

Visitor Details

#83661 eric

Email: eric@totalfeeds.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: 2 Mins 37 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

eric	Hello, I am your Acebuddy
Acebuddy	Hello Eric Anderson, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
eric	Technical Support (QB & App Hosting)
Acebuddy Welcome to Ace Support.	
Please chose an option :	
eric	I'd like to report an Issue
Acebuddy	Please select an option!
eric	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
eric	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
eric	QB is creating duplicate Sales Order Numbers when importing orders from NowCommerce and SPS Commerce.
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Maurya accepted the chat transfer request.

eric Step 1: Verify the Sales Order Numbering Settings in QuickBooks QuickBooks assigns sequential Sales Order numbers automatically when creating Sales Orders. Check the last Sales Order number. Also, look at the existing Sales Order list: Go to Lists > Sales Orders. Imports in QuickBooks: Cross-check imported Sales Orders to identify which NowCommerce Sales Orders might be triggered. Selected for Sales Orders: If enabled, QuickBooks generates numbers sequentially. If numbering overlaps, adjust the number sequence, QuickBooks may recycle or duplicate existing numbers for newly created orders. To fix this: Edit the Sales Order SO1251. Save the changes. Force QuickBooks to Use New Numbers: After adjusting the sequence, QuickBooks will conflict with QuickBooks, adjust how the incoming numbers are treated during the import. Check Import Options in NowCommerce: QuickBooks is configured to "accept but modify" imported Sales Order numbers. Enable Unique Numbering from NowCommerce: Prevent Overlapping Numbers: Set NowCommerce to check for duplicates in QuickBooks before importing. Test: Export a Small Batch of Sales Orders from NowCommerce: Choose 2-5 orders with unique numbers (e.g., SO1251, SO1252). The numbering sequence occurs in QuickBooks. Step 5: Disable Manual Edits to Sales Order Numbers: If QuickBooks users inadvertently change the assigned numbers, ensure they cannot do so. Preferences tab. Ensure users cannot change the assigned numbers unless absolutely necessary. Step 6: Automation via NowCommerce: These tools can: Enforce unique numbering based on QuickBooks' sequence. Allow for deeper customization without duplicates. Track Sales Order numbers in both QuickBooks and NowCommerce for proper alignment. If you have any more questions, post them and interact with other QuickBooks users. Thank you, Syed Intuit QuickBooks Desktop Support

From QB Support

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

eric It's a pattern every time. When I run the NC adapter or SPS adapter, QB duplicates the last 2 SO's, then proceeds with the rest.

The last SO's are 18388, 18389, 18389, 18390, 18390, 18391, 18392

SO's are correct, just the number is duplicated.

Shubham Maurya We completely understand the issue you're experiencing with duplicated Sales Order numbers in your QuickBooks file. However, we can't provide specific guidance for third party adapters.

That said, we can suggest a few basic troubleshooting steps:

>> Try running the process using a different QuickBooks file to check if the issue persists.

>> Perform a Verify and Rebuild on the affected company file, then test again.

We wish we could assist you further on this, but Intuit Support will be able to provide much more accurate and detailed guidance.

Just for the verification your business name is : Total Feeds Inc

CID75475

Is it correct?

eric Yes

Eric Anderson has ended this chat session

Visitor Details

#83325 nelly

Email: producemolina@gmail.com ☎ 404-363-8110

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: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

nelly	Hello, I am your Acebuddy
Acebuddy	Hello Nelly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
nelly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
nelly	I'd like to report an Issue
Acebuddy	Please select an option!
nelly	Password Reset
Acebuddy	Please select an option below
nelly	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
	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

Visitor Details

#83379 Rachel Agnew

Email: rachel@securitylogisticsnm.com  15054596918

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: 33 Secs

City: LOS LUNAS

State: New Mexico

Country: UNITED STATES

Chat Transcript

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

Rachel Agnew	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>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.
Rachel Agnew	Hello,
Ashutosh Mishra	Hello Rachel, I will be surely assisting you with this. Kindly help me with your server name and user name?
Rachel Agnew	We are getting the below message when trying to open QBs SLogistics Username: Rachel Agnew Message is: this action requires Windows administrator permissions
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
Rachel Agnew	All users
Ashutosh Mishra	Is this the first time you are facing this issue?
Rachel Agnew	Yes If we hit continue it says there was a problem opening our company file. Error codes: (-12, 0)
Ashutosh Mishra	Thank you for providing the details. I will surely help you with this issue. May I take the remote access of your server?
Rachel Agnew	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end. Please enter password.
	We will have to reboot the server.
Rachel Agnew	ok
Ashutosh Mishra	Thanks for the confirmation ! Please login after two minutes, I will be closing your server session.
Rachel Agnew	ok thank you
Ashutosh Mishra	Please login now.
Rachel Agnew	Logging in now
Ashutosh Mishra	The QuickBooks file is accessible now.
Rachel Agnew	Thank you for the help
Ashutosh Mishra	Is there anything else I may help you with ?

Rachel Agnew

No thank you

Ashutosh Mishra

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

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

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

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

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

Ashutosh Mishra has ended this chat session

Visitor Details

#83417 Nick Vogel

Email: nick@elmbrookcpas.com  14142547592

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 44 Secs

City: BROOKFIELD

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Nick Vogel

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Nick Vogel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nick Vogel	I'd like to raise a Request
Acebuddy	Please select your request type.
Nick Vogel	Printer/Scanner Addition
Acebuddy	Please select your desired option :
Nick Vogel	Printer Addition
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge base.
	Once the local client has been installed, Please try printing from the server and select 'Uniprint' option from the printers listed.
	Do you need any further assistance on the topic?
Nick Vogel	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Nick Vogel	I am trying to download Canopy Desktop Assistant which will allow us to print from Lacerte to Canopy, however, it just is not showing up.
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
Nick Vogel	Okay
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this.
Nick Vogel	thank you
Abhay Kumar Saraswat	Is this for account: *Elmbrook CPAs & Advisors*?
Nick Vogel	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	Is this issue occurring only for you, or are other users on the server also experiencing it?
Nick Vogel	no one else has tried.
	but most likely everyone
Abhay Kumar Saraswat	Okay.
	And since when have you been facing this?
Nick Vogel	just tried today
Abhay Kumar Saraswat	Okay.

Saraswat	Ok.
Nick Vogel	I also tried yesterday sorry
Abhay Kumar Saraswat	Is this the first time you're trying this option, or are you facing this issue for the first time today? Was it working fine before?
Nick Vogel	First time every trying.
	I just need this application downloaded to see can print tax returns to our new practice management software.
Abhay Kumar Saraswat	Do you have the setup file for this to download? <i>11:12:55 PMNick Vogel is sharing a file with you</i> <u>image.png</u> - (Size:24.72 KB)
Nick Vogel	it is just sitting at this screen
Abhay Kumar Saraswat	Are you downloading this on ACE server or on your local PC?
Nick Vogel	ace server because that is where lacerte is
Abhay Kumar Saraswat	Then you won't be able to download it because the user doesn't have permission to install new software or applications on the ACE server.
	I understood.
Nick Vogel	what is the process to getting this installed then?
Abhay Kumar Saraswat	I would like to request you to inform your primary points of contact — Franklin , Michael , or Eric — to send us an email with the file path.
	Please also provide the file path where the setup file is located. Once we receive approval from the mentioned POCs , we will proceed with the installation.
	Are we still connected here?
	Are we still connected here?
Nick Vogel	I think i figured it out now.

Nick Vogel has ended this chat session

Visitor Details

#83769 TanyaKandlikar

Email: tanya@duraamen.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: PORT JERVIS

State: New York

Country: UNITED STATES

Chat Transcript

TanyaKandlikar Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Visitor Details

#83321 jessica squire

Email: jessica.squire@asgsolutions.us  3523034429

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: 31 Secs

City: WILDWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

jessica squire	Hello, I am your Acebuddy
Acebuddy	Hello Jessica Squire, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jessica squire	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jessica squire	I'd like to report an Issue
Acebuddy	Please select an option!
jessica squire	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jessica squire	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jessica squire	ticket number 796378
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	Hello Jessica, I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	We had completed repair and reinstallation for Office 365 on the server.
	Please let us know if the same error persists?
jessica squire	yes i am still unable to email reports from inside quickbooks
	I've also tried just opening Outlook on the server side to send a test email and also get an error message there when click
Ashutosh Mishra	We regret the inconvenience caused due to this.
	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
	Are we still connected here?
jessica squire	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.

Please perform the task to identify the current behaviour of the Outlook.

Thanks for the confirmation !

Jessica, I will be escalating this concern since this is a persistent issue, and prior troubleshooting has not been effective. C

jessica squire

ok ty

Ashutosh Mishra

Thank you for your patience.

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

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

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

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

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

Ashutosh Mishra has ended this chat session

Visitor Details

#83507 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 28 Secs

City: ANAND

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>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Krisika. How are you doing?
krisika	Quickbook not open in all users
	Only baroda location
Yash Ahi	I will surely help you with this issue.
	Could you please confirm the business or server name?
krisika	Priorware.myrealdata.net
	Priorware
Yash Ahi	Alright, do you want me to reboot the server?
krisika	Yes
Yash Ahi	Alright, I am rebooting the server, please allow me a minute.
krisika	Ok
	Server reboot process finish ?
	?
Yash Ahi	I deeply apologize for the no response Krisika.
	There was some technical issue at my end.
	Yes the server is now rebooted.
krisika	Ok

Yash Ahi	You can login and check if it working fine.
krisika	Quickbook working fine now in all users
	Thank you
Yash Ahi	Alright Krisika. Thankyou for the confirmation.
	No problem.
	Is there anything else I may help you with ?
krisika	No
	Thank you
Yash Ahi	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	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/)

Yash Ahi has ended this chat session

Visitor Details

#83210 Steve Frisbie

Email: sfrisbie@ifsgroupusa.com **Phone:** 18165478338

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: TARPON SPRINGS

State: Florida

Country: UNITED STATES

Chat Transcript

Steve Frisbie	Hello, I am your Acebuddy
Acebuddy	Hello Steve Frisbie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Steve Frisbie	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Steve Frisbie	I'd like to report an Issue
Acebuddy	Please select an option!
Steve Frisbie	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Steve Frisbie	My RDC can not connect to the server.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Steve. How are you doing today?
Steve Frisbie	No good. I can not connect to the server. I've restarted my internet connection and restarted my computer but I keep getting disconnected.
	<i>3:46:53 PM Steve Frisbie is sharing a file with you</i>
	<i>image.png - (Size:58.2 KB)</i>
Yash Ahi	I will surely help you with this issue Steve.
	Kindly allow me two minutes to check the same.
Steve Frisbie	ok
Yash Ahi	Could you please try now?
Steve Frisbie	ok, trying
	It worked! What was I doing wrong?
Yash Ahi	Actually your session was in disconnected state, you didn't closed your session properly using the logoff button.
	So, I logged you off from the backend, and you are now able to login.
Steve Frisbie	Ok, thanks. Any other advice?

Yash Ahi	No problem Steve. Just one suggestion, whenever you are closing the server session, use the logoff button on your desktop.
Steve Frisbie	Ok, thanks. Bye
Yash Ahi	You are welcome.
	After this chat you will get the reference ticket ID
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the reference ticket ID.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Ahi has ended this chat session

Visitor Details

#83835 mike

Email: mike@backstoptax.com  6026867247

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 29 Secs

City: SEASIDE

State: Oregon

Country: UNITED STATES

Chat Transcript

mike	Hello, I am your Acebuddy
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mike	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mike	I'd like to report an Issue
Acebuddy	Please select an option!
mike	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mike	Monitors
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sourav Chhikara accepted the chat transfer request.</i>
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.
mike	ok
Sourav Chhikara	Mike, could you please elaborate your concern? How may I help you?
mike	I can no longer use all 3 monitors when I remote in. 803684 is the last ticket for this. Last person couldn't fix it Communicating via my local laptop, fyi
Sourav Chhikara	Sure, I can help with that. Let me look into it for you.
	Please allow me a moment to check.
mike	I am also logged into the server
Sourav Chhikara	Sure Mike, allow me 2 mins to check the details.
	May I take the remote access of your local computer?
mike	sure
Sourav Chhikara	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/1752186193
	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
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and sur

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

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

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

Sourav Chhikara has ended this chat session

Visitor Details

#83419 Matthew Orth

Email: morth@menkeco.com  3197532000

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: MOLINE

State: Illinois

Country: UNITED STATES

Chat Transcript

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

Matthew Orth	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 :
Matthew Orth	Restart
Acebuddy	Hello Matthew Orth, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Matthew Orth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Matthew Orth	I'd like to raise a Request
Acebuddy	Please select your request type.
Matthew Orth	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
Matthew Orth	Setback
Acebuddy	Please select your request type.
Matthew Orth	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 :
Matthew Orth	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Visitor Details

#83181 bwalliser1

Email: bwalliser1@comcast.net ☎ 303-880-9556

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: SCOTTSDALE

State: Arizona

Country: UNITED STATES

Chat Transcript

bwalliser1 Hello, I am your Acebuddy

Acebuddy Hello Bwalliser1, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

bwalliser1 Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

bwalliser1 I'd like to report an Issue

Acebuddy Please select an option!

bwalliser1 QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

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

Visitor Details

#83292 Keith Keith Wolff

Email: keith@postranchinn.com ☎ 13106258184

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Keith Wolff	Hello, I am your Acebuddy
Acebuddy	Hello Kwolff, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Keith Wolff	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Dev Dubey declined the transfer request.</i>
	<i>Aayush Verma accepted the chat transfer request.</i>
Keith Wolff	Need to add a user to Post Ranch Inn
Aayush Verma	Sure, I will transfer this chat to our support team. They will assist.
	<i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i>
Keith Wolff	thank you
	<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.
Keith Wolff	we need to add a user to our Post Ranch server - her name is Elsa Woerner and email is ewoerner@passportresorts.com
Abhay Kumar Saraswat	Sure, I will be surely assisting you with this.
Keith Wolff	she needs adobe, quickbooks enterprise, microsoft office 365 (she has an E1 license)
Abhay Kumar Saraswat	As I checked, you have an admin rights on MyPortal tool and you can add/remove the user, reset their password, downlc
	Can I assist you to create her profile via MyPortal tool?
Keith Wolff	yes
Abhay Kumar Saraswat	Please copy this link and paste it into your local PC/laptop browser: MyPortal - Ace Cloud Hosting - Login

Keith Wolff	I am not sure of my username for Post Ranch - we also have Wolff Urban as a different server
Abhay Kumar Saraswat	Your username is: CID75134
	If you have never logged in before, please reset it by clicking on ' Forgot Password ' .
	Do you need to add another user on your other server?
Keith Wolff	i found it
Abhay Kumar Saraswat	So, were you able to find the option to add the user? <i>The visitor's name and email address were changed.</i>
Keith Wolff	I am logged in...
Abhay Kumar Saraswat	Great.
	You can enter the details there and create the new user profile accordingly.
Keith Wolff	ok - I will let you know if I have any issues
Abhay Kumar Saraswat	Sure. Do I need to stay on the chat, or should we close this if you don't need any further assistance?
	You're always welcome to contact us again anytime.
	Are we connected, Keith?
	Are we still connected here?
	Are we still connected here?

Abhay Kumar Saraswat has ended this chat session

Visitor Details

#83780 Thomas Walter

Email: twalter@paradisepay.net ☎ 903-920-0091

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: JACKSONVILLE

State: Texas

Country: UNITED STATES

Chat Transcript

Thomas Walter	Hello, I am your Acebuddy
Acebuddy	Hello Thomas Walter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Thomas Walter	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Thomas Walter	I'd like to report an Issue
Acebuddy	Please select an option!
Thomas Walter	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Thomas Walter	I can not get through to my account.
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.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	<i>10:47:13 PM Thomas Walter is sharing a file with you</i>
	<i>image.png - (Size:63.62 KB)</i>
	Thank you for the information, please allow few minutes to check the same.
	Thanks for the patience, we can see that your user profile is active and server is also accessible. Please reset your password.
	Click on "Forgot your password?" >>enter username "TomW" >>reset your password.
	Please let me know in case if you face issue while performing steps, we can help for the same using remote session of your system.
	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)

Shubham Maurya has ended this chat session

Visitor Details

#83580 Matt Longhofer

Email: mattl@propertytaxfunding.com  2149604101

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Matt Longhofer Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Matt Longhofer Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Matt Longhofer I'd like to report an Issue

Acebuddy Please select an option!

Matt Longhofer Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Matt Longhofer	My password is valid, but it seems to work sporadically.
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Adarsh Singh accepted the chat transfer request.</i></p>	
<p>Adarsh Singh Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.</p>	
Matt Longhofer	OK. I'm having trouble logging in. My password only works some of the time
Adarsh Singh	I will surely assist you with the issue.
<p>Could you please let me know if the issue is with your server ResolutionF.myrealdata.net ?</p>	
Matt Longhofer	yes
Adarsh Singh	Could you please let me know the error which you are getting and the workflow when you are facing issue with your pass
Matt Longhofer	I get a login attempt failed. But I know I'm entering the correct password.
<p><i>2:42:30 AM Matt Longhofer is sharing a file with you</i></p> <p><i>Screenshot 2025-11-12 151208.jpg - (Size:30.06 KB)</i></p>	
Adarsh Singh	Could you please confirm when was the last time you were able to sign in to the server?
Matt Longhofer	I was able to sign in this morning. but I've been having the issue of the last few days.
<p>I just tried signing in again and it's not working.</p>	
Adarsh Singh	May I take the remote access of your local computer?
Matt Longhofer	yes
Adarsh Singh	Prior providing the access, I would suggest you to close any important documents at your end.
<p>https://assist.aceclouddhosting.com/join/1752044832</p> <p>Please use above link to connect with me.</p>	
<p>We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our support team.</p>	
<p>As you issue has been resolved hence based on your confirmation we are processing to close the case.</p>	
<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.</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 appreciate your cooperation.</p>	
<p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)</p>	
<p>For self-help, check out our Knowledge Base (https://www.aceclouddhosting.com/knowledgebase/)</p>	

Adarsh Singh has ended this chat session

Visitor Details

#83686 mike

Email: mike@backstoptax.com  6026867247

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 11 Secs

City: SEASIDE

State: Oregon

Country: UNITED STATES

Chat Transcript

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

mike	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mike	I'd like to report an Issue
Acebuddy	Please select an option!
mike	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mike	I have a 2nd PC I'd like to be able to use for work and need help install
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
mike	Hello Shubham
Shubham Kataria	Hello Michael
	I will be surely assisting you with this. Kindly help me with your server name and user name?
mike	Oh...you always ask and I never know. Backstop Tax LLC is the company name.
Shubham Kataria	Thank you for the information.
	To download the RDP file, you may use MY portal
	or we can connect over the remote and help you to download the RDP file
mike	That would be great. I'm communicating via the 2nd PC. I'm also connected on my primary PC
Shubham Kataria	No problem, I will help you out. Lets connect over the remote on new pc
	May I take the remote access of your local computer?
mike	Yes please
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
mike	All set.
Shubham Kataria	https://assist.acecloudhosting.com/join/5592941699
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting
	Thank you for your patience.
	As per our remote conversation your RDP set up has been completed.
	Is there anything else I may help you with ?
mike	For this PC (2nd), I can just use the shortcut in explorer, correct?
Shubham Kataria	On the second PC, I have saved the RDP file on your desktop. you may use it from there.

mike	Thank you very much
Shubham Kataria	you're welcome
	Is there anything else I may help you with ?
mike	No thanks. This is perfect.
Shubham Kataria	you're welcome, happy to assist you
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
mike	Will do
Shubham Kataria	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

Visitor Details

#83644 Jackie Burt

Email: jackie@seiglazing.com  19057611413

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: DUNDALK

State: Ontario

Country: CANADA

Chat Transcript

Jackie Burt	Hello, I am your Acebuddy
Acebuddy	Hello Jackie Burt, 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	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jackie Burt	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the	
<i>Ended due to chat idle timeout</i>	

Visitor Details

#83304 SHANNON SOUTHWORTH

Email: ssouthworth@ccpnw.org  3603749340

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: 13 Secs

City: MORTON

State: Washington

Country: UNITED STATES

Chat Transcript

SHANNON SOUTHWORTH	Hello, I am your Acebuddy
Acebuddy	Hello Shannon Southworth, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
SHANNON SOUTHWORTH	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
SHANNON SOUTHWORTH	I'd like to report an Issue
Acebuddy	Please select an option!
SHANNON SOUTHWORTH	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
SHANNON SOUTHWORTH	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
SHANNON SOUTHWORTH	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>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Hello Shannon , how are you ?
SHANNON SOUTHWORTH	I need assistance putting our remote server on my laptop please
Anjainay Singh	Sure Shannon I understand your request.
	Could you please confirm whether you are trying to connect to server from Laptop for first time?
SHANNON SOUTHWORTH	no i have the server on it already but the shortcut no longer works
Anjainay Singh	Thankyou for your confirmation.

	May I take the remote access of your local computer?
SHANNON SOUTHWORTH	yes
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
SHANNON SOUTHWORTH	ok
Anjainay Singh	https://assist.acecloudhosting.com/join/8452839616 (Edited)
	Please paste above URL in your local browser and download the remote file.
	Select the remote file and click on accept and continue.
	We are connected.
	As per discussion over the remote session, The issue is resolved.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Visitor Details

#83771 Griselda Hernandez

Email: info@pie-ventures.com  7244672058

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: IRVING

State: Texas

Country: UNITED STATES

Chat Transcript

Griselda Hernandez

Hello, I am your Acebuddy

Acebuddy	Hello Griselda Hernandez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Griselda Hernandez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Griselda Hernandez	I'd like to raise a Request
Acebuddy	Please select your request type.
Griselda Hernandez	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 :
Griselda Hernandez	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Visitor Details

#83646 MARK RHODES

Email: markr@transdiesel.net  14074662029

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: 23 Secs

City: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

MARK RHODES	Hello, I am your Acebuddy
Acebuddy	Hello Mark Rhodes, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
MARK RHODES	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
MARK RHODES	I'd like to report an Issue
Acebuddy	Please select an option!
MARK RHODES	Password Reset
Acebuddy	Please select an option below
MARK RHODES	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?
MARK RHODES	Yes
Acebuddy	Please wait while we connect you to our 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.
MARK RHODES	I am being locked out every day this week
Shashwat Verma	Hello Mark
MARK RHODES	my hosting password will take then it will kick me off then not take my password and lock me out several times a day
Shashwat Verma	I will surely help you with this issue.
	Have to tried to reset the password from myportal?
MARK RHODES	can you please let me know fix this issue
	yes it will not allow me to
	I get get into the portal but its locked out
Shashwat Verma	When the last time you were able to access the server?
MARK RHODES	yesterday
	then it locked me out in the afternoon and this morning
Shashwat Verma	Okay

	May I take the remote access of your local computer?
MARK RHODES	yes please do
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/9842231722
	Kindly Click on the link and open the downloaded file.
MARK RHODES	this is causing me delays in my business and i get kicked off all the time
Shashwat Verma	Will resolve all the issue today only
	Be assured!
	Kindly access this link
	As per the remote session, able to login the server
	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 copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Visitor Details

#83463 Maricel

Email: admin@taxwisecorp.com

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: 29 Secs

City: OLONGAPO

State: Zambales

Country: PHILIPPINES

Chat Transcript

Maricel	Hello, I am your Acebuddy
Acebuddy	Hello Maricel, 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	Hello, I cannot log in to RDP due to change in IP Address
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>
	<i>Sanyam Madan is transferring the chat to Shashwat Verma.</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 Maricel
Maricel	Hello, Kindly whitelist this IP so I can connect to RDP. 124.104.218.0
Shashwat Verma	I will surely help you with this issue.
	Do you have any ongoing ticket id for the same issue?
Maricel	No, I don't have any ticket yet
Shashwat Verma	Kindly allow me two minutes to check the same.
	Is that the static IP for Rameshwar?
Maricel	No, for Maricel
Shashwat Verma	Okay, Maricel, we have found one of the similar kind of ticket id #795953, kindly email us the same request from support zack@taxwisecorp.com

	Will get this done for you
Maricel	Rameshwar is one of our staff as well.
Shashwat Verma	Got it
	We require an email confirmation due to security reasons.
	Hope you understand!
Maricel	No, worries. You can use admin@taxwisecorp.com
	Should I email support@acecloudhosting.com?
Shashwat Verma	Yes
	Kindly authorize the same from zack@taxwisecorp.com, as this is the only email address registered with us.
Maricel	Noted. I'll cc him in the email
Shashwat Verma	Sure
	Is there anything else I may help you with ?
Maricel	No, that's all
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Visitor Details

#83406 Emily Cuellar

Email: ecuellar@starchase.com

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: 12 Secs

City: OAK BROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

Emily Cuellar	Hello, I am your Acebuddy
Acebuddy	Hello Emily Cuellar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Emily Cuellar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Emily Cuellar	I'd like to report an Issue
Acebuddy	Please select an option!
Emily Cuellar	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Emily Cuellar	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>7:52:10 PM Emily Cuellar is sharing a file with you image.png - (Size:16.72 KB)</i>
	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 Emily
Emily Cuellar	hello
Shashwat Verma	I will surely help you with this issue.
	Is this the first time you are facing this issue?
Emily Cuellar	no, i contacted ace yesterday and they had me remove and add my email again to send forms and it worked for a little bu
Shashwat Verma	Okay, When the last time you were able to send email from QB?

Emily Cuellar	yesterday at 4:16pm est
Shashwat Verma	Thanks for the confirmation !
	May I take the remote access of your local computer?
Emily Cuellar	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/3942361470
	Kindly Click on the link and open the downloaded file.
	Kindly access the link above
	As per the remote session, issue resolved and will update the Qb from backend
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Visitor Details

#83779 Ezra Dilger

Email: reception@rortax.com ☎ 7633189052

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Ezra Dilger

Hello, I am your Acebuddy

Acebuddy	Hello Ezra Dilger, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ezra Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ezra Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Ezra Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ezra Dilger	Lacerte 24 needs an update
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sourav Chhikara accepted the chat transfer request.</i>
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.
Ezra Dilger	Hello
	Looks like Lacerte 24 needs an update facilitated
Sourav Chhikara	I will be surely assisting you with this.
Ezra Dilger	Thank you!
Sourav Chhikara	Please allow me a moment to check the details.
	Kindly allow me 5 mins to proceed with update of Lacerte 2024.
Ezra Dilger	Thank you!
Sourav Chhikara	I can see that 1 user is logged in to the server "Wendy" could you please ask to sign off the server so that I can update?
Ezra Dilger	I am asking her now
Sourav Chhikara	Sure
Ezra Dilger	Ok, I think she is away from the work station
	I'm going to say that you can boot her if necessary
Sourav Chhikara	No worries I am signing her out to update.
Ezra Dilger	Thank you
Sourav Chhikara	My pleasure Ezra, I am running the update. Please bear with me. (Edited)
	It's updating right now. Will take another 5-7 mins.
Ezra Dilger	Ok!
Sourav Chhikara	Ezra update is successfully completed.

Ezra Dilger	Thank you!
Sourav Chhikara	Is there anything else I may help you with ?
Ezra Dilger	No, that will be all. Much appreciated
Sourav Chhikara	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and sur
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Sourav Chhikara has ended this chat session

Visitor Details

#83237 shylesh viswanathan

Email: shylesh@rockstarbookkeeping.com  13108506091

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: REDONDO BEACH

State: California

Country: UNITED STATES

Chat Transcript

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

shylesh viswanathan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shylesh viswanathan	I'd like to raise a Request
Acebuddy	Please select your request type.
shylesh viswanathan	Change in Applications
Acebuddy	Please select your desired option!
shylesh viswanathan	Application Addition
Acebuddy	Please select your Application
shylesh viswanathan	Other Application
Acebuddy	<p>Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address as we will require it to proceed.</p> <ul style="list-style-type: none"> • Application name and version • Setup/Installer download link (if any) • Activation Code / License information • Any other info/guide needed to install the application. <p>We will update you via email once the installation is complete.</p>
	Application Addition usually takes 1-2 Hour(s)
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Visitor Details

#83199 hala.mikati.dalloul

Email: hala.mikati.dalloul@gmail.com ☎ 18183264538

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: 42 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

hala.mikati.dalloul	Hello, I am your Acebuddy
Acebuddy	Hello Hala.mikati.dalloul, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
hala.mikati.dalloul	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Dikshant Yadav accepted the chat transfer request.</i>
hala.mikati.dalloul	hi, i need one more user to our server and one more seat on quickbooks enterprise
Dikshant Yadav	Hello Hala
	For adding additional seat to your QuickBooks license, you need to directly connect with Intuit
	For additional user on the server, I am transferring this chat to our support team and they will be assisting you further
hala.mikati.dalloul	i bought enterprise through you guys
Dikshant Yadav	Yes Hala, I can see that. But for any change in user seats, you need to connect with Intuit directly. We are the resellers for
hala.mikati.dalloul	yes i know
	will i get the same discount?
Dikshant Yadav	As Intuit takes care of any user addition or change in QuickBooks version, you can reach them directly
	Unfortunately, there is no discounts of any user seat addition on the license
	It's only a one-time reseller discount on the first time license purchase
hala.mikati.dalloul	okay. let's add the user
	<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</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 Hala
hala.mikati.dalloul	hi shashwat

	need to add one more user
Shashwat Verma	I will surely help you with this issue.
	We recommend you to use myportal to add the user
hala.mikati.dalloul	what is myportal?
Shashwat Verma	It is the portal manage to add and remove user by the owner of the account
	Username of the portal is the CID of your account that is CID71564
	And for the password you can use forgot password option
	Kindly use myportal.acecloudhosting.com
hala.mikati.dalloul	never used that before. should i go on that on my RDP?
Shashwat Verma	Kindly open this link on the web browser
	Shall I show you the same on remote session?
	Or you would like to try from your end?
hala.mikati.dalloul	let me try to do it from the browser on my RDP
Shashwat Verma	Let me know if you need any help
hala.mikati.dalloul	that didnt work. does that reset my password on my RDP too?
Shashwat Verma	No the password for the portal and the rdp are two different ones
	May I take the remote access of your local computer?
hala.mikati.dalloul	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
hala.mikati.dalloul	okay
Shashwat Verma	https://assist.acecloudhosting.com/join/1312093769
	Kindly Click on the link and open the downloaded file.
	<i>The visitor's name was changed from hala.mikati.dalloul to Hala Dalloul.</i>
	As per the remote session, issue is resolved
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Shashwat Verma has ended this chat session</i>



Visitor Details

#83685 Karin Newburger

Email: knewburger@hansenrealtyervices.com  7087692030

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: 1 Min 25 Secs

City: FT MYERS

State: Florida

Country: UNITED STATES

Chat Transcript

Karin Newburger	Hello, I am your Acebuddy
Acebuddy	Hello Karin Newburger, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Karin Newburger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Karin Newburger	I'd like to report an Issue
Acebuddy	Please select an option!
Karin Newburger	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Karin Newburger	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Karin Newburger	I seem to be missing an updated company file? I opened it and the transactions are from 2020?
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	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. I will be surely assisting you with this. Kindly help me with your server name and user name?
Karin Newburger	Bradley Center Management khansen
Shubham Maurya	Thank you for the information, other user also facing same issue or is it just for you?
Karin Newburger	I am really the only one who logs in. Our accountnats have the other login info just me and it looks like just one file The file name is John Hansen Revocable Trust
Shubham Maurya	Alright, we can try to restore the file for you using last saved backup. Please let us know the exact file location and name so that we can check it from backend.
Karin Newburger	Client Data- John- John Hansen Revocable Trust its strange. The qbw file also says 2020
Shubham Maurya	Thanks for the confirmation ! E:\Client Data\restored file Please open this restored file and check 9/9/2025 was the last date which was available to restore
Karin Newburger	I am checking. The date is correct. I just got an error message. Let me try again I am having trouble locating the file?
Shubham Maurya	Alright, please hold let me check it again. John Hansen Revocale Trust (8945) (Backup Jan 30,2024 10 56 AM) This is the backup file found on server which was last backed up. When was the last time you used this file?
Karin Newburger	Sometime the first few days of November maybe the 9th I reconciled with the bank
Shubham Maurya	Alright, what we can do we can restore data for date of 9th November 2025 for you in this case using our backend team,
Karin Newburger	That's fine as long as this is the only file restored
Shubham Maurya	Is there any other specific date also which you want to mention to restore backup?
Karin Newburger	I can recreate anything after the 9th. That account doesnt have a lot of transactions
Shubham Maurya	Noted that ! We appreciate your cooperation and understanding on this Karin. We will mail you the details after this chat along with the ticket number for this request.

	Is there anything else I may help you with ?
Karin Newburger	thank you
	just confirming that this is the only file?
	that you will restore
Shubham Maurya	Data will be restored completely for that date, but If you want we will only give you this particular file as per your request
Karin Newburger	OK thank you. I have worked on most of the other files so I dont want them restored
Shubham Maurya	No worries, other files will remain same as it is. Only a file copy will be given to you at a separate location on server.
Karin Newburger	Can you let me know the location when it is done?
Shubham Maurya	Yes sure, we will give you the file location as well in that confirmation mail once the file is restored. If you want you can ask it to be restored on a specific location too.
Karin Newburger	I would like it restored to Client Data- John with the other files
Shubham Maurya	Noted that well, we will make a folder named "restored data" for easy navigation in this location once the task is completed.
Karin Newburger	ok that you
Shubham Maurya	Is there anything else I may help you with ?
Karin Newburger	that is all for today
Shubham Maurya	Thanks for your patience with us Karin, Have a good one !
	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 the discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	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 Maurya has ended this chat session

#83584 Kimberly Mallard**Email:** kim@mallardcpa.com  2524122533**Department:** Support(QB & App Hosting)**Operator:** Adarsh Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Min 33 Secs**City:** GREENVILLE**State:** North Carolina**Country:** UNITED STATES**Chat Transcript**

Kimberly Mallard	Hello, I am your Acebuddy
Acebuddy	Hello Kimberly Mallard, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kimberly Mallard	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kimberly Mallard	I'd like to report an Issue
Acebuddy	Please select an option!
Kimberly Mallard	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kimberly Mallard	unable to login to virtual server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Adarsh Singh accepted the chat transfer request.</i>
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.
Kimberly Mallard	Okay. I'm unable to login to my server. I'm receiving the following message.
	<i>3:48:45 AM Kimberly Mallard is sharing a file with you</i>
	<i>image.png - (Size:46.27 KB)</i>
Adarsh Singh	I understand that you are unable to sign in to the ACE server. Could you please let me know if you are referring to KimMal
Kimberly Mallard	Yes. I am. This happened two times yesterday as well and I had to reach out those times too. Why does it keep doing this?
Adarsh Singh	Apologies for the experience you had Kimberly. I will make sure that you will be able to sign in to the server without any is

	Could you please let me know when was the last time you were able to sign in to the server?
Kimberly Mallard	yesterday maybe around 3:00 pm est. right after the the second chat
	are you there?
Adarsh Singh	Yes Kimberly, Could you please let me know when was the last time you were able to sign in to the server?
Kimberly Mallard	Yesterday, around 3:53 pm eastern standard time.
Adarsh Singh	Thanks for the information. As i can your user account is in locked state resulting which you are not able to get into the se
Kimberly Mallard	I have only logged in once since getting off yesterday
Adarsh Singh	To unlock your account please navigate to link - ACE Cloud Hosting and choose " Account Locked out " option to unlock yo
	Please let me know if you need any assistance in between ?
	Are we connected ?
	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)

Adarsh Singh has ended this chat session

Visitor Details

#83888 Kimberli Arcadia

Email: accounting@nhvi.com ☎ 15303551298

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Mins 55 Secs

City: REDDING

State: California

Country: UNITED STATES

Chat Transcript

Kimberli Arcadia	Hello, I am your Acebuddy
Acebuddy	Hello Kimberli Arcadia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kimberli Arcadia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kimberli Arcadia	I'd like to raise a Request
Acebuddy	Please select your request type.
Kimberli Arcadia	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 :
Kimberli Arcadia	Restart
Acebuddy	Hello Kimberli Arcadia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kimberli Arcadia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kimberli Arcadia	I'd like to report an Issue
Acebuddy	Please select an option!
Kimberli Arcadia	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kimberli Arcadia	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kimberli Arcadia	I am getting a PS038 error. QuickBooks support tried to fix it for 2 hours yesterday and could not. I am trying to login to W
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sourav Chhikara accepted the chat transfer request.</i>
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.
	Sure, I can help with that. Let me look into it for you.
Kimberli Arcadia	thank you.
Sourav Chhikara	Kimberli could you provide me the ticket number on which you were connected to support team for 2 hours yesterday?
Kimberli Arcadia	From Quickbooks? ugh...I clicked out in frustration. let me see if they sent me an email

Sourav Chhikara	No worries, let me assist you with this.
Kimberli Arcadia	May I take the remote access of your local computer?
Sourav Chhikara	sure
Sourav Chhikara	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/8182789068
	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 in touch with our support team.
	<i>11:30:56 PM Sourav Chhikara is sharing a file with you image.png - (Size:38.11 KB)</i>
	<i>Hi Kimberli, updates are going on. It will take some more time.</i>
	Meanwhile your C drive had less space about 7% of free space so I have deleted temporary files and cache to create space.
Kimberli Arcadia	ok thank you
Sourav Chhikara	As discussed over the remote chat, we will arrange callback in 4 hours with intuit.
	Is there anything else I may help you with ?
	Is this your direct number to contact? 15303551298
	are we connected?
Kimberli Arcadia	yes
Sourav Chhikara	Please confirm.
Kimberli Arcadia	yes
Sourav Chhikara	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and 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 cooperation.
	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/)
Kimberli Arcadia	you too
Sourav Chhikara	Thank you Kimberli for your time!

Sourav Chhikara has ended this chat session

Visitor Details

#83645 Jackie Burt

Email: jackie@seiglazing.com ☎ 19057611413

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: 26 Secs

City: DUNDALK

State: Ontario

Country: CANADA

Chat Transcript

Jackie Burt	Hello, I am your Acebuddy
Acebuddy	Hello Jackie Burt, 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	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jackie Burt	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Jackie Burt	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

Acebuddy (bot) forwarded the chat request

Shubham Maurya accepted the chat transfer request.

Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jackie Burt	one sec I get that
Shubham Maurya	Take your time please.
Jackie Burt	jackieburt@myrealdata.net Jackie
Shubham Maurya	Thanks for the confirmation !
	Please check now we have manually disconnected QB session from backend.
Jackie Burt	thank you trying now
Shubham Maurya	Most welcome !
Jackie Burt	oh thank you fixed. much appreciated
Shubham Maurya	We have also added "QBReload - Shortcut" Icon on desktop, please pin that on taskbar so that in future if face same issue
	Is there anything else I may help you with ?
Jackie Burt	nope everything now is functioning again
Shubham Maurya	Good to see that, Have a good one Jackie !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Maurya has ended this chat session

#83364 MARK CURTIN**Email:** mjc@transitionautomation.com  19786492400**Department:** Support(QB & App Hosting)**Operator:** Sujeeet Kumar Suman**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Mac OS**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 12 Secs**City:** NEW YORK**State:** New York**Country:** UNITED STATES**Chat Transcript**

MARK CURTIN	Hello, I am your Acebuddy
Acebuddy	Hello Mark Curtin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
MARK CURTIN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
MARK CURTIN	I'd like to report an Issue
Acebuddy	Please select an option!
MARK CURTIN	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
MARK CURTIN	Ticket no;797150 is not resolved. i wish you would test the action you take - our Outlook express cannot open emails, can
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 Sujeeet Kumar Suman. I will be assisting you today.
	Hello Mark
MARK CURTIN	hello
Sujeet Kumar Suman	How are you doing?
MARK CURTIN	not well, sorry i don't have time for pleasantries. Also - it feels like i am communicating with a robot so i don't like this.
	We already reported this problem two times, got action but Ace did not test the solution and problem still is on-going.
Sujeet Kumar Suman	I completely understand, and I'm sorry this experience has been frustrating. Could you please share the details of the pro

	I deeply apologize for the inconvenience caused to you.
MARK CURTIN	Already shared, why do you ask for the same info again? outlook does not work. Ace reinstalled it but it still doesn't work.
Sujeet Kumar Suman	Got it. Kinldy allow 2 minutes to check the same.
	Thank you for your patience.
	May I take the remote access of your local computer?
MARK CURTIN	yes
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2322052213
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.
	Please stay connected; we are working remotely on the issue.
	Please stay connected; we are working remotely on the issue
	Thank you for your patience.
MARK CURTIN	this is a serious problem - i'm dissapointed that the Ace service is not stable and has not stopped our business operations has stopped our business operations!
Sujeet Kumar Suman	As we tried to resolve your issue during the remote session but were unsuccessful.
MARK CURTIN	ok, we will be planning to hire and move our account - we cannot tolerate this kind of failure and inability to fix a problem
Sujeet Kumar Suman	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.
	We will escalate this case to our next-level team. They will reach out to you at 978-512-1922 between 9:00 AM and 5:00 PM .
	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).

Sujeet Kumar Suman has ended this chat session

Hello, I've g

Visitor Details

#83481 Palmer

Email: brayden.palmer.cpa@outlook.com  4352656043

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: SMITHFIELD

State: Utah

Country: UNITED STATES

Chat Transcript

Palmer Hello, I've got my RDP setup but whenever I try to connect I get error code: 0x3000008

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

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

Palmer Hello!

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 Palmer

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?

Palmer I just got my RDP setup today as I'm a new employee. I believe my account is the only one affected.

Shashwat Verma Okay, could you please confirm the name of your company or the CID of your account?

Palmer Yes, the CID is CID72915

Shashwat Verma May I take the remote access of your local computer?

Palmer Yes

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

<https://assist.acecloudhosting.com/join/1742801576>

Kindly Click on the link and open the downloaded file.

As per the remote session issue resolved by resetting the password by selfcare portal

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

Shashwat Verma has ended this chat session

Visitor Details

#83220 Ezra Dilger

Email: reception@rortax.com  7633189052

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: 8 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

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

Ezra Dilger	Lacerte 2024 needs an update
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 Ezra
Ezra Dilger	Hi there
Shashwat Verma	I will surely help you with this issue.
	Shall we schedule it in off hours as it require server reboot too?
Ezra Dilger	Let's do it now
Shashwat Verma	Okay
	Kindly logoff the server for next 20 mins
Ezra Dilger	Ok, sounds good
Shashwat Verma	Will initiate the lacerate update from backend and will let you know on email
Ezra Dilger	Thank you!
Shashwat Verma	Is that work for you?
Ezra Dilger	Yes
Shashwat Verma	Is there anything else I may help you with ?
Ezra Dilger	No, that will do, thank you
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Visitor Details

#83320 Maricel

Email: admin@taxwisecorp.com

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: 35 Secs

City: PICO

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	Cannot log in to RDP due to change on IP address
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Maricel	myrealdatal.net/Maricel. username is Maricel
	Kindly whitelist this new IP address 119.94.185.77
Ashutosh Mishra	Thank you for providing the details.
	Please allow me to inform we would need the request to be sent on email and an approval from registered contact email
	After this chat I would request the approval from Zack and forward this to relevant team for whitelisting the IP.
Maricel	okay thank you. How long does it usually take?

Ashutosh Mishra	This would take at least 24 hours, once it is whitelisted we will inform you over the email.
Maricel	Okay noted. Hopefully it gets done sooner. Really need to connect to RDP. Thanks
Ashutosh Mishra	Rest assured we will provide prompt updates for this.
	Is there anything else I may help you with ?
Maricel	No, that's all. Thanks
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Visitor Details

#83621 Robert Zeigen

Email: rzeigen@szcpa.tax ☎ 15613920620

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

Robert Zeigen	Hello, I am your Acebuddy
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert Zeigen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Zeigen	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Zeigen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Robert Zeigen	I am troubleshooting Canopy on Ace cloud. I was advised to unintsall and then reinstall Canopy. I was able to do the unintsall
Acebuddy	Please wait while we connect you to a Support Representative
	<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.
	I will be surely assisting you with this.
	<i>10:35:36 PM Robert Zeigen is sharing a file with you image.png - (Size:67.84 KB)</i>
	If there is no one on server then surely you can click on "Restart".
Robert Zeigen	If I check task manager it looks like just me
Abhay Kumar Saraswat	Then please go ahead.
Robert Zeigen	Actually, my mistake. Staff are on there. Do I ask them to log off?
Abhay Kumar Saraswat	Yes.
	Ask them to save their work and then they can logoff.
	Kindly confirm whether there's an existing ticket for this issue or if it has been raised with us previously.
Robert Zeigen	It shows support is on as well. Can I still restart?
	Hwello?
Abhay Kumar Saraswat	Could you please share the screenshot with me?
Robert Zeigen	I have many tickets about this

10:40:31 PM Robert Zeigen is sharing a file with you
[image.png](#) - (Size:18.36 KB)

Abhay Kumar Saraswat

Let me check this.

Robert Zeigen

Main one is 779373

Abhay Kumar Saraswat

It seems that someone is looking something into your ticket.

Kindly allow me two minutes to check the same.

Robert Zeigen

You can check ticket 801681

Abhay Kumar Saraswat

Sure.

Robert Zeigen

brb

Abhay Kumar Saraswat

Thank you for your patience.

I checked the ticket and found that our engineer had emailed you to arrange a three-way call with **Canopy** Support.

And you want then I can restart the server for you.

Robert Zeigen

okay

Yes, Canopy does not work with third parties

So that cannot happen

Should I just click restart or should I logoff and you will do it?

Abhay Kumar Saraswat

You can click it.

Robert Zeigen

The box closed so I can't. Please do the restart

Abhay Kumar Saraswat

Sure.

Robert Zeigen

Then do this:

Then reinstall the Drive by following the directions here.

<https://support.getcanopy.com/en/articles/9376218-install-the-canopy-virtual-drive>

Abhay Kumar Saraswat

Sure.

Kindly allow me few minutes to restart.

Server rebooted.

Robert Zeigen

Thank you

Did you reinstall

Abhay Kumar Saraswat

Where I can find this option?

Robert Zeigen

The link doesn't open?

10:55:36 PM Abhay Kumar Saraswat is sharing a file with you

[image.png](#) - (Size:2.96 KB)

Do I need to access this to install?

No, that is a different app

Abhay Kumar Saraswat

That link is showing the steps to download Virtual drive.

Robert Zeigen

Yes, that is what is being reinstalled.

Canopy Desktop Assistant is a different app

Abhay Kumar Saraswat

Okay.

10:57:10 PM Abhay Kumar Saraswat is sharing a file with you

[image.png](#) - (Size:43.01 KB)

Where I can find this?

Robert Zeigen

I gave you the web link

<https://support.getcanopy.com/en/articles/9376218-install-the-canopy-virtual-drive>

Abhay Kumar Saraswat

This link directs me to a webpage that provides the steps to download the virtual drive.

Robert Zeigen

yes, that's correct.

Abhay Kumar Saraswat

Let me check.

Robert Zeigen

If you can't I can do it

Abhay Kumar Saraswat

Please go ahead.

Robert Zeigen

Okay, it is reinstalled

Abhay Kumar Saraswat

Great.

Please let me know if I can assist you anywhere.

Robert Zeigen

I will go back to my testing . thx

Abhay Kumar Saraswat

Sure.

Do I need to stay here with you?

Robert Zeigen

No, thank you . good by

Abhay Kumar Saraswat

Okay.

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

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

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

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

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

Visitor Details

#83665 eric

Email: eric@totalfeeds.com

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

eric Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

eric Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

eric I'd like to report an Issue

Acebuddy Please select an option!

eric QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
eric	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
eric	Install QuickBooks ToolHub. Rebuild Data
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p>	
<p><i>Luv accepted the chat transfer request.</i></p>	
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.
	Kindly allow me two minutes to check the same.
	Meanwhile may i have your account and server name?
eric	OK
	Total Feeds. Where is the serer name?
Luv	Okay, let me check the server name on my end
	Alright give me a few i am going to install qb toolhub on the server and once it is done, i will update you please stay conn
eric	OK
Luv	do you see the shortcut on your desktop now?
eric	Yes
Luv	Do you want me to paste the shortcut for every user or just for you?
eric	Just me
Luv	Okay, I downloaded the latest version and it should work fine, is there anything else i can assist you with?
eric	No, thank you.
Luv	Thank you for your patience, you have a wonderful day ahead.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Luv has ended this chat session

Visitor Details

#83392 Jonathan Wol

Email: jwol@pillarhouseusa.com  18475939080

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: REEDSVILLE

State: Ohio

Country: UNITED STATES

Chat Transcript

Jonathan Wol	Hello, I am your Acebuddy
Acebuddy	Hello Jonathan Wol, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jonathan Wol	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jonathan Wol	I'd like to raise a Request
Acebuddy	Please select your request type.
Jonathan Wol	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 :
Jonathan Wol	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Visitor Details

#83522 lijun

Email: lijun@lyhcpa.com ☎ 13134330711

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: NOVI

State: Michigan

Country: UNITED STATES

Chat Transcript

lijun	Hello, I am your Acebuddy
Acebuddy	Hello Lijun, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
lijun	Technical Support (QB & App Hosting)
Acebuddy Welcome to Ace Support.	
Please chose an option :	
lijun	I'd like to raise a Request
Acebuddy	Please select your request type.
lijun	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re
Do you need any further assistance on the topic?	
lijun	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Visitor Details

#83505 itsupport

Email: itsupport@advancefinserv.com  918887771848

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: 2 Mins 9 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript

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

itsupport	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Shubham Maurya	<i>Shubham Maurya accepted the chat transfer request.</i>
itsupport	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
itsupport	please check the ticket number: 799315
Shubham Maurya	Sure, please hold one let me check it.
itsupport	Sure
Shubham Maurya	Thanks for the patience, we have checked that last information shared regarding QB License Purchase Query Please note that the payment has been declined.
	Let me check with the billing team if there is any update on it.
	Thanks for the patience, we can see that last update on billing ticket #796032 : We would like to inform you that the payment has been declined. A <i>hard decline</i> occurs when the issuing bank does not approve the transaction. This type of decline represents a permanent rejection of the payment attempt. Please contact your bank directly for further details or to resolve the issue. Once resolved, you may attempt the payment again.
	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)

Shubham Maurya has ended this chat session

I need help

Visitor Details

#83712 ray

Email: marian@mainstaynantucket.com ☎ 5187089262

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: https://www.acecloudhosting.com/contact-us/?utm_source=google&utm_medium=cpc&utm_campaign=Branded&utm_term=ace+cloud+hosting&utm_adgroup=Core_Brand_Terms&utm_device=1N4QAvD_BwE

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Mins

City: NANTUCKET

State: Massachusetts

Country: UNITED STATES

Chat Transcript

ray I need help getting an employee on the hosted environment

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

I will be glad to assist you with your requirements, Ray.

ray great thank you, i have an employee here next to me with his laptop and we need to get him on the hosted environment

Amit Do you currently hold an account with us or you are looking for a complete new setup.

ray we are account holders

Amit Oh thats great.

Can I have the name of the company which is registered with us.

ray Mainstay Inc

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

Shashwat Verma accepted the chat transfer request.

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

Hello Ray

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

Visitor Details

#83890 Daniel Ayzenberg

Email: daniel@cpa-esq.com  718431319

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Daniel Ayzenberg	Hello, I am your
Acebuddy	Hello Daniel Ayz
	Whom Would Yo
Daniel Ayzenberg	Technical Suppc
Acebuddy	Welcome to Ace
	Please chose ar
Daniel Ayzenberg	I'd like to raise a
Acebuddy	Please select yo
Daniel Ayzenberg	Other Request
Acebuddy	Please drop an e
	technicians will
	If you are facing
Daniel Ayzenberg	Yes, I'm facing i
Acebuddy	Please select ar
Daniel Ayzenberg	Other Issue
Acebuddy	Please specify t
Daniel Ayzenberg	Drake hosted re
Acebuddy	Please wait whil

Acebuddy (bot)

Adarsh Singh ac

Adarsh Singh Thank you for c

Daniel Ayzenberg Thanks

Do you have the

let me know

it is Drake hoste

Adarsh Singh I understand tha

Daniel Ayzenberg yes

Adarsh Singh Could you pleas

Daniel Ayzenberg Login attempt f

i am putting the

Adarsh Singh As well as pleas
snapshot with u

11:49:47 PM Da
[Screenshot 202](#)

Daniel Ayzenberg this is what I ge

my partner gen

Username: Mich

Adarsh Singh Thanks for the c

Daniel Ayzenberg ok

Adarsh Singh Could you pleas

Daniel Ayzenberg ok

one moment

Adarsh Singh Take your time.

Daniel Ayzenberg works now

Adarsh Singh Perfect please le

Daniel Ayzenberg all good

thanks

no

Adarsh Singh Feel free to end
share your thou

You may end th

conversation, al

I request you to
working. I will a
Thanks!

Note: You may c
(<https://selfcare>

For self-help, ch

Adarsh Singh ha

Visitor Details

#83605 erin

Email: erin@advocate-accounting.com 

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 37 Secs

City: BELLEVUE

State: Washington

Country: UNITED STATES

Chat Transcript

erin	Hello, I am your
Acebuddy	Hello Erin, I'm y
	Whom Would Yc
erin	Technical Suppc
Acebuddy	

Welcome to Ace

Please chose ar

erin I'd like to report

Acebuddy Please select ar

erin Other Issue

Acebuddy Please specify t

erin I keep getting k

Acebuddy Please wait whil

Acebuddy (bot)

Shubham Maury

Shubham Maurya Thank you for c
today.

I will be surely a

5:14:56 PMerin
image.png - (S

erin this keeps happ

I've already talk
stops accepting

and why it ALW

Shubham Maurya I completely un
causing tempor
hold on let me c

erin why is it even re

I go months wit
deadline it just :

if you dont cour
was for the exac

does youy syste

This nearly dest
spend hours eve
extensive record

Im feeling very
couldn't continu

I LOVE that you

but I dont know

Shubham Maurya <https://we.tl/t-7I>

we completely i
for the repeatec
issue with ticket
something we v

Let's focus on g
interruptions. W

erin uit is a constant

Shubham Maurya Please download
active and work

erin so i have to res

this is so exha

Shubham Maurya No, just download

May I take the r

erin I literally think I
dont have tim e

you cannot take

Shubham Maurya I completely un
as quickly as pc

<https://assist.ac>

Kindly paste thi

Prior providing t

erin no, stop asking.

and the passwo

and now i have

ok ok not 100 b

Shubham Maurya Sorry for that pl
want Erin.

erin I did.

and I have man

i just get the sa

the one that wo

Shubham Maurya If you'd like, we
incorrect" mess

erin yes. Ive been as

your product is

Shubham Maurya

Please stay con

3ee10V#5TFyD

please use this

We will make su
error message v

erin

maybe. It accep
of time asking f

outrside of the j
before it will act

this is one of th

5:39:21 PMerin
[image.png](#) - (S/

so..... this is also
in eventually.

so Ill try that no

three attempts

So what did you

If I get locked ou

Shubham Maurya

Glad to hear yo
detailed report o

We do really app
few more hours
possible.

erin

So i've been tol

Shubham Maurya

So that you can

Will make sure t

erin

So did you reset

Shubham Maurya

For now, please
necessary steps

erin

can you please

did you change

Shubham Maurya

Yes, self care pc

erin

thank you for yo

I'd rather have a
breaks rarely bu

I appreciate you

i will go update

Shubham Maurya Glad to hear that
patience and ur

erin I truly don't bla

Shubham Maurya I completely un
necessary chan

Are we still conr

Are we still conr

erin yes but dont ne

have a good niç

or day whatevg

Shubham Maurya Thank you for c

Shubham Maurya

Visitor Details

#83846 William Mays

Email: it@grafbro.com  17404643070

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 52 Secs

City: SOUTH SHORE

State: Kentucky

Country: UNITED STATES

Chat Transcript

William Mays	Hello, I am your
Acebuddy	Hello It, I'm you
	Whom Would Yo
William Mays	Technical Suppc
Acebuddy	Welcome to Ace
	Please chose ar
William Mays	I'd like to report
Acebuddy	Please select ar
William Mays	Other Issue
Acebuddy	Please specify t
William Mays	Following up on
Acebuddy	Please wait whil
	<i>Acebuddy (bot)</i>
Sourav Chhikara	
Sourav Chhikara	Thank you for c
William Mays	Hello
Sourav Chhikara	I will be surely a
William Mays	one moment ple
Sourav Chhikara	Sure, also could
	<i>The visitor's name</i>
William Mays	kelly.n@myrealo
Sourav Chhikara	Thank you for s
William Mays	The issue is we an error stating
	<i>1:02:47 AMWilli image (8).png -</i>
	I sent a screens
Sourav Chhikara	I have gone thro check.
William Mays	Kelly is logged i
	Im sitting with k

Sourav Chhikara	Okay allow me ;
William Mays	No problem
	do you want hel
Sourav Chhikara	Yes please.
	Please bear with
William Mays	No worries, take
	do you want hel
Sourav Chhikara	yes please
	Could you pleas
William Mays	Yes, one second
Sourav Chhikara	Sure.
	could you pleas
William Mays	Nope, it's not re
	Okay that looks
Sourav Chhikara	there you go, c
	wait, let me log
William Mays	Thank you so m
	okay sounds go
	She is signing b
Sourav Chhikara	okay
William Mays	back to same is
Sourav Chhikara	okay let me che
	when was the la
William Mays	Never, she is a
Sourav Chhikara	okay
	is there any list
	access?
William Mays	yeah, one mom
	GB_Tim@myrea
	he has access a
	Tim already has
Sourav Chhikara	Sure let me che

could you please

William Mays

yup, I'm going to

Sourav Chhikara

sure

she didn't have

William Mays

I figured it had

Sourav Chhikara

okay

William Mays

Looks like it is w

thank you so much

Sourav Chhikara

Is there anything

William Mays

Nope that is all

Sourav Chhikara

I am glad to know

Thank you for calling

Once you end the call, provide ticket number and

I request you to work on it. I will appreciate your help. Thanks!

Note: You may click on the following link to self-care portal (<https://selfcare.msexpresslogistics.com>)

For self-help, check the following links:

Sourav Chhikara

Visitor Details

#83872 Joanne

Email: msexpresslogistics@gmail.com 

Department: Support(QB & App Hosting)

Operator: Luv

Website: https://www.acecloudhosting.com
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 52 Secs
City: DULUTH
State: Georgia
Country: UNITED STATES

Chat Transcript -----

Joanne	Hello, I am your
Acebuddy	Hello Joanne, I'r
	Whom Would Yo
Joanne	Technical Suppc
Acebuddy	Welcome to Ace
	Please chose ar
Joanne	I'd like to report
Acebuddy	Please select ar
Joanne	QuickBooks Issu
Acebuddy	What type of Qu
Joanne	QuickBooks Log
Acebuddy	I understand tha
	help you with re
	Was that helpfu
Joanne	No
Acebuddy	No issues, please
	<i>Acebuddy (bot)</i>
	<i>Luv accepted th</i>
Luv	Thank you for c
Joanne	Hello Client ID -
	When users try
	permission" and
	is it happening :
Luv	How are you?
	Kindly allow me

number for it?

Joanne Ticket ID: 80555

Luv Okay give me 2

Joanne Okay

Luv I am working or

Joanne okay

Luv I am logging int

Joanne the computer I'm
computers

Luv okay, May I kno

I only see 1 use

Joanne Jen.a

Luv Can you please
Qb admin as we

Joanne okay i'm in

no Jen.a is not a

Luv Thanks, I am co

Joanne i think it's worki

we couldn't log

we can now

why does this k

Luv Okay, Yeah its ir
too, I am going

8:47:20 PM Luv,
[MyPortal-v2.pdf](#)

Joanne Do you know hc

Luv As per the last t
those changes?

Yeah I know.

Do you want me

Joanne yes because we

It seems like thi

Luv *Open QuickBoo
Go to the *File*
Select *Close C

*Set Multi-User
On the login scr
mode."*
This ensures Qu
*Verify Multi-Us
Go to *File > Ut
If you see *Host
If you see *Stop
Following these
properly configu

Note: We have
However, users
Mode manually

okay they will h
again that is wh

Joanne okay then i will

Thank you!!

Luv Yeah so that QB

is there anythin

Joanne that'll be all!

thank you so m

Have a good da

Luv Thank you for y

I would greatly :
smileys at the e

You may end th
conversation, al

I request you to
working. I will a
Thanks!

Note: You may c
(<https://selfcare>

For self-help, ch

Luv has ended t

Visitor Details

#83798 davis

Email: davis@straighttalkcpas.com ☎ 637

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: GUADALUPE

State: Alajuela

Country: COSTA RICA

Chat Transcript

davis	Hello, I am your
Acebuddy	Hello Davis, I'm
	Whom Would You Like To Chat With?
davis	Technical Support
Acebuddy	Welcome to AceCloud
	Please choose a request type.
davis	I'd like to raise a ticket.
Acebuddy	Please select yes or no.
davis	Other Request
Acebuddy	Please drop an attachment if any.
	If you are facing any issue, kindly describe it.
	As we haven't got any issue, kindly re-initiate the ticket.
	Ended due to client's inactivity.

Ended due to client's inactivity.

Visitor Details

#83501 KEITH

Email: ks.partsfast@gmail.com ☎ 713320

Department: Support(QB & App Hosting)

Operator: Sujet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 20 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

KEITH	Hello, I am your
Acebuddy	Hello Keith, I'm
	Whom Would You Like To Chat With?
KEITH	Technical Support
Acebuddy	Welcome to AceCloud
	Please choose an issue you are facing.
KEITH	I'd like to report a problem with my QB.
Acebuddy	Please select an issue type.
KEITH	QuickBooks Issues
Acebuddy	What type of QuickBooks issue are you facing?
KEITH	Other QB related issues
Acebuddy	Please specify the issue you are facing.
KEITH	reboot.

Acebuddy	Please wait whil
Acebuddy (bot)	
Sujeet Kumar Suman	Sujeet Kumar Suman
	Thank you for c today.
	Hello Keith
KEITH	its keith again v parts.myrealdat
Sujeet Kumar Suman	Yes, I rememb
	Thank you for th
KEITH	im logging out r
Sujeet Kumar Suman	Thanks for that.
KEITH	very sorry. there
Sujeet Kumar Suman	The server has l
KEITH	ok. no wrries
Sujeet Kumar Suman	It's okay, it's ou
	Server is back c
KEITH	ok thank you go
Sujeet Kumar Suman	Most welcome k
	Is there anythin
KEITH	noo
Sujeet Kumar Suman	Thanks for the c
	I would greatly i smileys at the e
	Thank you for c
	You may end thi conversation, al
	I request you to working. I will a Thanks!
	Note: You may c (https://selfcare
	For self-help, ch
KEITH	yes

Visitor Details

#83469 Padmapriya

Email: padmapriya@banyanbotanicals.co

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudhosting.co>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: FLOWER MOUND

State: Texas

Country: UNITED STATES

Chat Transcript

Padmapriya	Hello, I am your
Acebuddy	Hello Padmapriy
	Whom Would Yo
Padmapriya	Technical Suppc
Acebuddy	Welcome to Ace
	Please chose ar
Padmapriya	I'd like to raise a
Acebuddy	Please select yo
Padmapriya	Other Request
Acebuddy	Please drop an
	technicians will

If you are facing

Padmapriya No, That'll be al

Acebuddy Thank you for c

Acebuddy has e

Visitor Details

#83714 Jenny McCord

Email: officeadmin@creativebs.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: SAVANNAH

State: Georgia

Country: UNITED STATES

Chat Transcript

Jenny McCord Hello, I am your

Acebuddy Hello Jenny Mcc

Whom Would Yo

Welcome to Ace

Please chose ar

Jenny McCord Technical Supp

I'd like to report

Acebuddy Please select ar

Jenny McCord	Password Reset
Acebuddy	Please select ar
Jenny McCord	Not Enrolled to :
Acebuddy	Please drop an e password needs
	Do you need an
	As we haven't g
	Kindly re-initiate

Ended due to client inactivity

Visitor Details

#83824 sbhardwaj
Email: sbhardwaj@hmgroupplp.com
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: <https://www.acecloudhosting.com>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 26 Secs
City: GHAZIPUR
State: Delhi
Country: INDIA

Chat Transcript

sbhardwaj	Hello, I am your
Acebuddy	Hello Sbhardwaj
	Whom Would You Like To Connect With?
sbhardwaj	VDI/DaaS Support

Acebuddy	Please wait whil
Acebuddy (bot)	
sbhardwaj	My VDI not worl
Pradeep Kumar	
shivam.b@myre	
Pradeep Kumar	Allow me a mor
Pradeep Kumar	
Shubham Maury	
Shubham Maurya	Thank you for c
today.	
sbhardwaj	VDI issue
Shubham Maurya	Please confirm t
HartsteinMichael	
	Is it correct?
sbhardwaj	yes
Shubham Maurya	Thank you for th
	future so you ca
	Please do let me
sbhardwaj	My VDI screen i
Shubham Maurya	It's Shivam Bha
	Please try to loc
sbhardwaj	Yes
	Working fine no
Shubham Maurya	That's great to l
	or a simple syst
	Thanks for your
	Is there anythin
sbhardwaj	no
	thanks
Shubham Maurya	You are most we
	You may end thi
	conversation, al

I request you to
working. I will a
Thanks!

Note: You may c
(<https://selfcare>

For self-help, ch

Shubham Maury

Visitor Details -----

#83813 Coral Sanchez

Email: csanchez@volosindustrial.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: ABENOJAR

State: Almeria

Country: SPAIN

Chat Transcript -----

Coral Sanchez Hello, I am your

Acebuddy Hello Coral San

Whom Would Yo

Coral Sanchez Technical Supp

Acebuddy Welcome to Ace

Please chose ar

Coral Sanchez	I'd like to report
Acebuddy	Please select ar
Coral Sanchez	Other Issue
Acebuddy	Please specify t
Coral Sanchez	Resset Password
Acebuddy	Please wait whil
<i>Acebuddy (bot)</i>	
<i>Sujeet Kumar Suman</i>	
Sujeet Kumar Suman	Thank you for c today.
	Hello Carol.
Coral Sanchez	Thank you Cora
	I need to reset t
Sujeet Kumar Suman	Sorry, I mean C
	I will surely help
Coral Sanchez	Its okay
Sujeet Kumar Suman	Kindly help me
Coral Sanchez	CID74071
Sujeet Kumar Suman	Thank you for tl
	We see that you
	To reset the pas
	<ol style="list-style-type: none"> 1. Visit Selfcare 2. Enter your S 3. Enter the CA 4. In the window 5. Enter your n
	Please confirm i the password re
	Are we still con
	Are we still con
	Are we still con
	As there was no (1-888-415-524

Thank you for c

You may end thi
conversation, al

I request you to
working. I will a
Thanks!

Note: You may c
(<https://selfcare>

For self-help, ch

Sujeet Kumar Si

Visitor Details

#83764 Brian Jarvis

Email: bjarvis@jarvcpa.com  281646908

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: OAK BROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

Brian Jarvis Hello, I am your

Acebuddy Hello Brian Jarvi

Whom Would Yo

Brian Jarvis

Acebuddy	Welcome to Ace
	Please chose ar
Brian Jarvis	I'd like to raise a
Acebuddy	Please select yo
Brian Jarvis	Application Upd
Acebuddy	Please send us t once the task ha
	Typically, the ap
	Do you need an
Brian Jarvis	No
Acebuddy	Thank you for c

Acebuddy has e

Visitor Details -----

#83676 jaimeflores

Email: jaimeflores@oakgroveschool.co

Department: Support(QB & App Host

Operator: Yash Kalra

Website: <https://www.acecloudhostin>

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Se

City: OJAI

State: California

Country: UNITED STATES

Chat Transcript

jaimeflores	Hello, I am
Acebuddy	Hello Jaime
	Whom Wou
jaimeflores	Technical S
Acebuddy	Welcome to
	Please cho
jaimeflores	I'd like to re
Acebuddy	Please sele
jaimeflores	Other Issue
Acebuddy	Please spec
	representati
jaimeflores	Users are b
	application
Acebuddy	Please wait
	<i>Acebuddy (</i>
	<i>Yash Kalra ,</i>
Yash Kalra	Thank you
	today.
	I will be sur
jaimeflores	Thanks Yas
	Oak Grove
	Jaime Flore
	We have se
Yash Kalra	Kindly allow
jaimeflores	Our user Sa
	every now
	Could you p
	We are alre
	it's not sust
	Could you p
Yash Kalra	Jaime, I will

Please stay
server. (Edi

jaimeflores
OK, is there
messages.

We are alre
everywhere

Thanks aga

Yash Kalra
Jaime, I car
To manage
from their p
This will he

jaimeflores
OK, I can do
are minima
or rather ve

Thanks for

Yash Kalra
Jaime, now
(24% free)

jaimeflores
the amount
take up mo

That shoulc

Yash Kalra
Is there any

5:30:15 AM
[image.png](#)

jaimeflores
That si all, .

Yash Kalra
Please log i
This messa

jaimeflores
is 35 GB er

Yash Kalra
Yes Jaime, t

Shall we pr

jaimeflores
that is all

good bye

thanks

Yash Kalra
I would gre
clicking on

Thank you

Yash Kalra ,

