

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80369 mariateresacastulo

Email: mariateresacastulo@gmail.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: MARILAO

State: Pampanga

Country: PHILIPPINES

Chat Transcript

mariateresacastulo	Hello, I am your Acebuddy
Acebuddy	Hello Mariateresacastulo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mariateresacastulo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mariateresacastulo	I'd like to raise a Request
Acebuddy	Please select your request type.
mariateresacastulo	Password Reset
Acebuddy	Please select an option below
mariateresacastulo	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?
mariateresacastulo	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Tushar accepted the chat transfer request.

Tushar is transferring the chat to Anjainay Singh.

mariateresacastulo	Hi Tushar I was prompted to change my password as it has expired, but I'm unable to recall my old password
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today. I will be surely assisting you with this. Kindly help me with your server name and user name?
mariateresacastulo	username:s:myrealdata\Maria.Teresa.C where do I check the servername? servername*
	<i>Anjainay Singh has not responded for the transfer request.</i>
Tushar	The username will be good enough let me find your server's name for future chats.
mariateresacastulo	thank you
Tushar	Thank you for waiting your server's name is BuffaloFinances.myrealdata.net. ACE Cloud Hosting Kindly use this link and choose option forget password and in user name just Maria.Teresa.C. After this you will be able to reset your password. Is there anything else I may help you with ?
mariateresacastulo	let me give it a try first
Tushar	Sure, please take your time Kindly let me know once you are able to reset your password.
	<i>11:24:16 PMmariateresacastulo is sharing a file with you 1_image.png - (Size:35.78 KB)</i>
mariateresacastulo	this is not my email address tried to use "send code via email"
Tushar	Okay what we can do now is you will have to reach out Michael McCall or Sasha Admin one of them will be having the account password from their and also let them know to change your email address as well. I will be emailing you the guide as well and keep both the POC (point of contact) in the email cc after this chat ends. (Edit) Is there anything else I may help you with ?
	Are we still connected here?
mariateresacastulo	alright, thank you
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
mariateresacastulo	I'll wait for the email then

Tushar	Will be emailing you soon.
	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 interaction.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80686 dakota

Email: dakota@candleelitechicago.com  2245670994

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 59 Secs

City: EVANSTON

State: Illinois

Country: UNITED STATES

Chat Transcript

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

dakota	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
dakota	I'd like to report an Issue
Acebuddy	Please select an option!
dakota	Password Reset
Acebuddy	Please select an option below
dakota	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?
dakota	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
dakota	thanks
Sanyam Madan	Hello Dakota
dakota	I am trying to reset my password but when i hit forgot password the email associated was one i am not familiar with
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?
dakota	dgaudet is my user name. how do i find the server name?
Sanyam Madan	Thank you for the information and allow 2 minutes to check the same.
	No worries, I will find it (Edited)
dakota	thanks
Sanyam Madan	Dakota, here's what we'll do: we will disenroll you from the self-care portal, and then you can register again using the em...
dakota	ok
Sanyam Madan	And if you want, we can also reset your password for you
dakota	yeah that would be great
Sanyam Madan	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur...
	Registered email address is gpmfowler@gmail.com
dakota	anything i should include in the email?
Sanyam Madan	No, just mention " password reset"

dakota	ok i will get that sent now
Sanyam Madan	okay, till then I m disenrolling you from the portal
dakota	ok
Sanyam Madan	Dakota , I gave disenrolled you from the selfcare portal you can now enroll again with the email address you prefer You can also change your password from there
dakota	how do i do that
Sanyam Madan	Dakota, since the email address in the self-care portal is incorrect, we will need the password to log in. Here's what we can do: We will need the registered email address to request a password reset, and then we will enroll you again.
dakota	an email was just sent to the support email
Sanyam Madan	okay got it Please allow me 2 min to quickly reset your password
dakota	thanks
Sanyam Madan	Please share your email address as well so that I can send you the password
dakota	dakota@candlelitechicago.com
Sanyam Madan	I have just sent you the password over mail, please check
dakota	got it
Sanyam Madan	Please try to login and let us know if everything is working fine
dakota	when i get on it is still saying my password is expired do i need to create a new one now?
Sanyam Madan	May I take the remote access of your local computer?
dakota	yes
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/9992691066 Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you through the session. Once the issue is resolved, kindly give your confirmation on this chat.
	Is there anything else I may help you with?
dakota	no that is all
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80757 Gerald

Email: ap@highcountryoutfitters.com  14048140999

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: CANTON

State: Georgia

Country: UNITED STATES

Chat Transcript

Gerald	Hello, I am your Acebuddy
Acebuddy	Hello Gerald, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gerald	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gerald	I'd like to report an Issue
Acebuddy	Please select an option!
Gerald	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Gerald	I've been unable to log in to MSRD for quite some time. PC: HCO.myrealdatal.net Gateway: rdgmyrealdatal.net User: Gei
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Ankit declined the transfer request.

Sujeet Kumar Suman accepted the chat transfer request.

Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Gerald
Gerald	Hi
Sujeet Kumar Suman	How are you doing?
Gerald	good.
Sujeet Kumar Suman	I will surely help you with this issue.
Gerald	thank you
Sujeet Kumar Suman	Are you the only one facing this issue, or is someone else experiencing it as well?
Gerald	with this log in, yes
Sujeet Kumar Suman	When was the last time you were able to access the server? Have you faced a similar issue in the past?
Gerald	Months. We didn't need it for a few months. Have tried to log in periodically, but now we need to access.
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.
Gerald	thank you. This is how we had it set up.
	<i>5:34:33 PMGerald is sharing a file with you 1_image.png - (Size:102.84 KB)</i>
Sujeet Kumar Suman	As checked, your account was disabled due to inactivity. We have reactivated it from the back end. Could you please try again? Are you still facing any issues?
	<i>5:34:52 PMGerald is sharing a file with you 1_image.png - (Size:40.91 KB)</i>
Gerald	Sure thing!
	I'm in! Thank you!
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
Gerald	No, Thanks!

Gerald has ended this chat session

Chat Transcript

Why am I receivvng the followin errors when logging into RE

Visitor Details

#80679 camilleward.cpa

Email: camilleward.cpa@outlook.com ☎ 435-760-3701

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: OGDEN

State: Utah

Country: UNITED STATES

Chat Transcript

camilleward.cpa	Why am I receivvng the followin errors when logging into RDT?
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
	<i>10:25:39 PMcamilleward.cpa is sharing a file with you image.png - (Size:50.94 KB)</i>
	Hello
	<i>10:26:01 PMcamilleward.cpa is sharing a file with you image.png - (Size:86.63 KB)</i>
	Kindly help me with your CID or the business name (Edited)
camilleward.cpa	Carefree Professionals Practice
	<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
camilleward.cpa	Thank you.
Abhay Kumar Saraswat	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.
camilleward.cpa	Server name: CCPR.myrealdatal.net
Abhay Kumar Saraswat	Is this issue occurring only for you, or are other users on the server also experiencing it?
camilleward.cpa	Correct
Abhay Kumar Saraswat	Please confirm.

camilleward.cpa	Only for me.
Abhay Kumar Saraswat	Okay.
camilleward.cpa	I haven't been logged in for a couple weeks.
Abhay Kumar Saraswat	Since when have you been facing this problem?
camilleward.cpa	Today, is the first day I've attempted to login in a couple of weeks.
Abhay Kumar Saraswat	Okay.
	Kindly allow me two minutes to check the same.
camilleward.cpa	No problem. Thanks!
Abhay Kumar Saraswat	Thank you for your patience.
	Could you please confirm me your username?
	Are we still connected here?
camilleward.cpa	Yes
Abhay Kumar Saraswat	Please confirm.
camilleward.cpa	camille.w@myrealdata.net
Abhay Kumar Saraswat	Thank you for the information.
	May I take the remote access of your local computer?
camilleward.cpa	Yes
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
camilleward.cpa	okay
Abhay Kumar Saraswat	https://assist.aceclouddhosting.com/join/7592901879
	Kindly paste this link in the browser of local computer and join the session.
camilleward.cpa	You should have access now.
Abhay Kumar Saraswat	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Are we still connected on remote?
camilleward.cpa	All is good now. Thank you!
Abhay Kumar Saraswat	Thank you for your patience.
	Please inform other users to login on server and continue their work.
	Is there anything else I may help you with ?

camilleward.cpa	I have made the other users aware.
Abhay Kumar Saraswat	Great.
camilleward.cpa	No, thank you.
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a form.
	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/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80944 William Colangeli

Email: info@corcoranconnell.com ☎ 16176992226

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: WESTFORD

State: Massachusetts

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80869 smallory

Email: smallory@patriotmfs.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: 26 Secs

City: MOORESVILLE

State: North Carolina

Country: UNITED STATES

Chat Transcript

smallory	Hello, I am your Acebuddy
Acebuddy	Hello Steve Mallory, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
smallory	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
smallory	I'd like to report an Issue
Acebuddy	Please select an option!
smallory	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
smallory	I am a new employee and I have a user account setup, but I am unable to login via My Portal. I've setup my password, etc
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	Hello Steve.
smallory	Hello
Tushar	So as per your above chat you are setting up your new employee login.
smallory	It's already setup, I just don't know where to go to login and download the RDP client
Tushar	Okay I will be assisting you with this would you like to give me your system remote session so I can guide you more efficiently
	May I take the remote access of your local computer? to show you from where you can download the login icon to login to your system.
smallory	Sure
Tushar	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/7732886896
smallory	Ok
Tushar	Kindly Click on the link and open the downloaded file.
	Till the connection gets establish may I know which system you want to set up the users.
	The local system is a MAC or windows. (Edited)
smallory	windowws
Tushar	We are connected now.

	Steve has Susan gave you any email which contains your password and the login icon? (Edited)
smallory	I received an email that gave me my userid, but I went and reset my password. No login icon that I recall
Tushar	Kindly open that email.
	Okay it's the general email, I will now make a login Icon for you manually.
smallory	Ok thanks
Tushar	In future you can ask Susan for login if you setup on a different system or copy the icon which I will be making now.
smallory	ok
Tushar	Do you want to use dual monitor or single for your server login?
smallory	I thk single is ok
Tushar	Okay in future if you wish to use dual monitor just edit the Icon the way I'm going to do now. Kindly enter your password.
	Click on Ok to login.
	The user profile is now setup.
smallory	Ok thank you
Tushar	Is there anything else I may help you with ?
smallory	Not at the moment
Tushar	I'll be opening a feedback link shortly — if you found this support session helpful, please click the 'Like' button. It really means a lot to us. I will now be disconnecting the remote session.
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
smallory	ok tanks
Tushar	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.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80497 Carrie McKitrick

Email: carrie.mckitrick@yahoo.com  7015236001

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: BISMARCK

State: North Dakota

Country: UNITED STATES

Chat Transcript

Carrie McKitrick	Hello, I am your Acebuddy
Acebuddy	Hello Carrie Mckitrick, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Carrie McKitrick	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Carrie McKitrick	I'd like to raise a Request
Acebuddy	Please select your request type.
Carrie McKitrick	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Carrie McKitrick	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
Carrie McKitrick	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Yash Kalra accepted the chat transfer request.

Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
Carrie McKitrick	we have a new accountant trying to download the access point for the server. Could I get an email with that to send to him?
Yash Kalra	Hello Carrie, I will be surely assisting you with this. Kindly help me with your server name and user name?
Carrie McKitrick	QBLivePro.myrealdata.net MYREALDATA\Accountant_J.pro
Yash Kalra	Carrie, please help me with account name or company name as well?
Carrie McKitrick	Joe McKitrick
Yash Kalra	Kindly allow me two minutes to check the same.
	Carrie, Just to be clear is this the request to create a new user or to provide Server access point for the user Accountant_J
Carrie McKitrick	no, I just need to know he can download the access point, he will be using a current user
Yash Kalra	Okay Thank you letting us know, Please follow the link provided below: Downloads - Ace Cloud Hosting Resources and Tools
	<i>7:59:04 PM Yash Kalra is sharing a file with you image.png - (Size:34.58 KB)</i>
	Click on the download button.
	Please enter these details to download the RDP icon
	Server name : QBLIVEPRO.myrealdata.net
	User name : Accountant_J.pro (Edited)
	Carrie, If you are still facing any issue please let me know
Carrie McKitrick	okay thank you
Yash Kalra	Is there anything else I may help you with ?
	Carrie, Is the issue resolved?
	Are we still connected here?
Carrie McKitrick	no that is it. thank you
Yash Kalra	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. 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.
	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)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80511 help

Email: help@triadcybersolutions.com ☎ 3362999989

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: ORANGEBURG

State: New York

Country: UNITED STATES

Chat Transcript

help	Hello, I am your Acebuddy
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
help	hey hi please delay reboot until monday
Vikas Singh Chauhan	Please help me with the account name ?
help	TPCCSVR.myrealdata.net
	this server
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your user name?
help	fredpeg
Vikas Singh Chauhan	Thank you for the details. In order to delay the reboot till Monday, we would need approval from [Will Casterlow] (https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&id=23102000011768139) .

	help	send email to Will and cc me
Vikas Singh Chauhan		We did receive chat 30 minutes back for the same request but would need approval from [Will Casterlow](https://crm.zoho.com/portal/contact/23102000011768139) .
	help	the helpemail in cc
Vikas Singh Chauhan		Sure
		Is this the help email [help@triadcyersolutions.com](mailto: help@triadcyersolutions.com) ?
	help	yes
Vikas Singh Chauhan		Okay, we will send the email for approval in next 30-40 minutes,
		Is there anything else I may help you with ?
		Are we still connected here?
	help	yes
Vikas Singh Chauhan		Is there anything else I may help you with ?
	help	send now
		send email now
Vikas Singh Chauhan		Allow me 5-7 minutes.
	help	waitng
		doit asap
Vikas Singh Chauhan		I have just sent an email, kindly check.
	help	wait
Vikas Singh Chauhan		Are we still connected here?
	help	yeswsssss
		cant you hold
		hereplied
		he replied
		please check
Vikas Singh Chauhan		Thank you !!
		We will proceed with server reboot delay till Monday noon.
	help	thsnks
Vikas Singh Chauhan		Is there anything else I may help you with ?
	help	no
Vikas Singh Chauhan		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 at the end of this chat.

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

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

help for

Vikas Singh Chauhan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80737 goodwinmetals.david

Email: goodwinmetals.david@gmail.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: 31 Secs

City: DORA

State: Alabama

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
goodwinmetals.david	I'd like to report an Issue
Acebuddy	Please select an option!
goodwinmetals.david	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
goodwinmetals.david	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
goodwinmetals.david	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
goodwinmetals.david	Others are able to access. I'm frozen.
Shashwat Verma	Okay
	Kindly try now to access the Qb again
goodwinmetals.david	It is still frozen on my screen. It won't go away. There isn't even an "x" to click to shut it down
Shashwat Verma	Okay, got it
	Just to confirm, are you using DavidCh, right?
goodwinmetals.david	No. I'm Admin
Shashwat Verma	That might be your QB login credentials, would like to know your server username
goodwinmetals.david	My email is goodwinmetals.stephanie@gmail.com
	When I clicked to chat from my Ace Cloud screen, it auto loaded David's info.
Shashwat Verma	Okay
	We have made some required changes, kindly try to access the server again and the Qb (Edited)
	Is the issue resolved?
	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

#80228 Emma Gendler

Email: romagen@yahoo.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 47 Secs

City: SAN MATEO

State: California

Country: UNITED STATES

Chat Transcript

Emma Gendler Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Emma Gendler Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Emma Gendler Restart

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

Whom Would You Like to Connect With?

Emma Gendler	Managed Security
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham accepted the chat transfer request.</i>	
<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>	
Emma Gendler	Hello Shubham, I would like to change the password to the server. What is my username?
<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
Emma Gendler	Hi Vikas
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Emma Gendler	that's what I don't know, the username
Vikas Singh Chauhan	Okay
Emma Gendler	the server name is QBNXTENT@myrealdatal.net
Vikas Singh Chauhan	Could you please confirm the account name ?
Emma Gendler	not sure which is considered the account name, the business name is CBA
Vikas Singh Chauhan	Thanks for the confirmation !
Let me check the username.	
Emma Gendler	so is the business name the same as the account name?
Vikas Singh Chauhan	Yes, both are same.
Emma Gendler	I mean, are they the same thing?
OK	
So, what is the username please?	
Vikas, are you still with me?	
Vikas Singh Chauhan	Yes, I am still here, please stay connected.
I am trying to find the account name with CBA.	
Is there any abbreviation to CBA ?	
Emma Gendler	Oh, yes: Collection Bureau of America
Vikas Singh Chauhan	Great, I see it now. Allow me 2-3 minutes.
Primary owner is [Jeff lowenstein](https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&id=2310200	
Emma Gendler	yes
Vikas Singh Chauhan	Okay
I found the username, your server just migrated to a new server last night.	

	Username :
	AccountingCBA.NENT@myrealdata.net
Emma Gendler	yes
	but I have tried this as a username with the temp password provided, and it did not work
Vikas Singh Chauhan	Did you get any email with link of password
	May I take the remote access of your local computer?
Emma Gendler	yes
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/6742373509
	Kindly paste this link in the browser of local computer and join the session.
Emma Gendler	the Join Session pop-up is blank
Vikas Singh Chauhan	Okay
	Let me share another link to connect.
	https://assist.acecloudhosting.com/join/3722093830
	Is there anything else I may help you with ?
Emma Gendler	I think that should be it
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with form.
	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/)

Vikas Singh Chauhan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80709 Maricel

Email: admin@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 49 Secs

City: NAGBUNGA

State: Zambales

Country: PHILIPPINES

Chat Transcript

Maricel	Hello, I am your Acebuddy
	hello, follow up please
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	Hold on Liza, let me check on this as there is no update from the team at the moment.
Maricel	thank you
Shubham Maurya	Thanks for your patience Liza, Just got a confirmation from team they are almost done with the backend part.
	If you want you can hold on for final approval over here or else I would be sharing it in next 5-10 minutes over mail. (Edited)
Maricel	yes sure
Shubham Maurya	Okay Liza, It's done.
	Please try to login and check.
Maricel	I'm in, thank you so much!
Shubham Maurya	Most welcome and apologies for the delay.
	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)
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a form.
	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.

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/>)

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

Shubham Maurya has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80125 Caleb Morton

Email: caleb@deltabb.com  13182458122

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: RUSTON

State: Louisiana

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select your request type.
Caleb Morton	Password Reset
Acebuddy	Please select an option below
Caleb Morton	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-requested. request is processed.
	Do you need any further assistance on the topic?
Caleb Morton	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

#80464 mariateresacastulo

Email: mariateresacastulo@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: DUHAT

State: Pampanga

Country: PHILIPPINES

Chat Transcript

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

mariateresacastulo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mariateresacastulo	I'd like to report an Issue
Acebuddy	Please select an option!
mariateresacastulo	Password Reset
Acebuddy	Please select an option below
mariateresacastulo	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?
mariateresacastulo	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

#80990 Maricel

Email: admin@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 19 Secs

City: LONGOS

State: Zambales

Country: PHILIPPINES

Chat Transcript

Maricel	Hello, I am your Acebuddy
Acebuddy	Hello Liza Joy Jimenez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Maricel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maricel	I'd like to report an Issue
Acebuddy	Please select an option!
Maricel	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Maricel	cannot connect to rdp
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Liza
Maricel	Hi, please help me connect
Sujeet Kumar Suman	I will surely help you with this issue.
	<i>6:29:45 PM Maricel is sharing a file with you image.png - (Size:18.71 KB)</i>
Maricel	Sorry, hopefully by Monday I will have my static IP
Sujeet Kumar Suman	No issue Liza, I remember your issue.
Maricel	Thank you
Sujeet Kumar Suman	As you know we need to send this IP to the NOC team for white Listing it would take some time. (Edited)
	Is there anything else I may help you with ?
Maricel	None for now
Sujeet Kumar Suman	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
Maricel	Thank you
Sujeet Kumar Suman	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

form.

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/>)

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80070 Bradon Wilson

Email: bradon@wilson1.us

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

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

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80036 Rachel Kent

Email: rachel@wisdomcpas.com

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: 37 Secs

City: WHITE CLOUD

State: Kansas

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Rachel Kent	I'd like to raise a Request
Acebuddy	Please select your request type.
Rachel Kent	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Rachel Kent	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
Rachel Kent	Yes
Acebuddy	Please wait while we connect you to our 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.
	Hello Rachel, I understand you want to access Ace server. May I know if you are looking for the server link to open from a
Rachel Kent	Hi Ashutosh! I've got a new laptop that I'm trying to my Ace Desktop to. I followed the help from the support buddy and I Microsoft RDP Generator and that worked find. I then pinned it to my task bar. When I try to access it through the task bar and to make sure the computer I'm trying to access is turned on, it gives three reasons why I may not be able to access it generator each time I want to access my Ace Desktop and would like the link to be put on my laptop desktop or in the tas
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.
	May I know if other users are able to connect with the Ace server?
Rachel Kent	Yes they are. And I can access it through the link on my large computer, but I'm trying to put it on my new laptop.
Ashutosh Mishra	This should not be the case, may I know are you connected to this chat session from your new laptop? (Edited)
Rachel Kent	Yes I am
Ashutosh Mishra	May I take the remote access of your local computer?
Rachel Kent	Yes you may
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/9672016931
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	As per discussion over the remote session, The issue is resolved by configuring the gateway settings for the new RDP on :
Rachel Kent	Thank you for resolving the issue. I appreciate your help.
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

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

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 Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80747 david

Email: david@1800safety2.com  19146983631

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: BETHESDA

State: Virginia

Country: UNITED STATES

Chat Transcript

david Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

david Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

david	I'd like to raise a Request
Acebuddy	Please select your request type.
david	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 :
david	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

#80471 Tomas Martinez

Email: tomasm@nationalstabilizers.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: AZUSA

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tomas Martinez	I'd like to raise a Request
Acebuddy	Please select your request type.
Tomas Martinez	Password Reset
Acebuddy	Please select an option below
Tomas Martinez	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-request is processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80344 shari

Email: shari@jkservicesinc.com  18054079440

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 25 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
shari	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	file won't open in Enterprise
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	We are back
shari	yes thank you
Shashwat Verma	Kindly login the server in 1 min and try to access the file
	Kindly try now
	Is the issue resolved?
shari	still giving an error
Shashwat Verma	I deeply apologize for the inconvenience caused to you.
	Allow me 5 mins
shari	ok
Shashwat Verma	Kindly accept the remote access request
	Prior providing the access, I would suggest you to close any important documents at your end.
	Is this the file?
shari	yes sorry I couldn't see the chat
Shashwat Verma	No problem

	shari	so I have a request... but if is going to pose issues I can wait
		Is it possible to change my name from Shari Bray to Shari Rogers on the logins
Shashwat Verma		For the request, we need to create the new user, as per our policy we do not edit the username due to some technical co
		Looks like your file is now upgraded to Enterprise
shari		yes now I need to fix the other logins
		and make sure they all have access correctly
Shashwat Verma		Once you have upgraded the file, it can be opened at each user end in upgraded one
shari		can the username stay the same just change the name to say Shari Rogers
Shashwat Verma		Sorry, we cannot change the user details.
shari		ok
		my other enterprise users
		the rdp files are blank
Shashwat Verma		If you want, we can get you the new user with the same configurations as the current one
shari		no that scares me lol - we have too many issues
Shashwat Verma		Okay
		Let me check
shari		I have them on my desktop now if you want to connect
		it is for aadmin and joel.b
Shashwat Verma		Okay, so you want these users too connect to JKSEEnterprise.myrealdata.net, correct?
shari		correct
Shashwat Verma		For that would like to have your local access?
		Prior providing the access, I would suggest you to close any important documents at your end.
shari		ok
Shashwat Verma		https://assist.acecloudhosting.com/join/8732812134
		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 putting it disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
		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

#80056 eminer

Email: eminer@kegtechnologies.net ☎ NA

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 51 Secs

City: EAST CHINA

State: Michigan

Country: UNITED STATES

Chat Transcript

eminer Hello, I am your Acebuddy

Acebuddy Hello Eminder, 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 When are updates processed for QB and serve

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Abhay Kumar Saraswat accepted the chat transfer request.

Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
eminer	When are security and application updates process for QB, MS and Server
Abhay Kumar Saraswat	I will be surely assisting you with this.
	Is this for account: KEG Technologies Inc ?
eminer	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	Also, could you please confirm me you name?
eminer	Erin Miner
Abhay Kumar Saraswat	Thank you for confirming.
	So, could you please elaborate more?
eminer	Are system and program updates processed every night? It looks like our software and system is not being updated when
Abhay Kumar Saraswat	Thank you for explaining.
	Please note that system and program updates, including Windows and server updates, are not applied automatically each day.
	At ACE, we follow a controlled update policy where updates are reviewed and scheduled based on Microsoft's official release calendar.
eminer	ok, so I do not have to monitor this? What about QB?
Abhay Kumar Saraswat	Yes, you don't need to worry about the MS and server updates.
eminer	And QB?
Abhay Kumar Saraswat	For QuickBooks updates, you can request us to install minor updates at any time.
	However, for major updates, we have a defined process in place, our system is configured to notify us via email from the vendor when major updates are available or the deployment of larger updates.
eminer	So I do need to monitor this. There has been a need for a critical update for the last week.
Abhay Kumar Saraswat	Not necessarily — it's actually a known glitch from Intuit . Even after QuickBooks is fully updated, it may still display a message saying an update is needed if there are pending updates.
	If you can allow me, I can check your server and the pending update on QB.
eminer	Every time we login there is a message saying an update is needed. I was able to do the updates before ACE but not can
	yes please check
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.
eminer	Thank you!
Abhay Kumar Saraswat	I apologize for any delay. Thank you for your patience.
	So, as I just checked, today Intuit released minor updates.

Please see the reference screenshot.

11:06:46 PM Abhay Kumar Saraswat is sharing a file with you
[image.png](#) - (Size:50.12 KB)

eminer It this from our program?

Abhay Kumar Saraswat These updates I can see in your QB Enterprise 2024.

This won't impact your work, but if you'd like, I can schedule the updates to run tonight after your office hours to ensure e

eminer You have to scroll to the next page to see the critical updates section.

Abhay Kumar Saraswat I actually saw that message the first time I launched QuickBooks on your server.

eminer That would be great. I get messages from my boss when these messages at login.

Can I update to QB 25 on my own or do I need to schedule it?

Abhay Kumar Saraswat No problem — I'll go ahead and schedule the update for tonight and will notify you via email once it's completed.

There is no QB 2025 desktop version launched by Intuit yet officially. (Edited)

eminer It gives me the option in my help menu

Abhay Kumar Saraswat Could you please help me with the screenshot?

Or let me show you.

11:18:05 PM Abhay Kumar Saraswat is sharing a file with you
[image.png](#) - (Size:66.64 KB)

As you can see, each version of **QuickBooks** is currently available only up to the **2024** release. There is no 2025 version time.

eminer ok, I tired to copy and paste the screenshot.

Abhay Kumar Saraswat Unfortunately, I haven't received it.

But you no need to worry.

eminer Thanks for your help today. What time will the update run and how long will it take? after 10:00pm est would work.

Abhay Kumar Saraswat We'll keep you informed as soon as we receive any updates from **Intuit** regarding the **2025** version.

You're welcome.

Yes, we'll update QB as per your given time and will update you.

Is this your registered email: **eminer@kegtechnologies.net** ?

eminer yes. thanks again for today!! have a great day!

Abhay Kumar Saraswat My pleasure to assist you.

Is there anything else I may help you with ?

eminer That is it!

Abhay Kumar
Saraswat

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

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

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/>)

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

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80317 Cesar Diaz

Email: cesar.diaz@intercentrohn.com  +50499919175

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: 28 Secs

City: CHOLOMA

State: Cortes

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	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Cesar Diaz	reboot both servers Intercentro and Intercentnew
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Cesar
	Kindly allow me two minutes to check the same.
	<i>2:07:05 AM Cesar Diaz is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:10.37 KB)</i>
	I will surely help you with this issue.
	Kindly confirm the server name on which you are facing this issue
Cesar Diaz	both server has that error
Shashwat Verma	Kindly allow me two minutes to check the same.
	We have pushed the changes from our end, and would like to reboot the server to implement the changes at your end.
Cesar Diaz	ok
Shashwat Verma	Server will be rebooted in next 5 minutes
	Once done, most probably issue will be resolved.
Cesar Diaz	great..
Shashwat Verma	Is there anything else I may help you with ?
	Shall we close this chat or wait for the process?
Cesar Diaz	nothing else, thanks
Shashwat Verma	Cesar, will follow up with you on email, if the issue still persists, you can re-initiate the chat or reply on the concerned ema

Cesar Diaz has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80895 Matt Tucker

Email: mtucker@trinitytech323.com ☎ 5804750900

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: COMANCHE

State: Oklahoma

Country: UNITED STATES

Chat Transcript

Matt Tucker	Hello, I am your Acebuddy
Acebuddy	Hello Matt Tucker, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Matt Tucker	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Matt Tucker	I'd like to report an Issue
Acebuddy	Please select an option!
Matt Tucker	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Matt Tucker	My C drive says it only has 7% left. I need you to it so I dont get these messages anymore. I pay a lot of money to you each month. I think I have reached my limit. Please find a solution and fix.
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Maurya accepted the chat transfer request.

Shubham Maurya	<p>Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.</p> <p>I will be surely assisting you with this. Kindly help me with your server name and user name?</p>
Matt Tucker	<p><i>5:41:51 PMMatt Tucker is sharing a file with you</i></p> <p><i>Low C Space.jpg - (Size:104.25 KB)</i></p>
Shubham Maurya	<p>MattTU / Trinity Technologies, LLC</p> <p>The error message you encountered is due to low space on the C drive, let me check the detailed usage and space availa</p> <p>Thank you for the information and allow 2 minutes to check the same.</p>
Matt Tucker	<p><i>5:48:02 PMShubham Maurya is sharing a file with you</i></p> <p><i>image.png - (Size:79.28 KB)</i></p> <p><i>Please review the enclosed detailed breakdown of the usage on the C: drive.</i></p> <p>If you want we can try to free up some space by removing unwanted cache and temp files to see how much that will free</p> <p>yes please do. as long as its not important files</p>
Shubham Maurya	<p>Sure, please allow me some time to check and free up some space.</p> <p>Thanks for your patience Matt, We have cleaned up some space on C drive almost 10 GB for now.</p> <p>You can also Inform users to check for Desktop, Download, Documents folder and free up unwanted data from there end.</p> <p>New Free space available on C drive is 22.6 GB.</p>
Matt Tucker	<p><i>5:59:27 PMShubham Maurya is sharing a file with you</i></p> <p><i>image.png - (Size:9.0 KB)</i></p> <p><i>Please check for C drive space.</i></p> <p>ok</p>
Shubham Maurya	<p>Thanks for your understanding with us and patience while we worked on it.</p> <p>Is there anything else I may help you with ?</p>
Matt Tucker	<p>thats it thank you</p>
Shubham Maurya	<p>Your are most welcome !</p> <p>Have a good one.</p>
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w form.</p>
	<p>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 feedback at quality@acecloudhosting.com. Thanks!</p>
	<p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace</p>
	<p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

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

Shubham Maurya has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80257 Shaugn Lindley

Email: shaugn@rrlift.com  12068178453

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 19 Secs

City: KYLE

State: Texas

Country: UNITED STATES

Chat Transcript

Shaugn Lindley	Hello, I am your Acebuddy
Acebuddy	Hello Shaugn Lindley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shaugn Lindley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shaugn Lindley	I'd like to raise a Request
Acebuddy	Please select your request type.
Shaugn Lindley	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 :
Shaughn Lindley	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Shaughn Lindley	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Shaughn Lindley	747017
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Shaughn Lindley	that is my ticket number
	I am trying to install the new user and update password. running into issues and I need help
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	Kindly allow me two minutes to check the same.
Shaughn Lindley	Password change failed for the following account(s) accounting._ - MYREALDATA - Reset Password Failed Your account is fc Administrator
Yash Kalra	Shaughn, to help me assist you better, please answer the following questions:
	1. Are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact mes 2. Are you using a Windows PC or a Mac?
Shaughn Lindley	got this message when trying to setup the password on the new "Accounting " user
	yes and i am using windows pc
Yash Kalra	Thank you for your response, please allow me 2-3 min while I am making some changes from the backend.
Shaughn Lindley	ok
Yash Kalra	May I take the remote access of your local computer?
Shaughn Lindley	yes
Yash Kalra	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/5302706727
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
Shaughn Lindley	can you see
Yash Kalra	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

#80807 jaimeflores

Email: jaimeflores@oakgroveschool.com **Phone:** 18056468236

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: OJAI

State: California

Country: UNITED STATES

Chat Transcript

jaimeflores	Hello, I am your Acebuddy
Acebuddy	Hello Jaimeflores, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jaimeflores	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jaimeflores	I'd like to report an Issue
Acebuddy	Please select an option!
jaimeflores	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jaimeflores	One of our users is locked out of her account. Did her password expire? Could you please take a look?
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Tushar accepted the chat transfer request.

Tushar

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

Hello Jaime

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

jaimeflores

Oak grove school

myrealdata\OGS-1_OGS

Tushar

Thak you for the details.

Jaime I have just checked your account no user profile is locked .

jaimeflores

great

Tushar

May I know the error message that is coming up while trying to login. (Edited)

jaimeflores

the user in question is getting a bad passwrod message when using her regular login details

username or password incorrect

Tushar

As of now no user profile is locked may be their password had expired we can't be sure about that but you can try to rese

The user profile is OGS-1_OGS correct ?

jaimeflores

yes

Tushar

Jaime as I can see you are the POC of your account with us so you will have access to MyPortal kindly login to my portal a password.

After password reset kindly try to login again.

jaimeflores

ok

Tushar

<https://myportal.acecloudhosting.com/admin>

This is the MyPortal link.

Your user name will be CID67969

Kindly try to reset the password if after reset the issue persist kindly let us know.

Is there anything else I may help you with ?

The visitor's name, email address and phone number were changed.

jaimeflores

Yes can you help me find the password reset area?

Tushar

Sure.

May I take the remote access of your local computer?

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

jaimeflores

I'm here but don't see a password reset area

OK sure

<https://myportal.acecloudhosting.com/accounts/users?userId=12271>

	its a MAC
Tushar	https://assist.acecloudhosting.com/join/8242622375
	Kindly Click on the link and open the downloaded file.
	We are connected now.
jaimeflores	Thank you
	It was hidden behind a scroll
Tushar	Kindly make new password.
	Yes
	The password is reset now.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
jaimeflores	thank you
Tushar	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.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

#80403 Jackie Burt**Email:** jackie@seiglazing.com  19057611413**Department:** Support(QB & App Hosting)**Operator:** Vikas Singh Chauhan**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 27 Secs**City:** ORANGEVILLE**State:** Ontario**Country:** CANADA**Chat Transcript**

Jackie Burt	Hello, I am your Acebuddy
Acebuddy	Hello Jackie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jackie Burt	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jackie Burt	I'd like to report an Issue
Acebuddy	Please select an option!
Jackie Burt	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jackie Burt	trying to add the application to my laptop as we are moving and the desktop will be packed away until we get to new house username and password and what i enter is seems to be incorrect but is not i dont think,
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
Jackie Burt	Good morning or afternoon whereever you are :)
Vikas Singh Chauhan	Hello Jackie, Good Afternoon !! (Edited)
	How may I assist you today ?
Jackie Burt	so we are moving and the desktop that i am using now with my ace will be packed away for about a week. I am trying to which is done i have the icon but when i go to connect it just spins then the windows security comes up and says the following these credentials will be user to connect to SRVCEExcellence.myrealdatal.net then asks for user name which is JackieBurt and

	but says invalid
Vikas Singh Chauhan	Okay Understood and thank you for the details.
	Are the same credentials working on the Desktop to connect to SRVCEExellence.myrealdata.net ?
Jackie Burt	yes but the password is hidden and i cant see what it is, and i added it in so that i dont have to type it in everyday
Vikas Singh Chauhan	Okay.
	May I take the remote access of your local laptop?
Jackie Burt	yes but how do i get you there I am typing from my desktop but the laptop is open
Vikas Singh Chauhan	Okay, I will give a link here in this chat, copy it and open it in a browser on your laptop.
Jackie Burt	thank you
Vikas Singh Chauhan	This way, I will be able to connect to the laptop
	Prior providing the access, I would suggest you to close any important documents at your end.
Jackie Burt	nothing there that is private lol
Vikas Singh Chauhan	https://assist.acecloudhosting.com/join/2982427019
Jackie Burt	thank you have it open to join
Vikas Singh Chauhan	Is it asking for any code or something ?
Jackie Burt	dont see one yet
Vikas Singh Chauhan	Okay, I see your laptop screen now, we are connected.
Jackie Burt	ok good
Vikas Singh Chauhan	Before we proceed, it is for account name Service Excellence ?
Jackie Burt	yes correct
Vikas Singh Chauhan	Okay.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	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)

Vikas Singh Chauhan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80418 sundar sundaram

Email: sundar@wizcom.com ☎ 6099369401

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: 14 Secs

City: BENSALEM

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

sundar sundaram	Hello, I am your Acebuddy
Acebuddy	Hello Sundar Sundaram, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sundar sundaram	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sundar sundaram	I'd like to report an Issue
Acebuddy	Please select an option!
sundar sundaram	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
sundar sundaram	Not able to reset my password
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>10:07:27 PM sundar sundaram is sharing a file with you image.png - (Size:122.74 KB)</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.
sundar sundaram	Hello Manish
Manish Singh	I will surely help you with this issue.
sundar sundaram	it is once again Sundar from Wizcom
Manish Singh	Yes
sundar sundaram	I got added as an Admin trying to reset my password and I got the above error message
Manish Singh	We have moved the ticket to the concerned team to add you as a Admin. Emailed you regarding the same, Sundar I have reset your password kindly check the email from support@acecloudhosting.com
sundar sundaram	I am able to login using my new password however I cannot change my password in your portal screenshot sent earlier at the time of our conv
Manish Singh	Kindly enroll using the new password given in the email. That will resolve your issue.
sundar sundaram	It keeps saying "your account is found missing in active directory
Manish Singh	May I take the remote access of your local computer?
sundar sundaram	yes
Manish Singh	https://assist.acecloudhosting.com/join/8422786064 Kindly paste this link in the browser of local computer and join the session. Prior providing the access, I would suggest you to close any important documents at your end. We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it. Once the issue is resolved, kindly give your confirmation on this chat. Is there anything else I may help you with ? Are we still connected here? Are we still connected here? Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80855 chuck

Email: chuck@echotaxaz.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

#80675 Maricel

Email: admin@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 25 Secs

City: SANTA RITA

State: Zambales

Country: PHILIPPINES

Chat Transcript

Maricel Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Maricel Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Maricel I'd like to report an Issue

Acebuddy Please select an option!

Maricel Other Issue

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

Maricel I cannot connect, follow up on my request earlier

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Vikas Singh Chauhan accepted the chat transfer request.

Vikas Singh Chauhan

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

	I will be surely assisting you with this. Kindly help me with your server name and user name?
Maricel	Yes, I just wanted to follow up my request earlier myrealdata Liza
Vikas Singh Chauhan	Kindly allow me two minutes to check the same.
Maricel	from Tax Wise Financial Services, thank you. <i>9:04:58 PM Maricel is sharing a file with you</i> <u>image.png</u> - (Size:30.04 KB) <i>This is my IP</i>
Vikas Singh Chauhan	I have checked the details and IP 223.25.58.97 is allowed now. Could you please try and check to connect via this IP now.
Maricel	ok I will try to log in
Vikas Singh Chauhan	Sure, please take your time
Maricel	Im in, thank you so much
Vikas Singh Chauhan	No worries. Is there anything else I may help you with ?
Maricel	None for now
Vikas Singh Chauhan	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 at the end of this chat. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a form. 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/)
Maricel	Likewise
Vikas Singh Chauhan	Thank you !!

Vikas Singh Chauhan has ended this chat session

Chat Transcript

Cannot connect

Visitor Details

#80278 Gina Washington

Email: ginasnumbers@yahoo.com ☎ 2818811610

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20cloud&utm_adgroup=Primary&msclkid=48c

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Gina Washington Cannot connect

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

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

Gina Washington They just fixed this yesterday and now it looks different and I cannot log on

Manish Singh accepted the chat transfer request.

Manish Singh is transferring the chat to Anurag Sharma.

Anurag Sharma declined the transfer request.

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

Let me transfer the chat to the other Engineer

Manish Singh is transferring the chat to Shashwat Verma.

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 Gina

Gina Washington Hello

Shashwat Verma I will surely help you with this issue.

	May I take the remote access of your local computer?
Gina Washington	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/1042404844
	Kindly Click on the link and open the downloaded file.
	issue resolved on remote session
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81013 staci

Email: staci@tjcpb.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Chrome OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: CUT OFF

State: Louisiana

Country: UNITED STATES

Chat Transcript

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

staci	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
staci	I'd like to raise a Request
Acebuddy	Please select your request type.
staci	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option to proceed.
staci	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
staci	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
staci	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps may help you with resolving the issue
	Was that helpful?
staci	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>Abhay Kumar Saraswat accepted the chat transfer request.</i>	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
staci	I was recently added to the account. I need to have it added to my desktop and gain access to QuickBooks. I was hoping you'd be able to log in and assist me. I've attempted many times to troubleshoot on my own.
Abhay Kumar Saraswat	I will be surely assisting you with this.
	Is this for account: Tawny Johnson CPB ?
staci	yeds
	yes*
Abhay Kumar Saraswat	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	Thank you for your patience.

As I checked, account owner **Tawny Johnson** created your account using the **MyPortal** to provide you with the RDP setup file for login?

staci

I'm not sure. can you tell me more about it so I know what I'm looking for?

Abhay Kumar Saraswat

Upon checking, I found that the account owner, **Tawny Johnson**, created your account using the **MyPortal** tool. She should have provided you with the **RDP setup file**, which allows you easily to the **ACE server** and access **QuickBooks**.

If you don't have that **RDP setup** file, you can ask her to **download** it from the same portal she created your account. Alternatively, I can assist you in creating the RDP setup file manually; however, you would need to know your server login password, which **Tawny** has.

staci

I would appreciate if you can assist me in creating the set up file manually

Abhay Kumar Saraswat

Sure, but you need to know the login password, which **Tawny** has. Has she shared it with you?

staci

I believe so. tawnytsm@gmail.com Fiscalgroup2026!

Abhay Kumar Saraswat

Great.

Let me check.

May I take the remote access of your local computer?

staci

yes

Abhay Kumar Saraswat

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

<https://assist.acecloudhosting.com/join/3182540806>

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

staci

I have to download an app?

Abhay Kumar Saraswat

Yes, please download and run the setup file so I can take remote access of your local PC and further.

staci

what do I do next

Abhay Kumar Saraswat

Go to your downloads and there you can see the setup file.

staci

I input the code

Abhay Kumar Saraswat

We are connected on the remote session and will proceed with the troubleshooting on the same. At the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, give your confirmation on this chat.

Hello Staci

staci

hey!

Abhay Kumar Saraswat

Which device you are using now?

Is this laptop or office PC?

Or some other device?

staci

it's my work laptop

Abhay Kumar
Saraswat

staci

It seems that your local IT team has restricted the control rights, and I'm unable to make a
I recently downloaded the add on
like my connection? I can switch to a public hotspot?

Abhay Kumar
Saraswat

No, that won't work. Here's what you can do — send an email to **[support@acecloudhos:
(mailto:support@acecloudhosting.com)]** requesting the RDP setup file. Once you do that, download it and share it with you.

I've ended that remote session.

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 (1-888-415-5240) if any further assistance is required.

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80849 Jessica

Email: jessica@podiumaudio.com ☎ 14153020689

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: NEWMARKET

State: Ontario

Country: CANADA

Chat Transcript

Jessica	Hello, I am your Acebuddy
Acebuddy	Hello Jessica, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jessica	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jessica	I'd like to raise a Request
Acebuddy	Please select your request type.
Jessica	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Jessica	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

#80890 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 2 Mins 21 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
krisika	Hi
	<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.
	Please let me know what issues you are facing on the server and I will be happy to assist further. <i>(Edited)</i>
krisika	Quickbook not open in all pc
	<i>2:03:39 PMkrisika is sharing a file with you</i>
	<u>17562835889588711409181317968339.jpg</u> - (Size:3.45 MB)
	<i>This error</i>
Ashutosh Mishra	I will surely help you with this issue.
	Is this the first time you are facing this issue?
krisika	No
Ashutosh Mishra	May I know if you were using any particular function or feature in QuickBooks that resulted in application freeze?
	Are we still connected here?
krisika	No function

Ashutosh Mishra	Does the application freeze issue occur at any particular time?
krisika	Any time
	Hi
Ashutosh Mishra	I was discussing this with one of the senior team members, we have run a tool to fix the issue. Please check now.
krisika	Ok
	Quickbook not open in all pc
	Check now but Quickbook not open in all pc
	<i>2:23:27 PMkrisika is sharing a file with you</i> <u>17562847716322347710835665507811.jpg</u> - (Size:5.55 MB)
	<i>Check now but this error</i>
	U can proceed the server reboot
Ashutosh Mishra	Thank you for providing the information. We are running one more tool on the server and will reboot the server after five minutes.
	Please check now.
	Tomorrow, we will also run a diagnostic tool on the server to find out the root cause of this issue.
krisika	Okay
Ashutosh Mishra	May i know if QuickBooks is working for all users now.
krisika	Quickbook working fine in all pc
	Thank you
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	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 managers can know about 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 Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80367 Lindsey Vela

Email: admin@beaconmarineelectronics.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: OXNARD

State: California

Country: UNITED STATES

Chat Transcript

Lindsey Vela Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Lindsey Vela Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Lindsey Vela I'd like to report an Issue

Acebuddy Please select an option!

Lindsey Vela QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Lindsey Vela QuickBooks Login Issue

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

Was that helpful?

Lindsey Vela	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>
Tushar	<i>Tushar accepted the chat transfer request.</i>
Lindsey Vela	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today. Hi, Tushar. I'm Randi. I should be able to have 2 users logged in at a time on our remote server now, only Joel is logged in. but Garth can't log in. This is for Quickbooks login. perhaps when i fixed joel a while ago, one too many is logged in?
Tushar	Okay I will surely assist you with this.
Lindsey Vela	JKSEEnterprise.myrealdatal.net is our server
Tushar	Thank you for these details. Kindly allow me two minutes to check the same.
Lindsey Vela	sure
Tushar	Thank you for waiting. Randi I just checked your server QuickBooks your license is for only one user this is what causing the issue.
Lindsey Vela	Ok i will see what needs to be fixed. Shari is saying that is not the case She will call over
Tushar	Okay. Is there anything else I may help you with ?
Lindsey Vela	no thank you
Tushar	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 your 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 managers can know what you think about our working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80898 accounting

Email: accounting@nxtbookmedia.com  17175750067

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: LEOLA

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

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

accounting No, That'll be all!
Acebuddy Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

need to change password

Visitor Details

#80810 amin

Email: mita.amin@greens.com 19497953202

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: IRVINE

State: California

Country: UNITED STATES

Chat Transcript

amin need to change password

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

amin ok

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

hello

Yash Kalra accepted the chat transfer request.

Yash Kalra Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you to resolve your issue.

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

amin use name mitaamin

Greens Electric IIC

Yash Kalra

Kindly allow me two minutes to check the same.

Thank you for staying connected.

Amin, as you are not enrolled on the Self-Care Portal, we kindly request you to reach out to **account owner to reset your password using MyPortal**.

Alternatively, please ask account owner to provide us with the approval for a password reset mail id **sharad.kadakia@greens.com** , and we will reset it immediately. (Edited)

amin

I am enrolled in the self care portal

Yash Kalra

Amin, let me check it once again.

Thank you for staying connected.

I have checked once again, but unfortunately, I am unable to find the username MitaAmin in enrolled users list.

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 (1-888-415-5240) if any further assistance is required.

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80392 Corne Hugo

Email: corne@pribio.co.za ☎ 0810190672

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 42 Secs

City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Corne Hugo	Hello, I am your Acebuddy
Acebuddy	Hello Corne Hugo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Corne Hugo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Corne Hugo	I'd like to report an Issue
Acebuddy	Please select an option!
Corne Hugo	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Corne Hugo	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following s help you with resolving the issue
	Was that helpful?
Corne Hugo	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you f
	<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
Corne Hugo	Good day when we want to login to QB we get this message:This action requires administrative permissions.All users experience this.
	pribio.myreldata
Ashutosh Mishra	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Corne Hugo	thanks
Ashutosh Mishra	Is this the first time you are facing this issue?
Corne Hugo	i think so
Ashutosh Mishra	Please try again.

	Corne Hugo	Ok give a moment please
	Ashutosh Mishra	Mine is working. I am just waiting for confirmation from other users
	Corne Hugo	Sure, I have also noticed that the system memory on your server is only 4GB and currently is close to 95%. I would also suggest to increase the system memory on the server if more user connects to ace server at a time.
	Corne Hugo	Ok how do we do this?
	Ashutosh Mishra	The system memory is charged at \$20 per month for 1GB each.
		If you would like to add the memory, i can do so now however to make the changes permanent require formal approval over the email.
	Corne Hugo	May this be the reason for the system being slow or sometimes for a short while irresponsible?
	Ashutosh Mishra	Yes this is one of the primary reason why a server would slow down since there wouldn't be enough memory to process multiple requests at a time.
	Corne Hugo	Ok how many extra GB would be sufficient?
	Ashutosh Mishra	The minimum i would recommend would be 3GB, that would be 1GB for each user. If you are planning to add multiple applications than i would suggest to add at least 2GB for each user which will give a total 6GB that should meet all your future requirements for three users.
	Corne Hugo	Ok can you arrange for this please?
	Ashutosh Mishra	Sure please let me know how much would you like to add?
	Corne Hugo	2GB please. Then we have the total of 6GB assuggested.
	Ashutosh Mishra	The system memory addition I have suggested does not consider the existing 4GB as it is already getting fully utilized, the suggestion is based on the additional RAM required for each user beyond the current memory that is already allocated on server.
		If you would still like to proceed with 2GB RAM addition i would be happy to assist. Memory can be added in future if required so.
	Corne Hugo	The other two users Lynette and Mechiel still receive the same error message when logging in.
	Ashutosh Mishra	Kindly allow me two minutes to check the same.
		May I take the remote access of Lynette's server?
	Corne Hugo	Ok I will let her know. What do you need from her to do this?
	Ashutosh Mishra	Prior providing the access, I would suggest the user to close any important documents at the time accept the message on screen.
		I need to verify the exact message and how the QuickBooks is accessed on the user end to identify the root cause.
	Corne Hugo	No problem. Please give her a minute. In meanwhile please confirm total extra GB then the cost suggest and what the total extra cost will be?
	Ashutosh Mishra	The minimum suggested is 3GB that would cost \$60 per month.
	Corne Hugo	Ok please proceed with that. Lynette is ready for you.

Ashutosh Mishra	Thanks for the confirmation !
	I am connected to Lynette's server and able to open QuickBooks application without any pr message.
	Please confirm with Lynette and Mechiel if the issue persists.
Corne Hugo	Will do
	They still receive the same message
Ashutosh Mishra	Yes i am checking on the server on Lynette's end.
	I will inform you about the findings.
	The client data drive space is critically low, I have added 5GB space in the drive for testing
Corne Hugo	ok
Ashutosh Mishra	Please inform Lynette to enter password.
	Are we still connected here?
Corne Hugo	Ok I will do
	She did
Ashutosh Mishra	The QuickBooks file is now opening without any issues.
Corne Hugo	Thank you, Must I confirm if the other user is able to login?
	Both of them is now connected.Thank you for your assistance. I just want to make sure tha open on multi user mode automatically from now on as well. I hade to change this on my s to try to open their file. We had an issue with this a while ago where it opens on single user
Ashutosh Mishra	I will keep the ticket open for now to confirm if the issue is recurring otherwise the issue sh reappear unless changed manually.
Corne Hugo	Ok thanks.
Ashutosh Mishra	Thank you for your patience. Please note that the E drive on the server is running critically space, I would also suggest to add storage space in the drive. Currently i have added 5GB on temporary basis.
	Is there anything else I may help you with ?
Corne Hugo	If you say temporary, is it for testing purposes for now? And for how long?
Ashutosh Mishra	Yes I have added it for testing purpose I will have to check with my manager if we can add as courtesy offer.
Corne Hugo	Thank you. Please also ask for total cost evaluation. We are experiencing a lot of economic on our side in SA.
Ashutosh Mishra	Sure I will request for any possible offers and discounts available for additional storage anc know over the email once I have received the information from them.
	Is there anything else I may help you with ?
Corne Hugo	This will be all.Thank you and have a blessed day!
Ashutosh Mishra	

Thank you, have a great day ahead.

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding 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 managers can know what you think about our working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80873 Jocelyn

Email: jjsaccounting@gmail.com ☎ 12087095347

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: REXBURG

State: Idaho

Country: UNITED STATES

Chat Transcript

Jocelyn

Hello, I am your Acebuddy

Acebuddy	Hello Jocelyn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jocelyn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jocelyn	I'd like to raise a Request
Acebuddy	Please select your request type.
Jocelyn	Password Reset
Acebuddy	Please select an option below
Jocelyn	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?
Jocelyn	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you.
	Hello Jocelyn , how are you?
Jocelyn	Dong ok
	Doing ok
	My password isn't working so I need to reset it.
	Nevermind. I got it
Anjainay Singh	That's great to hear that.
	However I will keep this ticket under observation.
	Jocelyn, Is there anything else I may help you with?
Jocelyn	No
Anjainay Singh	Please also share your positive feedback by clicking on smiling emoji.
	I will monitor the situation at my end so that you do not face same issue again.
	I will also share the ticket id with you over the mail once this chat is disconnected.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
<i>Anjainay Singh has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80634 Milan Brinek

Email: milan.brinek@bwilight.com **Phone:** 7603157808

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 31 Secs

City: MUNDELEIN

State: Illinois

Country: UNITED STATES

Chat Transcript

Milan Brinek	Hello, I am your Acebuddy
Acebuddy	Hello Milan Brinek, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Milan Brinek	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Milan Brinek	I'd like to report an Issue
Acebuddy	Please select an option!
Milan Brinek	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Milan Brinek	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represen
Milan Brinek	Cannot copy and paste text into quickbooks

Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting
Milan Brinek	sounds good
Sanyam Madan	Hello Milan
Milan Brinek	HI
	<i>Sanyam Madan is transferring the chat to Vikas Singh Chauhan.</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be ass today.
Milan Brinek	Hi Vikas
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
Milan Brinek	lets hope
Vikas Singh Chauhan	May I take the remote access of your local computer?
Milan Brinek	sure
	BWILIGHT
	user
	Evelyn Bonilla
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/2232029684
	Kindly paste this link in the browser of local computer and join the session.
Milan Brinek	done
Vikas Singh Chauhan	We are connected on the remote session and will proceed with the troubleshooting on the same. At the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly provide your confirmation on this chat.
	Is there anything else I may help you with ?
Milan Brinek	no thank you
Vikas Singh Chauhan	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 at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding 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 managers can know what is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
Thanks!

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

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

Vikas Singh Chauhan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80115 Jennifer Bock

Email: jennifer@tridentcpa.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Jennifer Bock

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Jennifer Bock

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Jennifer Bock

I'd like to raise a Request

Acebuddy

Please select your request type.

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80516 Diane Rook

Email: diane.rook@feinmetall.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: FT WORTH

State: Texas

Country: UNITED STATES

Chat Transcript

Diane Rook

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Diane Rook

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Diane Rook

I'd like to report an Issue

Acebuddy	Please select an option!
Diane Rook	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Diane Rook	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
	<i>1:36:51 AMDiane Rook is sharing a file with you Picture1.png - (Size:159.1 KB)</i>
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Diane Rook	cannot connect
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name.
	Are we still connected here?
Diane Rook	yes
Yash Kalra	Great to hear that, kindly help me with your server name and user name?
Diane Rook	my user name is Diane Rook
	I am not sure server name
Yash Kalra	Please confirm if your server name is : Feinmetall.myrealdatal.net
Diane Rook	yes
Yash Kalra	To help me assist you better, please answer the following questions:
	1. Were you able to connect to the server before, or is this your first time trying? 2. Are you using a Windows PC or a Mac?
	(Edited)
Diane Rook	I was able to connect before, even this morning, this just happened. I use Windows
Yash Kalra	May I take the remote access of your local computer?
Diane Rook	yes
Yash Kalra	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/1012997439
	We are connected on the remote session and will proceed with the troubleshooting on the same. At the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will give your confirmation on this chat.
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, please re-open the chat.

Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80175 marlina

Email: marlina@pcseinc.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 55 Secs

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

marlina Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

marlina Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

marlina I'd like to report an Issue

Acebuddy Please select an option!

marlina QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

marlina	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
marlina	i cant get signed in and i need to do payroll. please help
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
marlina	thank you.
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
marlina	You'll send me a new RDP because I was having sign on issues but I still can't sign on
Vikas Singh Chauhan	Okay, so you are unable to sign in to the server ?
marlina	yes
	I was actually able to finally sign on. it took forever, but finally did, but then there was no company file to open
Vikas Singh Chauhan	Could you please confirm me the account name ?
marlina	power control systems engineering
Vikas Singh Chauhan	Okay, so you are in the server but no company file to open, am I correct ?
	Thanks for the confirmation !
marlina	actually I signed off of the server
Vikas Singh Chauhan	Okay, allow me 5 minutes, let me connect to your server.
	Please do connect to server from your end as well.
marlina	ok
	I am signed on and it actually didn't take long.
Vikas Singh Chauhan	Okay
marlina	there is just no company to open
Vikas Singh Chauhan	May I take the remote access of your server?
marlina	yes please
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.
marlina	ok
Vikas Singh Chauhan	Do you know the exact location of the file because I see these files on the screen right now
marlina	

	i dont want me to sign on to that?
Vikas Singh Chauhan	Yes please also, I see a ticket already escalated to the concerned team for the same.
	Please allow me to check it once.
marlina	ok thank you
Vikas Singh Chauhan	We are connected on the remote session and will proceed with the troubleshooting on the same. At the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, give your confirmation on this chat.
marlina	ok thank you
Vikas Singh Chauhan	I would like to logoff from the server completely, log back in and try to access the same file. Just wanted to see if it is accessible now.
marlina	ok thank you
Vikas Singh Chauhan	Please use the red logoff button on the desktop screen.
	Great
	Please connect to the server again and see if the file is accessible now.
marlina	oh no.....i am entering the latest password that I got and it isnt working
Vikas Singh Chauhan	Please try again.
marlina	ok
Vikas Singh Chauhan	Once you enter the password, are you getting any error while connecting to server ?
marlina	yes. but I think its because the password is not working
Vikas Singh Chauhan	Could you please share the screenshot of the error.
marlina	ok one sec
Vikas Singh Chauhan	Sure
marlina	it says there was a problem connecting to the remote resource
Vikas Singh Chauhan	Okay
	Please share the screenshot of the error.
	May I take the remote access of your local computer?
marlina	yes please! i am so sorry....i dont know how to do a screen shot
Vikas Singh Chauhan	No worries.
	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/3732666834

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

I hope the file is opening without any issues now ?

marlina thank you for your help

Vikas Singh Chauhan Great

Is there anything else I may help you with ?

I will go ahead and close both the tickets which are open for your issue.

marlina ok thank you!!

Vikas Singh Chauhan I would greatly appreciate if you could spare a minute to give your valuable feedback at the chat.

You may end this chat now. Once you end this chat, you will receive an email from us regarding 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 managers can know what is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

Vikas Singh Chauhan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80063 mgosen

Email: mgosen@eternal-cosmetics.com  13052625355

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Mins 18 Secs

City: ANNAPOLIS
State: Maryland
Country: UNITED STATES

Chat Transcript

mgosen	Hello, I am your Acebuddy
Acebuddy	Hello Maria Gosen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mgosen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mgosen	I'd like to report an Issue
Acebuddy	Please select an option!
mgosen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mgosen	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
mgosen	Today I have not been able to use the transaction pro amounts to upload invoices to QB
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Maria
	How are you doing?
mgosen	hello
	thanks for help me
	Server Name: EternalCLLS.myrealdatal.net
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
mgosen	Today I have not been able to use the transaction pro amounts to upload invoices to QB
	If you want, you can connect to my desktop and see the message I have.
Sujeet Kumar Suman	Sure.

	May I take the remote access of your server?
mgosen	yes
Sujeet Kumar Suman	Kindly approve
	We are connected on the remote session and will proceed with the troubleshooting on the same. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly let me know and give your confirmation on this chat.
mgosen	ok
Sujeet Kumar Suman	Thank you for your patience.
	We are still working on your concern via remote session. Kindly stay connected on the chat.
mgosen	ok
Sujeet Kumar Suman	Thank you for your patience.
	We have made some changes from the backend. Kindly try again and let us know if you are still facing the same 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 (1-888-415-5240) if any further assistance is required.

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80185 caamitdoshi14

Email: caamitdoshi14@gmail.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 54 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

caamitdoshi14	Hello, I am your Acebuddy
Acebuddy	Hello Amit Doshi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
caamitdoshi14	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
caamitdoshi14	I'd like to report an Issue
Acebuddy	Please select an option!
caamitdoshi14	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
caamitdoshi14	Microphone not working in MS teams in RDP environment
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
	Please provide me the account name .
caamitdoshi14	Can you connect over my phone number +91 9426969071?
	Amit Doshi
Vikas Singh Chauhan	is it working on your local laptop ?
caamitdoshi14	We are not allowed to use any MS products on our local desktop
	So I am not sure about it. However, I know for sure that my microphone is working correctly
Vikas Singh Chauhan	Okay, When you are trying with any other application or on chrome, do you get any sound
	Okay
caamitdoshi14	Please connect over my phone number and then you can take control of my system to see

	issue is.
Vikas Singh Chauhan	Sure, before I arrange a call on your requested number, could you please confirm, When you get any sound on local or on chrome or any other application or on chrome, do you get any sound ?
caamitdoshi14	I do get the sound on local perfectly. Be it on chrome or any other browser
Vikas Singh Chauhan	Thanks for the confirmation !
	I am arranging a callback on your requested number in next 30 minutes.
	Is there anything else I may help you with ?
caamitdoshi14	Well I need an urgent assistance.
	I have a scheduled meeting
	Now
Vikas Singh Chauhan	Sure
	I have shared your number with senior team, they are calling you in 3-5 minutes +91 9426
	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 (1-888-415-5240) if any further assistance is required.

Vikas Singh Chauhan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80708 Carrie Giancanelli

Email: carrie@beartechalloys.com **714-550-1700**

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 18 Secs

City: UPLAND

State: California

Country: UNITED STATES

Chat Transcript

Carrie Giancanelli	Hello, I am your Acebuddy
Acebuddy	Hello Carrie Giancanelli, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Carrie Giancanelli	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Carrie Giancanelli	I'd like to report an Issue
Acebuddy	Please select an option!
Carrie Giancanelli	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Carrie Giancanelli	i need link for ace cloud to put onto desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
Carrie Giancanelli	i need to reinstall the app to my pc
Shubham Maurya	I will be surely assisting you with this Carrie. Kindly help me with your server name and user name.
Carrie Giancanelli	CarrieG_BAI
Shubham Maurya	This is your username and server name is "BeartechAlloys.myrealdatal.net" please confirm.
Carrie Giancanelli	yes
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.
	Thank you for the patience Carrie, please hold on I have download the RDP file just uploaded and share with you using wetransfer link.
Carrie Giancanelli	thank you
Shubham Maurya	https://we.tl/t-nyBxR6XuZ9

	Please download and check are you able to use it.
Carrie Giancanelli	thank you i just need to remember the password
	im in thank you
Shubham Maurya	That's great! Hop you are not facing any issue while using it Carrie?
	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 (1-888-415-5240) if any further assistance is required.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding 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 managers can know working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare (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.

Shubham Maurya has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80783 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 33 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
krisika	Hii
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
krisika	Hii
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hello Krisika
	How may I assist you today?
krisika	Can u Server reboot
Shubham Kataria	Are you experiencing any server issues that require a reboot?
krisika	Quickbook working slow in all pc
	Hi
Shubham Kataria	Kindly confirm whether all users accessing QuickBooks from the same location are experiencing slowness, or if the issue extends beyond QuickBooks as well.

	And as per the request I've already rebooted the server.
krisika	I will chek
Shubham Kataria	Alright
krisika	Ok
Shubham Kataria	Kindly confirm if its working fine or may I take the remote session of the local computer to further.
krisika	Quickbook working complete
	Thank you
Shubham Kataria	You're welcome
	May I take the remote session of the local computer to check further.
krisika	Working is fine
Shubham Kataria	Is there anything else I may help you with ?
krisika	No
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding 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 managers can know about 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 Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80455 Aman Sajwani

Email: reliable_accounting@yahoo.com  +1-(901) 881-1265

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: 52 Secs

City: OAK BROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

Aman Sajwani	Hello, I am your Acebuddy
Acebuddy	Hello Amanullah Sajwani, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Aman Sajwani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Aman Sajwani	I'd like to report an Issue
Acebuddy	Please select an option!
Aman Sajwani	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Aman Sajwani	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Aman Sajwani	My RDP's QB taxes are not updating
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 with your issue.
Aman Sajwani	I am having problem in updating Quick books payroll taxes. I have tracking number which is 1234567890.
Manish Singh	Kindly allow me two minutes to check the same.
	Yes, for that we need to know the server name as you have multiple server.
	And kindly let us know the QuickBooks version name if it is QuickBooks 2021,2022 or 2023
Aman Sajwani	its updated version of 2024

RAS18.myreldata.net

Manish Singh

Kindly allow me two minutes to check the same.

Alright, we have noted your request once the payroll is updated on QuickBooks 2024 we will resolve over the email. (Edited)

Is there anything else I may help you with ?

Aman Sajwani

yes i have two more rdps facing the same issue

RAS4New.myreldata.net

RAS19 .myreldata.net

please provide us the permanent solution every month i face these issueds

Manish Singh

Yes, Once the QuickBooks payroll is updated it will resolve for all users.

Aman Sajwani

Ok how much time it will take

Manish Singh

It will take around 1-2 hour

Once completed we will notify you over the email.

Aman Sajwani

ok thanks

Manish Singh

Is there anything else I may help you with ?

Aman Sajwani

No thanks alot

Manish Singh

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking 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 regarding 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 managers can know what you think about our working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by registering on our 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

#80037 Giancarlo Esquilin

Email: esquelin@thrivcpa.com ☎ 17874149600

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: 44 Secs

City: CULEBRA

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Giancarlo Esquilin

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Giancarlo Esquilin

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Giancarlo Esquilin

I'd like to report an Issue

Acebuddy

Please select an option!

Giancarlo Esquilin

Other Issue

Acebuddy

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

Giancarlo Esquilin

The user Adlyh Betancourt is having problems to access Excel in the cloud.

Acebuddy

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Deepak Taneja declined the transfer 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 assisting you with this issue.
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	As I can check user Adlyh, has access to MS Excel.
Giancarlo Esquilin	ok but this message appears 7:23:29 PMGiancarlo Esquilin is sharing a file with you 1_image.png - (Size:46.5 KB)
Manish Singh	May I know what error she is getting?
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it your account only?
Giancarlo Esquilin	yes, first time not for now. only adlyh
Manish Singh	Was she able to use Excel before this?
Giancarlo Esquilin	yes well, in another user. we changed usernames creating them new, since we were unable to change the username.
Manish Singh	Kindly allow me two minutes to check the same. Kindly ask her to check once.
	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 (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80925 hemrrennee

Email: hemrrennee@gmail.com **Phone:** 5412527076

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: COQUILLE

State: Oregon

Country: UNITED STATES

Chat Transcript

hemrrennee	Hello, I am your Acebuddy
Acebuddy	Hello Hemrrennee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
hemrrennee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hemrrennee	I'd like to raise a Request
Acebuddy	Please select your request type.
hemrrennee	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request. 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
hemrrennee	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
hemrrennee	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
hemrrennee	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
hemrrennee	I need a backup copy of my QB file for my accountant
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Vikas Singh Chauhan accepted the chat transfer request.

Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
hemrrennee	Hello
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name.
hemrrennee	I don't know the server name. I represent HEMR Industrial Contractors. We do have an open ticket number 756639
Vikas Singh Chauhan	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to check the same.
hemrrennee	Thank you
Vikas Singh Chauhan	I have checked the ticket number 756639, it was related to Quickbook file stuck. This issue has been resolved after server reboot.
hemrrennee	Sorry - I was given the wrong number. It should be 755627
Vikas Singh Chauhan	Could you please confirm if you need backup of Quickbook file or need the Accountant copy. Both are different.
hemrrennee	We want a backup copy
Vikas Singh Chauhan	Okay
	Could you please help me with the name of Quickbook file name and the location of the file on the server.
	Are you connected to the server ?
hemrrennee	I am
	What information can I get for you?
Vikas Singh Chauhan	May I take the remote access of your server?
hemrrennee	Yes
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.
hemrrennee	One moment
Vikas Singh Chauhan	Okay
	Are you logged in with ReneeR.Pre1@myrealdata.net ?
hemrrennee	Yes, and all else has been closed
Vikas Singh Chauhan	Please accept the prompt on the server
	Thank you !!
	Could you please show me the file location on the server.
	Are we still connected here?

hemrrennee	Yes, one moment
	Did that help?
Vikas Singh Chauhan	Yes
	Kindly allow me two minutes to check the same.
	I have highlighted the backup file which we just created.
hemrrennee	Okay, it's been awhile... How do I get the backup onto my system?
Vikas Singh Chauhan	Let me help you with transfer of this file.
	Please enter this verification code 3VGDSX
	You will get a link in your email now and you can download the file from there.
hemrrennee	would you like me to confirm?
Vikas Singh Chauhan	Yes please
hemrrennee	just a moment
Vikas Singh Chauhan	Sure, please take your time
hemrrennee	Yes, I received it. Thank you very much!@
Vikas Singh Chauhan	No worries
	Is there anything else I may help you with ?
hemrrennee	Not at this time. Have a great rest of your day.
Vikas Singh Chauhan	Have a good one.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at th chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regar 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 managers can kno working. I will appreciate that. or you may send your feedback at quality@acecloudhosting Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfca (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge

Vikas Singh Chauhan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80035 Test Account

Email: test@test.com ☎ +917878787878

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: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

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

test has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80603 mike.redner

Email: mike.redner@mastercraftusa.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: NEWBURGH

State: New York

Country: UNITED STATES

Chat

Chat Transcript

mike.redner	Hello, I am your Acebuddy
Acebuddy	Hello Mike.redner, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mike.redner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mike.redner	I'd like to report an Issue
Acebuddy	Please select an option!
mike.redner	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mike.redner	When one of our employees print he gets an Incorrect License Key or demo evaluation expired across my pages
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Maurya accepted the chat transfer request.</i>	
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be as you today.
mike.redner	Hello Shubham
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user

mike.redner	The server name should be Onfloor Technologies and the user name is Jimmy
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.
mike.redner	No problem, thank you
Shubham Maurya	Thank you for the patience Mike.
	May I take the remote access of your local computer?
mike.redner	Yes you can
Shubham Maurya	https://assist.acecloudhosting.com/join/7882555810
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
	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 managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our 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.
mike.redner	You too thanks for your help

Shubham Maurya has ended this chat session

