

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73345 sseth

Email: sseth@mcco-us.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript

sseth	Hello, I am your Acebuddy
Acebuddy	Hello Sseth, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sseth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sseth	I'd like to report an Issue
Acebuddy	Please select an option!
sseth	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
sseth	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
sseth	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello SSeth
sseth	Hi Ticket Number: 649259 I connected with our IT team and they checked everything and mentioned that the firewall is not
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
sseth	Sure
Shashwat Verma	Do you still facing server login issue? (Edited)
	Are we still connected here?
sseth	Yes
Shashwat Verma	Have you whitelisted the server rdp details from your local IT as mentioned in last email? (Edited)
sseth	Yes
Shashwat Verma	If your IT support confirmed that it's not blocking the same, then we need to escalate the case.
sseth	Yes, please
Shashwat Verma	Sure, our escalation engineer will connect with you on call very soon, also we are not doing general troubleshooting for no
	Kindly share your direct contact number.
sseth	213-266-6461
Shashwat Verma	Thanks
	Is there anything else I may help you with ?
sseth	No, that is the only issue currently
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73469 Bri Smith, CPA

Email: bri@bdsmithfinancial.com **Phone:** 117578286158

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: VIRGINIA BEACH

State: Virginia

Country: UNITED STATES

Chat Transcript

Bri Smith, CPA	Hello, I am your Acebuddy
Acebuddy	Hello Bri Smith, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bri Smith, CPA	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bri Smith, CPA	I'd like to report an Issue
Acebuddy	Please select an option!
Bri Smith, CPA	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Bri Smith, CPA	My staff is unable to login to ATX because a support person still has it open on their computer.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh accepted the chat transfer request.</i>	

Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.
Bri Smith, CPA	Thank you Ashutosh
	My staff member Frinces is unable to login to 2024 ATX software after waiting 5 hours to get help with ticket #651935
	<i>4:20:17 AM Bri Smith is sharing a file with you</i> <u>1_image.png</u> - (Size:80.04 KB)
Ashutosh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Bri Smith, CPA	Okay
Ashutosh	We have made some changes on the backend and the issue should be resolved by now. Kindly check on your end.
Bri Smith, CPA	Checking now please give me 2 minutes as well
Ashutosh	Sure, please take your time
Bri Smith, CPA	Thank you! It's working now
Ashutosh	Is there anything else I may help you with ?
Bri Smith, CPA	No, that is all for now. Thank you so much!
Ashutosh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary and a link to our Selfcare Portal.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74853 Nora Valencia

Email: ddreadymix@gmail.com **Phone:** 9255509434

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: TRACY

State: California

Country: UNITED STATES

Chat Transcript

Nora Valencia	Hello, I am your Acebuddy
Acebuddy	Hello Nora Valencia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nora Valencia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nora Valencia	I'd like to report an Issue
Acebuddy	Please select an option!
Nora Valencia	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Nora Valencia	I'd like to report an Issue
Acebuddy	Oops, Looks like you've chosen an incorrect option. Please try again!
	What type of QuickBooks Issue are you facing?
Nora Valencia	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Nora Valencia	Our Remote Control is getting out every one or two minutes
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Norma, How are you doing today ?
Nora Valencia	I'm sorry, my co worker is talking by phone with some body else from there. Thank you
Rohan Prajapati	Okay, may I end this chat since you are connected with one of our engineers over the call?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74124 Paul Sherman

Email: paul@scs.com  17814834467

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 13 Secs

City: SHARON

State: Massachusetts

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
Paul Sherman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Paul Sherman	change 2fa
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you want to change TFA, is that correct?
Paul Sherman	yes
	customer Veterans transportation is using text and they want to change to the google authenticator
	how do I do that
	CID74744
Ashutosh Mishra	Kindly allow me two minutes to check the same.
Paul Sherman	ok
	Can it be done
Ashutosh Mishra	Yes, we can add the Google TFA.
Paul Sherman	Can we do this on our own or do we need to ask you?
Ashutosh Mishra	We would require authorization from the account holder on email to proceed with the request.
	We will make required changes on our end and send you a guide to setup the TFA.
Paul Sherman	I am the account holder
	paul@scs.com
Ashutosh Mishra	I will send you an email once the chat ends, just send the approval and required details so we can proceed with the change
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73336 aumanets

Email: aumanets@interweave.biz

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 28 Secs

City: TORONTO

State: Ontario

Country: CANADA

Chat Transcript

aumanets Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

aumanets Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

aumanets I'd like to report an Issue

Acebuddy Please select an option!

aumanets Other Issue

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

aumanets Port 4500 is not open on the SFLLC.myrealdatal.net server

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Aumanets
aumanets	The port 4500 is still not open - we are waiting for a few days! What is going on here?
Shashwat Verma	Let me check your previous tickets with us for the update.
aumanets	Re:[## 647828 ##] SFLLC.myrealdatal.net: Port 4500 open
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
aumanets	From: Rohit kumar <support@aceclouddhosting.com> Sent: Friday, February 28, 2025 1:57 AM To: Alexander Umanets <ai<bmagown@interweave.biz>; andymudd@southernwoodframing.com Subject: Re:[## 647828 ##] SFLLC.myrealdatal.net: Ace Cloud! Ticket ID: 647828 Issue: Port 4500 open Summary: We apologize for the inconvenience and delay. We are checking in next 3-4 hours. Please feel free to reach us if you need further assistance. You may contact us on our 24/7 helpline or via chat support through Ace Cloud Hosting. We would love to hear from you, please share your feedback at quality@acecloudhosting.com
Shashwat Verma	We have checked with the team, and it will take 1-2 hours more as our team is currently working on it. Several security patches are being applied.
	Our team will soon update you email
	Is that okay?
aumanets	Ok, please expedite it and let me know to test the port..
Shashwat Verma	Sure
	Is there anything else I may help you with ?
aumanets	Thanks.
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of the discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@aceclouddhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.aceclouddhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74701 info

Email: info@brkimcpa.com  9729724930

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: FULLERTON

State: New York

Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
info	can't use Teams App
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
info	hello
	I can't use Teams app from yesterday
	Bongryong.myrealdata.net. User name : Donna_BK
Sharath Kumar	Hi Donna, please allow me a moment to sign into the server and check the same

	info	okay
Sharath Kumar		in the meantime could you please confirm whether you had access to teams previously (Edited)
	info	I can access Teams through website not application also I can use Teams through phone app
Sharath Kumar		Understood, thank you for the confirmation I actually checked the server and found that Teams is not installed on the server and that is because Microsoft Teams is no longer included in the Windows Server license it's now a separate, standalone licensed product
	info	oh, you mean that we need to purchase the app again? but why the other employees can access Teams. not me?
Sharath Kumar		No need to purchase the app, we can install it for everyone on the server, However, a request for the same has to be sent to Microsoft
	info	who is the authorized contact? Bong Ryong Kim?
Sharath Kumar		to answer your second part of the question, could you please check and confirm with other users that they are using the same application There are actually three authorized contacts that I see here are their email addresses - 1. kevin@brkimcpa.com 2. info@brkimcpa.com 3. tax@brkimcpa.com
	info	on the server so, do you want me to send the request through the email?, not a chat?
		since the other employees are not in office yet, would you please install it now if it can install it quickly?
Sharath Kumar		that is correct!
		This will require some time probably 2-3 hours
	info	oh, it takes a long. Also do everyone needs to be out of server? I will ask to manager and request to install it during the midnight then.
Sharath Kumar		not required
	info	okay anyway we have to install it, right?
Sharath Kumar		let me quickly take a remote of your server session Teams is not installed but the Windows feature of Teams is what I can see on the server and probably how others are also using it
	info	okay
Sharath Kumar		let me try and configure it for you but am not sure if that will work
	info	okay

Sharath Kumar	sending you the request on your server now
	Prior providing the access, I would suggest you to close any important documents at your end.
	this is actually something that is built with in the Windows server operating system
	not sure why it is not opening for you
	let me try something else
	I have made some changes from the backend, let's see if that works for you
	but you will have to sign out and then sign back in
info	okay
Sharath Kumar	we will get disconnected in the process though
	do use the log off option when you sign out
info	you mean that I have to be out of server and get in back later, right?
	when can I come back?
Sharath Kumar	as soon as you are logged out, you may sign back in and launch the teams app
	incase that doesn't work, please send in a request from your email address - info@brkimcpa.com
info	okay.
Sharath Kumar	I will look into it and will make sure that your request is expedited at the earliest
info	do you want me to log out now?
Sharath Kumar	sure, anything else I can assist you with before we disconnect?
info	or can you just uninstall teams and reinstall teams on my server only?
Sharath Kumar	unfortunately, no! There is no such way. The application is installed/uninstalled for all users on the server (Edited)
info	okay
	I will log out now and log in back.
	thanks

info has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73334 Karen Kropp

Email: karen.bythebooks@gmail.com ☎ 16074374988

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: COLORADO SPRINGS

State: Colorado

Country: UNITED STATES

Chat Transcript

Karen Kropp Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73590 kevin schild

Email: absolutemachineworks@yahoo.com ☎ 2817975720

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: TOMBALL

State: Texas

Country: UNITED STATES

Chat Transcript

kevin schild	Hello, I am your Acebuddy
Acebuddy	Hello Kevin Schild, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kevin schild	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kevin schild	I'd like to raise a Request
Acebuddy	Please select your request type.
kevin schild	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
kevin schild	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74345 Fenil Shah

Email: tax@sktaxaddison.com  8473508121

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Fenil Shah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Fenil Shah Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Fenil Shah I'd like to report an Issue

Acebuddy Please select an option!

Fenil Shah Other Issue

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

Fenil Shah Excel Issue

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

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

Fenil Shah Server - SkTaxAddison3 Name - Monika

Shubham Kataria Thank you for the information.

Could you please confirm if monika receiving any error message while accessing Excel

Fenil Shah Yes

Shubham Kataria Kindly share the error message meanwhile let me check if monika has access to Excel or not

11:21:04 AM Fenil Shah is sharing a file with you

[image.png](#) - (Size:9.54 KB)

I've checked and found that monika don't have access to Excel

Fenil Shah Okay, So can you please let me know how many server have access of Excel

Shubham Kataria If you would like us to provide Excel access to user monika then it will cost you \$ 5.99 per month

11:23:15 AMShubham Kataria is sharing a file with you

[image.png](#) - (Size:3.82 KB)

Kindly refer the attached image to see the users who has access to excel on your account (Edited)

Fenil Shah Can you please remove the access from SKT A2 and SKTA 4 and give the access to Hardik and Monika

Shubham Kataria Sure, After our chat, I will send you an email for approval. Kindly provide your approval in the email, and once we receive

Fenil Shah Sure

Shubham Kataria Thank you

Once monika will get the access to Excel. the issue will get resolved

Is there anything else I may help you with ?

Fenil Shah Yes

No, Thank you so much.

Shubham Kataria You're welcome. I'll send you email in next 5 minutes

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

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

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

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

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

Fenil Shah Yes

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73664 Tatiana Lozama

Email: tatiana@cms-miami.com ☎ 3056283421

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: HIALEAH

State: Florida

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74090 prodassistant

Email: prodassistant@johnmarshallmedia.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: LONGOS

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

prodassistant	Hello, I am your Acebuddy
Acebuddy	Hello Prodassistant, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
prodassistant	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
prodassistant	I'd like to report an Issue
Acebuddy	Please select an option!
prodassistant	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
prodassistant	Remote Desktop Connection
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

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

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

1:12:14 PMprodassistant is sharing a file with you

[image.png](#) - (Size:31.0 KB)

Username is

prodassistant Hi Shubham! I actually talked to agent last time. Here's the issue

1:12:26 PMprodassistant is sharing a file with you

[image.png](#) - (Size:3.93 KB)

This is my username

Shubham Kataria Could you also confirm your business name which is associated with ACE

prodassistant now, according to kevin, it is enabled already. I tried inputting my account but it says logon attempt failed

Shubham Kataria I will be surely assisting you with this. Kindly help me with your business name

prodassistant I tried it twice then this happened again

1:16:22 PMprodassistant is sharing a file with you

[1_image.png](#) - (Size:5.34 KB)

John Marshall Media

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

prodassistant Thanks!

Shubham Kataria Upon checking, I found that your account is locked out (due to wrong password attempts)

I've unlocked it

Could you please try it now

prodassistant okayy! Wait

Shubham Kataria Sure, please take your time

1:20:15 PMprodassistant is sharing a file with you

[image.png](#) - (Size:14.17 KB)

logon attempt failed :<

May I take the remote access of your local computer?

prodassistant sure, sure!

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

prodassistant Copy on that! :>

Shubham Kataria <https://assist.acecloudhosting.com/join/6132702949>

Kindly join this link

prodassistant	iy's okay now :)
Shubham Kataria	yes
We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting issue is resolved, kindly give your confirmation on this chat.	
	Thank you for your patience.
	As per our remote conversation, your issue has been resolved
	Is there anything else I may help you with ?
prodassistant	Hi Shubham! Thanks for your assistance!
	nothing for now :>
Shubham Kataria	You're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
prodassistant	Sure! :>
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
prodassistant	Just send me! Thanks again! :>
Shubham Kataria	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a link to change your password.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Sure, you will get the prompt to provide feedback after this chat

Shubham Kataria has ended this chat session

Chat Transcript

[Help](#)

Visitor Details

#73468 Stacy Wells

Email: stacy@alivelychef.com **Phone:** 208-389-9600

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud&utm_adgroup=Primary&gad_source=1

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: BOISE

State: Idaho

Country: UNITED STATES

Chat Transcript

Stacy Wells	Help
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
Stacy Wells	Thank you. My desktop on the remote desktop is all different
<i>Visitor changed the visitor's Email to stacy@alivelychef.com.</i>	
	Hello?
Gantavya	Hi,
	Could you please confirm the name of the account you have with us
Stacy Wells	A Lively Chef Catering
<i>Gantavya is transferring the chat to Support(QB & App Hosting).</i>	
<i>Shivam accepted the chat transfer request.</i>	
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you today.
Stacy Wells	Thank you.
	My remote desktop is all messed up
Shivam	May I take the remote access of your local computer?
Stacy Wells	It's not allowing Tara and I to be logged in at the same time anymore
	yes
Shivam	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/4222095038
Stacy Wells	Okay, are we good?
Shivam	Is there anything else I may help you with ?
Stacy Wells	No, again thank you! Have an awesome day!

Shivam I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link provided below.

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

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

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

quality@acecloudhosting.com. Thanks!

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

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

Shivam has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74839 Ray Morse

Email: rmorsedmd@knology.net  18508147416

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 49 Secs

City: PANAMA CITY

State: Florida

Country: UNITED STATES

Chat Transcript

Ray Morse Hello, I am your Acebuddy

Acebuddy Hello Ray A Morse, Dmd, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Ray Morse Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ray Morse	I'd like to report an Issue
Acebuddy	Please select an option!
Ray Morse	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ray Morse	Can't log on. Ticket 667336
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you are not able to login on the server.
Ray Morse	No I can't
Ashutosh Mishra	May I take the remote access of your local computer?
Ray Morse	Yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
	once you are ready please click on the link below
	https://assist.acecloudhosting.com/join/2952153016
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
<i>Ended due to chat idle timeout</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74870 Nadia Brante

Email: jeffp@bossiconstruction.com **Phone:** 14036059000

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 18 Secs

City: CALGARY

State: Alberta

Country: CANADA

Chat Transcript

Nadia Brante	Hello, I am your Acebuddy
Acebuddy	Hello Jeffp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nadia Brante	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nadia Brante	I'd like to report an Issue
Acebuddy	Please select an option!
Nadia Brante	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Nadia Brante	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates a issued by Intuit, It might get delayed due to unforeseen circumstances. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@aceclou implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Nadia Brante	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Nadia Brante	I get the following message: "Error Quckbooks Desktop has reached the expiration date and will no longer open compar
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Jeffp
Nadia Brante	Hello

Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Nadia Brante	My company is Bossi Construction
	My user name is JeffP
Anurag Sharma	Thanks for the confirmation !
	JeffP, could you please confirm which application you are receiving this error prompt from?
Nadia Brante	Quickbooks: Premier Contractor Edition 2024
Anurag Sharma	Okay
	May I take the remote access of your local computer?
Nadia Brante	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/4112451268
	Kindly paste this link in the browser of local computer and join the session.
	Are we still connected here?
Nadia Brante	Yes
Anurag Sharma	Are you able to connect?
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am pursuing issue is resolved, kindly give your confirmation on this chat.
Nadia Brante	Ok
Anurag Sharma	It seems like your license is now expired. Thus, we suggest you to reach out to intuit support. They will better assist you.
	Is there anything else I may help you with ?
	Are we still connected here?
Nadia Brante	Yes
Anurag Sharma	Is there anything else I may help you with ?
Nadia Brante	no thanks
Anurag Sharma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73626 Lynn Durkin

Email: lynn@lynndurkincpa.com **Phone:** 17813781845

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 59 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Lynn Durkin	Hello, I am your Acebuddy
Acebuddy	Hello Lynn Durkin, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Lynn Durkin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lynn Durkin	I'd like to report an Issue
Acebuddy	Please select an option!
Lynn Durkin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lynn Durkin	User screen is black. Please reset user Amy White
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.

Lynn Durkin	This has happened many times to all of our users lately. Is there a reason for this?
Rohan Prajapati	Hello Lynn, How are you doing today?
Lynn Durkin	Hi Rohan
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 5-6 minutes to check the same.
Lynn Durkin	Thank yoU!
	User Lynn's screen is now black too!
Rohan Prajapati	Lynn, please inform all users to log off from the server properly instead of just disconnecting. It is possible that they are while still in a disconnected state. I have checked all the server resources, and they appear to be fine. Another possible reason for this issue could be an unstable internet connection.
	I have logged off both users. Please check again
Lynn Durkin	Okay. I usually click the red Log OFF icone on the desktop. My screen is now black too. I cannot see any icons.
Rohan Prajapati	Yes that's the correct way
	I have already logged you off from the server
	Kindy login back
Lynn Durkin	Just logged back in. and cannot see icons. Can you please reset our whole server?
Rohan Prajapati	As I can see, only two users are currently logged in on the server: Kerry Durkin and Terence.
	May I proceed with the server reboot ?
Lynn Durkin	Yes, Lynn logged off cause her screen went black. Same with Amy This is Terence Yes you may!
Rohan Prajapati	I have rebooted the server But we have to investigate this as you have reported this multiple times. May I know if you are accessing the server from same location or different locations ? Do they use the log off button to sign out from the server ? Is there a specific time when you start facing this issue? Are we still connected here? Are we still connected here? Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73397 Dimple Saraiya

Email: saraiyaservices@gmail.com ☎ 8626862754

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 YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73503 justin carpenter

Email: jcarpenter1906@gmail.com ☎ 14432203368

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 43 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

justin carpenter Hello, I am your Acebuddy

Acebuddy Hello Jcarpenter1906, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

justin carpenter Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

justin carpenter I'd like to report an Issue

Acebuddy Please select an option!

justin carpenter Other Issue

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

justin carpenter	Reactivate 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.
justin carpenter	Hi Manish how are you
I was wondering if you'd an reactivate my server for all of my users	
Manish Singh	Great! I will surely help you with this issue.
Can you please explain what exactly the issue you are facing?	
justin carpenter	its not letting my staff login
i mentioned i will pay the remaining invoices by march 25th	
Can you confirm you received	
Manish Singh	Kindly allow me two minutes to check the same.
Alright, As I can check 3 users has been temporary disabled.	
justin carpenter	i paid the 2 of the 4 outstanding invoices
i mentioend i would pay the remaining by march 25th	
please activate server please	
Manish Singh	I will surely help you with this issue.
Kindly let me transfer this chat to the Billing Department they are the one who can better assist you in activating the se	
<i>Manish Singh is transferring the chat to Billing.</i>	
justin carpenter	ok
Manish Singh	Alright, As I can check the team will be available in an hour kindly provide us with your contact number so that we can a
justin carpenter	4432203368
what time do they open	
Manish Singh	Alright, Justin we have noted your request.
justin carpenter	also do you all make international calls? I need someone to assist with helping a staff member download and set up ser
can you help with this in the meantime?	
Manish Singh	9 PM IST
Yes, I can surely assist you with that	
justin carpenter	im about to give you her number can you call her now ?
+639178992430	
she is int he Philippines	

Manish Singh Do you want to setup the new user for this account?

justin carpenter please call her now and do a screenshare

i have already added her

she needs help downloading

please call her and do a screenshare

also give her full permissions and access

Manish Singh Haidee Is that the name of the user?

justin carpenter monzon

yess

Manish Singh Alright, let me do one thing

I will share the link for the remote session.

justin carpenter ok do you want her email?

Manish Singh Kindly share that link to her and ask her to join the session.

justin carpenter ok i will share now please send

Manish Singh <https://assist.acecloudhosting.com/join/6452713219>

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

justin carpenter Please confirm once she has joined

Manish Singh Sure, Justin

justin carpenter She is joining now

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

justin carpenter ok thanks

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

We will arrange a callback regarding the Billing Issue.

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74828 Pat McMullen

Email: 2crazygardeners@gmail.com  775-722-2544

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: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Pat McMullen Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Pat McMullen Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Pat McMullen I'd like to report an issue

Acebuddy Please select an option!

Pat McMullen QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Pat McMullen QuickBooks is Frozen

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

Was that helpful?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74511 Rebecca Leone Deogracias

Email: leone.deogracias@gmail.com

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: 35 Secs

City: HARVEY

State: Louisiana

Country: UNITED STATES

Chat Transcript

Rebecca Leone Deogracias	Hello, I am your Acebuddy
Acebuddy	Hello Rebecca Leone Deogracias, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rebecca Leone Deogracias	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
Rebecca Leone Deogracias	ticket ID 663410
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?
Rebecca Leone Deogracias	When I login it says to update and then it says another version of Drake is running
	<i>ticket ID 663410</i>

Pradeep Kumar	Allow me a moment, Let me transfer the chat to the concerned team.
<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	
Rebecca Leone Deogracias	thank you
<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.
Rebecca Leone Deogracias	ok, i just need to know how to close the other session as I can't see it on task manager
Manish Singh	May I know your username?
Rebecca Leone Deogracias	Rebecca
	<i>10:42:29 PM Manish Singh is sharing a file with you image.png - (Size:18.43 KB)</i>
	<i>From this one which one is yours?</i>
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Rebecca Leone Deogracias	none of those, I work for Brown Tax and Accounting Services, Inc.
	Miriam Brown is the owner
Manish Singh	Alright
Rebecca Leone Deogracias	no, the others have faced it and they were told to do something but they don't remember
	CID: CID62364 Account Name: CID62364 User added: Rebecca Deogracias (Rebecca.De@myrealdata.net)
Manish Singh	Checking (Edited)
	May I take the remote access of your server?
Rebecca Leone Deogracias	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Rebecca Leone Deogracias	nothing is open so all good now
Manish Singh	Kindly accept the remote session over the server.
Rebecca Leone Deogracias	Do you need me to login?
Manish Singh	Yes, please redirect me the issue.
Rebecca Leone Deogracias	When I login it asks to update then it says another session of Drake is running so it can't
Manish Singh	Try once
	log off and login once.
Rebecca Leone	I'm on a remote connection

Deogracias

I already closed out and restarted my laptop once

i'm reconnecting now

Manish Singh

Yes, Please

Rebecca Leone
Deogracias

ok, i just did it and it's the same thing again

oh wait!!! it's working

yayyyyy you fixed it!!!!

thank you!!!!

Manish Singh

Is there anything else I may help you with ?

Rebecca Leone
Deogracias

no, all good now, thank you so much

Manish Singh

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.

Rebecca Leone
Deogracias

ok will do

Manish Singh

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

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

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74804 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 34 Secs

City: DAHOD

State: Gujarat

Country: INDIA

Chat Transcript

ankit	Hello, I am your Acebuddy
Acebuddy	Hello Ankit, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ankit	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ankit	I'd like to report an Issue
Acebuddy	Please select an option!
ankit	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ankit	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ankit	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
ankit	Left chat
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Oh, Hi Ankit, I actually see SagarD currently signed in on the server
	I have just pinged him to logout so that I can restart the server
ankit	Hi
	Any update?
Sharath Kumar	I actually see two servers for Priorware - Server names are - Priorware and Priorwaresite2

	kindly confirm which server are you on
ankit	Not any
	Priorware
Sharath Kumar	thanks for the confirmation, that is the same server I am also connected to
ankit	Ok
Sharath Kumar	rebooting the server now as all users have logged off
ankit	Ok
	Notify me when done
Sharath Kumar	you may sign in now!
ankit	All good?
Sharath Kumar	yes, sir
ankit	Ok
	Thank u
Sharath Kumar	you're welcome! The resource utilization on the server is normal so I hope there should be no slowness issue now
	I see you have signed in, kindly confirm if you require any further assistance
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73688 Dhingra Rajender

Email: gstmeat@gmil.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 22 Secs

City: INDIO

State: California

Country: UNITED STATES

Chat Transcript

Dhingra Rajender	Hello, I am your Acebuddy
Acebuddy	Hello Dhingra Rajender, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dhingra Rajender	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dhingra Rajender	I'd like to raise a Request
Acebuddy	Please select your request type.
Dhingra Rajender	Change in Applications
Acebuddy	Please select your desired option!
Dhingra Rajender	Application Addition
Acebuddy	Please select your Application
Dhingra Rajender	Other Application
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address • Application name and version • Setup/Installer download link (if any) • Activation Code / License information • Any other info/guide needed to install the application.
	We will update you via email once the installation is complete.
	Application Addition usually takes 1-2 Hour(s)
	Do you need any further assistance on the topic?
Dhingra Rajender	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam accepted the chat transfer request.</i>

Dhingra Rajender	Call me at 760-449-6808
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shivam has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73981 Tim Nelson

Email: sales@superiorsalesdist.com ☎ 17343557260

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: CLINTON

State: Michigan

Country: UNITED STATES

Chat Transcript

Tim Nelson Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Tim Nelson Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tim Nelson	I'd like to report an Issue
Acebuddy	Please select an option!
Tim Nelson	Password Reset
Acebuddy	Please select an option below
Tim Nelson	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Tim Nelson	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Tim, How are you doing today?
Tim Nelson	Hello -- I seem to be locked out of the self-care portal
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 5-6 minutes to check the same.
Tim Nelson	thank you
Rohan Prajapati	Upon backend verification, it appears you're not currently enrolled in the self-care Portal. This means you cannot reset your password independently. Kindly send an authorization email from your registered add
Tim Nelson	Where do I send this email to?
Rohan Prajapati	Kindly send an email from this email address " sales@superiorsalesdist.com " to this "support@acecloudhosting.com" fc
Tim Nelson	Done. In the interim, can you reset the server password for our User CaitlinB?
Rohan Prajapati	Tim, Upon checking, I found that this user is not enrolled in the SelfCare Portal. However, the user was locked, and I have made logging in again with the existing password
Tim Nelson	she is still failing to login
Rohan Prajapati	Okay, kindly send another email on top of the existing one, requesting the server password for these two users: TimN and CaitlinB
Tim Nelson	I can login to TimN just fine. I wanted to register for Self-Care Portal. I do not need my password reset. OK to just send one email?
Rohan Prajapati	Tim, Please note that the login credentials for the Self-care Portal are the same as the server password. However, we have registered different email address. Please now login to the server and Selfcare Portal with the new Password that we sent you. (E
Tim Nelson	

	I am using TimN.pro and the new password link and it is not working
Rohan Prajapati	Tim, you are using an Old username. The correct one is Myrealdata\TimNe
	I'm not sure if you're using an old RDP file or outdated usernames
Tim Nelson	Trying now
Rohan Prajapati	May I take the remote access of your local computer? So that I can assist you better with this issue ?
Tim Nelson	Just a moment
Rohan Prajapati	Sure take your time
	<i>10:24:43 PM Rohan Prajapati is sharing a file with you image.png - (Size:10.03 KB)</i>
	<i>These are the correct usernames of your server</i>
Tim Nelson	Got it -- stand by
Rohan Prajapati	Sure Tim
Tim Nelson	OK i am in the self-care portal. I am the admin and would like to be able to reset all user passwords
Rohan Prajapati	Tim, SelfCare is for individual users. If you would like to manage all users, you will need to log in to My Portal. https://myportal.acecloudhosting.com UserName: CID71658 (Edited)
	Please note that the SelfCare Portal and My Portal are different.
Tim Nelson	OK trying that now
	She is all set. Thank you for your help
Rohan Prajapati	Username for My Portal is CID71658
	Is there anything else I may help you with ?
Tim Nelson	Thanks for explaining that. I appreciate your help. Nothing more is needed today.
Rohan Prajapati	Thanks for the confirmation !
	I would request you to please give your Valuable feedback after ending the chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along
	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 ap quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74314 PAULA ANDERSON

Email: paula.advantageco@gmail.com  17634029704

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: 45 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

PAULA ANDERSON	Hello, I am your Acebuddy
Acebuddy	Hello Paula M Anderson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
PAULA ANDERSON	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
PAULA ANDERSON	I'd like to report an Issue
Acebuddy	Please select an option!
PAULA ANDERSON	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
PAULA ANDERSON	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates a issued by Intuit, It might get delayed due to unforeseen circumstances.

	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. We will implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
PAULA ANDERSON	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. I will be assisting you today.
	Hello Paula
	Are we still connected here?
	Are we still connected here?
PAULA ANDERSON	Sory about that
Anurag Sharma	thanks for the confirmation
	Please let me know how I can assist you?
PAULA ANDERSON	I am in the process of switching to the new quickbooks suits and i need the following : The following file types are accepted by quickbooks (backup file) - DMG (QuickBooks for Mac Backup)
	Can you help me download our file
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
PAULA ANDERSON	one sec
	AdvantageCIInc.myrealdatal.net
	User Name :- myrealdatal\AC_Admin
Anurag Sharma	Thankyou for the confirmation.
	May I take the remote access of your local computer?
PAULA ANDERSON	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/8842609782
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am providing you the support, kindly do not close the browser window. Once the issue is resolved, kindly give your confirmation on this chat.
PAULA ANDERSON	Looks like i am not currently connected to quickbooks
	I told you i need to download the file of quickbooks
Anurag Sharma	Okay
	Please confirm if you are switching to Quickbooks online?

	Are we still connected here?
PAULA ANDERSON	yes...lo
	it is done loading now
Anurag Sharma	Could you please confirm if you are planning to switch to quickbooks online?
PAULA ANDERSON	thats what i said
Anurag Sharma	Okay
PAULA ANDERSON	to quickbooks suite
Anurag Sharma	Okay, I got your request.
	So you want to backup all your company files so that you can use it on QB online. Right?
PAULA ANDERSON	yes please
Anurag Sharma	Okay Paula, we will surely help you with that.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed f
PAULA ANDERSON	Why can you download the file now? You have always before? Becuse i am switching to online...
Anurag Sharma	We will surely help you with this request.
	We just want an email confirmation from the primary contact's end as it is a request of data backup.
PAULA ANDERSON	I just contacted you just like i always have no diffrence
Anurag Sharma	I can really understand your problem Paula. Don't worry, we will surely deliver you the data backup.
PAULA ANDERSON	I need it like today.. You always helped me right away so i just do not understand why now it is a problem??
Anurag Sharma	After this chat, I will send you an email. You just have to revert back to that email from the primary contact's account. O data backup to you.
PAULA ANDERSON	I just sent it over there you go
	now can you help me
Anurag Sharma	Paula actually here you are asking for a data related request. That is why we are asking for the primary contact's approv
PAULA ANDERSON	I am the primary contact...
Anurag Sharma	thank you so much Paula. Please allow me few minutes to check the same.
PAULA ANDERSON	Are you kidding me?? You are hassling me with out even checking??
Anurag Sharma	No Paula, I am checking the email you have sent to us.
	Please allow me 3-4 minutes.
	Thank you for your patience.
	Paula we have received your request.
PAULA ANDERSON	lol
	I am already downloading it.. but thanks anyway...

Anurag Sharma I am making the backup for you right now.

I will be sending you the data on email within 30 minutes.

It would be great, if you can stay on chat. As I have already initiated the process. It will take 20 minutes approximately.

I would like to inform you that I have successfully created the backup link as per your request.

You will receive the data download link in 3-4 minutes via email. (Edited)

PAULA ANDERSON Thank you

Anurag Sharma I have just sent you an email with the data backup of your files. (Edited)

Is there anything else I may help you with ?

PAULA ANDERSON Is this a QBO?? or what kind of file??

Anurag Sharma It is in QBW form.

PAULA ANDERSON okay

can you disconnect from my computer

it says it is not respondign

also when i try to open it says to open it via adobe?

Anurag Sharma I have disconnected the remote session from our end.

I think you should try to reboot your computer once.

PAULA ANDERSON okay sounds good.

Anurag Sharma You would need to download QB desktop in your local computer for this.

Is there anything else I may help you with ?

PAULA ANDERSON I am just making sure i am sending them the correct file

Anurag Sharma Yes, its correct.

You can definitely reach out to us again if you face any issues in the future.

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73539 mpackard

Email: mpackard@minnesotamedtec.com ☎ 763-428-3720

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: OSSEO

State: Minnesota

Country: UNITED STATES

Chat Transcript

mpackard Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

mpackard Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

mpackard I'd like to report an Issue

Acebuddy Please select an option!

mpackard QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

mpackard QuickBooks Login Issue

Acebuddy I understand that you are unable to login to your QuickBooks company file. The following steps might help you with reso

Was that helpful?

mpackard No

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

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Mpackard
mpackard	Hi Shashwat, My name is Mike, When trying to open our quickbooks file I get a message You need administrative rights Server name: MurryLLC.myrealdatal.net Client ID: CID66068 Account name: Murry & Associates, LLC
Shashwat Verma	I will surely help you with this issue.
mpackard	Sorry, I typed the error message wrong, it is "this action requires windows administrator permissions" it is when I click Open to open my company file.
Shashwat Verma	No problem
	Let me check
	Could you please confirm the version you are facing issue with (Edited)
mpackard	the version is Quickbooks Accountant Desktop 2017
Shashwat Verma	May I take the remote access of your local computer?
mpackard	Okay
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/8402522306 Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am pu issue is resolved, kindly give your confirmation on this chat.
	issue resolved by restarting the services
	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 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 ap quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74922 Susan K Phillips

Email: susan@waldencs.com  17048440520

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Susan K Phillips	Hello, I am your Acebuddy
Acebuddy	Hello Susan Phillips, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Susan K Phillips	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Susan K Phillips	I'd like to report an Issue
Acebuddy	Please select an option!
Susan K Phillips	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Susan K Phillips	Dennis Purser is unable to use Excel and Word on his desktop - it says an administrator must install these.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.

Susan K Phillips	Hi Rohan, how are you?
Rohan Prajapati	Hello Susan, how are you doing today ?
Susan K Phillips	I'm doing well, thank you!
Rohan Prajapati	That's Great.
Susan K Phillips	Dennis is not able to open Excel on his desktop, I am on it now. Can you help?
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
	We apologize for the delay in our response. Please note that, as I can see, Dennis doesn't have access to MS Excel/Wor
Susan K Phillips	Ok, i thought since we had a login for him, he would have access to our apps
Rohan Prajapati	If you would like us to provide MS Excel access to Dennis, please send us an email approving the charges for Word and I
Susan K Phillips	Ok, I will do that. Thank you.
Rohan Prajapati	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74244 Jessica Jablonski

Email: jessica@thejablonskigroup.com  4803301554

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

Jessica Jablonski	Hello, I am your Acebuddy
Acebuddy	Hello Jessica Jablonski, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jessica Jablonski	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jessica Jablonski	I'd like to report an Issue
Acebuddy	Please select an option!
Jessica Jablonski	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jessica Jablonski	Setback
Acebuddy	Please select an option!
Jessica Jablonski	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jessica Jablonski	Can't connect to remote destop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Jessica Jablonski	actually just got connected
	good to go
Ashutosh Mishra	Great, is there anything else i may help with?
	As the issue is resolved, and we are getting no response. I am disconnecting the chat.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74598 alison

Email: alison@stevecuryconstruction.com  5613016505

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 21 Secs

City: STANDISH

State: Maine

Country: UNITED STATES

Chat Transcript

alison Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

alison Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

alison I'd like to report an Issue

Acebuddy Please select an option!

alison QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

alison Other QB related issue

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

alison quickbooks is not opening

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra is transferring the chat to Shivam Singh.

Shivam Singh accepted the chat transfer request.

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

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

alison thank you, i just got an alert that the server is getting rebooted

Steve Cury Construction is the server name

Shivam Singh Thanks for the confirmation !

Allow me 2 minutes to check.

As I checked yes, the server has been rebooted.

alison oh perfect, i will try to get on now

Shivam Singh Additionally, the user on the server has been informed.

sure

You can login now to check.

alison okay thank you!

looks good

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

alison that's it! thank you!

Shivam Singh I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end ↴

Shivam Singh has ended this chat session

Chat Transcript

can you assist me in recovering access to my quickbook

Visitor Details

#73900 Bill Cohn

Email: wcohn@hersheys.com ☎ 18326939686

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: <https://www.acecloudhosting.com/knowledgebase/new-ace-cloud-hosting-setup-guide-windows/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Bill Cohn can you assist me in recovering access to my quickbooks instance?

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

Bill Cohn lol, Akash, again.

You are everywhere.

Akash Majumdar Yes, apparently. I did raise a ticket with the support team.

But let me try and transfer you to tech support now as well.

Bill Cohn Assuming I ever get logged into my VM, I will need assistance logging into Quickbooks. Can someone help wiht that?

Akash Majumdar Sure, let me transfer you.

Bill Cohn Or let me know the process to recover a login.

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

Shashwat Verma accepted the chat transfer request.

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

Hello wcohn

Bill Cohn Shashwat, can you help me reset the password on my VM?

Shashwat Verma I will surely help you with this issue.

Bill Cohn ty

Shashwat Verma Could you please confirm the username for which you want to reset the password? (Edited)

9:44:52 PM Bill Cohn is sharing a file with you

[1_image.png](#) - (Size:2.38 KB)

Bill Cohn These 3.

Shashwat Verma You want to reset all three?

Bill Cohn please.

Shashwat Verma Do you have the access of myportal or wcohn@hersheys.com?

Bill Cohn	Yes, both.
Shashwat Verma	You can do the same from the myportal.
Bill Cohn	maybe myportal. I can log in and see invoices.
Shashwat Verma	You can also reset the password
	May I help you out on remote session?
Bill Cohn	Please.
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/7642544442
	Kindly Click on the link and open the downloaded file.
Bill Cohn	okay, no.
	I'm in my portal
	Manage Account?
Shashwat Verma	Yes
Bill Cohn	Your team never fixed the issue with users not showing up. <i>9:49:36 PM Bill Cohn is sharing a file with you</i> <u>1_image.png</u> - (Size:139.58 KB)
Shashwat Verma	I deeply apologize for the inconvenience caused to you. Kindly email us the password reset request from wcohn@hersheys.com to support@acecloudhosting.com. So that we can move forward with authorization. <i>9:51:06 PM Bill Cohn is sharing a file with you</i> <u>1_image.png</u> - (Size:54.23 KB)
Bill Cohn	Your team sent this last time. I'm afraid I've lost the passwords. Okay, will do. Thank you.
Shashwat Verma	Sure, these password link get expired, kindly email us the new email. Is there anything else I may help you with ? Are we still connected here?
Bill Cohn	Yes Yes.
	Can you help me recover my Quickbooks login?
	Once the VM passwords are reset?
Shashwat Verma	Yes, sure. Wcohn, can i try to open your myportal in remote session?

	Looks like you are just missing some steps
Bill Cohn	Yes, but let me change machines.
	one minute
Shashwat Verma	So you want to initiate the chat from new pc?
Bill Cohn	yes. one minute please. can I use the previous link you shared?
Shashwat Verma	For the remote?
Bill Cohn	Yes
	https://assist.acecloudhosting.com/join/7642544442
Shashwat Verma	Let me share you the new one
Bill Cohn	okay.
Shashwat Verma	https://assist.acecloudhosting.com/join/1182653941
	Kindly Click on the link and open the downloaded file.
	Have you open the link?
Bill Cohn	sorry i'm slow today
Shashwat Verma	No problem
	please take your time
	Do you facing any issue?
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am pu issue is resolved, kindly give your confirmation on this chat.
	You have just disconnected the session.
	Are we still connected here?
Bill Cohn	Yes, you wouldn't stop moving the mouse to let me chat.
Shashwat Verma	Okay
	Shall we proceed again? (Edited)
Bill Cohn	Yes, one minute please
Shashwat Verma	Do you want to proceed with remote session, or you can just email us, will provide you the new password.
Bill Cohn	should be connecting now
Shashwat Verma	Yes
	https://assist.acecloudhosting.com/join/5952731877
	Kindly Click on the link and open the downloaded file.
Bill Cohn	wait. the screen for users works on my personal pc, it is blocked on work pc.
Shashwat Verma	Okay, seems like issue resolved then?

	Are we still connected here?
Bill Cohn	well not the quickbooks login
Shashwat Verma	May I take the remote access of your local computer?
	Are we still connected here?
Bill Cohn	Yes
Shashwat Verma	https://assist.acecloudhosting.com/join/5952731877
	Kindly Click on the link and open the downloaded file.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74334 PAULA ANDERSON

Email: paula.advantageco@gmail.com **Phone:** 17634029704

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: 18 Secs

City: CEDAR

State: Minnesota

Country: UNITED STATES

Chat Transcript

PAULA ANDERSON	Hello, I am your Acebuddy
Acebuddy	Hello Paula M Anderson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
PAULA ANDERSON	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
PAULA ANDERSON	I'd like to report an Issue
Acebuddy	Please select an option!
PAULA ANDERSON	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
PAULA ANDERSON	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
PAULA ANDERSON	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Paula
PAULA ANDERSON	My quickbooks is frozen...
	I will need you to unfreeze it please
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
PAULA ANDERSON	AdvantageCInc.myreldata.net
	User Name :- myreldata\AC_Admin
Anurag Sharma	Thanks for the confirmation.
	Do you face this issue regularly?
	I have successfully unfreeze your login session from the backend.
	Please try to login again on the server and check if the issue is now resolved.
PAULA ANDERSON	Yes very much so i am trying now
Anurag Sharma	Sure, please take your time

	Are we still connected here?
PAULA ANDERSON	Thank you
Anurag Sharma	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73437 Andrew Snider

Email: andrew@sniderdoll-cpa.com  7209359385

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 27 Secs

City: AURORA

State: Colorado

Country: UNITED STATES

Chat Transcript

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

Andrew Snider	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support. Please chose an option :
Andrew Snider	I'd like to report an Issue
Acebuddy	Please select an option!
Andrew Snider	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Andrew Snider	I need to extend my display over three monitors and I'm not sure how to do it
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi Andrew, could you please confirm whether you are on a Windows computer or on a Mac.
Andrew Snider	Windows
Sharath Kumar	right click on your RDP file and select edit.
Andrew Snider	I don't see an option for edit
Sharath Kumar	I see, what about "more options" when you right click
Andrew Snider	I just figured it out. Thanks.
Sharath Kumar	are you able to use all of your screens now?
Andrew Snider	Yes, thank you
Sharath Kumar	great, glad to hear that.
	In case you want this setting to be permanent, switch to the general tab on the RDP file and select save option you may also save as RDP2 where it connects with all your screen and use the previous RDP when you want to connect Is there anything else I may help you with ?
	are we still connected?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73974 eminer

Email: eminer@kegtechnologies.net  NA

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 52 Secs

City: EAST CHINA

State: Michigan

Country: UNITED STATES

Chat Transcript

eminer Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

eminer Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

eminer I'd like to report an Issue

Acebuddy Please select an option!

eminer Other Issue

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

eminer How do I reboot my desktop? it is frozen.

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Tushar Pharswan accepted the chat transfer request.

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
eminer	I also have an issue with QB critical updates have errors and have for months.
Tushar Pharswan	We will schedule a QuickBooks update regarding the matter manually kindly specify the version of QuickBooks also kind
eminer	Where do I find the server name?
	My 1st request was.... How do I reboot my desktop? it is frozen.
	<i>Visitor updated the visitor's name from eminer to Eminer.</i>
Tushar Pharswan	You can find it in the top blue ribbon at the top of your screen. Alternatively, you can right-click the icon you use to log in appear, click 'Show More,' then select 'Edit.' The server name will be listed at the bottom as myrealdatal.net.
	Also, company name would help locate your account.
	is it KEG Technologies Inc ?
eminer	myrealdatal.net
	yes, KEG Technologies
Tushar Pharswan	Okay, is your username Erin Miner.
eminer	yes
Tushar Pharswan	Thank you for the information.
	Is your server screen frozen or QuickBooks is frozen?
	Also is it the first time and are other user facing the same issue?
eminer	It looks like just QB. Normally I would right click the start menu and choose reboot.
	<i>8:36:13 PM Tushar Pharswan is sharing a file with you image.png - (Size:1.34 KB)</i>
	<i>Okay as of now I have closed the QuickBooks from task manager from back end kindly try to open it again</i>
	Great! I didn't know where that button came from. Thanks! will this reset for everyone or just me?
Tushar Pharswan	This will reset for you only.
	Is there anything else I may help you with ?
eminer	yes, is there a way for me to restart QB to complete updates. When it needs a restart to complete the update.
Tushar Pharswan	There is not, as restarting the system for QuickBooks update restarts the whole the server and during the update other reboots itself in nighttime hours when no one is logged in and if by chance any update are pending you can email us an
	Once this chat ends, I will schedule the updates to be done in nighttime hours as multiple users are currently logged in.
eminer	This error has been on our update for months. It must need more than a reboot then.
Tushar Pharswan	We will look into it and make sure all the updates are installed in the nighttime hours.
	We will also email you once it's done so that you can confirm from your side as well afterwards.
eminer	ok, thanks! That will work! Have a great day.

Tushar Pharswan You too.

Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.

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

eminer will do

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

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 app quality@acecloudhosting.com. Thanks!

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

I am not able to connect to Oblivepre1.myrealdat

Visitor Details

#74216 Diane Brooks

Email: admin@dottconstruction.com **Phone:** 7178269097

Department: Support(QB & App Hosting)

Operator:

Website: https://www.acecloudhosting.com/ace-support/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace+cloud&utm_adgroup=Primary&gad_source=1

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: CLIFTON

State: New Jersey

Country: UNITED STATES

Chat Transcript

Diane Brooks I am not able to connect to Oblivepre1.myrealdat

Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.
Diane Brooks	age 'does not belong to the specified network.
<i>Amit Raina is transferring the chat to Support(QB & App Hosting).</i>	
	*age is message
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi there, please allow me a moment to confirm that the server is up and running
	The server is accessible, could you let me know the username that you use to sign into the server with
Diane Brooks	AYLABCREW!1
	Error 0x3000016
Sharath Kumar	noted!
Diane Brooks	Extended error code: 0x0
Sharath Kumar	May I take a remote session of your local computer to check the RDP file settings
Diane Brooks	yes
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.
Diane Brooks	everything is closed
Sharath Kumar	https://assist.acecloudhosting.com/join/4362801540
	Please click on the link so that I can access your screen
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am pu issue is resolved, kindly give your confirmation on this chat.
	Dan, we were able to resolve your server connection issue after clearing the credentials from the RDP file
	Is there anything else I may help you with ?
Diane Brooks	not at this time
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along
	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 ap quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Diane Brooks	you also
<i>Sharath Kumar has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73656 meshe ware

Email: meshe@dpgnpf.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 8 Secs

City: NASHVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

meshe ware Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

meshe ware Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

meshe ware I'd like to report an Issue

Acebuddy Please select an option!

meshe ware Other Issue

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

meshe ware Not able to login

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati

Yes Meshe.

11:34:44 PM Rohan Prajapati is sharing a file with you
[image.png](#) - (Size:26.31 KB)

These are the active users which are associated with the server "NPI

Please confirm which one are you using to access the server

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

Ended due to chat idle timeout

Chat Transcript

can not log in

Visitor Details

#74807 Dennis Burke

Email: dennis@fhbcpa.com ☎ 443-451-4237

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

Website: https://www.acecloudhosting.com/?s=can+not+login+to+server&post_type=knowledgebase&kb_search_nonce=c51e31b394&_wp_http_referer=portal-user-guide%2F

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Dennis Burke

can not log in

Amit

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

Amit 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

Dennis Burke

ok I can not login

Anjainay Singh

Could you please send us the screenshot of error so that I can assist you in bette

May I take the remote access of your local computer?

Dennis Burke

yes

Anjainay Singh

<https://assist.acecloudhosting.com/join/1022166215>

Please copy this URL at your local machine browser so that I can access it remot

Please let me know if you have any other issue that may I can assist you with

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74782 seths

Email: seths@sentryusa.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

seths

Hello, I am your Acebuddy

Acebuddy	Hello Seth Skoglund, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
seths	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
seths	I'd like to report an Issue
Acebuddy	Please select an option!
seths	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support agent.
seths	Remote Desktop failure
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.
	Hii Seth
seths	Hey there
	I am having an issue connecting with the server. I have a photo i can show you.
	<i>2:22:58 AM seths is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:275.76 KB)</i>
Manish Singh	Please
	Is this issue occurring only for you, or are other users on the server also experiencing it?
seths	Just me it seems to be
Manish Singh	May I take the remote access of your local computer?
seths	It happened after I tried to login, it would not take my password. I had our Admin check it now this is what shows up.
	Yes of course
Manish Singh	Alright
	https://assist.aceclouddhosting.com/join/7872293194
	Kindly access this link on any browser on your local system.
	Prior providing the access, I would suggest you to close any important document.
	We are connected on the remote session and will proceed with the troubleshooting. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and ask for your confirmation on this chat.

	Is there anything else I may help you with ?
seths	That should be everything I needed
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feed smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
seths	Thank you again, you are awesome!
	Yuo too! :-)
Manish Singh	Appreciated!
	You may end this chat now. Once you end this chat, you will receive an email from me with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73932 ap

Email: ap@joannabranzellinteriordesign.com  7756222680

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 45 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

ap	Hello, I am your Acebuddy
Acebuddy	Hello Joanna Branzell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ap	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ap	I'd like to report an Issue
Acebuddy	Please select an option!
ap	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ap	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available supp
ap	Cannot get bank feed to link
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
ap	thanks
	<i>Tushar Pharswan accepted the chat transfer request.</i>
	<i>Tushar Pharswan is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be ;
	I will be surely assisting you with this. Kindly help me with your server name and
ap	Joanna Branzell Interior Design Admin
Shivam Singh	Thanks for the confirmation !
	As you mentioned above that you are having issue with linking bank feed.
ap	Yes-- I was supposed to have a 3-eay conference call with Ace and QBD last week person never called me. When I called after waiting for 40 minutes, I was put on minutes at which point QB desktop was closed, so I ended the call.
	this is for ticket # 653714

Shivam Singh	thanks
	Kindly allow us 30-40 minutes and we will soon get in touch with you for the 3- w
ap	ok.
	please call me at 612-598-0852
Shivam Singh	that's great!
ap	i will do my best to be available for the duration that we need, but I have to leave from right now.
Shivam Singh	Rest assured! We will have your call scheduled in the provided time frame.
ap	thank you.
Shivam Singh	Anything else we can assist you with ?
	Are we still connected here?
ap	that is all ineed.
Shivam Singh	thanks
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	It would be great if you could share your feedback after this chat ends. Thanks in advance.
	You may end this chat now. Once you end this chat, you will receive an email from us with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our website (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
ap	:)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73925 Anais Dilger

Email: ezrad@rortax.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Anais Dilger	Hello, I am your Acebuddy
Acebuddy	Hello Ezra Dilger, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anais Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anais Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Anais Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available supp
Anais Dilger	Unable to print documents from cloud server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will I
	I will be surely assisting you with this. Kindly help me with your server name and
Anais Dilger	Sure. The user is Assembly and the server is RORTax
Tushar Pharswan	Kindly allow me two minutes to check the same.
Anais Dilger	Thank you!
Tushar Pharswan	Thank you for waiting, was it printing before and are other user facing the same

Anais Dilger	<p>It was printing before, just very slowly. No other users are facing the same issue</p>
Tushar Pharswan	<p>Okay.</p>
	<p>May I take the remote access of your local computer?</p>
	<p>Prior providing the access, I would suggest you to close any important document</p>
Anais Dilger	<p>Just one moment, please</p>
Tushar Pharswan	<p>Sure, please take your time after you are ready</p>
	<p>Kindly Click on the link and open the downloaded file.</p>
	<p>https://assist.acecloudhosting.com/join/7022717801</p>
Anais Dilger	<p>Actually, I may have Assembly reach out to Ace directly, since you'll need remote access.</p>
Tushar Pharswan	<p>That would be great.</p>
Anais Dilger	<p>Sorry for the mix-up. I will have Assembly reach out. Thanks!</p>
Tushar Pharswan	<p>We will be waiting for Assembly they can call us at 888-415-5240 (toll-free) or initiate a video conference.</p>
	<p>Is there anything else I may help you with ?</p>
Anais Dilger	<p>No, that's okay!</p>
Tushar Pharswan	<p>Kindly share your feedback by clicking the smiley icons at the end of this chat. It will help us to improve our service.</p>
	<p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>
	<p>You may end this chat now. Once you end this chat, you will receive an email from us with a summary of our conversation, along with a ticket number and survey feedback form.</p>
	<p>I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p>
	<p>Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).</p>
	<p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).</p>

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74203 team

Email: team@infiniteaccountants.com **Phone:** 2125440001

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: 10 Secs

City: GANADO

State: Laguna

Country: PHILIPPINES

Chat Transcript

team	Hello, I am your Acebuddy
Acebuddy	Hello Allen Cruz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
team	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
team	I'd like to report an Issue
Acebuddy	Please select an option!
team	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
team	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The f help you with resolving the issue
	Was that helpful?
team	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd as
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will today.

team	Hello, we can't access our quickbooks desktop. It does not open when we double
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and
team	myreldata\AllenC.NPRO1 QWrt\$%99
Shubham Kataria	Thank you for the information.
	Could you please try to access now
team	I can access now tha QB. Thankyou
Shubham Kataria	you're welcome
	Is there anything else I may help you with ?
team	none
	thanks
Shubham Kataria	you're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feed chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email fro conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manage working. I will appreciate that. or you may send your feedback at quality@aceclc Thanks!
	Note: You may change/reset your server password on your own by registering on (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/k)
<i>Shubham Kataria has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74825 Becky Rivard

Email: becky@beckyrivardcpa.com  15304489276
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: 16 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Becky Rivard	Hello, I am your Acebuddy
Acebuddy	Hello Becky Rivard, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Becky Rivard	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Becky Rivard	I'd like to raise a Request
Acebuddy	Please select your request type.
Becky Rivard	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Becky Rivard	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be available shortly.
Becky Rivard	Hi. I submitted a request for a software update. It's incredibly time sensitive as I need it by tomorrow morning.
Manish Singh	May I know the ticket number?
Becky Rivard	668828

Manish Singh	Alright
	Kindly allow me two minutes to check the same.
	Kindly logout all users from the server for 15 minutes.
	In the process of Lacerte update.
Becky Rivard	okay. it will disconnect me from this chat. is that okay?
Manish Singh	No
	Alright, you can once the update is done we will inform you via email.
Becky Rivard	I logged off of lacerte but it will need a server reboot. Please let me know when you want me to log off of the server.
Manish Singh	Please do now and we will inform you via email once the update is done
Becky Rivard	okay. thank you for your help.
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback and smileys at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us summarizing the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74360 Yobani De Leon

Email: deleonpumping@yahoo.com ☎ 18188969781

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: PACOIMA

State: California

Country: UNITED STATES

Chat Transcript

Yobani De Leon	Hello, I am your Acebuddy
Acebuddy	Hello Yobani De Leon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Yobani De Leon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Yobani De Leon	I'd like to report an Issue
Acebuddy	Please select an option!
Yobani De Leon	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Yobani De Leon	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The f help you with resolving the issue
	Was that helpful?
Yobani De Leon	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd as
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be
Yobani De Leon	Hello
Sharath Kumar	Hello Yobani, could you please let me know more about your concern
Yobani De Leon	I can't login to my Quickbooks
	says I need Administrator permissions

Sharath Kumar	Is this error with a particular company file or you cannot access QuickBooks at all
Yobani De Leon	Our licenses got updated last night
	I'm trying to login to our company and I get that issue
Sharath Kumar	I see, is it possible to check with other if they are also experiencing this issue
Yobani De Leon	They aren't able to login at the moment its just me
	I don't think it was properly installed
Sharath Kumar	One moment while I sign into the server and check the permissions from there, if you please share a screenshot of the error message
Yobani De Leon	I don't know how to take a screenshot on PC
Sharath Kumar	no worries, looking into it
Yobani De Leon	I was able to open Quickbooks by pressing cancel every time it asked for permission
Sharath Kumar	alright, could you please try again as I have just restarted the service
Yobani De Leon	Ok give me a sec
	Seems to have worked
	I don't see the message anymore
Sharath Kumar	glad to hear that
	It was due to service being stopped, I have now made sure that it is always running
	Is there anything else I may help you with ?
Yobani De Leon	oh ok got it
	no that was it
	thanks for your help
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@aceclou
	Thanks!
	Note: You may change/reset your server password on your own by registering on our website (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
<i>Yobani De Leon has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74079 Cesar Diaz

Email: cesardiaz98776@gmail.com ☎ 150499420028

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: 51 Secs

City: ?

State: Honduras

Country: HONDURAS

Chat Transcript

Cesar Diaz Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Cesar Diaz Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Cesar Diaz I'd like to report an Issue

Acebuddy Please select an option!

Cesar Diaz QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Cesar Diaz QuickBooks Login Issue

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

Was that helpful?

Cesar Diaz	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd as <i>Acebuddy (bot) forwarded the chat request</i>
Anurag Sharma	<i>Anurag Sharma accepted the chat transfer request.</i>
Cesar Diaz	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be we can not access to Quickbooks
Anurag Sharma	I deeply apologize for the inconvenience caused to you. I will be surely assisting you with this. Kindly help me with your server name and <i>2:18:49 AM Cesar Diaz is sharing a file with you</i> <i><u>1_image.png</u> - (Size:17.94 KB)</i>
Cesar Diaz	intercentnew\inter39
Anurag Sharma	Thanks for the confirmation ! Kindly allow me 2-3 minutes to check the same. (Edited)
Cesar Diaz	we have other user with the same problem inter43, inter28 inter25
Anurag Sharma	I deeply apologize for the inconvenience caused to you and the other users. Please allow me few minutes to check the same
Cesar Diaz	please check it
Anurag Sharma	Thank you for your patience. Cesar, I would like to inform you that this issue is a Quickbooks License issue. I would like to request you to please reach out to intuit support, they can assist y issue.
Cesar Diaz	what we need of them
Anurag Sharma	Actually this is a licensing issue which we are not capable of resolving. Only intuit support can resolve this issue.
Cesar Diaz	This issue is from intuit's end. Please contact intuit support they will assist you fu problem. (Edited)
Cesar Diaz	thanks
Anurag Sharma	Is there anything else I may help you with ? Are we still connected here?
	Are we still connected here?
	Are we still connected here?

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73372 yusufnajib1

Email: yusufnajib1@gmail.com **Phone:** 7774511

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: LATRI SABIJI

State: North Bank

Country: GAMBIA

Chat Transcript

yusufnajib1 Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

yusufnajib1 Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

yusufnajib1 I'd like to report an Issue

Acebuddy Please select an option!

yusufnajib1 Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an available support agent.

yusufnajib1 RDP not opening only shows black screen myrealdata\accounts1

Acebuddy

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Gurwinder Singh has not responded for the transfer request.

Chat request was not picked up by the operators

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73766 pam.mayorshi

Email: pam.mayorshi@pmbookkeeping.co  5405215097

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: ROANOKE

State: Virginia

Country: UNITED STATES

Chat Transcript

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

Other Request

Acebuddy

Please drop an email to support@acecloudhosting.com with a brief description of your issue and our technicians will connect with you for further assistance.

If you are facing any issue/problem with your server, Please select the appropriate category and we will assist you.

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73841 meganseneca

Email: meganseneca@gmail.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 37 Secs

City: BREAUX BRIDGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

meganseneca

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

meganseneca

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

meganseneca I'd like to report an Issue

Acebuddy Please select an option!

meganseneca QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

meganseneca QuickBooks Login Issue

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

Was that helpful?

meganseneca No

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

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

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

This message has been deleted

meganseneca ok

Manish Singh Hii Megan!

How may I assist you with?

meganseneca I am getting an error message when I try to login to quickbooks remote

Manish Singh May I know what is the error.

Is this issue occurring only for you, or are other users on the server also experie

meganseneca This is the only issue.

It says the user name Admin is not a recognized user.

This happen before

*1:48:33 AM meganseneca is sharing a file with you
[error.PNG](#) - (Size:32.86 KB)*

The error

Manish Singh There are 2 active users on the account which is User2_LBRLLC and Jayde_LBRLLC

meganseneca User 2

Manish Singh Checking Please wait.

May I take the remote access of your server?

Is QuickBooks working fine on Jayde end?

	meganseneca	yes
	Manish Singh	Seems to be working now.
	meganseneca	Yes thanks
	Manish Singh	As we have checked and found out that your Intuit file has been corrupted recovered and resolved.
		Is there anything else I may help you with ?
	meganseneca	No thanks
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feed back and smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us with a summary of our conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
		Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).
		<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74675 alex mizan

Email: amizan@audiobeam.com  16462864332

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: 8 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

alex mizan	Hello, I am your Acebuddy
Acebuddy	Hello Amizan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
alex mizan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
alex mizan	I'd like to report an Issue
Acebuddy	Please select an option!
alex mizan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
alex mizan	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available supp
alex mizan	my acrobat is not printing quickbooks invoices right
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be
	Hello Amizan
alex mizan	hello
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74380 Kerry Gordon

Email: kerry@kgordoncpa.com ☎ 19133338106

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 24 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

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

Please chose an option :

Kerry Gordon I'd like to report an Issue

Acebuddy Please select an option!

Kerry Gordon QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Kerry Gordon QuickBooks Update

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

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

Do you need any further assistance on the topic?

Kerry Gordon Yes

Acebuddy Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

Kerry Gordon Ticket #661873

Anurag Sharma Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be happy to assist you.

Hello Kerry

Kerry Gordon Hello

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

Kerry Gordon Thank you...

I missed a call from support...is there an update to this ticket?

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

Kerry Gordon Will this just impact me or others on the server?

Anurag Sharma Please allow me 2-3 minutes to check the same.

Thank you for your patience.

May I take the remote access of your server?

Kerry Gordon Will taking control of the server only impact me or others on the server?

Anurag Sharma No, it will be between us only.

Kerry Gordon Yes, you can take control...

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

Kerry Gordon	Thank you.
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting. At the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will resume the session and give your confirmation on this chat.
	As per our discussion over the remote session. We will be scheduling a regular QA session on the weekend in early morning so to prevent this QB update issue in future.
Kerry Gordon	Great, thank you!
Anurag Sharma	Meanwhile, I am scheduling this QB update for tonight. And will update you via email once completed.
	Is there anything else I may help you with ?
Kerry Gordon	Perfect, thank you..no, nothing else for today.
Anurag Sharma	Thank you so much Kerry for such a wonderful chat session.
	I would greatly appreciate if you could spare a minute to give your valuable feedback on this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us summarizing the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).
<i>Anurag Sharma has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74468 happyhomecleaners96

Email: happyhomecleaners96@yahoo.com ☎ 928-505-3403

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: LAKE HAVASU CITY

State: Arizona

Country: UNITED STATES

Chat Transcript

happyhomecleaners96	Hello, I am your Acebuddy
Acebuddy	Hello Happyhomecleaners96, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
happyhomecleaners96	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
happyhomecleaners96	I'd like to report an Issue
Acebuddy	Please select an option!
happyhomecleaners96	Password Reset
Acebuddy	Please select an option below
happyhomecleaners96	Restart
Acebuddy	Hello Happyhomecleaners96, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
happyhomecleaners96	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
happyhomecleaners96	I'd like to raise a Request
Acebuddy	Please select your request type.
happyhomecleaners96	Password Reset
Acebuddy	Please select an option below
happyhomecleaners96	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your serve

	Do you need any further assistance on the topic?
happyhomecleaners96	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Tushar Pharswan.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be a
	Are we still connected here?
	<i>Tushar Pharswan has not responded for the transfer request.</i>
	Are we still connected here?
	As there was no response and chat get disconnected, we are disconnecting the c re-initiate the chat or call us at (1-888-415-5240) if any further assistance is requ
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74062 Rogie Barro

Email: rbarrow@cancersupporttexas.org ☎ 12147177244

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: FT WORTH

State: Texas

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74045 Michael Emmert

Email: mike@sewelltech.com  2148458198

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 49 Secs

City: LAKE DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Michael Emmert	Hello, I am your Acebuddy
Acebuddy	Hello Michael Emmert, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Emmert	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Emmert	I'd like to raise a Request
Acebuddy	Please select your request type.
Michael Emmert	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Emmert	I'd like to report an Issue
Acebuddy	Please select an option!
Michael Emmert	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Michael Emmert	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available supp
Michael Emmert	Ticket 657954
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be
	Hello Michael, Please allow me a minute to check the ticket
	Thank you for your patience.
	I checked and found the user account Finance_Moj
	does not have access to excel
	could you please confirm whether this user account previously had access to Exc
	Michael, I found a ticket where it says MS office access was removed for all users
Michael Emmert	You all removed Excel 2016 last week. She doesn't need Excel on the server. She reports in excel format

Sharath Kumar	That is correct. However, in order to export those reports Excel is required
Michael Emmert	Ok then we need to install the latest version of Office and we will have our users logins to activate the license.
Sharath Kumar	Understood, that can be done if the licenses you own are server compatible
	The licenses that you own for Microsoft365 should be E3, E5 or Apps for enterprise.
Michael Emmert	Our licenses are E2 or Standard Business. Go ahead and have Office installed and activate the license.
Sharath Kumar	I can get the Microsoft 365 installed on the server. I do need an email request for you to send me so I can get it installed.
	Or you may reply the confirmation to the email I will be sending shortly
	anything else that I may assist you with in the meantime?
Michael Emmert	That is all
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us confirming the end of the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
	Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74915 Anthony Trapletti

Email: amtequipment@gmail.com ☎ 17245900225

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: NAPLES

State: Florida

Country: UNITED STATES

Chat Transcript

Anthony Trapletti	Hello, I am your Acebuddy
Acebuddy	Hello Anthony Trapletti, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anthony Trapletti	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anthony Trapletti	I'd like to raise a Request
Acebuddy	Please select your request type.
Anthony Trapletti	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief descriptive request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Anthony Trapletti	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Anthony Trapletti	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Anthony Trapletti	Running extremely slow
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be happy to assist you today.
Anthony Trapletti	Hello. Our server is running extremely slow and it is difficult to get any work done. I have been trying to start this morning.

Shivam Singh	I apologize for the trouble you've experienced. I want to assure you that we've taken necessary steps to resolve this issue.
	I will be surely assisting you with this. Kindly help me with your server name
Anthony Trapletti	amtequipment.myrealdata.net
	AnthonyT
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.
Anthony Trapletti	Thank you
Shivam Singh	May I take the remote access of your local computer?
Anthony Trapletti	yes
Shivam Singh	Prior providing the access, I would suggest you close any important documents.
Anthony Trapletti	good to go
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/6982924536
	We're currently connected through the remote session and will start troubleshooting away. I'll be placing the chat on hold while we work on the issue, so please continue to type here. Once we've resolved everything, just let me know here in the chat.
	Hi there, let me know once the system is up.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-invoke us at (1-888-415-5240) if any further assistance is required.

Shivam Singh has ended this chat session

