

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73739 kkingsley

Email: kkingsley@travelerschampionship.com

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: NEWINGTON

State: Connecticut

Country: UNITED STATES

Chat Transcript

kkingsley	Hello, I am your Acebuddy
Acebuddy	Hello Kkingsley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kkingsley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kkingsley	I'd like to report an Issue
Acebuddy	Please select an option!
kkingsley	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
kkingsley	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
kkingsley	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 Yadav accepted the chat transfer request.

Shubham Yadav	This message has been deleted
	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
kkingsley	Travelers Championship 2023
	Katie
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Since when are you facing the issue ?
kkingsley	For the past couple hours
Shubham Yadav	Can you please let me know when does freeze happens ?
kkingsley	after I log in
Shubham Yadav	Alright Katie
	Please try to access QB now
	Are we still connected here?
kkingsley	yes
Shubham Yadav	Can you please confirm once.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74420 LESLIE STEPHENS

Email: stephenshardwood@highland.net  14236632564

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: PINE KNOT

State: Kentucky

Country: UNITED STATES

Chat Transcript

LESLIE STEPHENS	Hello, I am your Acebuddy
Acebuddy	Hello Leslie Stephens, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
LESLIE STEPHENS	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
LESLIE STEPHENS	I'd like to report an Issue
Acebuddy	Please select an option!
LESLIE STEPHENS	Password Reset
Acebuddy	Please select an option below
LESLIE STEPHENS	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re request is processed.
	Do you need any further assistance on the topic?
LESLIE STEPHENS	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi Leslie, could you let me know the last time that you were able to access the server
LESLIE STEPHENS	I am able to, as well as the SH_Sawmill. I cannot remember what our third is listed as but it is for our CPA. That is the one
	I only need the password reset for the CPA one.

Sharath Kumar	Understood, let me quickly check your account
	SH_CPA.pro2 - could you confirm that this is the user account that you are referring to
LESLIE STEPHENS	That is the correct one.
Sharath Kumar	The account appears is currently in a restricted state due to inactivity, I can enable the account and you may try the last
LESLIE STEPHENS	Okay. That would be fine.
	It definitely hasn't been used in a while.
Sharath Kumar	In case, that doesn't work, you will have to either try the self care portal to reset the password for that account
LESLIE STEPHENS	Okay
Sharath Kumar	or send in a request to support for password reset
LESLIE STEPHENS	Okay
Sharath Kumar	Working on making appropriate changes to the account, one moment please
LESLIE STEPHENS	Thank you
Sharath Kumar	Alright, try signing in now and let me know the result
LESLIE STEPHENS	I will have to return back to this if it doesn't work. I will have to get in ouch with our CPA. Thank you for the help.
	touch with our CPA
Sharath Kumar	No problem, I will send you an email shortly and you can reply on that Is there anything else I may help you with in the meantime?
LESLIE STEPHENS	That is all. Thank you so much.
Sharath Kumar	My Pleasure!
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74778 Monika

Email: monika@mbibusinessservices.com ☎ 18503435745

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74327 Nannette Stone

Email: nstone@centuriaventures.com  479-648-6805

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: FT SMITH

State: Arkansas

Country: UNITED STATES

Chat Transcript

Nannette Stone	Hello, I am your Acebuddy
Acebuddy	Hello Nstone, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nannette Stone	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nannette Stone	I'd like to report an Issue
Acebuddy	Please select an option!
Nannette Stone	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Nannette Stone	Cannot print
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.

	Hello Nstone
Nannette Stone	Hello. I cannot print today. I'm not sure why.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
Nannette Stone	I am trying to printer to the Ricoh 2004
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Nannette Stone	Centuria Ventures is the company name.
	My name is Nannette Stone
Anurag Sharma	Thanks for the confirmation.
	May I take the remote access of your local computer?
Nannette Stone	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Nannette Stone	I have closed important documents. Thank you.
Anurag Sharma	https://assist.acecloudhosting.com/join/4222084634
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Please stay connected
	As per our conversation over the remote session. I would request you to please contact your IT team for this issue.
	As the issue is due to the printer.
	Is there anything else I may help you with ?
	Are we still connected here?
Nannette Stone	yes. Have a good day
Anurag Sharma	Thanks for the confirmation !
Nannette Stone	I have contacted a service tech and hopefully they can come out tomorrow
Anurag Sharma	Okay, if you still face any issue. Please feel free to re-initiate another chat tomorrow.
	Thankyou so much for such a wonderful chat session.
	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 form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73808 Micah Collins, Support Staff (profile)

Email: info@williamcostleyllc.com  17702021212

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 27 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Micah Collins, Support Staff (profile)	Hello, I am your Acebuddy
Acebuddy	Hello Micah Collins, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Micah Collins, Support Staff (profile)	Managed IT
Acebuddy	
Please wait while we connect you to an available Representative.	
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Pradeep Kumar accepted the chat transfer request.</i>	

Micah Collins, Support Staff (profile)	Ticket # 655814
Pradeep Kumar	<p>Thank you for contacting acecloudbhosting. My name is Pradeep how may I help you for today?</p> <p><i>9:47:08 PMMicah Collins is sharing a file with you</i> <u>image.png</u> - (Size:34.49 KB)</p> <p><i>Our team member is receiving an error message in the RDP</i></p>
Micah Collins, Support Staff (profile)	He was just provided 2FA but is now getting an error message and cannont connect
Pradeep Kumar	<p>Alright, Let me transfer the chat to the concerned team.</p> <p><i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i></p>
Micah Collins, Support Staff (profile)	<p>thank you!</p> <p><i>Manish Singh accepted the chat transfer request.</i></p>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Micah Collins, Support Staff (profile)	<p>thank you! our employee is having issues with his RDP : CID: CID73225 Account Name: CID73225 User added: Ganesh Ta;</p> <p>Are you able to connect with him to assist him with this challenge</p>
	I've provided him with the 24/7 help desk number to call for immediate assistance, and am following up via CHAT to quick
Manish Singh	We have made the required changes kindly check now.
Micah Collins, Support Staff (profile)	Okay thank you!
Manish Singh	Is the issue resolved now?
Micah Collins, Support Staff (profile)	He is in India and I'm in the states. He's using ZOHO voice but it looks as though he is not getting my calls.
Manish Singh	<p>Alright, please connect with the user and let us know if the issue is resolved.</p> <p>you can reinitiate the chat again if facing issue.</p>
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
Micah Collins, Support Staff (profile)	hey there yes
	my apologies - I'm trying to confirm if Ganesh was able to access
	i don't think he was able to use the chat feature, which is why I'm sending
Manish Singh	Alright! kindly provide us with the contact number of Ganesh.T so that we can assist him regarding the issue over the call

Micah Collins, Support Staff (profile)	He sent a message at 1227 EST that he was unable to access
Manish Singh	Can you provide us with the contact number of the user?
Micah Collins, Support Staff (profile)	(321) 888-0024 he's unable to use BIRDEYE in the RDP to make or receive calls -- we need this fixed he's using Zoho Voice and Birdeye but neither will work in the RDP for us to communicate you can email him directly at TaxPrep@williamcostleyllc.com to directly communicate in the interim if needed
Manish Singh	Sure, we will email him directly regarding the matter. Is there anything else I may help you with ?
Micah Collins, Support Staff (profile)	Getting his communications up and running are key - we need to test and confirm that he is able to use his communication able to communicate Can you please run test calls with Ganesh by having him call my cell number 337-591-2713 -- I want to be included in test appropriately working.
Manish Singh	We are emailing the user Ganesh and when user is able to access server he will contact you for the test call. As I can check user is successfully logged into the server right now.
	<i>10:15:06 PM Manish Singh is sharing a file with you</i> <u>image.png</u> - (Size:8.96 KB)
Micah Collins, Support Staff (profile)	Is there anything else I may help you with ?
Manish Singh	This is very helpful - thank you for working with us toward correcting these challenges.
Micah Collins, Support Staff (profile)	We are happy to assist you, Micah (Edited)
Manish Singh	I cannot directly communicate with him, so it is hard to see where his disconnects are and appreciate you so much for testing him
	Thank you
	This message has been deleted
	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 form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74781 mdillc

Email: mdillc@machlink.com ☎ 563-263-5057

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 17 Secs

City: MUSCATINE

State: Iowa

Country: UNITED STATES

Chat Transcript

mdillc Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

mdillc Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

mdillc I'd like to report an Issue

Acebuddy Please select an option!

mdillc Other Issue

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

mdillc Live person

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

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

mdillc It's Julia again. How do I minimize this

Anurag Sharma Hello Mdillc

mdillc You put the new portal on and i can't minimize it.

I don't want to get off of it everytime I want to go to the outside of the portal.

Are you there?

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

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

mdillc Muscatine Invest - Admin

Anurag Sharma Thanks for the confirmation !

Kindly allow me 2-3 minutes to check the same.

mdillc You're welcom

Anurag Sharma Thank you for your patience.

May I take the remote access of your local computer?

mdillc Yes

Anurag Sharma This message has been deleted

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

<https://assist.acecloudhosting.com/join/9402801254>

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

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

The issue seems to be resolved,

Is there anything else I may help you with ?

mdillc No that's it thank you

Anurag Sharma Thank you so much for such a wonderful chat session.

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 form.

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

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74916 Candy Harman

Email: candy@thm2g.com ☎ 7193066494

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: COLORADO SPRINGS

State: Colorado

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option below
Candy Harman	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 requested. 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.
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74137 Jen Quinn

Email: jenq@aeropress.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: BOISE

State: Idaho

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Jen Quinn	I'd like to report an Issue
Acebuddy	Please select an option!
Jen Quinn	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jen Quinn	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?
Jen Quinn	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>
Jen Quinn	I had a ticket open with Shivam Singh (659162) and was supposed to receive a call back 10 min ago but have not yet.
	Can we reopen my ticket and try to solve my issue?
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Jen
	Are you there? (Edited)
Jen Quinn	yes
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Please allow me few minutes to check the same.
Jen Quinn	Thank you
Anurag Sharma	Thank you for your patience.
	Jen as I can check our agent is currently reviewing your case and will connect to you within 10-15 minutes.
	I would like to inform you that if you wish, I can also try to resolve the issue via chat.
	Please confirm what works best for you.
Jen Quinn	Whatever might be fastest would be great.
Anurag Sharma	Okay, then we can try to resolve it on chat.
	May I take the remote access of your local computer?
Jen Quinn	Yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/7592670798
	Kindly paste this link in the browser of local computer and join the session.

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

The issue seems to be resolved.

Is there anything else I may help you with ?

Jen Quinn Nope, thank you so much

Anurag Sharma Thank you Jen for such a wonderful remote session.

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

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

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

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

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74776 Taylor Olsen

Email: taylor@wtbaccounting.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: BURLINGTON

State: New Jersey

Country: UNITED STATES

Chat Transcript

Taylor Olsen	Hello, I am your Acebuddy
Acebuddy	Hello Taylor Olsen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Taylor Olsen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Taylor Olsen	Restart
Acebuddy	Hello Taylor Olsen, 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
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74305 joyce

Email: joyce@hcfoodinc.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 22 Secs

City: SAN JOSE

State: North Carolina

Country: UNITED STATES

Chat Transcript

joyce	Hello, I am your Acebuddy
Acebuddy	Hello Joyce, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
joyce	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
joyce	I'd like to report an Issue
Acebuddy	Please select an option!
joyce	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
joyce	Setback
Acebuddy	Please select an option!
joyce	Password Reset
Acebuddy	Please select an option below
joyce	Setback
Acebuddy	What type of QuickBooks Issue are you facing?
joyce	Setback
Acebuddy	Please select an option!
joyce	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
joyce	I can't login
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Joyce
joyce	thank you
	I just can't login
Anurag Sharma	I deeply apologize for the inconvenience caused to you.

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

joyce Finally, for the PC Name, enter: VisionsEspresso.myreldata.net. Enter your Username as: myreldata\Joyce.Pa. Ensure that the PC Name is RDG.MYREALDATA.NET.

I tried to set but just can't login

Anurag Sharma Okay, please don't worry.

I will assist you with the issue.

Kindly allow me two minutes to check the same.

joyce okay

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

joyce okay

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

joyce okay

Anurag Sharma <https://assist.acecloudhosting.com/join/1142665382>

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

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

As per our records your server name should be HCWCAI.myreldata.net

Please confirm it once so that we can proceed with the issue

The issue seems to be resolved.

I would like to inform you that your server name is this. Please note it down this for future assistance.

Is there anything else I may help you with ?

joyce no thank you

Anurag Sharma Thank you so much Joyce for such a wonderful remote session.

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

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

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

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

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74026 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 13 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Rohit Kumar accepted the chat transfer request.

krisika Hi

Rohit Kumar is transferring the chat to Shubham Kataria.

Shubham Kataria accepted the chat transfer request.

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

Hello Krisika

9:36:54 AM krisika is sharing a file with you

[17418387792203983541839355253844.jpg](#) - (Size:5.05 MB)

Server not open in all pc

I deeply apologize for the inconvenience caused to you.

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

krisika Priorware.myreldata.net

Hkidata01

Shubham Kataria Thank you for the information.

Could you please try to access now (Edited)

krisika Server open now in all pc

Shubham Kataria that's great

krisika Thank you

Shubham Kataria You're welcome

Is there anything else I may help you with ?

krisika No

Thank you

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

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

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

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

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

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73958 Paul Sherman

Email: paul@scs.com  17814834467

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: SHARON

State: Massachusetts

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

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

Paul Sherman Thank you

Sharath Kumar Oh hi Paul, I was drafting an email about the MFA being accessible now

However, the Sage 100 service is still a problem that I am currently looking into

Paul Sherman I am in :)

Sharath Kumar Glad to hear that, are you familiar with the working of Sage 100

Paul Sherman Ok, the Sage 100 advanced pvx 2023 server I want you to disable please

the Sage 100 Advanced 2024 service I want you to start automatically

Sharath Kumar may I ask if this is another service that you referring to?

Paul Sherman and restart if it stops please

Sharath Kumar got it

alright, that is done

Paul Sherman the ppxiosvr server as well needs to be started and automatically started please

it is stopped and you said you completed that one before?

Sharath Kumar is this the 2024pxv service?

Paul Sherman there are two services I need

The Sage 100 Advanced 2024 Service

and the ppxiosvr which is the reporting serve

service

its stopped

Sharath Kumar could you provide with a screenshot of the services that you are referring to, I think that will be helpful

4:28:45 PM Paul Sherman is sharing a file with you

[1_image.png](#) - (Size:19.41 KB)

because I seeone moment please

I am not seeing this one

.

Paul Sherman Will it start?

If not I can remote and reinstall it

Sharath Kumar Just to confirm this is for the Veterans server, correct?

CID74744

Paul Sherman remove

	correct
	Do you want me to remove the service and reinstall it?
Sharath Kumar	Yes, let's try that
Paul Sherman	ok
	It should be gone now?
	its not
	hold on
	can you run this command it is not working for me
	D:\SAGE\Sage 100 2024\MAS90\Home>pvxiosvr.exe -u
	in an elevated command prompt it should remove the service
	yes?
Sharath Kumar	noted, on it
Paul Sherman	the command should remove the service the -i will install it back :)
	D:\SAGE\Sage 100 2024\MAS90\Home>pvxiosvr.exe -i
Sharath Kumar	couldn't remove the service, it gave an error
Paul Sherman	will it run?
	start it?
Sharath Kumar	it just says incorrect command
Paul Sherman	Can I get on a remote session, do I need to call in?
Sharath Kumar	Yes, that would be better option
Paul Sherman	ok

paul has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

#74460 jonathan

Email: jonathan@thetowncrier.net ☎ 19856741870

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW ORLEANS

State: Louisiana

Country: UNITED STATES

Chat Transcript

jonathan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73762 megan

Email: megan@martinenterprisesheatingandac.com ☎ 8474381203

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Secs

City: LAKE ZURICH

State: Illinois

Country: UNITED STATES

Chat Transcript

megan	Hello, I am your Acebuddy
Acebuddy	Hello Megan Martin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
megan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
megan	I'd like to report an Issue
Acebuddy	Please select an option!
megan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
megan	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?
megan	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Megan
	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)
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74739 Fenil Shah

Email: tax@sktaxaddison.com **Phone:** 8473508121

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

Fenil Shah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Fenil Shah Managed IT

Acebuddy Please wait while we connect you to an available Representative.

Acebuddy (bot) forwarded the chat request

Fenil Shah Hello

Priyanshu accepted the chat transfer request.

Priyanshu Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi.

How may I assist you?

Fenil Shah I am not able to access Sktax1 server . pls help-

Priyanshu Sure, I will be assisting you with this issue.

Fenil Shah It shows because of number of login attempts

Priyanshu Could you please help me with your businessname and your username so that I can assist you better

Fenil Shah the user has been locked

	Yeah sure
	Sktax addison
	User name Sktax1
Priyanshu	Thank you for sharing the details.
Fenil Shah	Yeah sure'
Priyanshu	Please allow me a minute to verify it once
Fenil Shah	ok
Priyanshu	Thank you Het
	I can see that your server is being managed by different team
Fenil Shah	Pls connect me withthem,
Priyanshu	So please let me transfer your this chat request to the concerned team so that they can better assist you on this.
Fenil Shah	ok

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

Shubham Kataria accepted the chat transfer request.

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Fenil Shah	I am not able to access Sktax1 server
Shubham Kataria	I will be surely assisting you with this. (Edited)
Fenil Shah	It shows because of number of login attempts the user has been locked
	Yes Pls
Shubham Kataria	Kindly provide your username for server login
Fenil Shah	Sktax1
Shubham Kataria	Kindly allow me two minutes to check the same.
Fenil Shah	SKTax1@myrealdata.net
	ok
Shubham Kataria	Thank you for your patience.
	We have successfully unlocked the account
	You may check now.
Fenil Shah	Let me check
Shubham Kataria	Sure, please take your time
Fenil Shah	pls wait
	whats username?
Shubham Kataria	SKTax1@myrealdata.net

Fenil Shah	done
	thanks for the help
Shubham Kataria	You're welcome
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74173 srinivas

Email: srinivas@taxgeeks.com  2252847776

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: IRVING

State: Texas

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
srinivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
srinivas	server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
srinivas	Re:[## 657110 ##]
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
srinivas	hui
	hi
	Re:[## 657110 ##]
	you can restart the server now
Tushar Pharswan	We were about to restart the server, but two users are logged in what I will do is will send a pop message to save their work
	Is there anything else I may help you with ?
srinivas	go ahead
	I have already informed
Tushar Pharswan	Reboot process is initiated and will be completed in next 5 - 8 minutes.
	We will email you as well once the server is up and running.
	Are we still connected here?
srinivas	yes
Tushar Pharswan	Is there anything else I may help you with ?
srinivas	ok
	I wanted you to check all the updates which are needed for the server to run
	proseries is crashing badly
	today there were only few people but once you move to a new client it was crashing
Tushar Pharswan	I have checked them and server is up to date kindly let us know if it still crashes proseries.

	The reboot will initiate in next 1 minute.
srinivas	ok
	let me know when we can login
Tushar Pharswan	The server is rebooted you can login now if you still face the proseries crashing issue kindly email us on the same ticket a so the escalation team, will handle it and provide you with the other options to resolve your issue.
srinivas	got it
Tushar Pharswan	With your permission should we go ahead and disconnect this chat session as well?
srinivas	yes
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74813 Megan Szul

Email: szulsland@verizon.net  6092919663

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 36 Secs

City: CHESTERFIELD

State: New Jersey

Country: UNITED STATES

Chat Transcript

Megan Szul	Hello, I am your Acebuddy
Acebuddy	Hello Megan Szul, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Megan Szul	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Megan Szul	I'd like to report an Issue
Acebuddy	Please select an option!
Megan Szul	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Megan Szul	Trying to log into the environment and keep getting error unable to connect
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Megan Szul	We couldn't connect to the Remote Desktop Gateway because the connection to the remote PC failed. If this keeps happen for assistance. Error code: 0x5000004
	Can you please help me?
	<i>Manish Singh accepted the chat transfer request.</i>
	My credentials are
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Megan Szul	Server Name: SzulLandscapes.myreldata.net User 1: myreldata\MeganSz
	Hello how are you
Manish Singh	Great! how are you?
Megan Szul	I am good. Thanks for asking
Manish Singh	May I know if it is the first time you are facing this issue?
Megan Szul	Yes
Manish Singh	And are other users facing this issue? (Edited)
Megan Szul	The other users won't be in until another hour. So not sure

Manish Singh	May I take the remote access of your local computer?
Megan Szul	yes
	Do you want local or environment?
Manish Singh	Local
	https://assist.acecloudhosting.com/join/2912650039
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
Megan Szul	are we connected?
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it. Once the issue is resolved, kindly give your confirmation on this chat.
Megan Szul	ok
Manish Singh	Is there anything else I may help you with ?
Megan Szul	Did. you refresh the environment
	Usually when I have issues similar to this they refresh the environment
Manish Singh	Did now
Megan Szul	Thank you for your help]
Manish Singh	Is there anything else I may help you with ?
	Please
Megan Szul	That is all thank you
	fyi...I logged out and logged in again. All good.
	Thanks again
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74931 franz_deraad

Email: franz_deraad@comcast.net  12487051999

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 25 Secs

City: ROYAL OAK

State: Michigan

Country: UNITED STATES

Chat Transcript

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

franz_deraad	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
franz_deraad	My Ace Clous Hosting app doesn't seem to be on my computer anymore. I also forgot my password
Sharath Kumar	Hello Franz, could you please let me know when the last time was you were able to access the server
franz_deraad	Friday
	3/28 or 3/29
Sharath Kumar	Alright, and you mentioned that you do not have the RDP tool, required for accessing the server, correct?
franz_deraad	correct
	Evitp is the company name
Sharath Kumar	Understood, I can provide you with the required RDP file, However, for the password you will need to send in a request to
franz_deraad	Understood
Sharath Kumar	and the email has to be sent from your email -
	franz_deraad@comcast.net
franz_deraad	correct
	Are you sending the file to my email address?
Sharath Kumar	my apologies, I was checking some details for your account
	I found that you are mentioned as the primary contact for EVITP
	Are you familiar with the MyPortal
franz_deraad	I don't remember what it was called. I just typed in my username franzd and it would come up.
Sharath Kumar	It is a portal that only authorized contact can access, and you would also be able to manage your user accounts from there
	the link for the portal is - https://myportal.acecloudhosting.com/
	Username - CID73982
	for password you'd need to select the forgot password option (Edited)
franz_deraad	I got in. Can I access my desktop from there?
Sharath Kumar	great! you will need to locate the user profiles
franz_deraad	I can see invoice activity, my profile etc. Can i access my Ace Cloud Hosting desktop from there?
Sharath Kumar	download the RDP and then reset your password
	could you send me a screenshot of what you are able to view after signing into the portal
	Are we still connected here?

franz_deraad	We are. It won't allow me to take a screenshot.
	Username is franzderaad@myrealdata.net
Sharath Kumar	no problem, may I take a remote session of your local computer and I can help you navigate through myportal
franz_deraad	I will reach out to support to reset my password if that's necessary
	Yes, you may take a remote session
Sharath Kumar	thank you
	let me send you the link
	https://assist.acecloudhosting.com/join/4412381486
	Prior providing the access, I would suggest you to close any important documents at your end.
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73638 Dale Trahan

Email: tbroussard@la.glacoxmail.com ☎ 13373343779

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: 1 Min 37 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

Dale Trahan	Hello, I am your Acebuddy
Acebuddy	Hello Tammy Broussard, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dale Trahan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dale Trahan	I'd like to report an Issue
Acebuddy	Please select an option!
Dale Trahan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Dale Trahan	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?
Dale Trahan	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>
Dale Trahan	None of our users can open Quickbooks. It lets you sign in and then just buffers
	Our server is LAS Server
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Sure, I can help with that. Let me look into it for you.
	I am looking into the issue and observing it so that I can provide you exact resolution
Dale Trahan	Ok thank you
Anjainay Singh	We have made restarted the service so we request you to please try to sign into the application and let us know if issue s
Dale Trahan	It still just shows Opening Quickbooks and it never moves past that.
Anjainay Singh	We need to logout the users and need top reboot the server in order to fix issue
	*to
Dale Trahan	Ok they should all be off
Anjainay Singh	Thankyou for your confirmation
	Kindly allow us some time as we are working on it

Dale Trahan	Sure thank you
Anjainay Singh	We have resolved the issue please access it again and let us know if you are still facing same error Please login into the server and access QB and let us know if issue is resolved
Dale Trahan	Ok one sec.
	Yes it is working - thank you so much!
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Dale Trahan	Sure will
Anjainay Singh	If your issue is resolved you may end this chat and provide your valuable feedback which encourages us to do much better

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73435 Josh To

Email: jhto@aeac-autorica.com **Phone:** 13343002180

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: DULUTH

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Josh To	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Josh To	I'd like to report an Issue
Acebuddy	Please select an option!
Josh To	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Josh To	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Josh To	Yes
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out to me!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73777 Debbie

Email: debbie@itdistributorsinc.com  15164571439

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 38 Secs

City: LAKE WORTH

State: Florida

Country: UNITED STATES

Chat Transcript

Debbie	Hello, I am your Acebuddy
Acebuddy	Hello Debbie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Debbie	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Debbie	I'd like to raise a Request
Acebuddy	Please select your request type.
Debbie	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 :
Debbie	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Debbie	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Debbie	New Server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Debbie
Debbie	I was told that the new server would be available in 30 minutes that was over 1 1/2 hours ago cid # 72391 this is going on since friday 3:30pm - I am know really at my last nerve
Anurag Sharma	I deeply apologize for the inconvenience caused to you. Please allow me 2-3 minutes to check the same.
Debbie	instead of apologizing what is the status
Anurag Sharma	Yes, I am checking that. Please stay connected for 2-3 minutes. Thank you for your patience.

	Debbie I would like to inform you that the new server has been created for you.
Debbie	how do i access it?
Anurag Sharma	Our team is just ensuring all the functionalities for the last time so that no problem occurs again.
	You can expect an email from our end within 10-15 minutes.
	With the server access credentials.
Debbie	My last chat at 10:50 am this morning I was told 30 minutes - it is now 12:33 and I need to access my company file
Anurag Sharma	I deeply apologize for any delay Debbie. I can assure you that you will get the email from our end within 15 minutes max.
Debbie	Ok, I will wait another 15 minutes - thanks
Anurag Sharma	I can understand that it is very important for you to access the company file. And I deeply apologize for the inconvenience.
Debbie	thanks - i will look out for that email

Debbie has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73920 Antonio Oliver

Email: finance@zebrarecovery.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: 9 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Antonio Oliver

Hello, I am your Acebuddy

Acebuddy	Hello Antonio Oliver, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Antonio Oliver	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Antonio Oliver	I'd like to report an Issue
Acebuddy	Please select an option!
Antonio Oliver	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Antonio Oliver	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "ZebraRecovery.myrealdat "ZebraRecovery.myrealdata.net" does not belong to the specified network. Verify the computer name and domain t
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
	I will surely help you with this issue.
	May I take the remote access of your local computer?
Antonio Oliver	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/1322810337
	Kindly Click on the link and open the downloaded file.
Antonio Oliver	It has been downloaded.
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it. Once the issue is resolved, kindly give your confirmation on this chat.
	issue resolved on remote session by configuring the RDP file
	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 form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74330 edufurniture

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

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: OXFORD

State: Mississippi

Country: UNITED STATES

Chat Transcript

edufurniture Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

edufurniture Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

edufurniture I'd like to raise a Request

Acebuddy Please select your request type.

edufurniture Change in Users

Acebuddy Please select your desired option!

edufurniture	User Replacement
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user instead add a new user from MyPortal.
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the documentation on how to manage users via MyPortal!
	Do you need any further assistance on the topic?
edufurniture	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
edufurniture	how much does it cost to add a User?
	hello?
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Ashutosh Mishra.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you want to add a user, is that correct?
edufurniture	i cannot login to MyPortal
	yes. i need to replace a User
	can you email them instructions?
	or how much does it cost to add a new user?
Ashutosh Mishra	I understand, please allow me to inform the user addition cost information is not with the technical support team.
	I can forward this query to the concerned team, and they can assist regarding this.
edufurniture	i need to replace a user. ill add one later if i need it
	Replace a User
Ashutosh Mishra	User can be added/removed using My Portal by the account holder.
	Are you able to do so?
	Are we still connected here?
	Are we still connected here?
edufurniture	they called me thank you
Ashutosh Mishra	Is there anything else I may help you with ?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73414 Fenil Shah

Email: tax@sktaxaddison.com  8473508121

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 29 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Fenil Shah	Hhi
Sharath Kumar	Hello Kamlesh, Could you please let me know the server's name that you are experiencing issues with.
Fenil Shah	Server Name - SKTaxAddison1 Name - Darshak
Sharath Kumar	Thank you for the information. I am signing into the server to check what is causing you the trouble.
Fenil Shah	Oakay
Sharath Kumar	Thank you for your patience. I see Darshak Shah as the logged in user. the resource utilization on the server appears to be normal It seems google chrome's services are consuming too much RAM. Could you let me know if it is possible to restart the server right now?
Fenil Shah	Please suggest for what to do.
Sharath Kumar	I believe that if we restart the server, google chrome's services will reset and the server should not lag further
Fenil Shah	As per our last conversation with Rohit Kumar, we need to extand our space.
Sharath Kumar	that is also something I was about to tell you about. The server is currently running on 8% disk space. let me check the update on that, one moment please.
Fenil Shah	sure
Sharath Kumar	Thanks again for your patience, I checked and found this ticket - #649003 This ticket is for server 3 but the current issue that I am addressing is for server 1 Both the servers are running out of space The server you are currently logged in (server 1) requires a reboot to see if that resolves your concern with the server lag Please let me know if you will be able to sign out so that I can restart the server. Are we still connected here? Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74058 Alexia Steneck

Email: office.erc.5@gmail.com  14356595911

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Chrome OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: COALVILLE

State: Utah

Country: UNITED STATES

Chat Transcript

Alexia Steneck	Hello, I am your Acebuddy
Acebuddy	Hello Alexia Steneck, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Alexia Steneck	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alexia Steneck	I'd like to report an Issue
Acebuddy	Please select an option!
Alexia Steneck	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Alexia Steneck	Unable to download Microsoft Desktop to my laptop. And my password link expired
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.

Alexia Steneck	Thank you
Sharath Kumar	Hi Alexia, could you please confirm that you are on a Mac or on a windows computer
Alexia Steneck	Windows. It is actually a Google Chromebook laptop
	HP
Sharath Kumar	noted!
	and you don't have the password as well, right?
Alexia Steneck	Right. I can forward the link that was sent to me and it expired https://apps.microsoft.com/detail/9wzdncrfj3ps?ocid=webpdpsshare User Name: AlexiaS.NENT1@myrealdata.net Password Link: https://otp.acecloudhosting.com/s/TYBtzW6cBMHM9K2BhdFV
	Second link. Sorry about the first link
Sharath Kumar	I see!
	may I ask if you are enrolled to the self care portal to reset your password
Alexia Steneck	I have no idea, sorry They just barely made an account for me after we upgraded and then I had a baby a few days after and just got back from that amount of time
Sharath Kumar	I understand! No worries! Let me help you with this. And congratulations for the baby
Alexia Steneck	Thank you!
Sharath Kumar	I will actually need an email request from you for resetting your account password Could you quickly send in a request to Support@acecloudhosting.com for a password reset (Edited)
Alexia Steneck	Yes! <i>9:58:02 PM Sharath Kumar is sharing a file with you</i> AlexiaS.NENT1@myrealdata.net.zip - (Size:802 Bytes)
Sharath Kumar	This is the RDP file you will need to sign into the server let me know once you have sent the email to support
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73873 Mindy Bandiera

Email: mbandiera@titanconsulting.net  2144767266

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Mindy Bandiera	Hello, I am your Acebuddy
Acebuddy	Hello Mindy Bandiera, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Mindy Bandiera	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mindy Bandiera	I'd like to report an Issue
Acebuddy	Please select an option!
Mindy Bandiera	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mindy Bandiera	I am unable to connect to the server. I have been told to delete the credentials from my RDP and re-enter them, but I can
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Mindy Bandiera	Hi Sharath. I spoke to you earlier
Sharath Kumar	Hi Mindy, I see you are having trouble with deleting the credentials. I can help you with that but could you first confirm th for your account.
Mindy Bandiera	I do
Sharath Kumar	Great! so right click on your RDP and select "more options" and then edit
Mindy Bandiera	ok done
Sharath Kumar	now on first tab do you see the option to edit or delete existing credentials
Mindy Bandiera	yes
Sharath Kumar	Alright, so select delete
Mindy Bandiera	ok
Sharath Kumar	put in the user name as myrealdata\Mindy_TC
Mindy Bandiera	ok
Sharath Kumar	and then the password that you currently have
Mindy Bandiera	do i enter that password after I connect?
Sharath Kumar	yes, once you put in the username then select connect it should then prompt you to put in the password
Mindy Bandiera	ok did that, but it is still not connecting
Sharath Kumar	what is the error message that you receive and also when was the last time that you were able to connect
Mindy Bandiera	Remote access to the server is not enabled, the remote computer is turned off or the remote computer is not available or to connect without booting me off was yesterday late morning/early afternoon
Sharath Kumar	Got it, are others able to sign into the server?
Mindy Bandiera	i don't know. let me see if i can find out yes they are able to get in
Sharath Kumar	That is strange. Could you please provide me the remote of your local computer once again https://assist.acecloudhosting.com/join/7342823097
	Prior providing the access, I would suggest you to close any important documents at your end.
Mindy Bandiera	ok
Sharath Kumar	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Mindy, we were able to get you connected to the server after making appropriate changes on the RDP file
	Is there anything else I may help you with ?
Mindy Bandiera	no we are good.

Sharath Kumar

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

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

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

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73589 scott

Email: scott@aabs.tax  17205418788

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: CAMP VERDE

State: Arizona

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
scott	I'd like to raise a Request
Acebuddy	Please select your request type.
scott	Password Reset
Acebuddy	Please select an option below
scott	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?
scott	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh accepted the chat transfer request.</i>	
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.
scott	Hi Ashutosh! Thank you for helping me out today
	I need your help with a few things. First, I need to make sure that my business partner, Samona Pheils is able to call in an whenever she needs to.
Ashutosh	I will surely help you with this issue.
scott	Thank you
Ashutosh	Kindly help me with your server name and user name?
scott	AABS
	my username is ScottJensen, I think
Ashutosh	I understand you want to add Samona as an account holder.
scott	Yes, please. She should have full access and decision making abilities
Ashutosh	To proceed with such request, we require an email from the current account holder email address.
	Once I receive the email i will forward it to the concerned team to make the changes.
scott	Feel free to send it and I will reply directly. I have my email pulled up and refreshing
	Hi! I'm reading the email just sent and would like for Samona to be able to communicate with you as well as me. Trinity st
	Apologies for any confusion.
	Samona and I are owners and sometimes I am not able to be reached, so Samona should have the ability to contact you a resets etc. Trinity should just be a user. Scott should be able to contact you with all requests as well.
Ashutosh	Please share the ticket number as I have not sent any email as of now.

scott	oh, well then there is confusion from the call earlier with Samona. No worries, we will get it untangled!
	653615
Ashutosh	Kindly allow me two minutes to check the same.
scott	Thank you so much!
Ashutosh	I have got the ticket number, currently we are sharing password for the user, shortly after that I will send email to you for addition.
scott	Thank you
Ashutosh	Is there anything else I may help you with ?
	We have shared the password and RDP, and now I will be sending the email for authorization.
scott	Thank you - I will reply as soon as I am able. Would you help me get access to my portal as well? I thought I was told my I that the email it wants to send a code to is not mine.
Ashutosh	I have sent the email for authorization. Please mention your correct email address also in the reply for authorization and i will get it changed from the concerned Once the changes are made I will inform you over the email.
scott	I have replied to your email so it should be back to your team momentarily.
Ashutosh	Please confirm if your correct email address is the same as mentioned for your account that is scott@aabs.tax
scott	That is correct
Ashutosh	Thank you for the confirmation, I will forward your request now and within 24 hours the changes will be updated.
scott	Thank you so much
Ashutosh	Is there anything else I may help you with ?
scott	I don't think so right now! Thank you for all of your help and I apologize for any confusion that I may have caused from no
Ashutosh	We are here to assist you, i would greatly appreciate if you could spare a minute to give your valuable feedback at the en
scott	I'd be happy to
Ashutosh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	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.

Ashutosh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74838 mdoughty

Email: mdoughty@qps4u.com ☎ 6025718200

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

mdoughty Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

mdoughty Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

mdoughty I'd like to report an Issue

Acebuddy Please select an option!

mdoughty Other Issue

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

mdoughty Remote Desktop indicates my network may be slow. Per speedtest.net, my connection is 98.32 Mbps download and 19.64 would the connection be slow?

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Mdoughty
	Are we still connected here?
mdoughty	yes
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
mdoughty	where do i find that information.
	my remote session shortcut is under MarkDoughty and the company name is Quick Product Solutions.
Anurag Sharma	You can find that in your invoice
	Thanks for the confirmation !
	Mark I just checked and found that your server is running very low in disk space
mdoughty	how much disk space is included in my plan
Anurag Sharma	Moreover, the RAM utilization on the server is also very high.
	As I can check you have 64GB of disk space on the server in which only 3.8GB is free
mdoughty	the only thing we have on the server is the operating system and quickbooks. Our QB file is 1.6 GB, what is taking up all the space
Anurag Sharma	Please allow me a minute to share the disk space utilization with you.
mdoughty	On the D: drive which housed my client data, there is 77.2 GB free of 79.8 GB total space, is my disk not partitioned properly?
	D drive,
Anurag Sharma	Okay let me check it also
	As I can check you have enough space in your D drive
	You have low disk space issue in your C drive
	Where all the necessary files are stored which are important for the working of the operating system.
mdoughty	Ok, then it appears that the drives were not partitioned properly when the server was set up. I have enough total disk space.
Anurag Sharma	The drives are partitioned in a way so to provide you the maximum free space in your D drive where your actual data is stored.
mdoughty	Unfortunately, that doesn't work for me. As you can see, our data requirements are very low.
Anurag Sharma	Here as I can see you don't have much data in your D drive so if you wish. We can move 30GB of disk space from D drive to C drive.
mdoughty	That would be a good start.
Anurag Sharma	Okay I will definitely do that for you. But you need to send us an email from your registered account to support@acecloudhosting.com
	After that your disk space issue will be resolved. But still you have very high RAM utilization on the server.
mdoughty	Please tell me what I should say in the email to avoid any confusion with my request. Regarding the RAM, based on my experience, that often increases the RAM utilization. Let's see how the system works after the reallocation.

Anurag Sharma We can do one thing. After this chat I will send you an email. You can just revert back to that email with an approval from the approval from your end. We will start proceeding with the request.

Will it be okay?

mdoughty that would be great. email is mdoughty@qps4u.com.

Anurag Sharma Thanks for sharing the email address.

However, I would like to inform you that you have 4 active users on the server.

And you have around 7 GB RAM on the server.

Which is definitely not sufficient.

mdoughty what do you recommend?

Anurag Sharma As you use QB Enterprise application.

I would recommend you for atleast 2 GB of RAM addition.

mdoughty Yes, typically we have three concurrent users.

What's the cost to add the RAM you have recommended?

Anurag Sharma Total 10 GB RAM would be a perfect fit for your utilization.

You don't need to go for more then that for sure.

RAM adding cost is \$20 per month per GB. (Edited)

Still, as per my expertise you should think about it. Rest is your choice always.

Is there anything else I may help you with ?

mdoughty I will definitely consider it. Please forward the email. Also, I have downloaded the QB 24 file to my desktop so I can have t have that installed later tonight?

Anurag Sharma No problem, I will share you the email regarding the RAM addition request as well. If you ever wish for RAM upgradation. Y as well. And we will work on it immediately.

Moreover, I will surely schedule a QB update during the night hours and will update you via email once it is completed.

mdoughty Perfect, thank you.

Anurag Sharma This message has been deleted

Is there anything else I may help you with ?

mdoughty No, appreciate the help

Anurag Sharma I would greatly appreciate if you could share your valuable feedback to us after 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 w form.

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

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73586 Alexis Woodford Demko

Email: alexis@sandiegodemolition.com  16199772652

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: CORONADO

State: California

Country: UNITED STATES

Chat Transcript

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

Alexis Woodford Demko	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Alexis Woodford Demko	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?
Alexis Woodford Demko	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Alexis
Alexis Woodford Demko	I have tried several times to login to my QB account and it says I am already logged in. No one else has my login info... th easily reset it:)
<i>12:48:26 AMAlexis Woodford Demko is sharing a file with you</i>	
<u>Screenshot 2025-03-05 at 11.16.01 AM.png</u> - (Size:155.4 KB)	
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your server?
Alexis Woodford Demko	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
Alexis Woodford Demko	ok
Shashwat Verma	Kindly accept the invite
Alexis Woodford Demko	where do I accept?
Shashwat Verma	I sent it on server
	Is that the file?
Alexis Woodford Demko	yes
Shashwat Verma	Kindly login now
Alexis Woodford Demko	Thanks for your help!
Shashwat Verma	Is there anything else I may help you with ?
Alexis Woodford Demko	That is it, 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.

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

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

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74877 mike

Email: mike@backstoptax.com  6026867247

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 36 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	Slow system Am currently in the middle of a fix, need to reconnect with the person helping us.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Yes Mike. I have rebooted the server
	Please login back and check the issue
mike	Ok
	Can everyone log back on?
Rohan Prajapati	Is it better now ?
mike	so far
	yes
Rohan Prajapati	Yes Please ask everyone to login back
mike	Ok, thank you
Rohan Prajapati	Is it better for all the users ?
mike	As far as I can tell.
Rohan Prajapati	Actually, we have received multiple calls regarding this issue today. We've already informed the concerned team to look into it. Once we receive any updates from them. We will keep this ticket open until then.
	Is there anything else I may help you with ?
mike	No thank you
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73773 Glenn Hammill

Email: glenn@hammillconsulting.com **Phone:** 925.944.4791

Department: Support(QB & App Hosting)

Operator: Sandeep Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Glenn Hammill	Hello, I am your Acebuddy
Acebuddy	Hello Glenn Hammill, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Glenn Hammill	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Glenn Hammill	I'd like to raise a Request
Acebuddy	Please select your request type.
Glenn Hammill	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 :
Glenn Hammill	Setback
Acebuddy	Please select your request type.
Glenn Hammill	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 :
Glenn Hammill	Setback
Acebuddy	Please select your request type.
Glenn Hammill	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?
Glenn Hammill	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sandeep Kumar accepted the chat transfer request.</i>
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.
	Hi Glenn, How are you doing today?
Glenn Hammill	I am great, and you?
Sandeep Kumar	Im good too, thanks for asking!
Glenn Hammill	I am following up on issue: 655282
Sandeep Kumar	Kindly allow me 2-3 minutes to check the same.
	Glen you can simply install the authenticator app on your iPad from the app store and configure the TFA just like you did c
Glenn Hammill	Okay I downloaded the Authenticator, opened it but now I'm stuck.
Sandeep Kumar	Im assuming that this is for the server login, right?
Glenn Hammill	Yes, the ACE Server
Sandeep Kumar	Ok.
	<i>7:26:08 AMSandeep Kumar is sharing a file with you</i>
	<i>SelfCare Portal 4.pdf - (Size:848.54 KB)</i>
Glenn Hammill	The authenticator wants a code
Sandeep Kumar	First, you will have to login into your self care porta: https://selfcare.acecloudhosting.com/
Glenn Hammill	The PDF says: Once logged in, A barcode will be displayed.

	I do not see a barcode
	7:29:14 AMSandeep Kumar is sharing a file with you image.png - (Size:42.55 KB)
Sandeep Kumar	Once you are on the portal, you will have to go to Self Service tab.
Glenn Hammill	I only have 3 tabs: Profile, Change PW and Enrollment There is no "Self Service" Tab
Sandeep Kumar	Sorry, the Enrollment tab, we need to go to. You will see the Google auth edit button Please be informed that only one device can be configured for TFA at a time, so you will have to change the device from y
Glenn Hammill	Oh, that is the problem. I wanted to add my iPad and keep my iPhone I guess we are done then unless you have a way I can add my iPad so I can keep my iPhone on it
Sandeep Kumar	Unfortunately, we can only configure one device for TFA.
Glenn Hammill	Got it, take care

Glenn Hammill has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73718 ANDREW LEWIS KLEIN

Email: burro777@aol.com **Phone:** 15034903553

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 39 Secs

City: LAKE OSWEGO

State: Oregon

Country: UNITED STATES

Chat Transcript

ANDREW LEWIS KLEIN	Hello, I am your Acebuddy
Acebuddy	Hello Burro7777, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ANDREW LEWIS KLEIN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ANDREW LEWIS KLEIN	I'd like to report an Issue
Acebuddy	Please select an option!
ANDREW LEWIS KLEIN	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ANDREW LEWIS KLEIN	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ANDREW LEWIS KLEIN	Ace has asked me to run a QB Tools Hub in order to correct the licensing for QB. Since I am not an administrator, I cannot Please help!
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
	<i>Rohan Prajapati is transferring the chat to Ashutosh.</i>
	<i>Ashutosh accepted the chat transfer request.</i>
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.
ANDREW LEWIS KLEIN	Hi Adhutosh
	Ashutosh
Ashutosh	I will be surely assisting you with QB related issue. Kindly help me with your server name and user name?
ANDREW LEWIS KLEIN	AndrewKI.NENT1
Ashutosh	Please also share your account name.
ANDREW LEWIS KLEIN	College Restaurants, Inc.
Ashutosh	Thanks for the confirmation !

Please elaborate on the concern you are facing with the QB so we can provide accurate resolution.

9:19:36 PM ANDREW LEWIS KLEIN is sharing a file with you

[Screenshot 2025-03-07 074850.png](#) - (Size: 40.73 KB)

ANDREW LEWIS
KLEIN

I worked with Ace this morning. Can you log in to the server please?

Ashutosh

Kindly allow me two minutes to check the same.

ANDREW LEWIS
KLEIN

ok

Ashutosh

May I take the remote access of your server?

ANDREW LEWIS
KLEIN

yes

Ashutosh

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

ANDREW LEWIS
KLEIN

done

Ashutosh

Please allow me few minutes to make some changes from the backend.

ANDREW LEWIS
KLEIN

ok

Ashutosh

We have made the required changes and the issue should be resolved now. Kindly check on your end.

ANDREW LEWIS
KLEIN

All good! THANK YOU!

Ashutosh

Is there anything else I may help you with ?

ANDREW LEWIS
KLEIN

No thanks. Have a good one!

Ashutosh

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

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

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

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

Ashutosh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74923 Suzanne Beauchemin

Email: suzanne@bobstireco.com  17742638701

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: NEW BEDFORD

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Suzanne Beauchemin	Hello, I am your Acebuddy
Acebuddy	Hello Suzanne Beauchemin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Suzanne Beauchemin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Suzanne Beauchemin	I'd like to report an Issue
Acebuddy	Please select an option!
Suzanne Beauchemin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Suzanne Beauchemin	can't connect
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Suzanne Beauchemin	Hi - my remote desktop hasn't been able to find my computer for a couple hours
	was fine earlier

Shivam Singh	Okay
	Could you please share your server's name or CID number.
Suzanne Beauchemin	not sure what that is?
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Suzanne Beauchemin	my user name is Admin
	no idea what my server name is
	can you just connecy?
	*connect?
Shivam Singh	Okay
	Allow me 2 minutes to check
	I will be right back with you.
Suzanne Beauchemin	it just connected so assuming you did something on your end thank you
Shivam Singh	yes
	Hope everything is fine now.
	Is there anything else I may help you with ?
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

#74702 Test Account

Email: test@test.com  +917878787878

Department: Support(QB & App Hosting)

Operator: Vishal Dharan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 6 Secs

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Test Account	Hello, I am your Acebuddy
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Test Account	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Test Account	I'd like to report an Issue
Acebuddy	Please select an option!
Test Account	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Test Account	test
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vishal Dharan accepted the chat transfer request.</i>
Vishal Dharan	hi\
	<i>test has ended this chat session</i>

Chat Transcript

Hello urgent, my server is not opening at the office for the girl
the moment to work on Quickbooks. Very important need to
asap

Visitor Details

#73800 Mohammad Awwad

Email: bbmikeme@live.com ☎ 17188644138

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20hosting&utm_adgroup=Primary&gad_sou

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 48 Secs

City: BROOKLYN

State: New Jersey

Country: UNITED STATES

Chat Transcript

Mohammad Awwad	Hello urgent, my server is not opening at the office for the girls at the moment to work on Quickbooks. Very important ne
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>	
<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Mohammad Awwad	Company Daily bread username tdbread2
Tushar Pharswan	Kindly allow me two minutes to check the same.
Mohammad Awwad	Another user is Username: dailybread_tdbread
	all the users isn't working just stuck on loading now but doesn't want to open up the cloud
	thank u
Tushar Pharswan	Thank you for waiting.
	Kindly try to login again.
Mohammad Awwad	

	Let me try
Tushar Pharswan	I was checking your server and noticed there is just 2 % which is 1.32 GBspace is left on C drive.
Mohammad Awwad	Nope it's stuck
Tushar Pharswan	I will try to free up some space and reboot the server and after that let's see if the issue still persists or not.
Mohammad Awwad	Ok please do so, our time is very sensitive at the moment need to try to fix the asap thank you
Tushar Pharswan	Server is now rebooting.
	I tried to free up some space, but it did not make any significant change.
Mohammad Awwad	May that b the issue
Tushar Pharswan	I will be sharing you an email on which different disk plans are there you choose any one of them we recommend keeping server to work normally.
Mohammad Awwad	can you forward it to tdbreadny@gmail.com n lmk when I can try again after reboot
Tushar Pharswan	Kindly try to login again also I have sent an email you can choose any of the plans and we will add that accordingly.
Mohammad Awwad	It actually worked but very slow the girls at office saying Which email did u send it to tdbreadny@gmail.com
Tushar Pharswan	It's because of the storage I will monitor the RAM utilization as well once some user's login and see why it is working slow is low. I have sent the email at bbmikeme@live.com as it is the registered email address with us and we will need approval from Mahmoud A is the Name registered with us.
Mohammad Awwad	Mahmoudnyc1@gmail.com?
Tushar Pharswan	the email address is bbmikeme@live.com
Mohammad Awwad	Yes bbmikeme is my brother account currently unavailable but I am Mahmoud a
Tushar Pharswan	Okay, our company requires approval from authorised email address to proceed with the requests which effects billing. I hope you understand as this is the protocol that we have to follow.
Mohammad Awwad	No problem I will check it out with him later today Just curious which files do I need to clear out to see the unnecessary ones I don't need
Tushar Pharswan	Okay, as soon as we get approval we will proceed with the space addition.
Mohammad Awwad	okay I'll have him email u guys with approval later today
Tushar Pharswan	You can check your desktop, document download folder and delete files which are not wanted.
Mohammad Awwad	Okay thank you
Tushar Pharswan	Also, I will email you a detailed storage usage on email once this chat ends and will keep you in CC with the email address:
Mohammad Awwad	thank u
Tushar Pharswan	

Is there anything else I may help you with ?

Mohammad Awwad nope thnx

Tushar Pharswan 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 with a summary.

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73517 vonda

Email: vkhacctserv@gmail.com  14043743557

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: ATLANTA

State: Tennessee

Country: UNITED STATES

Chat Transcript

vonda Hello, I am your Acebuddy

Acebuddy	Hello Vkhacctserv, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
vonda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
vonda	I'd like to raise a Request
Acebuddy	Please select your request type.
vonda	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
vonda	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions F compatible on Windows Server Operating Systems :
	<ul style="list-style-type: none"> • O365 E3 • O365 E5 • O365 Apps for Enterprise
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.
	If you do not have any of the above mentioned subscription plans, Consider upgrading your plan to the one mentioned above or you may purchase a compatible license from Ace.
	Do you need any further assistance on the topic?
vonda	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting yo
vonda	I currently have excel on my computer. I do not want to transfer this to the server. Sometimes to access a client excel .forms how can I do this from the server?
Manish Singh	Alright
	May I take the remote access of your local computer?
vonda	ok
Manish Singh	https://assist.acecloudhosting.com/join/5512924899
	Prior providing the access, I would suggest you to close any important documents at your end
vonda	are you able to access the computer?
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the requested issue.

the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, give your confirmation on this chat.

Please let us know if you would like to add Excel or provide us with your License details of Excel proof of purchase from the Microsoft.

So that we can assist you accordingly.

Is there anything else I may help you with ?

vonda i dont want to add. Thank you for your time

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

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

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74836 Amanullah Sajwani

Email: sajwanicpa@hotmail.com **Phone:** 19018572194

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: MEMPHIS

State: Tennessee

Country: UNITED STATES

Chat Transcript

Amanullah Sajwani	Hello, I am your Acebuddy
Acebuddy	Hello Aman Sajwnai, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amanullah Sajwani	tech support
Acebuddy	You have chosen an Invalid Option. Please try Again!
	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 chat.
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73551 Fenil Shah

Email: tax@sktaxaddison.com  8473508121

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Fenil Shah

	Hello, I am your Acebuddy
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fenil Shah	I'd like to report an Issue
Acebuddy	Please select an option!
Fenil Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Fenil Shah	Server space
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting yo
Fenil Shah	We have email to you for extand our server space.
	When can we expect this
Sharath Kumar	Hello there, could you please let me know if there is a ticket number that I can refer this
Fenil Shah	yes
	653162
Sharath Kumar	thank you, one moment while I look into this
Fenil Shah	sure
Sharath Kumar	Thank you for your patience.
	I checked the ticket and have informed the appropriate team member to work on this on a pri
	He will keep you posted once the server space has been added
Fenil Shah	Okay, please do on priority basis. Thank you!
Sharath Kumar	Certainly, I will try to get this added with in an hour and will inform you once done.
	Is there anything else I may help you with ?
Fenil Shah	Okay, Thank you!
	NO.
Sharath Kumar	My pleasure!
	You may end this chat now. Once you end this chat, you will receive an email from us regard

conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my managers can know what you are working. I will appreciate that, or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74676 JOAN

Email: joan@enscpny.com  631-734-5330

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 28 Secs

City: STANFIELD

State: North Carolina

Country: UNITED STATES

Chat Transcript

JOAN Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

JOAN

Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

JOAN I'd like to raise a Request

Acebuddy Please select your request type.

JOAN Setback

Acebuddy Welcome to Ace Support.

Please chose an option :

JOAN I'd like to report an Issue

Acebuddy Please select an option!

JOAN QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

JOAN Other QB related issue

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

JOAN Missing QB file, ticket id: 665150

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

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

Hello Joan

JOAN HI how are you?

Anurag Sharma I am good Joan. What about you?

JOAN Me as well

Anurag Sharma Joan as I can check you were not able to access the company file due to incorrect credentia

Were you able to login into the file now?

JOAN I figured out the password, but the file that was restored is an old file and not current

Anurag Sharma Okay

Please allow me 2 minutes to check the same.

JOAN thank you

Anurag Sharma Thank you for your patience.

May I take the remote access of your server?

JOAN yes

Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
JOAN	ok
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the requested time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will revert back to you and you can give your confirmation on this chat.
JOAN	ok
Anurag Sharma	We will surely help you with the company file backup request. After this chat I will send you an email please revert back to that email with an approval from your primary contact. Once we will receive the approval we will initiate the process and will update you via email once completed.
	Is there anything else I may help you with ?
JOAN	no thank you.
Anurag Sharma	Thanks for the confirmation !
	Thank you so much Joan for such a wonderful chat session.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of the chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73760 megan

Email: megan@martinenterprisesheatingandac.com ☎ 8474381203

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: LAKE ZURICH

State: Illinois

Country: UNITED STATES

Chat Transcript

megan	Hello, I am your Acebuddy
Acebuddy	Hello Megan Martin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
megan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
megan	I'd like to report an Issue
Acebuddy	Please select an option!
megan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
megan	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps will help you with resolving the issue
	Was that helpful?
megan	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>
megan	Hello, Brian Daly is not able to login this morning.
	Brian.Da
	<i>Chat request was not picked up by the operators</i>
	Please help. Brian Daly is unable to login this morning.

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74415 Harry Shurek

Email: harry@mygeorgiaaccountant.com  14049319318

Department: Support(QB & App Hosting)

Operator: Varun Bisht

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: FLOWERY BRANCH

State: Georgia

Country: UNITED STATES

Chat Transcript

Harry Shurek	Hello, I am your Acebuddy
Acebuddy	Hello Harry, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Harry Shurek	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Harry Shurek	I'd like to report an Issue
Acebuddy	Please select an option!
Harry Shurek	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Harry Shurek	every night when i am working around midnight the server will automatically shut down - it minutes warning and then i have no choice but to close out of my my work - how do i stop i

doing this?

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Varun Bisht accepted the chat transfer request.

Varun Bisht Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht. I will be assisting you

Harry Shurek thanks

Varun Bisht if you're currently working on the server, we can reschedule the reboot

Harry Shurek i usually work at night, can we make this happen at like 5:30am EST instead? I would never
at that time

do i need to do that or you can?

do you need my account info?

Varun Bisht Yes, kindly provide us your business name or server name so that we can make this change

Harry Shurek Shurek Accounting & Tax

Shurek_SAT i think is server

Varun Bisht Thank you for the information. Please allow me two minutes to perform this change

Harry Shurek thank you so much

Varun Bisht You're welcome

Upon checking, I found that there are two servers aligned on your account

Harry Shurek interesting

Varun Bisht Could you please confirm for which server you would like to change the reboot time

Harry Shurek how do i know?

i am logged in now, can you tell which one i am logged into currently?

ShurekAT.myrealdatal.net

does that help?

thats whats on my login window

Varun Bisht Could you also confirm your server login username

Harry Shurek HarryS

I think

Varun Bisht Thank you, please allow me two minutes more

Thank you for your patience.

Harry Shurek OF OCURSE. THIS HAS BEEN SO FRUSTRATING WHEN IT SHUTS DOWN, SO GLAD IT WONT H
ANYMORE

sorry for the caps

	didnt see until after i hit enter
Varun Bisht	No problem
	We have raised the task for the team who will change the reboot time, and it will be complete in 2-3 hours. once done we will inform you over the email .
Harry Shurek	great. Will it stay on for the rest of tonight at least? I probably have another 2 hours of work.
	will it stay on..
Varun Bisht	Yes, you can most probably it will be changed, and you can work on the server without getting rebooted
Harry Shurek	great, thanks again
	have a great night
Varun Bisht	You're welcome, additionally we would like to inform you that the server is currently experiencing space issue as well
	in C Drive
Harry Shurek	about that...can we move space from F to there?
	We dont need F anymore
	and there is 10gb being used there that we are paying for
	is C different than Z?
Varun Bisht	Yes, it is
Harry Shurek	how much space is on c and how much is used?
	i dont see c on my list when i look - i only see d, f and z
Varun Bisht	Let me check that quickly
	Usually, we keep C Drive hidden as it contains all the data related to user profiles and applications.
	however, you can access it by manually
Harry Shurek	how?
Varun Bisht	is it possible that I can give you a Quick Call to discuss this if you are available
	<i>10:29:35 AM Varun Bisht is sharing a file with you image.jpg - (Size:2.9 KB)</i>
	this is the current status of C Drive
Harry Shurek	so it has 27gb available
	how do we speed all of this up, consolidate some of this space and add more if needed?
Varun Bisht	yes, it has 27 GB available out of 319.45 GB
	<i>10:32:01 AM Varun Bisht is sharing a file with you image (6).png - (Size:1.04 KB)</i>

Harry Shurek	but that is separate from the 20.9 gb free on z and the 9.67gb free on f correct?
Varun Bisht	You may enter - C: on quick access and you will be able to access C Drive
	Yes it is
Harry Shurek	so we have roughly 478 gb of storage across all drives?
Varun Bisht	For that we need to check the details
Harry Shurek	i got into c, i see it
Varun Bisht	however, space which you are having C Drive is having all the data related to User profiles . application data
	Great!
Harry Shurek	what i fsome of these users are no longer active? if we delete their info will that free up space?
Varun Bisht	Yes, you may let us know the user details and we can remove this
	It will free up some space
Harry Shurek	i tell you which folders in the users folder?
Varun Bisht	Yes, I believe this can we better assisted over a call so if you are available, I can give you a to discuss this
Harry Shurek	let me call back tomorrow to go over it
Varun Bisht	Got it
Harry Shurek	i need to finish teh work i had gotten stopped doing with teh reboot i appreciate your help though - the space issue makes mroe sense to me now
Varun Bisht	Is there anything else I may help you with ?
Harry Shurek	another questoion..will clearing up that space help teh server run faster or do we need to a ram and/or hard drice space also? hard drive space...
Varun Bisht	After cleaning up the space we can review the server performance
	Server is having enough RAM as of now
Harry Shurek	what happens to the files in those users' folders? i clicjed on one and he has not worked hei long time but there are documents that were stored on his desktop
Varun Bisht	We can certainly share the data with you before removing it. You have the option to either r local backup or we can save it temporarily on the server. However, please note that if we st the server, it will consume space. (Edited)
Harry Shurek	i do have another question also - are there backups being done of my data on a nightly bas we able to restore a file if one is delted by accident?

also, am i able to get a copy of the backup for my own records off site?

Varun Bisht Yes, we run regular backups of the server, and we typically retain the latest backup for the last 7 days. Currently, this results in approximately 2 backups being stored at any given time.

Harry Shurek am i able to get a copy of a backup?

Varun Bisht I Need to check that with team

Most likely, we can share the data with you

Harry Shurek I would think so, its my data

Varun Bisht which is currently available on the server

Harry Shurek please let me know how i get that

i am not trying to change my service or anything, but if something happens to ACE cloud, i will have records of my data also

Varun Bisht I understand your point. We can share the backup with you. Please let us know the specific folders you would like us to share, and we will assist you with this.

Harry Shurek ok, for sure everything on Z

the users folder on c also

Varun Bisht Alright, we can definitely work on it. However, before sharing the backup, we suggest connecting via a call at your convenience. This way, we can review everything you'd like us to share with you.

Harry Shurek ok, i can call tomorrow or friday to go over it. but please have them create it for me.

Varun Bisht Sure

Harry Shurek great. thank again. have a great night!

Varun Bisht Is there anything else I may help you with?

Harry Shurek no, that's it

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

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

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

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

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

Varun Bisht has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74628 xianna zhong

Email: visionpointtax@gmail.com ☎ 19173029317

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

xianna zhong Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

xianna zhong Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

xianna zhong I'd like to raise a Request

Acebuddy Please select your request type.

xianna zhong Application Version Upgrade

Acebuddy Please select the application you would like to upgrade :

xianna zhong Other Application

Acebuddy To begin the installation process, please download the setup file from your application porta
it to your server desktop.

Following this, kindly inform us of the completion of this task by sending an email to
support@acecloudhosting.com.

	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.
	Do you need any further assistance on the topic?
xianna zhong	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!
<i>Acebuddy has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73763 Richard Fried

Email: rifcfo@gmail.com **Phone:** 6784295747

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: GAINESVILLE

State: Georgia

Country: UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74355 ksapp

Email: ksapp@rosefeltlaw.com ☎ 727-241-4488

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 38 Secs

City: ST PETERSBURG

State: Florida

Country: UNITED STATES

Chat Transcript

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

	Welcome to Ace Support.
	Please chose an option :
ksapp	I'd like to report an Issue
Acebuddy	Please select an option!
ksapp	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
ksapp	Installation of application on server. Ticket ID 661337
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
	<i>Sharath Kumar is transferring the chat to Manish Singh.</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting yo
	Kindly allow me two minutes to check the same.
ksapp	Good morning
Manish Singh	Good Morning, Kelley
	As I can see application is already installed on server.
	And Shivam has added the shortcut to the user end.
ksapp	I opened a ticket yesterday regarding Drake 2024 tax. This morning when Dee logged into I
	appears it is not the correct applicatio
	The properties need to show the following... I will attach
Manish Singh	Kindly allow me two minutes to check the same.
	<i>6:44:22 PM ksapp is sharing a file with you thumbnail_image.png - (Size:87.54 KB)</i>
	May I take the remote access of user Dee Server? (Edited)
ksapp	Let me check with her
	1 min please
Manish Singh	Sure
ksapp	OK - you can take access, she is ready
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your e
ksapp	everything is good
Manish Singh	Seems to be working she can access Drake Tax 2024
ksapp	

	<p>that is not the case</p> <p>she can access it but everytime she logs in it makes he create a password</p> <p>like it is the first time she is using it</p>
Manish Singh	Alright, let me check
	Okay, Is this the first time She is facing this issue and is the issue faced by other users too?
ksapp	No issues with other users
	this is the path on my computer C:\DRAKE24\FT\START2024.EXE
Manish Singh	Alright
ksapp	all other Drake icons are on this path for her computer except 2024
Manish Singh	Checking we are connected over the server.
ksapp	ok - thank you
Manish Singh	Kelley, please tell her to login once.
ksapp	she is logged in now
Manish Singh	Application is working and your data is accessible and only one user is having issue we suggest you contact Drake support for assistance as we have provided the folder access which is giving checked with the services.
ksapp	Ok - thank you
	I will contact Drake support
Manish Singh	Please do if the issue still persist, we will try to give you assistance. (Edited)
	Is there anything else I may help you with ?
ksapp	Perfect - thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74196 msullivan

Email: msullivan@redcoachusa.com **Phone:** 7132820309

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 54 Secs

City: IRVING

State: Texas

Country: UNITED STATES

Chat Transcript

msullivan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

msullivan Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

msullivan I'd like to report an Issue

Acebuddy Please select an option!

msullivan Other Issue

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

msullivan i cant login

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you.
msullivan	i cant login
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
msullivan	i dont know but i have work to do i need to login
Manish Singh	Alright, let me check
msullivan	ok
Manish Singh	May I take the remote access of your local computer?
msullivan	yes
Manish Singh	https://assist.acecloudhosting.com/join/7192383589
	Prior providing the access, I would suggest you to close any important documents at your end.
msullivan	ok
Manish Singh	Kindly join this session
msullivan	yes
Manish Singh	Are you able to connect?
	Are we still connected here?
	We are connected on the remote session and will proceed with the troubleshooting on the same. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly let me know and give your confirmation on this chat.
	Is there anything else I may help you with ?
msullivan	thank you for your help
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on the smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding the feedback you provided during this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know more about the experience you had while working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).
<i>Manish Singh has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74942 Rochelle Harding

Email: shared.office@hardingrentals.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: PARADISE

State: California

Country: UNITED STATES

Chat Transcript

Rochelle Harding Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Rochelle Harding Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Rochelle Harding I'd like to raise a Request

Acebuddy Please select your request type.

Rochelle Harding Other Request

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

If you are facing any issue/problem with your server, Please select the appropriate option b

Rochelle Harding has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73512 Shannon Hoffman

Email: sh@hrosscpa.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 51 Secs

City: CULPEPER

State: Virginia

Country: UNITED STATES

Chat Transcript

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

	<p>Do you need any further assistance on the topic?</p>
Shannon Hoffman	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<p><i>Acebuddy (bot) forwarded the chat request</i></p>
	<p><i>Sharath Kumar accepted the chat transfer request.</i></p>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Shannon Hoffman	I just did a reset of my password with our IT provider and my new password is not working.
Sharath Kumar	No worries, let me help you with that. Could you let me know the username that you are signing in with.
Shannon Hoffman	ShannonHoffman@myrealdata.net
Sharath Kumar	alright, and when was the last time that you were able to access the server
Shannon Hoffman	yesterday which was our 1st day using Ace Cloud Hosting
Sharath Kumar	I checked your account and the account is active and enabled, therefore, with the right credentials you should be able to sign in
	<p>May I take a remote session of your local computer to check the settings of the RDP file</p>
Shannon Hoffman	yes
Sharath Kumar	let me send you a link for this purpose
	<p>Prior providing the access, I would suggest you to close any important documents at your end.</p>
Shannon Hoffman	ok
Sharath Kumar	https://assist.acecloudhosting.com/join/1232245784
	<p>could you show me where the RDP file is that you use to connect to the server</p>
	<p>Shannon, since you are now able to connect with the server, is there anything else that I may assist you with?.</p>
	<p>Are we still connected here?</p>
	<p>Are we still connected here?</p>
	<p>As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling us at (1-888-415-5240) if any further assistance is required.</p>
	<p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>
	<p><i>Sharath Kumar has ended this chat session</i></p>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74753 Wendy Weissman

Email: wendy@weissman.com ☎ 14064548988

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: GREAT FALLS

State: Montana

Country: UNITED STATES

Chat Transcript

Wendy Weissman Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Wendy Weissman Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Wendy Weissman I'd like to report an Issue

Acebuddy Please select an option!

Wendy Weissman Other Issue

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

Wendy Weissman I had to reset my server last week and now I can't get into. microsoft office and I need to log in for me.

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

Sharath Kumar Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you.

Wendy Weissman	I had to reset my server last week and now I don't have access to microsoft office. I need someone to login for me - I pay for Ace microsoft licenses so I don't have the password
Sharath Kumar	Hello Wendy, just to confirm - you can access the server but not the Microsoft products, is that correct?
Wendy Weissman	yes.
	I can get into all of my programs except microsoft office - when I click on the icon it asks for my name and password
	I can use excel in demo mode but it won't let me save or edit.
	It says I am using an "unlicensed product."
Sharath Kumar	Understood, we can reset the password for you, however, a request for the same needs to be sent to support@acecloudhosting.com
Wendy Weissman	I am using Ace's licenses - so what is the login that I would need if you reset the password?
Sharath Kumar	let me check that quickly!
	Thank you for your patience. Unfortunately, I do not have access to check your credentials
Wendy Weissman	Can someone else help me?
Sharath Kumar	If you could send an email for the password reset for your O365 account, I can have the app support team look into it and reach out to you with the credentials
Wendy Weissman	OK but a password reset won't help if I don't have the login.
Sharath Kumar	I can understand that, bear with me for a few more minutes, I will check what the username for your O365 account is
Wendy Weissman	thank you.
Sharath Kumar	Thanks again for the patience, Wendy
	still working on to gather the information since only a handful of people have access to O365
Wendy Weissman	Thank you.
Sharath Kumar	Please be informed that we are not able to view or make any changes to your O365 account as the GDAP relationship is expired. We request that you to please use the below link and approve the pending relationship. Please log in as 'admin@WendyJCPAC.onmicrosoft.com' and click on the link to accept the invite. In case you do not remember the password of 'admin@WendyJCPAC.onmicrosoft.com', you can reset it by visiting https://passwordreset.microsoftonline.com/
	Unfortunately, this is the message we are receiving as some privileges have expired
	You can sign into this Office portal after changing the password to the admin account and manage your user accounts from there
	this is the website; you'd need to sign into - admin.microsoft.com
Wendy Weissman	I can't seem to get it to work but I will ask my network administrator to help. Thank you!
Sharath Kumar	Sure! let them know that GDAP is expired due to which we are unable to manage your O365 account
	Is there anything else I may help you with ?

Wendy Weissman	Can I get a transcript of this chat so I can send it to my network guy?
Sharath Kumar	So he has the links to reset?
Wendy Weissman	definitely, you will receive the transcript via email as soon you close this chat
	Perfect. Thank you!! have a great day.

Wendy Weissman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74304 Bookkeeping

Email: bookkeeping@atysolutions.com ☎ (605) 951-7987

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: SIOUX FALLS

State: South Dakota

Country: UNITED STATES

Chat Transcript

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

Please select an option!

Bookkeeping Password Reset

Acebuddy Please select an option below

Bookkeeping Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@acecloudhosting.com and mention the username for which password needs to be reset and we'll share an update once the request is processed.

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74659 kimberly

Email: kimberly@stokescm.com  3524456069

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat

kimberly Hello, I am your Acebuddy

Acebuddy Hello Kimberly, 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 chat.

Ended due to chat idle timeout