janice Rodriguez	sent
Tushar Pharswan	Now you can reset the password.
Janice Rodriguez	I need the 16 digit pin
Tushar Pharswan	Kindly select the email which has acecloudhosting at the end
Janice Rodriguez	I did!
Tushar Pharswan	Let me share the code.
	<i>10:59:16 PM Janice Rodriguez is sharing a file with you image.png - (Size:52.97 KB)</i>
	<i>I need the 16 character access token</i>
Janice Rodriguez	sorry I don't want it to timeout
	are you sending here or to my email
Tushar Pharswan	I will share he a sit will be fast.
	just try again and let me when the code request is sent from your side.
Janice Rodriguez	I can't. I only have 2 attempts left
	why can't you find what I sent you?
	I can't get locked out. My accountant needs this
Tushar Pharswan	Kindly stay connected as soon as we get the email we will send it to you.
Janice Rodriguez	ok so do you want me to make another request? Did you check the spam folder etc? I pressed it over 10 minutes ago
Tushar Pharswan	Kindly make another request and let me know.
Janice Rodriguez	I just did
	<i>11:05:19 PM Janice Rodriguez is sharing a file with you image.png - (Size:19.19 KB)</i>
	<i>same screen but I made NEW request. had to back out of it and reclick.</i>
Tushar Pharswan	c7f3df16fa14b4f0
	Here is the code kindly try this and let me know if worked.
Janice Rodriguez	one sec..need to make new password.
Tushar Pharswan	Sure, please take your time
Janice Rodriguez	Ok it looks like I'm in! Sorry for sounding frantic. There's a bunch of accounting deadlines this week for taxes in the US so

It appears I am in. Thank you! We can disconnect now.

Tushar Pharswan

I know its Tax season and I do apologies for this slow resolution.

Is there anything else I may help you with ?

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

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

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71496 Charlene Henderson

Email: totb.bvi@gmail.com ☎ 06176108008

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 38 Secs

City: ST THOMAS

State: Us Virgin Islands

Country: US VIRGIN ISLANDS

Chat Transcript

Charlene Henderson

Hello, I am your Acebuddy

Acebuddy

	Hello Carol Berry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Charlene Henderson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Charlene Henderson	I'd like to report an Issue
Acebuddy	Please select an option!
Charlene Henderson	Password Reset
Acebuddy	Please select an option below
Charlene Henderson	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Charlene Henderson	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
Charlene Henderson	Good Day
Aarush Aneja	Hello Carol
Charlene Henderson	Yesterday I changed my password and it worked fine for the rest of the day. Today it is not recognizing the password wher
Aarush Aneja	We will surely assist you
	May I take the remote access of your local computer to assist you?
Charlene Henderson	When I went to get back into the selfcare it said I am locked out.
	Yes
Aarush Aneja	Kindly provide 2-3 minutes. We are unlocking your account from the backend
Charlene Henderson	ok
Aarush Aneja	Thank you for the patience and hold. Kindly try loging back on to the server. (Edited)
	<i>6:36:26 PMCharlene Henderson is sharing a file with you cberry.png - (Size:156.86 KB)</i>
	<i>look at my icon for log in says cberry and then on the log in itself says cBerry, would that cause a problem?</i>
	The details are correct
	Kindly try connecting once now

Charlene Henderson	it did not go through, it says ask my administrator for assistance
Aarush Aneja	Apologies, we will surely assist you
	May I take the remote access of your local computer?
Charlene Henderson	ok
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/6462245820
	Kindly paste this link in the browser of local computer and join the session.
Charlene Henderson	ok.
	The icon is the cberry one. I have 3 icons for Ace Cloud two are other companies I work with.
Aarush Aneja	No worries, we will surely assist you. Kindly allow the remote connection
Charlene Henderson	I did
Aarush Aneja	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this resolved, kindly give your confirmation on this chat.
	We are connected back
Charlene Henderson	I have one other issue.
Aarush Aneja	We deleted the saved credentials in the RDP and you can access the server easily
Charlene Henderson	Thank you for your help on that.
Aarush Aneja	Yes, How may I assist you
Charlene Henderson	in the My Portal there are two email addresses, vgmonrepos@gmail.com which is the owner and totb.bvi@gmail.com which is the co-owner.
	When using the My Portal the code goes to vgmonrepos@gmail.com only and needs to go to totb.bvi@gmail.com or to bobvivian@gmail.com
	I have to call the owner to get the code and she asked why am I not getting the codes too.
Aarush Aneja	This is managed by our Billing team. Only one person can have email registered for myportal for the 2FA. (Edited)
Charlene Henderson	Yes please.
Aarush Aneja	We checked and found our Billing team works after 9 PM IST (after 2 hours from now). Kindly help us with the best time around.
Charlene Henderson	They can contact me from when they come in to 5pm AST my number is 340-626-5302
Aarush Aneja	Sure, Carol. I will add the details in the ticket and inform them. They will surely assist you on the case.
Charlene Henderson	Thank you
Aarush Aneja	Welcome
	Is there anything else I may help you with ?
Charlene Henderson	No that was it for now.
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation at quality@acecloudhosting.com. Thanks!

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

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

Charlene Henderson You too.

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70408 Robert Zeigen

Email: rzeigen@szcpa.tax 15613920620

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

Robert Zeigen Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Robert Zeigen Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
Robert Zeigen	I'd like to raise a Request
Acebuddy	Please select your request type.
Robert Zeigen	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co If you are facing any issue/problem with your server, Please select the appropriate option below : As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Ticket Number is: 626408

Visitor Details

#71205 Sara Tam

Email: tedswiring@gmail.com  808-824-4934

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: HONOLULU

State: Hawaii

Country: UNITED STATES

Chat Transcript

Sara Tam	Ticket Number is: 626408
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
Sara Tam	I can't wait for 2 hours
	Please help

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

It was frozen earlier then i can't go back in now

thx

Anurag Sharma accepted the chat transfer request.

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

Hello Sara

Sara Tam Ticket Number is: 626408

I can't wait for 2 hours, Please help

It was frozen earlier then i can't go back in now

Anurag Sharma I deeply apologize for the inconvenience caused to you.

Could you please elaborate your issue?

Sara Tam The quick book excel was frozen earlier, then try to shut it don't but can't , I then close QB, then i exit, then i am trying to

Anurag Sharma I deeply apologize for the inconvenience caused to you.

Could you please help me with your username?

Sara Tam User 2

Anurag Sharma Is it User2_TWS@myrealdata.net?

Sara Tam [Window Title] Remote Desktop Connection [Content] This computer can't connect to the remote computer. The two computers connecting again. If the problem continues, contact your network administrator or technical support. [^] Hide details [OK] 0x0 Timestamp (UTC): 01/22/25 11:37:28 PM Press Ctrl+C to copy.

Anurag Sharma Okay

Sara Tam Yes, i think i am user 2

was thinking to ask you guys to restart server

Anurag Sharma I have rebooted the server. Please check and confirm if the issue is now fixed.

Sara Tam let me wait for 1 minute

Anurag Sharma Sure, please take your time

Sara Tam Trying

Anurag Sharma Okay

Sara Tam Loading

Anurag Sharma Okay

Sara Tam Maybe not ready yet.... still loading

Anurag Sharma Take your time

Sara Tam [Window Title] Remote Desktop Connection [Content] This computer can't connect to the remote computer. The two computers connecting again. If the problem continues, contact your network administrator or technical support. [^] Hide details [OK]

0x0 Timestamp (UTC): 01/22/25 11:41:52 PM Press Ctrl+C to copy.

same ?

Anurag Sharma Are you facing the same error again?

Sara Tam yes

Anurag Sharma May I take the remote access of your local computer?

Sara Tam actually i am not sure if i am user 1, user 2 or user 3

yes, remote

how?

Anurag Sharma Okay

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

Sara Tam done

Anurag Sharma <https://assist.acecloudhosting.com/join/8512051298>

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

Sara Tam can u see now?

Anurag Sharma Not, yet!

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

Sara Tam ok

use my mouse

you open the wrong one earlier

Anurag Sharma Okay

Sara Tam the correct one is Quick Book right corner

Anurag Sharma Okay

The issue seems to be resolved now.

Is there anything else I may help you with ?

Sara Tam thx

case close

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

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70705 edufurniture

Email: edufurniture@gmail.com ☎ 601-481-4890

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: OXFORD

State: Mississippi

Country: UNITED STATES

Chat Transcript

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

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
If you are facing any issue/problem with your server, Please select the appropriate option below :
As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70033 accounting

Email: accounting@landapa.com  9686133577

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

accounting	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
accounting	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
accounting	QB File missing
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
accounting	You have not resolved already you have log in tried
Shashwat Verma	Yes, we have suggested you to contact POC for file name confirmation.
accounting	POC means
Shashwat Verma	Point of contact person, who have access to email betty@landapa.com, also responsible for managing the Qb files
accounting	Ok
Shashwat Verma	We'll also update the POC from our end too.
Is that work for you?	
accounting	Ok Yes, please update
Shashwat Verma	Sure Will update the matter on email.
Is there anything else I may help you with ?	
Are we still connected here?	
Are we still connected here?	
Are we still connected here?	
As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)	
Thank you for choosing ACE cloud Hosting, you have a wonderful day.	
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w	
I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!	
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace	

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70769 Dena Buckendorf

Email: denab@buckendorf.net  19702520621

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: DELTA

State: Colorado

Country: UNITED STATES

Chat Transcript

Dena Buckendorf	Hello, I am your Acebuddy
Acebuddy	Hello Dena Buckendorf, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dena Buckendorf	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dena Buckendorf	I'd like to raise a Request
Acebuddy	Please select your request type.
Dena Buckendorf	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re-task's completion.

	Do you need any further assistance on the topic?
Dena Buckendorf	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71651 Ravi

Email: ravi.minhas@cogneesol.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 19 Secs

City: MUMBAI

State: Delhi

Country: INDIA

Chat Transcript

Ravi	Hello, I am your Acebuddy
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Ravi	hi
	larry demers account
Shubham Kataria	hello Ravi
Ravi	Credentials are not working on web portal link
Shubham Kataria	I will surely help you with this issue.
	Could you please confirm on which web portal you're trying to login

Ravi	can you take remote of the systems you can call me on 7009253882
Shubham Kataria	Sure May I take the remote access of your local computer?
Ravi	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Ravi	ok
Shubham Kataria	https://assist.acecloudhosting.com/join/8042434646 Kindly join this link We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it is resolved, kindly give your confirmation on this chat. Thank you for your patience.
Ravi	Issue has been resolved
Shubham Kataria	As per our remote conversation, your issue has been resolved Is there anything else I may help you with ?
Ravi	if we needed we can connect with you.
Shubham Kataria	yes, you can connect with us 24/7 via chat or call or you may also drop us email on support@acecloudhosting.com Is there anything else I may help you with ?
Ravi	sure Shubham Thanks a ton for your quick resolution
Shubham Kataria	you're welcome. we are here to assist you I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Ravi	sure
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the feedback you provided. 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 and suggestions at quality@acecloudhosting.com. Thanks!
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)	
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71548 Tamara Bills

Email: tamara@smithtaxadvisors.com  8015995526

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

Tamara Bills Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Tamara Bills Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Tamara Bills I'd like to raise a Request

Acebuddy Please select your request type.

Tamara Bills Password Reset

Acebuddy Please select an option below

Tamara Bills Already Enrolled to Selfcare Portal

Acebuddy Please follow the process mentioned in the link below inorder to reset your server password.

Do you need any further assistance on the topic?

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71674 Robert Bergman

Email: bergmanrobert23@gmail.com ☎ 2162351743

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: 58 Secs

City: CLEVELAND

State: Ohio

Country: UNITED STATES

Chat Transcript

Robert Bergman	Hello, I am your Acebuddy
Acebuddy	Hello Bergmanrobert23, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert Bergman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Bergman	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Bergman	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Robert Bergman	Other QB related issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Robert Bergman	I am having issues with our autologon setup
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Tushar Pharswan	<i>Tushar Pharswan accepted the chat transfer request.</i>
Robert Bergman	Hi
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Hello Robert.
Robert Bergman	hi wines llc Admin_wines
Tushar Pharswan	It seems you just rebooted the server?
Robert Bergman	yes I did multiple times I need to find a different solution our current autologon configuration will not work based on limitations with QB and the VM screen resolutions I require the ability to run applications on a vm with a persistent logon that is NOT autologon as autologon prevents me from running
Tushar Pharswan	Thank you for the detailed description allow us some time as we will have to discuss this case with our team also this is the first time I am hearing about this issue
Robert Bergman	yes
Tushar Pharswan	Is there also a preferred time for you at which you are generally available?
Robert Bergman	today I am available till 4 pm EST generally 9 to 4 pm EST
Tushar Pharswan	Is the issue temporally getting resolved by the solution which we gave you for auto log using the server reboot?
Robert Bergman	no this issue has been ongoing for months I have opened numerous tickets on this issue I need a new way forward to get beyond the limitations of autologon I need to find a way to get a logon into our VM that is persistent
Tushar Pharswan	This issue requires to be escalated as per your details.
Robert Bergman	so that my API can run continuously

	continually
	yes
Tushar Pharswan	Okay we will do that kindly wait for a call back or an email reply regarding the same.
	Is there anything else I may help you with ?
Robert Bergman	ok thank you
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Robert Bergman	no i'm good
Tushar Pharswan	Rest assured our team will find a way.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation and feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70197 Andrew Carroll

Email: andrew@c3energypartners.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: BROWNSVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

Andrew Carroll	Hello, I am your Acebuddy
Acebuddy	Hello Andrew Carroll, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Andrew Carroll	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andrew Carroll	I'd like to report an Issue
Acebuddy	Please select an option!
Andrew Carroll	Password Reset
Acebuddy	Please select an option below
Andrew Carroll	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password. Do you need any further assistance on the topic? As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70235 Cynthia Zone

Email: czone@actegra.com  14167071743

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: 5 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Cynthia Zone	Hello, I am your Acebuddy
Acebuddy	Hello Cynthia Zone, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cynthia Zone	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cynthia Zone	I'd like to report an Issue
Acebuddy	Please select an option!
Cynthia Zone	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Cynthia Zone	Cannot access my local drive
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Cynthia Zone	Ticket Number is: 615623
	<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.
Cynthia Zone	I need to access a file on my local computer. I have always been able to see my local files I see nothing now. I am logged
Manish Singh	May I take the remote access of your local computer?
Cynthia Zone	Why don't you log into my server Actegra 1. Have you changed things that is how you always did it.
Manish Singh	Alright! let me check once.
Cynthia Zone	Why would you need access to my local computer. You need access to my server through you. Actegra 1
	I should have full admin rights with Actegra 1
	Hello
	Hello _ I have to leave shortly for a meeting and need to access the file on my local from my Actegra server.
Manish Singh	Kindly accept the remote session for user Actegral so that I can assist you regarding Drive issue.
	Prior providing the access, I would suggest you to close any important documents at your end.
Cynthia Zone	of course send it I am in it

	Where are you
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this resolved, kindly give your confirmation on this chat.
Cynthia Zone	Do you see what I need. I need access my local I used to go through TSClient I need to access my local computer - as you can see it does not show up under TS client I have always had access to my local computer. I have no problem with QuickBooks.
Manish Singh	You have the drive on your local system from which you are trying to access files from server.
Cynthia Zone	I need to access all drives on my local computer. I cannot see any of them I cant see any to even map. I used to be able to. Where is the access to my local computer. I have to upload a file
Manish Singh	We need to edit the RDP from your local system so that you can access the drive.
Cynthia Zone	okay tha tis strange
Manish Singh	May I take the remote access of your local computer?
Cynthia Zone	yes I just copied and pasted the file I need but that is not how I want to do things.
Manish Singh	Let me reboot the server once then check if its works.
Cynthia Zone	okay thought you said you had to edit my rdp connection. That is for printers Can you get a senior tech please I dont have much time for this. It should be a simple fix
Manish Singh	Kindly give me your contact number so that we can arrange a callback or for immediate assistance kindly give us a callback
Cynthia Zone	I do not have a phone!! I have open ticket on support . I do not have access to a phone. I asked to use Whats APP I was told you dont use it. That Send me an email when it is fixed please.
Manish Singh	Alright! Cynthia, then can you provide me the access of your local computer?
Cynthia Zone	Are you rebooting or out of the system. I need to get this done please. sure
Manish Singh	https://assist.acecloudhosting.com/join/9002747394
Cynthia Zone	???? now what
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end. Kindly paste this link on any browser. We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this resolved, kindly give your confirmation on this chat.
	This message has been deleted
	Is there anything else I may help you with ?
	Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71658 Paula

Email: u.s.payables@anniesloan.com ☎ (504) 831-1199

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: KENNER

State: Louisiana

Country: UNITED STATES

Chat Transcript

Paula Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Paula Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Paula I'd like to report an Issue

Acebuddy Please select an option!

Paula	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Paula	631476
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
Paula	Thank you
	I accidentally removed the gateway to my QuickBooks and now I cannot log in.
	Can you help me with this please
	It's to my real data
Aarush Aneja	I will surely assist you with this. (Edited)
	May I take the remote access of your local computer?
Paula	yes
Aarush Aneja	https://assist.acecloudhosting.com/join/9052218302
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it is resolved, kindly give your confirmation on this chat.
	We are connected back
	We assisted you with the RDP setup
	You can now access the server easily
	Paula, Is there anything else I may help you with ?
Paula	Can you place the shortcut on my desktop
Aarush Aneja	I already added it with the name admin
Paula	Thank you I see it.
Aarush Aneja	You may check it and can copy paste anywhere
	Welcome
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Paula	Have a wonderful day!
Aarush Aneja	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.

quality@acecloudhosting.com. Thanks!

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

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

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71616 tina

Email: tina@dejenetax.com  13105694895

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: 31 Secs

City: IRVINE

State: California

Country: UNITED STATES

Chat Transcript

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

	Please select an option!
tina	Password Reset
Acebuddy	Please select an option below
tina	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset.
	Do you need any further assistance on the topic?
tina	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
tina	Ticket ID: 629295
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
tina	We cannot use forgot password since we did not register yet with Isabelle.S@myrealdata.net
	The password link expired (which I did not know happens) so we did not copy it down
Manish Singh	I will surely help you with this issue.
tina	We need a temporary password to finally register and change the password
Manish Singh	May I take the remote access of your local computer?
tina	okay
Manish Singh	https://assist.acecloudhosting.com/join/9422247164
	Prior providing the access, I would suggest you to close any important documents at your end.
tina	downloading
Manish Singh	Please take your time.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this resolved, kindly give your confirmation on this chat.
	As we can check there is issue with Self Care.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further.
	Also, the registered email for your account with us is :
	anteneh@dejenetax.com
tina	we already did this
Manish Singh	Alright, let me reset the password and email you on the same ticket.
tina	okay
	please make sure to cc me "tina@michaelhinescpa.com" in the email. I am helping Isabelle set up her log in

Manish Singh	Kindly check the email.
tina	works thank you!!
Manish Singh	Is there anything else I may help you with ?
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)	

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70308 Kyle Dhanani

Email: kyle.asianengineparts@gmail.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 9 Secs

City: BELLINGHAM

State: Washington

Country: UNITED STATES

Chat Transcript

Kyle Dhanani	Hello, I am your Acebuddy
	cant log on again
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.

Kyle Dhanani has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70157 Jeanette Chavarria Torres

Email: jeanette@dchhauling.com  17738531070

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: 23 Secs

City: ROCKVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

Jeanette Chavarria Torres	Hello, I am your Acebuddy
Acebuddy	Hello Jeanette, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jeanette Chavarria Torres	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jeanette Chavarria Torres	I'd like to report an Issue
Acebuddy	Please select an option!
Jeanette Chavarria Torres	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jeanette Chavarria Torres	I am trying to open an excel sheet and I get this error.
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

8:40:15 PMjeanette Chavarria Torres is sharing a file with you
[1_image.png](#) - (Size:360.47 KB)

Manish Singh accepted the chat transfer request.

Manish Singh

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

Hii Jeanette

Jeanette Chavarria Torres

Thank you

Manish Singh

I will surely help you with this issue.

When was the last time you were able to access Excel.

Jeanette Chavarria Torres

Wednesday I believe

Manish Singh

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

Jeanette Chavarria Torres

ok

Manish Singh

May I take the remote access of your server?

Jeanette Chavarria Torres

yes

Manish Singh

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

Jeanette Chavarria Torres

ok

Manish Singh

<https://assist.acecloudhosting.com/join/5742706130>

Jeanette Chavarria Torres

Are you in?

Manish Singh

Kindly restart once and try again.

Jeanette Chavarria Torres

Can you resend link

Manish Singh

<https://assist.acecloudhosting.com/join/9492287234>

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

Are we still connected here?

This message has been deleted

We will notify you over the email regarding Excel issue.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71754 Marchel Morningstar

Email: mmstar@conresllc.com ☎ (501) 388-3638

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: GREELEY

State: Colorado

Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71600 Stephen Vlacancich

Email: stephen@cartercpatax.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Stephen Vlacancich	Hello, I am your Acebuddy
Acebuddy	Hello Stephen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephen Vlacancich	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephen Vlacancich	I'd like to report an Issue
Acebuddy	Please select an option!
Stephen Vlacancich	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Stephen Vlacancich	2024 atx updates cannot be applied due to lack of admin rights

Acebuddy	Please wait while we connect you to a Support Representative <i>Acebuddy (bot) forwarded the chat request</i>
Tushar Pharswan	<p>Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.</p> <p>I will surely help you with this issue.</p> <p>Kindly help me with your server name and user name?</p>
Stephen Vlacancich	cartercpaatx3.myreldata.net
Tushar Pharswan	Kindly allow me two - four minutes to check the server and setup for update.
Stephen Vlacancich	thanks-need to apply update to Atx 2024 payroll also and my other server cartercpatax2.myreldata.net needs both programs restarted too
Tushar Pharswan	We will do that shortly. Kindly let me know the application name which are requesting server restart.
Stephen Vlacancich	atx 2024 Payroll 2024
Tushar Pharswan	Thank you for waiting. May I take the remote access of your local computer?
Stephen Vlacancich	sure-my chat is on the server fyi
Tushar Pharswan	Okay Is sit possible if you can re initiate the chat from local end as we will have log you off once.
Stephen Vlacancich	i was on the last time & just waited until you restarted to disconnect-can you just proceed? I've spent almost an hour toda The Ticket Number is: 630909
Tushar Pharswan	Let's try without log off first.
Stephen Vlacancich	thanks
Tushar Pharswan	Kindly accept he prompt on server end so that I could have your remote access. Prior providing the access, I would suggest you to close any important documents at your end.
Stephen Vlacancich	ready
Tushar Pharswan	Also kindly ask CarterCPAATX2 to check if the issue is resolved or not.
Stephen Vlacancich	go ahead
Tushar Pharswan	Kindly log of and relog in. I will share the remote access again. as this chat session has disconnect but as we discussed we will reconnect over the remote session from server end to ass 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 appreciate your help at quality@acecloudhosting.com. Thanks!

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70138 Michael Pourhossini

Email: michael@plantdomaine.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: SACRAMENTO

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
Michael Pourhossini	Password Reset
Acebuddy	Please select an option below
Michael Pourhossini	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset.
	Do you need any further assistance on the topic?
Michael Pourhossini	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71169 kathy

Email: kathy@othfinancial.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: OLDTOWN

State: Idaho

Country: UNITED STATES

Chat Transcript

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

kathy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kathy	I'd like to report an Issue
Acebuddy	Please select an option!
kathy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
kathy	Cannot connect to Ace Cloud
Acebuddy	Please wait while we connect you to a Support Representative
	<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 Tushar Pharswan.</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
kathy	Hi Tushar - overthehorizon.myrealdatal.net
	KathrynFazendin - but no one in the office can connect - we all get the same notice. We all get "The connection was denied" wondering if the addition of Teams has messed us up.
Tushar Pharswan	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
kathy	yes
Tushar Pharswan	https://assist.acecloudhosting.com/join/3362904252
	Kindly Click on the link and open the downloaded file.
	Kindly try to login.
	Kindly enter your password.
kathy	Sorry - my password is kept on the server - is there a way we can reset it?
Tushar Pharswan	Let's try.
	Kindly proceed with the steps to reset your password.
	I'm looking at server end kindly allow me a moment to check it.
kathy	surely

Tushar Pharswan	Kindly try to login now.
kathy	ta da
Tushar Pharswan	Its working now also it will work for other users as well.
	Is there anything else I may help you with ?
kathy	OK - everyone is checking
Tushar Pharswan	Kindly let me know too.
kathy	Yes we are all good. Thanks so much
Tushar Pharswan	Great.
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
kathy	OK
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70673 Anthony Lamanna

Email: info@lamannandscape.com  4124451272

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: NEWELL

State: West Virginia

Country: UNITED STATES

Chat Transcript

Anthony Lamanna	Hello, I am your Acebuddy
Acebuddy	Hello Anthony Lamanna, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anthony Lamanna	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anthony Lamanna	I'd like to raise a Request
Acebuddy	Please select your request type.
Anthony Lamanna	Password Reset
Acebuddy	Please select an option below
Anthony Lamanna	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
Anthony Lamanna	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Anthony Lamanna	I am trying to reset the password for one user on my account - acatone.LLFC myrealdata\acatone.llfc
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name (Edited)
Anthony Lamanna	LLFC.myrealdata.net acatone the user for reset is acatone
Shubham Kataria	thank you for the information Kindly allow me two minutes to check the same.

	Kindly confirm if you were able to reset the password on your end?
	As we have done some required changes from the backend
	if you have the password, you may try to access the account now
Anthony Lamanna	I am not sure how to reset the password
	I ma not sure how to reset the password
	He has not looged in before and this would be the first time
Shubham Kataria	I would like to inform you that user can reset the password from selfcare portal
Anthony Lamanna	So I actually need the initial password - not a rest
Shubham Kataria	and account owners also can reset the password for users from my portal
	okay no problem
	I will surely help you with this issue.
	kindly allow me two minutes, let me check the user enrolled in selfcare portal
	I have checked and found user acatone is not enrolled in selfcare
	we need to reset the password from our end
	Could you please send us an email on support@acecloudhosting.com from the registered email info@lamannandscape.co
Anthony Lamanna	ok
Shubham Kataria	Thank you. Once we receive your email, we will send the password.
	Would you prefer to stay connected on the chat, or should I send the password to you via email?
Anthony Lamanna	Hold one moment
Shubham Kataria	Sure, please take your time
Anthony Lamanna	I emailed it
	Also, I cannot see where I can reset user passwords other than my own on the self care portal
Shubham Kataria	I will share the SOP for my portal as well in the email
	I have received the email, now resetting the password
Anthony Lamanna	ok
Shubham Kataria	Thank you for your patience.
	I've send you the password
	Please check
Anthony Lamanna	waiting for it
Shubham Kataria	okay
Anthony Lamanna	trying now
	It says connection was denied bc user account not authorized for remote login

Shubham Kataria	May I take the remote access of your local computer?
Anthony Lamanna	ok
	btw, info and admin work just fine
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	I will help you to login for the another user
Anthony Lamanna	ok
Shubham Kataria	https://assist.acecloudhosting.com/join/8102243819
	Kindly join this link
	Thank you for your patience.
	As per conversation over chat your issue has been resolved
	As you are disconnected, we are ending the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any fu

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70524 Robert Zeigen

Email: rzeigen@szcpa.tax  15613920620

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 5 Secs

City: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

Robert Zeigen	Hello, I am your Acebuddy
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert Zeigen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Zeigen	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Zeigen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Robert Zeigen	I was just connected with a rep but was disconnected
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
Robert Zeigen	I was chatting with someone and was told to try to restart the server. It disconnected me and I cannot log back on
Shashwat Verma	Yes, Robert, looks like you have initiated that from server only, hence when server got disconnected chat also get disconnected, Have you able to access the server now?
Robert Zeigen	Finally now, yes
Shashwat Verma	Great!
	Is there anything else I may help you with ?
Robert Zeigen	The reason I even restarted is I have an app that needs to run continuously when I or any staff are connected, It appears to this?
	Everyone would need to exit Ace when the server is rebooted correct>
	?
Shashwat Verma	Kindly allow me two minutes to check the same.
	Robert, do you want this application to be login always or active on server everytime? (Edited)
Robert Zeigen	I have been very disappointed with Ace as far as hosting my tax software (UltraTax) and Canopy. Who should I contact? M
Shashwat Verma	I deeply apologize for the inconvenience caused to you.
Robert Zeigen	I appreciate that but if you check the logs, you will see many support requests. I need to speak with someone about this.
Shashwat Verma	We have solution for your request, we can create an auto-logon user, which will remain active on the server and most pro
	We understand your concern, will try the best to assist you.

Robert Zeigen	Great. This is the type of thing I am talking about. I have been in contact about this issue at least 4-5 times. Why now is t I appreciate your assistance. Please tell me who I should contact after we resolve this issue.
Shashwat Verma	We'll create an autologon user for you which will remain active on the server 24*7 with application opened, in case the se Kindly confirm we can proceed with that?
Robert Zeigen	Yes please. By the way, I'm not exactly sure what that means but it sounds like it will work. Is there a reason I wouldn't want that?
Shashwat Verma	Sure, once we are done with that, will schedule a call-back with you for the complete satisfaction. (Edited) Is there anything else I may help you with ?
Robert Zeigen	No, thank you for your help
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance! Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71088 orders

Email: orders@inesscents.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: MEDFORD

State: Oregon

Country: UNITED STATES

Chat Transcript

orders	Hello, I am your Acebuddy
Acebuddy	Hello Katrina Shreve, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
orders	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
orders	I'd like to raise a Request
Acebuddy	Please select your request type.
orders	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
orders	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
orders	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Shubham Kataria.</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.
orders	Hi Manish! I received an email this morning to download an updated version of our remote desktop, but I am unable to co find the computer and I need to verify the computer name and domain that I am trying to connect to.
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
orders	IABLLC.myrealdatal.net
	Office is the username
Shubham Kataria	Thank you for the information
	May I take the remote access of your local computer?

orders	Yes please
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
orders	I think I'm good, thank you
Shubham Kataria	that's great
	Is there anything else I may help you with ?
orders	I'm still unable to connect to the updated remote desktop
Shubham Kataria	okay no problem, I am sending you a link for remote session. Kindly join it after closing important documents at your end https://assist.acecloudhosting.com/join/2142292636
	Kindly join this link
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	As per our remote conversation, your issue has been resolved
orders	Thanks for your help!
Shubham Kataria	You're welcome
	Is there anything else I may help you with ?
orders	I dont think so, thnaks again!
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
orders	sure thing
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the feedback you provided.
	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 and suggestions at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70125 Jojo Puthenpurayil

Email: jojo@epitexas.com  17135849319

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: 2 Secs

City: SEABROOK

State: Texas

Country: UNITED STATES

Chat Transcript

Jojo Puthenpurayil	Hello, I am your Acebuddy
Acebuddy	Hello Jojo X Puthenpurayil, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jojo Puthenpurayil	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jojo Puthenpurayil	I'd like to report an Issue
Acebuddy	Please select an option!
Jojo Puthenpurayil	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jojo Puthenpurayil	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jojo Puthenpurayil	Ticket ID: 614283
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Jojo Puthenpurayil	Your telephone number is not being answered, called several times.
<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
Jojo Puthenpurayil	sure
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.
Jojo Puthenpurayil	sure
Tushar Pharswan	https://assist.acecloudhosting.com/join/2982665514
	Kindly Click on the link and open the downloaded file.
	We are connected now.
Jojo Puthenpurayil	ok
Tushar Pharswan	Kindly show me the error.
	Kindly allow me two minutes to check file on the location.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As we were working on your issue on remote server for some reason you were not responding.
	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 Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70035 Arvind Kumar

Email: acct-sa@acfos.net

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 8 Secs

City: LUCKNOW

State: Uttar Pradesh

Country: INDIA

Chat Transcript

Arvind Kumar	Hello, I am your Acebuddy
Acebuddy	Hello Arvind Kumar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Arvind Kumar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Arvind Kumar	I'd like to report an Issue
Acebuddy	Please select an option!
Arvind Kumar	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Arvind Kumar	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Arvind Kumar	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Arvind
Arvind Kumar	Hi Shashwat,
	I am not able login my QB files.
	Please check

	and resolve the ASAP
Shashwat Verma	Are you able to login into server?
Arvind Kumar	Ye4s
	Yes
	I am in
Shashwat Verma	Could you please specify when you first started experiencing the issue? <i>12:16:23 PM Arvind Kumar is sharing a file with you image.png - (Size:18.22 KB)</i>
	<i>Please see above</i>
	I will surely help you with this issue.
	Kindly help me with your server name and user name?
Arvind Kumar	Advanced CFO Inc
Shashwat Verma	And what's the username you are using as there is no user as per your name Arvind.
Arvind Kumar	My User Name: ShobhitAg
Shashwat Verma	Thanks for the confirmation !
	May I take the remote access of your server?
Arvind Kumar	Sure...
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it is resolved, kindly give your confirmation on this chat.
Arvind Kumar	I am confirm
	okay
Shashwat Verma	Kindly login again.
	We have made some changes from backend.
Arvind Kumar	Sure...
	I am doing
Shashwat Verma	Thanks
Arvind Kumar	I am in
Shashwat Verma	Arvind, it's look like server need reboot to reflect the changes
	Shall we proceed?
Arvind Kumar	Yes....
	Please

Shashwat Verma	Sure, kindly allow 3-5 minutes.
Arvind Kumar	okay... I am waiting here...
Shashwat Verma	Thanks for patience!
	Kindly login again to server.
Arvind Kumar	okay
	I am in
Shashwat Verma	Looks like it's working now.
Arvind Kumar	thank you....
Shashwat Verma	Is there anything else I may help you with ?
Arvind Kumar	It's working fine now....
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70731 amyp

Email: amyp@chapelhats.com  14152250580

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: ROCKLIN

State: California

Country: UNITED STATES

Chat Transcript

amyp	Hello, I am your Acebuddy
Acebuddy	Hello Amy Peterson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
amyp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
amyp	I'd like to report an Issue
Acebuddy	Please select an option!
amyp	Password Reset
Acebuddy	Please select an option below
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

I am unable to get into Quickbooks

Visitor Details

#71324 shreen

Email: shreen@soleilfloors.com  15122180400

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=acehosting&utm_adgroup=Primary&gad_source=I0hHmrMulZuOdBeHQ1BBoC9dMQAvD_BwE

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 54 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

shreen I am unable to get into Quickbooks

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

Hi Shreen,

Let me transfer the chat to support to help you with this issue

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

Anurag Sharma accepted the chat transfer request.

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

Hello Shreen

shreen thank you. I can't seem to get into my Quickbooks. it says it is running an update, but it's been going for almost an hour r

Anurag Sharma I deeply apologize for the inconvenience caused to you.

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

shreen i believe our server name is under Soleil Floors, and my user name is ShreenWh

Anurag Sharma Thanks for the confirmation !

Kindly allow me two minutes to check the same.

shreen yes, thank you

Anurag Sharma Shreen, as I can check there are pending updates in QB. Which needs to be installed.

As there are active users on the server right now. I am scheduling this QB update during the night hours when users are le once it is completed.

Is there anything else I may help you with ?

shreen no, that will be helpful.

does that mean i can access them now?

Anurag Sharma You will be able to access the QB application once we will inform you on email.

shreen Thank you.

Anurag Sharma If you want to schedule this update immediately then please ask the others users to log off from the server.

Is there anything else I may help you with ?

shreen	No, please schedule the update for after 6:00 pm CST. I will inform our team that it will be running tonight
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71056 Emalee Pappalardo

Email: emalee@connorconcretecutting.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: BAKERSFIELD

State: California

Country: UNITED STATES

Chat Transcript

Emalee Pappalardo

Hello, I am your Acebuddy

Acebuddy

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

	Whom Would You Like to Connect With?
Emalee Pappalardo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Emalee Pappalardo	I'd like to report an Issue
Acebuddy	Please select an option!
Emalee Pappalardo	Password Reset
Acebuddy	Please select an option below
Emalee Pappalardo	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the userna password needs to be reset and we'll share an update once the request is proce
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you s Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71104 Amber Ashley

Email: operations@inesscents.com ☎ 5414822799

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: MEDFORD

State: Oregon

Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70549 David T Caines, CPA, LLC

Email: david@cainescpa.com **Phone:** 12409945270

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: GAITHERSBURG
State: Maryland
Country: UNITED STATES

Chat Transcript

David T Caines, CPA, LLC	Hello, I am your Acebuddy
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David T Caines, CPA, LLC	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David T Caines, CPA, LLC	I'd like to raise a Request
Acebuddy	Please select your request type.
David T Caines, CPA, LLC	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
David T Caines, CPA, LLC	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70969 Michael Capogna

Email: cmtdmanagement@gmail.com **Phone:** 15164486814

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: ROCKY HILL

State: Connecticut

Country: UNITED STATES

Chat Transcript

Michael Capogna	Hello, I am your Acebuddy
Acebuddy	Hello Cmtdmanagement, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Capogna	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Capogna	I'd like to raise a Request
Acebuddy	Please select your request type.
Michael Capogna	Password Reset
Acebuddy	Please select an option below
Michael Capogna	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the user name and password needs to be reset and we'll 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, We are closing this chat. If you still have any issue Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71590 Jenny

Email: tax@mkservices.llc

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 31 Secs

City: PANAMA CITY BEACH

State: Florida

Country: UNITED STATES

Chat Transcript

Jenny Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jenny Sales & Solutions

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

Acebuddy (bot) forwarded the chat request

Aayush Verma declined the transfer request.

Rishabh Gogia accepted the chat transfer request.

Rishabh Gogia Hello Jenny!

Jenny Hi. I am logging into ATX 2024 for the first time and it is not installing properly.

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

Yash Kalra accepted the chat transfer request.

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

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

Jenny Hi. Thank you.

Yash Kalra	Kindly help me with your server name and user name?
Jenny	what is the server name? Mktax Services/
	my user name is Jenny
Yash Kalra	Kindly allow me two minutes to check the same.
Jenny	ok
Yash Kalra	Jenny, please allow me some more time it's taking more than expected. (Edited)
Jenny	no problem :)
Yash Kalra	Jenny, earlier we have received a request to disable the users Jenny_MKTS from
Jenny	Does is say who authorized that? It should not be disabled.
Yash Kalra	May I take the remote access of your local computer?
Jenny	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents.
	Kindly Click on the link and open the downloaded file. https://assist.acecloudbilling.com/join/5402822335
Jenny	I am ready
	sorry, I had a client walk in. I'm allowing access now.
Yash Kalra	Sure, please take your time
	As per our conversation, we've assisted you with the ATX issue . Is there anything else you wish to discuss with me at the moment?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the session by calling us at (1-888-415-5240) if any further assistance is required.

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71003 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 20 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support agent.
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
krisika	Hi
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be happy to help you with your issue.
	Hi Krisika. How are you doing today?
krisika	Quickbook not working in all pc
Shashwat Verma	I will surely help you with this issue.
	Could you please help me with your business name or server name?

	krisika	Now quickbook working fine in all pc
	Shashwat Verma	Thank you
		Thats great Krisika.
		Is there anything else I may help you with ?
	krisika	No
		Thank you
	Shashwat Verma	You're welcome. (Edited)
		After this chat you will get the reference ticket ID
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us with a summary of our conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my management can review it. I appreciate your time and effort working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
		Note: You may change/reset your server password on your own by registering on our Self-care portal (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70497 Karen Gallo

Email: karen.gallo@missioncan.com  19785014358

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: ESSEX JUNCTION

State: Vermont

Country: UNITED STATES

Chat Transcript

Karen Gallo	Hello, I am your Acebuddy
Acebuddy	Hello Karen Gallo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Karen Gallo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Karen Gallo	I'd like to report an Issue
Acebuddy	Please select an option!
Karen Gallo	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
	<i>10:30:42 PMKaren Gallo is sharing a file with you 1_image.png - (Size:14.65 KB)</i>
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Karen Gallo	It appears our certificate has expired and we can't connect to RDP
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will try to assist you with your issue.
	Hello Karen
Karen Gallo	I received the message above when trying to connect to remote desktop
	Hello
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and IP address.
Karen Gallo	4Frontholdings.myrealdata.net is the remote computer
	<i>10:33:17 PMKaren Gallo is sharing a file with you 1_image.png - (Size:6.2 KB)</i>
Anurag Sharma	Okay
	Kindly allow me 3-4 minutes to check the same.

Let me transfer you to a specialist who can better address your concern.

Anurag Sharma is transferring the chat to Tushar Pharswan.

Karen Gallo

Thank you

Tushar Pharswan accepted the chat transfer request.

Tushar Pharswan

Hello Karen I will be assisting you as of now.

Kindly allow me two minutes to check the previous chat you had with Anurag.

May I take the remote access of your local computer?

Karen Gallo

Yes. Do you need me to shut off the second monitor or have dual monitors is ok

Tushar Pharswan

Dual monitor is okay.

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

<https://assist.acecloudbhosting.com/join/8552396336>

Kindly Click on the link and open the downloaded file.

Karen Gallo

Everything is on the top screen

Tushar Pharswan

Okay.

I'm currently checking the server end from our side to check if everything is fine

Can you take the screenshot of the dialogue box that has appeared and share h

10:56:57 PMKaren Gallo is sharing a file with you

[1_image.png](#) - (Size:4.18 KB)

The server is working as you can see kindly work as usual the dialogue box that internal selfcare portal from which you generally reset your password. The error resolved in next 20-30 minutes.

This message has been deleted

Karen Gallo

Thank you. Can we stay connected for a moment while I try to connect on my o

For some reason my credentials were wiped off that computer and it is requesting me to change password in the RDP the one to change my RDP password?

11:01:59 PMKaren Gallo is sharing a file with you

[1_image.png](#) - (Size:2.67 KB)

Or is there a way to reveal my current password before logging on RDP on this computer?

Tushar Pharswan

As the self-care portal is down you won't be able to reset your password through the self-care portal. You will need to put the current password.

We too don't have the access to reveal your password.

Karen Gallo

To make sure I understand. I will be able to reset my password with that icon in the self-care portal. Will I need my current password to reset once the self-care portal is available? If yes, then please let me know so that I can help you to reset if I am missing my password?

Tushar Pharswan

What you can do is if you want to reset your password as of now you can email us at support@acecloudhosting.com

support@acecloudhosting.com describing the issue after which we will be able to

Karen Gallo

I will do that if I can't recover the password myself. I'm checking Last Pass now I need to reset.

Tushar Pharswan

Okay as soon as we get your email, we will rest it for you just make sure you enter karen.gallo@missioncan.com this email id.

Is there anything else I may help you with ?

Karen Gallo

I will. Thank you for your help

Tushar Pharswan

Okay.

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

Karen Gallo

Thank you. I will send the password reset request shortly.

Tushar Pharswan

Okay.

Kindly share your feedback by clicking the smiley icons at the end of this chat. I

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

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71581 christi.hard

Email: christi.hard@squyres.cpa

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: 4 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

christi.hard	Hello, I am your Acebuddy
Acebuddy	Hello Christi Hard, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
christi.hard	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
christi.hard	I'd like to report an Issue
Acebuddy	Please select an option!
christi.hard	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
christi.hard	My icons have disappeared from my desktop on the ACE server.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
christi.hard	Never mind. i double clicked on the desktop and they appeared.
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be happy to assist you.
	Okay.
	Is there anything else I may help you with ?
	as this chat session is disconnected.
	As there was no response, we are disconnecting the chat now. You may re-initialize the chat by clicking on the 'Re-Initiate' button (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us confirming the conversation, along with a ticket number and survey feedback form.

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71630 craig

Email: craig@enscpany.com  7188351978

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: AMAGANSETT

State: New York

Country: UNITED STATES

Chat Transcript

craig Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

craig Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
craig	I'd like to report an Issue
Acebuddy	Please select an option!
craig	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
craig	7% space left on c: drive message
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you with your issue.
	I will be surely assisting you with this. Kindly help me with your server name and details.
craig	ESassocinc
	craig is my username.
	the message shows up for all users
Yash Kalra	Kindly allow me two minutes to check the same.
	Please allow us some time while we make changes from the backend, including temporary files from the server.
craig	ok
	I am going away from my desk for about 10 minutes. I will check back in with you.
Yash Kalra	We've checked from the backend and removed some files, but we believe we've cleaned up around 9-10% of the total space . To address this fully, we recommend moving storage space to the C drive .
craig	ok lets do that, please let me know my options. I will be back in approximately 10 minutes.
Yash Kalra	Plan1: 500 GB: \$300/Month Plan2: 400 GB: \$240/Month Plan3: 300 GB: \$180/Month Plan4: 200 GB: \$120/Month Plan5: 100 GB: \$60/Month Plan6: 80 GB: \$50/Month
	Please let us know your preference so we can proceed accordingly. Additionally, we will send an email to the account owner at * [tayres@teipencpa.com] (mailto:tayres@teipencpa.com) *. Kindly ask the owner to approve the plan that you have selected.
	Are we still connected here?
	Are we still connected here?
craig	hi yes
	How much space do I currently have

also this is not an account owner email tayres@teipencpa.com. I am an account is craig@enscpnay.com

4:58:38 AM Yash Kalra is sharing a file with you
[image.png](#) - (Size:4.74 KB)

Currently, the free space on the C drive is 36.04 GB. From the back

what is our total space, not the free space

Yash Kalra

Total space on the c drive is 398.96 Gb.

craig

thank you. lets add 100 GB. I am the account owner. the confirmation should be craig@enscpnay.com.

I have no idea who tayres@teipencpa.com is. are you in the right account? EAS:

Yash Kalra

We've checked, and the account is under your email: * [craig@enscpnay.com] (mailto:craig@enscpnay.com) *. We apologize for the earlier human error and a| understanding.

As part of the procedure, kindly confirm this plan via email after this chat so we request.

Is there anything else I may help you with ?

craig

no thank you. I appreciate your help

Yash Kalra

I would greatly appreciate if you could spare a minute to give your valuable feed chat by clicking on the Smilies.

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

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

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

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

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

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71055 jend

Email: jend@taxproak.com ☎ 19077431040

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: 48 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

jend	Hello, I am your Acebuddy
Acebuddy	Hello Jen, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
jend	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jend	I'd like to report an Issue
Acebuddy	Please select an option!
jend	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
jend	reboot did not fix problem
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 happy to assist you.
	Hii Jennifer
jend	hi
	cant connect to server

Manish Singh	As i can check you are already on the server.
jend	May I take the remote access of your local computer?
	yes
	atx cannot connect to server
Manish Singh	https://assist.acecloudhosting.com/join/9052033842
	Prior providing the access, I would suggest you to close any important documents.
jend	ok done
	905-203-3842
Manish Singh	Are you able to connect on remote session?
	Kindly join this session.
jend	initializing
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and ask for your confirmation on this chat.
	This message has been deleted
	Is there anything else I may help you with ?
jend	can you help me find the files for lacerte to convert atx?
Manish Singh	I will surely help you with this issue.
	Is there anything else I may help you with ?
jend	please let support know my issue in the notes
Manish Singh	Sure, Noted your request.
jend	im still on hold loop
Manish Singh	Let me arrange a callback accordingly.
	If you are not able to connect. (Edited)
jend	ok
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my management team can review it. Your feedback is very important to us. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71014 taxadmin

Email: taxadmin@silversfs.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

taxadmin Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

taxadmin Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

taxadmin I'd like to report an Issue

Acebuddy Please select an option!

taxadmin Other Issue

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

	taxadmin	Remote Desktop microphone is not recognized
	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 today.
	taxadmin	Hi, Shubham
	Shubham Kataria	hello Elaine
	taxadmin	My microphonr is not recognized on the remote server. Can you pls assist?
	Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name an
	taxadmin	Server name is Elaine
	Shubham Kataria	Unfortunately, I'm unable to found server with this name
		Could you please provide your business name
	taxadmin	Can you try Silvers_5?
		Business name is Silvers
	Shubham Kataria	Thank you for the information.
		let me check
	taxadmin	Sure, thanks
	Shubham Kataria	May I take the remote access of your local computer?
	taxadmin	Sure
	Shubham Kataria	Prior providing the access, I would suggest you to close any important document
	taxadmin	Done\
	Shubham Kataria	https://assist.acecloudhosting.com/join/4712715393
		Kindly join this session
		We are connected on the remote session and will proceed with the troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
		Thank you for your patience.
		As per our remote conversation your issue has been resolved
		Is there anything else I may help you with ?
		This message has been deleted
		Are we still connected here?
		Are we still connected here?

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70271 traci

Email: traci@clarion.org

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 4 Secs

City: BYHALIA

State: Mississippi

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
traci	When I log into the myrealdata.net the system is taking over all three of my screens.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you with your issue.
	I will be surely assisting you with this. Kindly help me with your server name and IP address.
traci	traciBranstetter@myrealdata.net
	Traci
Yash Kalra	Kindly allow me two minutes to check the same.
traci	OK
Yash Kalra	May I take the remote access of your local computer?
traci	Sure
Yash Kalra	Prior providing the access, I would suggest you to close any important documents.
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/4402512763
traci	I may have to come back to you. I have a meeting in a few minutes. I need some time.
	Can I leave this chat open and come back to you later?
	Or can you email me directions to fix the issue.
Yash Kalra	Traci, we have a better solution after this chat ends we will send you a new rdp link.
	Is there anything else I may help you with ?
traci	Not right now. Thank you.
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback about this chat by clicking on the smilies.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us containing a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my management team can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).
<i>Yash Kalra has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70054 Bryan Bwest

Email: bwest@gmail.com ☎ 15122645277

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

Bryan Bwest Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Bryan Bwest Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Bryan Bwest I'd like to raise a Request

Acebuddy Please select your request type.

Bryan Bwest Server Resource Addition

Acebuddy Please select the resource type you'd like to add

Bryan Bwest Setback

Acebuddy Please select your request type.

Bryan Bwest	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly se Operating System
Bryan Bwest	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ac on your Windows PC
	Do you need any further assistance on the topic?
Bryan Bwest	Setback
Acebuddy	If you would like to configure the server access link on your computer, Kindly se Operating System
Bryan Bwest	Setback
Acebuddy	Please select the resource type you'd like to add
Bryan Bwest	Setback
Acebuddy	Please select your request type.
Bryan Bwest	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description o technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate category
Bryan Bwest	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Bryan Bwest	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup port representative
Bryan Bwest	Hello, I installed AutoEntry on the server but I'm not able to connect it to the QE Roofing Supply. I think QB is blocking it from having access.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will k now what's going on.
	Hello Bwest
Bryan Bwest	Thank you
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and IP address.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70456 Brandon Delfino

Email: bdelfino@cahillheating.com **Phone:** 18472344494

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 10 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Brandon Delfino Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Brandon Delfino Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Brandon Delfino I'd like to raise a Request

Acebuddy Please select your request type.

Brandon Delfino	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your issue and we will get back to you as soon as possible. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate category from the dropdown menu.
Brandon Delfino	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Brandon Delfino	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brandon Delfino	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Brandon Delfino	Ticket ID: 618338
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Brandon Delfino	Hi
	I need help with Ticket ID: 618338
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you with your issue. (Edited)
Brandon Delfino	Thank u
Yash Kalra	Kindly allow me two minutes to check the same.
Brandon Delfino	ok
Yash Kalra	Kindly confirm if you have payroll subscription? (Edited)
Brandon Delfino	Yes
	But I need the Assisted Payroll add on
Yash Kalra	Brandon, we have noted this issue, and right after this chat, our senior engineer will call you at the given number, 847-234-4494. to get issue resolved.
	Is there anything else I may help you with ?
	Are we still connected here?
Brandon Delfino	That's all thank u
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by rating this chat by clicking on the Smilies.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.

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

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

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

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71695 Pam Higdon

Email: phigdon@allgreen.net

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: CHARLESTON

State: Illinois

Country: UNITED STATES

Chat Transcript

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

Please chose an option :

Pam Higdon I'd like to report an Issue

Acebuddy Please select an option!

Pam Higdon QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Pam Higdon QuickBooks is Frozen

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

Was that helpful?

Pam Higdon No

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

Acebuddy (bot) forwarded the chat request

Tushar Pharswan accepted the chat transfer request.

Pam Higdon qb is frozen

CID73236

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

Kindly allow me two minutes to check the same.

Pam Higdon ok

Tushar Pharswan I have closed it from task manager kindly login again and check if the issue is re

Pam Higdon Its

resolved

Tushar Pharswan Is there anything else I may help you with ?

Pam Higdon Thanks so much!

nope

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

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

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71195 Clay Lomax

Email: claylomax@gmail.com **Phone:** 19162762529

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 24 Secs

City: RICHMOND

State: California

Country: UNITED STATES

Chat Transcript

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

help you with resolving the issue

Was that helpful?

Clay Lomax

No

Acebuddy

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

Acebuddy (bot) forwarded the chat request

Clay Lomax

I was in QB and logged out now I can not get back in with my credentials and I'm getting an error message.

Manish Singh accepted the chat transfer request.

Manish Singh

Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be happy to help you with this issue.

I will surely help you with this issue.

Clay Lomax

QBNXTPRE1, Lomaz_2.NPRE1

Manish Singh

Kindly allow me two minutes to check the same.

You are not logged into the server.

Kindly try to login once.

Clay Lomax

I can not login

I am using my primary login of ClayL.NPRE1, I put in password and it says login failed. I am not sure what is going on.

Manish Singh

Checking

Please wait

May I take the remote access of your local computer?

Clay Lomax

yes

Manish Singh

<https://assist.acecloudhosting.com/join/1602096388>

Prior providing the access, I would suggest you to close any important documents and applications.

We are connected on the remote session and will proceed with the troubleshooting. Please give me some time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and ask for your confirmation on this chat.

This message has been deleted

This message has been deleted

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71222 Amy Lofgren

Email: amy@thebeaconadvisors.com

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 30 Secs

City: MARION

State: Connecticut

Country: UNITED STATES

Chat Transcript

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

Amy Lofgren	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amy Lofgren	I'd like to raise a Request
Acebuddy	Please select your request type.
Amy Lofgren	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of the issue and we will connect you to our technicians who will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate request type.
Amy Lofgren	Restart
Acebuddy	Hello Amy Lofgren, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amy Lofgren	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amy Lofgren	I'd like to report an Issue
Acebuddy	Please select an option!
Amy Lofgren	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Amy Lofgren	Setting up laptop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be happy to assist you.
Amy Lofgren	thank you
Aarush Aneja	Hello Amy
Amy Lofgren	Hi!
Aarush Aneja	How may I assist you today
Amy Lofgren	I am trying to log in to a laptop with my email and when I do it says "That Microsoft account does not exist. Enter a different account or get a new one"
Aarush Aneja	May I take the remote access of your local computer to assist you?
Amy Lofgren	sure, my email is not loading or it is being really slow
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents and try again.

<https://assist.acecloudhosting.com/join/9002844686>

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

Are we still connected here?

We checked and found you disconnected the chat session. We are disconnecting you.

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

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

Once you end this chat, you will receive an email from us regarding this conversation. Please provide your ticket number and survey feedback form.

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

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

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

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70717 Julie Deems

Email: pbsbooks@yahoo.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Julie Deems	Hello, I am your Acebuddy
Acebuddy	Hello Julie Deems, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Julie Deems	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Julie Deems	I'd like to report an Issue
Acebuddy	Please select an option!
Julie Deems	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support agent.
Julie Deems	Need to un-install quickbooks and re-install it.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you with your issue.
	I will be surely assisting you with this. Kindly help me with your server name and version.
Julie Deems	ClareM.npre1 and Clare Morgan. This individual is longer with the company.
Yash Kalra	Kindly help me with your server name? so that I can assist you further. (Edited)
Julie Deems	ClareM
Yash Kalra	Julie, ClareM is the name of the user, please help us with your server name so that I can assist you further.
	Julie, we just found the server name
	Kindly allow me two minutes to check the same.
Julie Deems	Great Thank you
Yash Kalra	Julie, could you please share a screenshot of the error message you are encountering so that I can assist you further and resolve the issue more efficiently. (Edited)
Julie Deems	It says critical update needs to be done. But the issue I am having is when I go to quick books the window will not open and then kicks me out. Then quickbooks version 10 minutes. I have been on the phone with intuit quick books trying to resolve the issue. Said to un-install and re-install quickbooks. Not sure if there is problem with ACE

	there is a big issue with quick books.
Yash Kalra	Since it's a shared server with many users logged in, we will schedule the Quick the night hours.
	Is there anything else I may help you with ?
Julie Deems	That's great. I hope it resolves the issue. Thank you. No that is all I needed.
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feed chat by clicking on the smilies.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
	<i>Yash Kalra has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70580 taskhote

Email: taskhote@gmail.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 9 Secs

City: BRAMPTON

State: Ontario

Country: CANADA

Chat Transcript

taskhote	Hello, I am your Acebuddy
Acebuddy	Hello Taskhote, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
taskhote	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
taskhote	I'd like to report an Issue
Acebuddy	Please select an option!
taskhote	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support agent.
taskhote	Server not opening\
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 happy to help you with your issue.
taskhote	Hello
	My server is not opening
Manish Singh	I will surely help you with this issue.
taskhote	are you there?
Manish Singh	Yes, checking please wait.
taskhote	ok
Manish Singh	May I take the remote access of your local computer?
taskhote	yes
Manish Singh	https://assist.aceclouddhosting.com/join/5322018206
	Prior providing the access, I would suggest you to close any important documents.
taskhote	ok
Manish Singh	Kindly paste the link on your local computer.
	We are connected on the remote session and will proceed with the troubleshooting. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will get back to you.

give your confirmation on this chat.

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71467 William Grizack

Email: lisae@rendeq.com  17043454625

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 18 Secs

City: RALEIGH

State: North Carolina

Country: UNITED STATES

Chat Transcript

William Grizack Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

William Grizack Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

William Grizack I'd like to report an Issue

Acebuddy Please select an option!

William Grizack	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
William Grizack	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. All manage the application updates at the backend and apply the necessary patches when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
William Grizack	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will help you today.
William Grizack	ok
	I was on phone with Intuit updating our QB Enterprise to 2024 on my local machine. I said we would need to update to 2024 on the server also. I thought that had last time we worked with an Intuit tech but apparently only the payroll part downloaded the 2024 and it said it installed and then it went to update the rest and appeared to be frozen at that point. Can you please see if we are updated to 2024 and are you able to get the data file updated to that please?
	I am in the middle of finishing 1099s for processing. Thank you
Sharath Kumar	sure, just bear with me for a couple of minutes
William Grizack	No problem
Sharath Kumar	I am having some trouble logging into the server and check the QB details
William Grizack	Do you need anything from me on that?
Sharath Kumar	I am transferring you to someone who has access to the server
	please give me one more moment
William Grizack	ok
	<i>Sharath Kumar is transferring the chat to Manish Singh.</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 help you today.
William Grizack	ok

Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Activation Done kindly check.
William Grizack	I am checking that the data is converted and I can sign in?
Manish Singh	Great!
William Grizack	I am asking?
	I am working on trying now
Manish Singh	Sure, please do
William Grizack	This is what it is asking me <i>3:23:44 AM William Grizack is sharing a file with you image.png - (Size:31.44 KB)</i>
	Go ahead and update?
Manish Singh	I am running the update from the backend.
	Thanks for your patience.
William Grizack	Do I need to cancel the page I am on?
Manish Singh	Yes, please
William Grizack	done
	I am sitting on the page with company name waiting to open, is that ok or I window I am in for QB all together?
Manish Singh	Its ok
William Grizack	Thank you. It is a very large file, so I am sure it will take some time <i>3:32:19 AM Manish Singh is sharing a file with you image.png - (Size:28.24 KB)</i>
Manish Singh	Installed the updates.
William Grizack	Ok, I will try to sign in again
Manish Singh	Sure
William Grizack	It is still asking me to update it. Am I good to try?
Manish Singh	May I take the remote access of your server?
William Grizack	sure
Manish Singh	Prior providing the access, I would suggest you to close any important doc end.
William Grizack	ok

Manish Singh	Kindly try to access Server after 2 mins.
William Grizack	Our chat is not on the server but my tower, so I have the screen split and n back and forth some.
	Do you want me to sign on the server?
Manish Singh	Yes, please sign in once.
William Grizack	sorry, sign off
	I am signed in and have the screen that showed up when signing into QB
Manish Singh	Kindly sign in once.
	Kindly accept the session.
	QuickBooks 2024 logged in and regarding company file update this will take
	Is there anything else I may help you with ?
William Grizack	Not as long as this runs smoothly and I can get in after it finishes
	Ok
Manish Singh	You can reinitiate the chat after this finish or face any issue.
	Shall I disconnect the chat for now?
William Grizack	I guess
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email regarding this conversation, along with a ticket number and survey feedback.
	I request you to kindly spare a moment to fill that out for me so that my manager can see how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

