

Visitor Details

#78085 Michael Fisher

Email: michael@hibernianursery.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 32 Secs

City: WESLEY CHAPEL

State: Florida

Country: UNITED STATES

Chat Transcript

| | |
|--|---|
| Michael Fisher | Hello, I am your Acebuddy |
| Acebuddy | Hello Michael Fisher, I'm your Ace Buddy. I'll be happy to assist you! |
| Whom Would You Like to Connect With? | |
| Michael Fisher | Managed IT |
| Acebuddy | Please wait while we connect you to an available Representative. |
| <i>Acebuddy (bot) forwarded the chat request</i> | |
| <i>Abhijeet Arun Thakur accepted the chat transfer request.</i> | |
| Michael Fisher | I need the password to one of my accounts |
| <i>Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).</i> | |
| DavidCounihan@myrealdatal.net | |
| <i>Tushar accepted the chat transfer request.</i> | |
| Tushar | Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today. |
| I will be surely assisting you with this. Kindly help me with your server name? | |
| Michael Fisher | DavidCounihan@myrealdatal.net |
| Tushar | This is the username but I have located your server as well it is Hibernia.myrealdatal.net. |

Michael Fisher

Ok thanks

David Counihan needs his password it's not working

7:13:40 AM Tushar is sharing a file with you

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

Kindly contact Mr. Ian Baptiste as he has the rights to reset the passwords through MyPortal kindly cl

Also this is the link for MyPortal: <https://myportal.aceclouddhosting.com/login>

The user name will be CID74997.

Tushar

Are we still connected here?

As this chat session is disconnected from your end.

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

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

Tushar has ended this chat session

Ch

Hel

Visitor Details

#78320 Krystal Lee

Email: krystal.lee@la.gov  2253421047

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: RESTON

State: Virginia

Country: UNITED STATES

Chat Transcript

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

Krystal Lee No..that is all for now. If I still have problems then I will reply in the ticket via email..thank you.

Manish Singh Sure

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

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

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

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

Manish Singh has ended this chat session

Ch

An error occurred while
Gateway. If this ke
administrator fo

Visitor Details

#78387 Girndt

Email: courtney@soleilfoors.com ☎ 5124666624

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: ROUND ROCK

State: Texas

Country: UNITED STATES

Chat Transcript

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

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

Are we still connected here?

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

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

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

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

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

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

Abhay Kumar Saraswat has ended this chat session

Ch

Please send me a pho

Visitor Details

#77831 John Byron

Email: byd2001@aol.com  2078315431

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

Website: https://www.acecloudhosting.com/industry/accounting/?utm_source=google&utm_medium=cpc&utm_campaign=Performance_Max&utm_term=&utm_adgroup=&gad_source=1&gad_campaignid=22596x8fjLXmnJRoCUDMQAvD_BwE

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: KILLINGTON

State: Vermont

Country: UNITED STATES

Chat Transcript

John Byron

Please send me a phone number for support that does not do to voice mail.

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

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

Anjainay Singh accepted the chat transfer request.

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

John Byron I need a phone number for support that does not go to voice mail.

Anjainay Singh I really apologize for issue caused at your end while reaching to us on call.

The number to reach us is listed below.

888-415-5240 (toll-free)

Could you please confirm what issue are you facing at your end?

John Byron The phone number worked and i have a ticket #, 706593. Thanks for phone number.

Anjainay Singh Thankyou for your update, please provide me two minutes so that I can go through the issues at your end.

Could you please confirm whether your issue has been resolved?

John Byron I believe so--your counterpart was going to call the employee with the problem within the next 20 minutes.

Anjainay Singh That's really great.

We will schedule a secure call to him and will assure that issue gets resolve urgently. (Edited)

John Byron Excellent.

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

John Byron No, thank you.

Anjainay Singh Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.

You may end this chat session.

I will also share the ticket id with you over the mail once this chat is disconnected.

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

Anjainay Singh has ended this chat session

Ch

I'm wondering if there

Visitor Details

#78123 pnyland

Email: pnyland@midwestintegrated.com ☎ 18159338376

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

Website: <https://www.aceclouddhosting.com/>

utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Prime MBj-NNMKnK7TM5LoEqLLZJkhRoChrIQAvD_BwE

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 27 Secs

City: CHICAGO

State: Indiana

Country: UNITED STATES

Chat Transcript

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

Is there anything else I may help you with ?

nyland No, have a great day!

Nyland has ended this chat session

Ch

Hel

Visitor Details

#78222 victoria

Email: victoria@tapartners-llc.com ☎ 19496279114

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: NEWPORT BEACH

State: California

Country: UNITED STATES

Chat Transcript

victoria Hello, I am your Acebuddy

Acebuddy Hello Victoria Sievers, I'm your Ace Buddy. I'll be happy to ass

Whom Would You Like to Connect With?

victoria Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

victoria I'd like to raise a Request

Acebuddy Please select your request type.

victoria Application Version Upgrade

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

so migrate, right?

you want me tto log off?

Anurag Sharma

Yes it is. And the server we will migrate you to is also our serv

We would require a downtime of 8-12 hours to complete this

Thus, we always prefer to perform this during the night hours

victoria

Ok I'm off tomorrow and will be back on Monday, I don't need

Anurag Sharma

Could you please provide us the exact time when we can star

Along with your timezone?

victoria

Do you need any other information from me? You may start a

Anurag Sharma

Okay , at 1 PM tomorrow.

I would require an approval from your end on the email which

victoria

I meant today, otherwise you can start anytime

Anurag Sharma

Okay, thankyou so much

I will send you the email just after this chat, please provide us

Is there anything else I may help you with ?

victoria

no

Anurag Sharma

Thanks for the confirmation !

I would greatly appreciate if you could spare a minute to give

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

You may end this chat now. Once you end this chat, you will re

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

feedback at quality@acecloudhosting.com. Thanks!

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

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

Anurag Sharma has ended this chat session

Ch

Visitor Details

#78175 Matt Everhart

Email: matt@heritagepuzzle.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WINSTON SALEM

State: North Carolina

Country: UNITED STATES

Chat Transcript

Matt Everhart Hello, I am your Acebuddy

Acebuddy Hello Matt Everhart, I'm your Ace Buddy. I'll be happy to assis

Whom Would You Like to Connect With?

Matt Everhart Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Matt Everhart I'd like to report an Issue

Acebuddy Please select an option!

Matt Everhart QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Matt Everhart Other QB related issue

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

As we haven't got any response from your end, We are closin

Ended due to chat idle timeout

Ch

Hi. I cannot access our remote desktop. I had my boss reset my password after I was kicked off. I am getting error code [Window Title] There was a problem connecting to the network administrator [Content] [Expanded Information] Error code: 0x30000008
Timestamp (UTC): 06/06/2018 10:14:29 AM

Visitor Details

#78816 Doyle

Email: kaity@justgowest.com ☎ 9704938441

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: FT COLLINS

State: Colorado

Country: UNITED STATES

Chat Transcript

Doyle Hi. I cannot access our remote desktop. I had my boss reset my password after I was kicked off. I am getting error code [Window Title] There was a problem connecting to the network administrator [Content] [Expanded Information] Error code: 0x30000008
Timestamp (UTC): 06/06/2018 10:14:29 AM

Siddhant Thank you for contacting ACE. My name is Siddhant. I will be transferring the chat to Support(QB & App Hosting).

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

Sujeet Kumar Suman accepted the chat transfer request.

Sujeet Kumar Suman Thank you for contacting Ace Cloud Hosting. My name is Sujeet. I will be assisting you with your issue.

Doyle Okay thank you

Sujeet Kumar Suman Just to confirm, you're unable to access the RDP at the moment?

Doyle Correct

Sujeet Kumar Suman May I take the remote access of your local computer?

Doyle Yes

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

Sujeet Kumar Suman has ended this chat session

Ch

my issue fr

Visitor Details

#77978 ERICAJOHNS

Email: ericajohns@southernwoodframing.com **3017512317**

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 43 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

ERICAJOHNS my issue from this morning is still not fixed.

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

ERICAJOHNS hi

Please review notes from my chat with Ankit, this morning. TI

Gantavya Sure please allow me a moment

ERICAJOHNS ok

Gantavya This is the sales line, let me transfer you to support line to he

ERICAJOHNS ok

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

Manish Singh accepted the chat transfer request.

Manish Singh Thank you for contacting Ace Cloud Hosting. My name is Man

ERICAJOHNS hi

Manish Singh I will surely help you with this issue.

ERICAJOHNS thank you.

Manish Singh I apologize for the trouble you've experienced.

ERICAJOHNS thanks

just need to be able to work...

Manish Singh May I take the remote access of your server?

ERICAJOHNS if you have to

Manish Singh Prior providing the access, I would suggest you to close any i

We are connected on the remote session and will proceed wit
disconnect it. Once the issue is resolved, kindly give your cor

Is there anything else I may help you with ?

ERICAJOHNS I am going to log out and back in.

i guess not.. i will try again. thank you & have a great weeker

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

You may end this chat now. Once you end this chat, you will r

form.

I request you to kindly spare a moment to fill that out for me feedback at quality@acecloudhosting.com. Thanks!

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

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

Manish Singh has ended this chat session

Ch

locked out of i

Visitor Details

#78685 Burton Mills

Email: burton@amcoautomation.com  3197594141

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

Website: <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: FAIRFIELD

State: Iowa

Country: UNITED STATES

Chat Transcript

Burton Mills locked out of my account during password reset

Rishabh Gogia Thank you for contacting ACE. My name is Rishabh Gogia. I w

Rishabh Gogia is transferring the chat to Support(QB & App H

Anjainay Singh accepted the chat transfer request.

Anjainay Singh Thank you for contacting Ace Cloud Hosting. My name is Anja

Thank you for bringing this to our attention. I understand the

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

Please click on RDP shortcut and enter your new password.

Burton Mills that is what I thought, but popup window says

Anjainay Singh May I take the remote access of your local computer?

Burton Mills the user name or password is incorrect. try again

ok kicks me out

Anjainay Singh Please try again with new password and let me know.

Burton Mills I cannot enter new password

when i close or 'ok' the box, it kicks me out

Anjainay Singh No worries, please allow me a remote access I will guide you

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

<https://assist.acecloudhosting.com/join/5072959133>

Please copy this URL at your local machine browser and dowl

Burton Mills i would prefer not

Anjainay Singh Sure.

Alternative I will send you the new RDP file to access the serv

As I can see at my end you are able to login.

Burton Mills I got it. After many failures, the RDP requested a new passwo

Anjainay Singh I am happy it is resolved.

Burton Mills Thanks so much

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

Burton Mills nope. and thanks fo showing me the self password reset

Anjainay Singh Once the chat ends, we would appreciate it if you could share

It's my pleasure.

I will also share the ticket id with you over the mail once this

Burton Mills has ended this chat session

Ch

Visitor Details

#77904 sdicken87

Email: sdicken87@gmail.com ☎ 3015141642

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Mins 20 Secs

City: ATLANTA

State: Nevada

Country: UNITED STATES

Chat Transcript

sdicken87 Was in chat with Manish Singh helping with default browser is

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

sdicken87 I need transferred to someone that was helping me, i had to re

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

Manish Singh accepted the chat transfer request.

Manish Singh Thank you for contacting Ace Cloud Hosting. My name is Man

Hii Dicken

sdicken87 I rebooted on my end.

Manish Singh May I take the remote access of your server?

sdicken87 yes.

Manish Singh Prior providing the access, I would suggest you to close any i

sdicken87 Sure.

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

sdicken87 Thats all. thank you so much!

Manish Singh I would greatly appreciate if you could spare a minute to give

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

You may end this chat now. Once you end this chat, you will r
form.

I request you to kindly spare a moment to fill that out for me feedback at quality@acecloudhosting.com. Thanks!

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

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

Manish Singh has ended this chat session

Ch

Hel

Visitor Details

#77804 Rhonda Stallings

Email: rs@emersonrussell.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: CHATTANOOGA

State: Tennessee

Country: UNITED STATES

Chat Transcript

Rhonda Stallings Hello, I am your Acebuddy

Acebuddy Hello Rhonda Stallings, I'm your Ace Buddy. I'll be happy to as

Whom Would You Like to Connect With?

Rhonda Stallings Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Rhonda Stallings I'd like to report an Issue

Acebuddy

Please select an option!

Rhonda Stallings

QuickBooks Issue

Acebuddy

What type of QuickBooks Issue are you facing?

Rhonda Stallings

QuickBooks is Frozen

Acebuddy

Hmm, That doesn't sound good. But here's a quick way to un

Was that helpful?

As we haven't got any response from your end, We are closin

Ended due to chat idle timeout

Ch

Hel

Visitor Details

#77860 Lindsay Rhodes

Email: lindsay@lmrhodescpa.com ☎ 12567364500

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: 22 Secs

City: CULLMAN

State: Alabama

Country: UNITED STATES

Chat Transcript

Lindsay Rhodes

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Lindsay Rhodes

Technical Support (QB & App Hosting)

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

Thank you for choosing ACE cloud Hosting, you have a wond^{er}ful experience.

You may end this chat now. Once you end this chat, you will reform.

I request you to kindly spare a moment to fill that out for me
feedback at quality@acecloudhosting.com. Thanks!

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

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

Shubham Kataria has ended this chat session

Ch

I ne

Visitor Details

#77755 Zainab Ali

Email: zainaba@opendoorswa.org 2534268207

Department: Support(QB & App Hosting)

Operator: Yash Kalra

Website: https://www.acecloudhosting.com/quickbooks-hosting/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: KENT

State: Washington

Country: UNITED STATES

Chat Transcript

Zainab Ali I need help to log in into QB

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

Zainab Ali Hi Mohit

Mohit Okay, transferring your chat to support for assistance

Zainab Ali

sure

Mohit 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

Zainab Ali

Hello Yash

Yash Kalra

Zainab, in our last conversation, we were helping you to conr

Zainab Ali

sure

Yash Kalra

May I take the remote access of your local computer?

Zainab Ali

sure

Yash Kalra

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

Kindly Click on the link and open the downloaded file.

<https://assist.acecloudhosting.com/join/1272190584>

Zainab Ali

I did

Yash Kalra

Zainab, please try again

Is there any issue you were facing while connecting?

Zainab, we assisted you regarding Logging Issue.

Is there anything else I may help you with? (Edited)

Zainab Ali

hi

Yash Kalra

Zainab, we assisted you regarding Logging Issue.

Is there anything else I may help you with? (Edited)

Zainab Ali

No

Thank you for your help and support

Yash Kalra

I would greatly appreciate if you could spare a minute to give

Zainab Ali

Sure....

Yash Kalra

Thank you for contacting Ace Cloud Hosting. My name is Yash

You may end this chat now. Once you end this chat, you will r
form.

I request you to kindly spare a moment to fill that out for me
feedback at quality@acecloudhosting.com. Thanks!

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

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

Yash Kalra has ended this chat session

Ch

Hel

Visitor Details

#77782 Wayne Wang

Email: accounting@efanslift.com ☎ 19013994309

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 37 Secs

City: DALIAN

State: Liaoning Sheng

Country: CHINA

Chat Transcript

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

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

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

Manish Singh has ended this chat session

Ch

Hel

Visitor Details

#78397 Mariah Qian

Email: mariah@sebaintl.com  13109519145

Department: Support(QB & App Hosting)

Operator: Ayush kumar

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 39 Secs

City: PALOS VERDES PENINSULA

State: California

Country: UNITED STATES

Chat Transcript

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

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

Ayush kumar has ended this chat session

Ch

Hel

Visitor Details

#77940 sll

Email: sll@sllcpa.com ☎ 8473708883

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 10 Secs

City: HIGHLAND PARK

State: Illinois

Country: UNITED STATES

Chat Transcript

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

| | | |
|--|----------|--|
| | Yash Ahi | Thank you for contacting Ace Cloud Hosting. My |
| | | Hi Steven. How are you doing today? |
| | sll | Concerned about my situation here. |
| | Yash Ahi | I will surely help you with this issue. |
| | | Kindly allow me two minutes to check the inform |
| | | Thank you for your patience. |
| | | May I take the remote access of your local comp |
| | sll | yes |
| | Yash Ahi | Prior providing the access, I would suggest you t |
| | sll | done |
| | Yash Ahi | Kindly paste this link in the browser of local com https://assist.acecloudhosting.com/join/4752723 |
| | | We are connected on the remote session and wi hold, please do not disconnect it. Once the issue |
| | | We see that you're already enrolled on Selfcare |
| | | To reset the password using Selfcare Portal, ple |
| | | <ol style="list-style-type: none"> 1. Visit Selfcare Portal (https://selfcare.acecloudhosting.com/) 2. Enter your Server Username. 3. Enter the CAPTCHA verification and Click Continue 4. In the window that opens, Choose an authentication method 5. Enter your new password and click Reset to finish |
| | | Alright, lets try to login now |
| | sll | All good. Thanks again! |
| | Yash Ahi | Here we go Steven. |
| | sll | Excellent. |
| | Yash Ahi | My pleasure. |
| | | Is there anything else I may help you with ? |
| | | I have closed the remote session. |
| | sll | No thank you |
| | Yash Ahi | I would greatly appreciate if you could share the |
| | | Thank you for choosing ACE cloud Hosting, you |
| | | You may end this chat now. Once you end this conversation, you will be prompted to provide a feedback rating and survey feedback form. |

I request you to kindly spare a moment to fill the survey form at <https://selfcare.aceclo>

Note: You may change/reset your server password from <https://selfcare.aceclo> (https://selfcare.aceclo

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

Yash Ahi has ended this chat session

Ch

Hel

Visitor Details

#78299 shari

Email: shari@jkservicesinc.com  18054079440

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 29 Secs

City: SAN JOSE DEL CABO

State: Baja California Sur

Country: MEXICO

Chat Transcript

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

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

Anjainay Singh

Sure Shari. please update us when it is complete.

shari

ok

Anjainay Singh

Once the license is merged please share it with

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting
assistance is required.

Anjainay Singh has ended this chat session

Ch

Hel

Visitor Details

#78451 Brenda Rosales

Email: brenda.rosales@eneos.com.ph  636325071840

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 47 Secs

City: AYALA-PASEO DE ROXAS

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Brenda Rosales

Hello, I am your Acebuddy

Acebuddy

Hello Brenda Rosales, I'm your Ace Buddy. I'll be

Whom Would You Like to Connect With?

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

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

Tushar has ended this chat session

Ch

Hel

Visitor Details

#78651 Stephen Stull

Email: ddarrigo@stullcpa.com **Phone:** 18176610095

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 24 Secs

City: TAMPA

State: Florida

Country: UNITED STATES

Chat Transcript

| | |
|-----------------|---|
| Stephen Stull | Hello, I am your Acebuddy |
| Acebuddy | Hello Ddarrigo, I'm your Ace Buddy. I'll be happy |
| | Whom Would You Like to Connect With? |
| Stephen Stull | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Stephen Stull | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Stephen Stull | Other Issue |
| Acebuddy | Please specify the issue you are facing before I can help you |
| Stephen Stull | The user Michelle can't use the UltraTax 2024 software |
| Acebuddy | Please wait while we connect you to a Support Executive |
| | <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. |
| | Hello Ddarrigo |
| | I will be surely assisting you with this. Kindly help me with the issue you are facing. |
| | Are we still connected here? |
| Stephen Stull | yes |
| | sure! One moment please |
| Shubham Kataria | No problem, take your time |
| Stephen Stull | The server name is StullCPALLC.myrealdatal.net |
| Shubham Kataria | Thank you |
| | Kindly confirm if Michelle is the only user who is facing this issue. |
| Stephen Stull | I'm not sure about that, let me try to access it now. |

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

Shubham Kataria has ended this chat session

Ch

Hel

Visitor Details

#77873 Loreta Gonzalez

Email: lgonzalez@ipgholding.com **14073741365**

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: BUENOS AIRES

State: Capital Federal

Country: ARGENTINA

Chat Transcript

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

| | |
|-----------------|--|
| Loreta Gonzalez | I want you to know that I keep experiencing this |
| | I can connect, then I can't, then I can |
| | and it goes on |
| Shubham Kataria | Don't worry I will provide you a permanent fix or |
| Loreta Gonzalez | I'm ready |
| Shubham Kataria | Thank you |
| | https://assist.acecloudhosting.com/join/1282068 |
| | Kindly paste this link in the browser of local com |
| Loreta Gonzalez | done |
| | downloaded the file |
| Shubham Kataria | Thank you |
| | We are connected on the remote session and will hold, please do not disconnect it. Once the issue |
| Loreta Gonzalez | I need to go now |
| Shubham Kataria | In order to resolve this issue, we require to reboot |
| | This may also cause the issue |
| Loreta Gonzalez | ok. I'll do that |
| | and contact you tomorrow if the issue continues |
| Shubham Kataria | Sure, you may reboot the local machine. |
| | Sure, after this chat I will send you an email, if the |
| Loreta Gonzalez | thank you!! |
| Shubham Kataria | You're welcome |
| | Is there anything else I may help you with ? |
| Loreta Gonzalez | nothing else |
| Shubham Kataria | I will keep your ticket open and will follow up to |
| | Thank you for choosing ACE cloud Hosting, you |
| | You may end this chat now. Once you end this call, you may leave your feedback at quality@aceclou |
| | I request you to kindly spare a moment to fill the survey feedback form. |
| | Note: You may change/reset your server password at https://selfcare.acecloudhosting.com . |

Shubham Kataria has ended this chat session

Ch

Hel

Visitor Details

#78691 Jen Faulkner

Email: jfaulkner@schillings.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: ST JOHN

State: Indiana

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Ch

Hel

Visitor Details

#78663 salmakki

Email: salmakki@vineit.com ☎ 844 484 6348

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: NEW PORT RICHEY

State: Florida

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request

| | |
|--------------|---|
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My |
| | Hii Salmakkii |
| salmakki | Hello Manish |
| | Kim emailed saying that you guys never called |
| | she neds to get back to her system |
| | this is urgent |
| Manish Singh | Yes, we have arranged a calback she will get a c |
| | Alright, let me check once again. |
| salmakki | thanks! |
| Manish Singh | May I take the remote access of Kim's local com |
| salmakki | let me ask her very quick |
| | please go ahead |
| Manish Singh | https://assist.acecloudbhosting.com/join/554244E |
| | Prior providing the access, I would suggest you t |
| | Kindly paste this link in the browser of local com |
| | We are connected on the remote session and wi |
| | hold, please do not disconnect it. Once the issue |
| salmakki | ok |
| Manish Singh | As we haven't got any response from your end, |

Ended due to chat idle timeout

Ch

Hel

Visitor Details

#77726 winniezhou

Email: winniezhou@freshimarket.com **17734208188**

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: CAPE GIRARDEAU

State: Missouri

Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| winniezhou | Hello, I am your Acebuddy |
| Acebuddy | Hello Winnie Zhou, I'm your Ace Buddy. I'll be ha |
| | Whom Would You Like to Connect With? |
| winniezhou | VDI/DaaS Support |
| Acebuddy | Please wait while we connect you to an available |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shubham accepted the chat transfer request.</i> |
| | <i>Shubham is transferring the chat to Support(QB</i> |
| | <i>Anjainay Singh accepted the chat transfer requ</i> |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My |
| winniezhou | hi Anjainay, I was wondering how i can upload fi |
| Anjainay Singh | Thankyou for sharing your request with us and I |
| | May I take the remote access of your local comp |
| winniezhou | yes |
| Anjainay Singh | Prior providing the access, I would suggest you t |
| winniezhou | ok |
| Anjainay Singh | I will be assisting you with mapping pc drive to : |
| winniezhou | ok |
| Anjainay Singh | https://assist.acecloudhosting.com/join/1642986 |
| | Please copy this URL at your local machine brow |
| | Download the file and click on Agree and Downl |
| | We are connected remotely. |
| winniezhou | good |
| Anjainay Singh | Please stay connected here as well while I will b |

Please stay connected.

Please stay connected.

As you have confirmed that your issue has been
the smiling emoji.

I will also share the ticket id with you over the n

You may end this chat session.

Thank you for choosing ACE cloud Hosting, you

Anjainay Singh has ended this chat session

Ch

Hel

Visitor Details

#78639 salmakki

Email: salmakki@vineit.com  844 484 6348

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW PORT RICHEY

State: Florida

Country: UNITED STATES

Chat Transcript

salmakki Hello, I am your Acebuddy

Acebuddy Hello Sarah, I'm your Ace Buddy. I'll be happy to

Whom Would You Like to Connect With?

As we haven't got any response from your end,

Ch

Hel

Visitor Details

#78098 accounts

Email: accounts@lightstylelondon.co.uk  447877659106

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 28 Secs

City: KINGSTON UPON THAMES

State: Kingston Upon Thames

Country: UNITED KINGDOM

Chat Transcript

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

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

This is Larissa. No thank you

this is all for today

thank you for your help

Peter Wrobel has ended this chat session

Ch

Hel

Visitor Details

#78462 Stephanie Moore

Email: stephanie@thedeliveryauthority.com  6305423466

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NAPERVILLE

State: Illinois

Country: UNITED STATES

Chat Transcript

| | |
|-----------------|--|
| Stephanie Moore | Hello, I am your Acebuddy |
| Acebuddy | Hello Stephanie Carter, I'm your Ace Buddy. I'll t |
| | Whom Would You Like to Connect With? |
| Stephanie Moore | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Stephanie Moore | I'd like to report an Issue |
| Acebuddy | Please select an option! |

| | |
|-----------------|---|
| Stephanie Moore | Password Reset |
| Acebuddy | Please select an option below |
| Stephanie Moore | Not Enrolled to Selfcare Portal |
| Acebuddy | Please drop an email on support@acecloudhosti share an update once the request is processed. |
| | Do you need any further assistance on the topic |
| | As we haven't got any response from your end, |

Ended due to chat idle timeout

Ch

Hel

Visitor Details

#77856 Erica Shepp

Email: erica@sasisprinklers.com  14356699793

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 51 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

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

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

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

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

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

For self-help, check out our Knowledge Base ([ht](#)

Manish Singh has ended this chat session

Ch

Hel

Visitor Details

#78318 Stephen Stull

Email: ddarrigo@stullcpa.com **Phone:** 18176610095

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 21 Secs

City: TAMPA

State: Florida

Country: UNITED STATES

Chat Transcript

Stephen Stull

Hello, I am your Acebuddy

Acebuddy

Hello Ddarrigo, I'm your Ace Buddy. I'll be happy

Stephen Stull

Whom Would You Like to Connect With?

Stephen Stull

Technical Support (QB & App Hosting)

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

Once the chat ends, we would appreciate it if you

Stephen Stull

No, thank you

Anjainay Singh

I will also share the ticket id with you over the next few days.

Thank you for choosing ACE cloud Hosting, you

Anjainay Singh has ended this chat session

Ch

Hel

Visitor Details

#78798 Courtney Wittsell

Email: courtney@protaxky.com **Phone:** 15028959834

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: LOUISVILLE

State: Kentucky

Country: UNITED STATES

Chat Transcript

Courtney Wittsell

Hello, I am your Acebuddy

Acebuddy

Hello Courtney Wittsell, I'm your Ace Buddy. I'll help you with anything you need.

Whom Would You Like to Connect With?

Courtney Wittsell

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Courtney Wittsell

I'd like to raise a Request

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

Ended due to chat idle timeout

Ch

Hel

Visitor Details

#78325 Brenda Clayton

Email: bclayton@owensboroderm.com ☎ 12709251159

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: AURORA

State: Ohio

Country: UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout

Ch

I cannot log into the se
and I have labor pa

Visitor Details

#77902 pam

Email: pam@multifr.com **Phone:** 6786648333

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Performance_Marathon&AgsCijIDLwb_rl710jrwM&gclid=Cj0KCQjwgIXCBhDBARIsAELC9ZhS-LGumIzub

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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

| | | |
|-----|--------------|---|
| | Manish Singh | https://assist.acecloudhosting.com/join/421266c |
| | | Kindly paste this link in the browser of local computer. |
| | | Prior providing the access, I would suggest you to hold it. |
| pam | | I just downloaded it. |
| | Manish Singh | We are connected on the remote session and will hold, please do not disconnect it. Once the issue is resolved, you may end this session. |
| | | Is there anything else I may help you with? |
| pam | | nope- thank you soooooo much |
| | Manish Singh | I would greatly appreciate if you could spare a moment to fill the survey feedback form. |
| | | Thank you for choosing ACE cloud Hosting, you may end this chat now. Once you end this chat, you may send your feedback at quality@acecloudhosting.com. |
| | | I request you to kindly spare a moment to fill the survey feedback form. |
| | | Note: You may change/reset your server password from (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (http://www.acecloudhosting.com/knowledgebase). |

Manish Singh has ended this chat session

Ch

Hel

Visitor Details

#78820 Micah Collins, Support Staff (profile)

Email: info@williamcostleyllc.com  17702021212

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: KATY

State: Texas

Country: UNITED STATES

Chat Transcript

Micah Collins,
Support Staff
(profile)

Hello, I am your Acebuddy

Acebuddy

Hello Micah Collins, Support Sta

Whom Would You Like to Conne

Micah Collins,
Support Staff
(profile)

Managed IT

Acebuddy

Please wait while we connect y

Acebuddy (bot) forwarded the chat to Sushant

Sushant accepted the chat transcript

Micah Collins,
Support Staff
(profile)

I need to reset my RDP passwo

WCLLC.myrealdatal.net

Profile : Support Staff

Sushant

Please wait while we connect y

Sushant is transferring the chat to Shubham Kataria

Shubham Kataria accepted the chat transcript

Shubham Kataria

Thank you for contacting Ace C today.

Micah Collins,
Support Staff
(profile)

Thank you!

Shubham Kataria

Hello Micah

I will surely assist you with. Kin

Micah Collins,
Support Staff
(profile)

I just need to update my RDP p
everyonce in a while it will requ

Shubham Kataria

I feel like there was a link for m

Shubham Kataria

No problem, I will surely assist

Micah Collins,
Support Staff
(profile)

Thank you!

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

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

Note: You may change/reset yo
(<https://selfcare.acecloudhosting.com>)

For self-help, check out our Knowledge Base:

Shubham Kataria has ended the chat.

Chat History

Help

Visitor Details

#78178 Joseph Young

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

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: HUNTINGTON

State: New York

Country: UNITED STATES

Chat Transcript

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

| | |
|--------------|--|
| Joseph Young | I'd like to raise a Request |
| Acebuddy | Please select your request type |
| Joseph Young | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com and our technicians will connect with you. |
| | If you are facing any issue/problem, please let us know and we will help you. |
| Joseph Young | No, That'll be all! |
| Acebuddy | Thank you for contacting Ace Support. |

Acebuddy has ended this chat.

Ch

Hel

Visitor Details

#78736 David Jimenez

Email: david@rcstructures.com  3477939306

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 47 Secs

City: ROSLYN

State: New York

Country: UNITED STATES

Chat Transcript

| | |
|---------------|---------------------------|
| David Jimenez | Hello, I am your Acebuddy |
|---------------|---------------------------|

| Acebuddy | Hello David Jimenez, I'm your Acebuddy. |
| | Whom Would You Like to Connect With? |

David Jimenez Technical Support (QB & App H

Acebuddy Welcome to Ace Support.

Please chose an option :

David Jimenez I'd like to report an Issue

Acebuddy Please select an option!

David Jimenez QuickBooks Issue

Acebuddy What type of QuickBooks Issue

David Jimenez QuickBooks is Frozen

Acebuddy Hmm, That doesn't sound good

Was that helpful?

David Jimenez No

Acebuddy No issues, please wait while I c

Acebuddy (bot) forwarded the message to Manish Singh

David Jimenez It appears that quickbooks is re

Manish Singh accepted the chat

Manish Singh Thank you for contacting Ace C

I will surely help you with this issue

Is this the first time you're experiencing this issue with your account only?

David Jimenez Yes, this is the first time. There is no issue with my computer

It appears it is just me having this issue

Manish Singh Kindly allow me two minutes to check this issue

Kindly try to access now.

Restarted the services and ended the session

David Jimenez ok...will do

Manish Singh Please take your time.

Are we still connected here?

David Jimenez yes

Manish Singh Kindly try to access QuickBooks again

David Jimenez ok doing it now

It appears to be working. thanks!

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

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we will end this chat. Please call us at (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat.

Ch

Hel

Visitor Details

#78102 Shaughn Lindley

Email: shaughn@rrlift.com  12068178453

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: KYLE

State: Texas

Country: UNITED STATES

Chat Transcript

Shaughn Lindley Hello, I am your Acebuddy

Acebuddy Hello Shaughn Lindley, I'm your

Whom Would You Like to Connect With?

Shaughn Lindley Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Shaughn Lindley I'd like to raise a Request

Acebuddy Please select your request type

Shaughn Lindley Other Request

Acebuddy Please drop an email to support@acebuddy.com and our technicians will connect with you.

If you are facing any issue/problem, please let us know.

As we haven't got any response from you, Kindly re-initiate the chat.

Ended due to chat idle timeout

Ch

Hel

Visitor Details

#78516 Alysia Toye

Email: alysia.toye@ils-corp.com  8588424127

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 37 Secs

City: LA MESA

State: California

Country: UNITED STATES

Chat Transcript

Alysia Toye Hello, I am your Acebuddy

Acebuddy Hello Alysia Toye, I'm your Acebuddy

Whom Would You Like to Connect With?

Alysia Toye Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Alysia Toye I'd like to report an Issue

Acebuddy Please select an option!

Alysia Toye Other Issue

Acebuddy Please specify the issue you are facing

Alysia Toye our hosting page is missing Mic

Acebuddy Please wait while we connect you to the support team

Acebuddy (bot) forwarded the message to Anurag Sharma

Anurag Sharma accepted the case

Anurag Sharma Thank you for contacting Ace Customer Support

Hello Alysia

Alysia Toye hello

my original ticket # Ticket ID: 7

Anurag Sharma Thanks for the confirmation !

Kindly allow me two minutes to connect you to the support team

Alysia Toye thank you.

Anurag Sharma May I take the remote access of your system?

Alysia Toye yes

Anurag Sharma Could you please confirm us your system IP address

Alysia Toye ILS_LoanB -qbnxtpre1.

Anurag Sharma Thanks for the confirmation !

Alysia Toye sorry thats wrong

ILS_LoanB

Anurag Sharma Please accept the remote session request

Prior providing the access, I would like to know if you have log in to the system

Alysia Toye ok

did you log in?

Anurag Sharma We are connected on the remote system. At the same time, I am putting the chat on hold to give your confirmation on this issue

Are you there?

Please login again on the server

| | |
|---------------|--|
| Alysia Toye | logging in now |
| Anurag Sharma | Okay |
| Alysia Toye | its having issues. "cant find the okay working now |
| Anurag Sharma | Okay |
| | Please login again on the serve |
| Alysia Toye | in |
| Anurag Sharma | Please login again |
| Alysia Toye | in |
| | are you still logged in> |
| | ? |
| Anurag Sharma | yes |
| Alysia Toye | thank you. just wanted to make |
| Anurag Sharma | Please check now |
| | The issue should be now resolved |
| Alysia Toye | I have to look at my new passw |
| Anurag Sharma | No problem |
| | Is there anything else I may help you with? |
| Alysia Toye | wow!!! thank you so much!!!! |
| | wow wow |
| Anurag Sharma | Thanks for the confirmation ! |
| Alysia Toye | do i need to do anything for the confirmation? |
| Anurag Sharma | They should also work |
| | You can reach out to us if you face any issues. |
| | I would greatly appreciate if you could share your screen during the chat. |
| Alysia Toye | absolutely |
| Anurag Sharma | I would greatly appreciate if you could share your screen during the chat. |
| | Thank you for choosing ACE click! |
| | You may end this chat now. Once you end the conversation, along with a ticket will be generated. |
| | I request you to kindly spare a few moments to answer my questions. |

working. I will appreciate that.
Thanks!

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

For self-help, check out our Kn

Anurag Sharma has ended this

Ch

Hel

Visitor Details

#77866 harshad.b

Email: harshad.b@matchpointsolutions.com  +917972

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

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

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

| | |
|----------------|---|
| | ok |
| | ? |
| Anjainay Singh | Could you please also confirm : |
| harshad.b | last 2 days |
| Anjainay Singh | Apart from you is there any oth |
| harshad.b | no one |
| Anjainay Singh | Thankyou so much for providin |
| | Please logout QB and login bac |
| harshad.b | ok |
| | same issue |
| | after login its building some rep |
| Anjainay Singh | https://assist.acecloudhosting.com |
| | May I take the remote access o |
| | Prior providing the access, I wo |
| | Please stay connected. |
| harshad.b | Thanks for your help, I will get |
| Anjainay Singh | Is there anything else I may he |
| harshad.b | nope |

harshad.b has ended this chat.

Ch

Hel

Visitor Details

#78638 Cathleen Jacobsen

Email: cathy@jacobsentree.com **16059511212**

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Ch

Hel

Visitor Details

#77819 Dan Segawa

Email: dsegawa@armdynamics.com ☎ 3102935861

Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: <https://www.acecloudhosting.com/support-chat>.
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 4 Mins 45 Secs
City: TORRANCE
State: California
Country: UNITED STATES

Chat Transcript

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

Yash Kalra May I take the remote access o

Dan Segawa sure

Yash Kalra Prior providing the access, I wo

Kindly Click on the link and ope
<https://assist.acecloudhosting.co>

Dan Segawa please try MBrownstone
advancedarmprod

I am back here

Yash Kalra Dan, we assisted you regarding
Is there anything else I may he

Are we still connected here?

Are we still connected here?

Dan Segawa thank you

that will be all

have a blessed day ahead

Yash Kalra Thank you for choosing ACE clc

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

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

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

For self-help, check out our Kno

Yash Kalra has ended this chat

Ch

Hel

Visitor Details

#78250 Christopher

Email: ckelly@kellysupplyco.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MANTUA

State: Ohio

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Ch

Hel

Visitor Details

#78142 Laksh

Email: laksh@taxbyby.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 31 Secs

City: ANANTAPUR

State: Andhra Pradesh

Country: INDIA

Chat Transcript

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

I will be surely assisting you wi

Also kindly let me know if this t
with this issue.

Laksh taxbyby.myrealdta/Romany

Tushar I have unfrozen your user profil
logged in, I also rebooted the s

Is there anything else I may he

Laksh yes you can reboot server
am not able to connect server

Tushar Kindly try now.

Laksh okay

now its working

thank u

Tushar Great.

Kindly share your feedback by

Thank you for choosing ACE clc

Laksh has ended this chat sess

Ch

Hel

Visitor Details

#78573 jennifer

Email: jennifer@lylecontractingsolutions.com  (252) 32

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: ATLANTIC BEACH

State: North Carolina

Country: UNITED STATES

Chat Transcript

| | |
|----------|--|
| jennifer | Hello, I am your Acebuddy |
| Acebuddy | Hello Jennifer, I'm your Ace Buddy |
| | Whom Would You Like to Connect With? |
| jennifer | Technical Support (QB & App Help) |
| Acebuddy | Welcome to Ace Support. |
| | Please choose an option : |
| jennifer | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| jennifer | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue |
| jennifer | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to connect with your QB issue. Let me help you with resolving the issue. |
| | Was that helpful? |
| jennifer | No |
| Acebuddy | No issues, please wait while I connect you with the QB support team. |
| | <i>Acebuddy (bot) forwarded the chat transcript to Yash Ahi.</i> |
| | <i>Yash Ahi accepted the chat transcript.</i> |
| Yash Ahi | Thank you for contacting Ace Customer Support. |
| jennifer | Hello |
| Yash Ahi | Hi Jennifer. How are you doing today? |
| jennifer | I am ok. I am having an issue logging in to my QB account. |
| Yash Ahi | I will surely help you with this issue. |
| jennifer | When I try to log on it says the following error message: "The system cannot find the file specified" and... |
| Yash Ahi | Alright. |
| | Could you please help me with this issue? |
| jennifer | I get an error stating QuickBooks Error code (-12, 0) |

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

working. I will appreciate that.
Thanks!

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

For self-help, check out our Kn

Yash Ahi has ended this chat session.

Ch

Hel

Visitor Details

#78258 winniezhou

Email: winniezhou@freshimarket.com  17734208188

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: HIGH RIDGE

State: Missouri

Country: UNITED STATES

Chat Transcript

winniezhou Hello, I am your Acebuddy

Acebuddy Hello Winniezhou, I'm your Ace

Whom Would You Like to Connect With?

winniezhou Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

| | |
|----------------|--|
| winniezhou | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| winniezhou | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue |
| winniezhou | Other QB related issue |
| Acebuddy | Please specify the issue you are facing |
| winniezhou | can't download report as excel |
| Acebuddy | Please wait while we connect you to our support team |
| | <i>Acebuddy (bot) forwarded the message to Gaurava Tyagi</i> |
| | <i>Gaurava Tyagi declined the transfer</i> |
| | <i>Anjainay Singh accepted the transfer</i> |
| Anjainay Singh | Thank you for contacting Ace Computer Solutions |
| winniezhou | thank you |
| Anjainay Singh | Thank you for bringing this to our attention. We will work to resolve it as quickly as possible. |
| winniezhou | and i have microsoft 365 online account |
| Anjainay Singh | Thankyou for letting me know the issue. I will check some backend settings and assist you further. |
| winniezhou | thank you |
| Anjainay Singh | May I take the remote access of your system? |
| winniezhou | ok |
| Anjainay Singh | Prior providing the access, I would like to know what issue you are facing. |
| winniezhou | ok |
| Anjainay Singh | Please provide me remote access details. |
| | Could you please show me the file? |
| winniezhou | i need to creat new worksheet |
| | excel file not csv |
| Anjainay Singh | Could you please try to export the file as csv? |
| | So excel option is missing to open the file. |
| winniezhou | yes |
| Anjainay Singh | Please be on hold so that I can check the issue. |
| | The issue is due to absence of Microsoft Excel add-in. |
| | You may lease the Excel 2016 for \$10 per month. |

| | |
|----------------|--|
| winniezhou | I already have an microsoft 365 license. |
| Anjainay Singh | Sure, Winnie could you please allow me one minute to do that. |
| | . (Edited) |
| winniezhou | where can i find the license type? |
| | i login the microsoft 365 account. |
| Anjainay Singh | Sure please allow me one minute. |
| | As I got confirmation from my excel file. |
| | We need to have Offline O365 license. |
| | I recommend you to install only one excel. |
| winniezhou | and can my desktop excel put on? |
| Anjainay Singh | Do you have Excel Desktop license? |
| winniezhou | can you look at my computer a screen? |
| Anjainay Singh | I have access to your server. |
| | May I take the remote access of your computer? |
| winniezhou | yes |
| Anjainay Singh | Prior providing the access, I would like to share the URL. |
| | https://assist.acecloudhosting.com |
| | Please copy this URL at your local browser and download to allow me access to your computer. |
| winniezhou | is it working? |
| Anjainay Singh | I don't have access to your machine. |
| | Could you please share the screenshot? |
| winniezhou | i press share |
| Anjainay Singh | https://assist.acecloudhosting.com |
| | Please try with second URL. |
| | Follow same steps. |
| | I have access now. |
| | As we have checked and found that you have no license. |
| winniezhou | so we have to buy excel license. |
| Anjainay Singh | Yes, we have to lease the Excel license. |
| winniezhou | but one of my user said she can't access. |

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

Anjainay Singh has ended this conversation.

Ch

Hel

Visitor Details

#77820 George Fowler

Email: gpmfowler@gmail.com **Phone:** 8478991763

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

Chat Transcript

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

Alright, could you please let me

George Fowler

Hello there is an excel file that

can you help me retrieve>

Yash Ahi

Alright, let me check that.

Could you please help me with

George Fowler

monthly split sheet

Yash Ahi

Kindly allow me two minutes to

When was the last time you sa

George Fowler

last week

Yash Ahi

Alright, let me check.

Thank you for your patience Ge

George Fowler

ok

Yash Ahi

Could you please check now? I

George Fowler

one moment

Yash Ahi

Sure.

Did you checked George?

George Fowler

ok i am in

thanks

Yash Ahi

You're welcome.

Is there anything else I may he

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we c
(1-888-415-5240) if any further

Yash Ahi has ended this chat session.

Ch

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

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

Anurag Sharma accepted the c

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

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

Note: You may change/reset yo
(<https://selfcare.acecloudhosting.com>)

For self-help, check out our Knowledge Base.

Anurag Sharma has ended this conversation.

Chat Transcript

Help

Visitor Details

#77976 jessica squire

Email: jessica.squire@asgsolutions.us  3523034429

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: WILDWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

jessica squire Hello, I am your Acebuddy

Acebuddy Hello Jessica Squire, I'm your Assistant.

Whom Would You Like to Connect with?

jessica squire Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

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

| | |
|----------------|---|
| | Are we still connected here? |
| jessica squire | Yes |
| | I havent created i new password yet. |
| Ankit | May I know if user is able to access the system. |
| jessica squire | let me check! |
| Ankit | You can now try accessing the system. The password is valid for next 120 days. |
| jessica squire | What is the newly created password? |
| Ankit | Jessica, Please send us an email so that we could proceed further. |
| | Also, the registered email for you is jessica.squire@asgsolutions.us |
| | Once we have an email for password, we will reset it. |
| jessica squire | Ok- i will do that now. But that will take some time. |
| Ankit | You can reset the password using the link provided in the email. |
| | Please let me know if you need any further assistance. |
| jessica squire | the asg user is not in the portal. |
| Ankit | May I take the remote access of the system. |
| | Or if you wish, we can create a new account for you. |
| jessica squire | i just sent the email. We can fix it. |
| | When the box opens to enter your password, enter the password you received via email. |
| Ankit | Okay, let me check and share a screenshot. |
| | I will need access to the user's account. |
| jessica squire | Ok, if we can get the password, we can share it with customer service. |
| Ankit | It might take another 2-3 minutes. |
| jessica squire | ok, can you email it to me, please. |
| Ankit | Sure, I have shared it with you. |
| jessica squire | I have forwarded the info to the user. |
| Ankit | Okay. |
| | Is there anything else I may help you with? |
| jessica squire | No, that is all. |
| Ankit | Thank you for choosing ACE cloud services. |

You may end this chat now. Once you do, the conversation, along with a ticket, will be sent to our support team.

I request you to kindly spare a few moments of your time to work on this issue. I will appreciate that. Thank you!

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

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

Ankit has ended this chat session.

Chat Transcript

Hello,

Visitor Details

#77801 ann lopez

Email: annlopez@cox.net  480-239-3173

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 31 Secs

City: CHANDLER

State: Arizona

Country: UNITED STATES

Chat Transcript

ann lopez Hello, I am your Acebuddy

Acebuddy Hello Annlopez, I'm your Ace Buddy

ann lopez Whom Would You Like to Connect With?

ann lopez Technical Support (QB & App Hosting)

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

Shubham Kataria I deeply apologize for the incor
server. Now you may try to acc

ann lopez I am trying now, but it is not la

Shubham Kataria Is it showing any error as well c

ann lopez It does not seem to respond. I t
will not open.

Shubham Kataria Alright, please allow us few mir

ann lopez Now it is displaying that it is op

Shubham Kataria We are working on it.

ann lopez It has opened now

Shubham Kataria Great

I Is there anything else I may he

ann lopez QB is incredibly slow. I typed in
windows. Do you know why?

Shubham Kataria Sometime QB takes time to res
end as well.

And you're on shared server, e'

ann lopez It still has not opened the comp

Shubham Kataria Are you receiving any error whi

ann lopez No

Shubham Kataria May I take the remote access o

ann lopez Yes

Shubham Kataria Prior providing the access, I wo

ann lopez ok

Shubham Kataria We are connected on the remo
the time, I am putting the chat
give your confirmation on this c

Thank you for your patience.

We have made few changes fr

Please try to access now.

Are we still connected here?

As you're disconnected from th
call us at (1-888-415-5240) if a

Shubham Kataria has ended th

Ch

Hel

Visitor Details

#78613 yodercpa

Email: yodercpa@sbcglobal.net  8128900228

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: VINCENNES

State: Indiana

Country: UNITED STATES

Chat Transcript

yodercpa Hello, I am your Acebuddy

Acebuddy Hello Chad Winkler, I'm your Ac

Whom Would You Like to Conne

yodercpa Technical Support (QB & App H

Acebuddy Welcome to Ace Support.

Please chose an option :

yodercpa I'd like to report an Issue

Acebuddy Please select an option!

yodercpa Password Reset

Acebuddy Please select an option below

yodercpa Already Enrolled to Selfcare Poi

Acebuddy Please follow the process ment

Do you need any further assist

yodercpa

Yes

Acebuddy

Please wait while we connect y

Acebuddy (bot) forwarded the message

Anjainay Singh accepted the chat invitation

Anjainay Singh

Thank you for contacting Ace C

Could you please confirm your

yodercpa

Tracy_P

Anjainay Singh

Thankyou for your confirmation

As I checked and found that yo

11:20:05 PM Anjainay Singh is sending an image [image.png](#) - (Size:329.59 KB)

yodercpa

Yes, I realized that after I clicke

Anjainay Singh

Please send an authorization email so that we can proceed ahead with

yodercpa

I already emailed support and they said However, I thought I would try to send another email?

Anjainay Singh

Please send another email on support urgently for you.

yodercpa

OK.

Anjainay Singh

Thankyou.

Please let me know when you are available

yodercpa

I sent this message just now.

Anjainay Singh

Thankyou for your patience.

yodercpa

I have send the new password

yodercpa

Could you please confirm have received it?

yodercpa

I received it and have logged in successfully. Have a nice day!

Anjainay Singh

Is there anything else I may help you with?

yodercpa

Once the chat ends, we would like to end with a smiling emoji.

yodercpa

No, that was all I needed.

Anjainay Singh

I will also share the ticket id with you.

Thank you for choosing ACE clc

Anjainay Singh has ended this conversation.

Ch

Hello

Visitor Details

#78475 Pankaj Kumar

Email: pkumar@uft.com **Phone:** 404-353-2380

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MORRO BAY

State: California

Country: UNITED STATES

Chat Transcript

| | |
|--------------|-----------------------------|
| Pankaj Kumar | Hello, I am your Acebuddy |
| Acebuddy | Hello Pankaj Kumar, I'm yo |
| | Whom Would You Like to C |
| Pankaj Kumar | Technical Support (QB & A |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Pankaj Kumar | I'd like to raise a Request |
| Acebuddy | Please select your request |
| Pankaj Kumar | Other Request |
| Acebuddy | Please drop an email to su |
| | request and our techniciar |

If you are facing any issue,
below :

As we haven't got any resp
assistance, Kindly re-initial

Ended due to chat idle tim