

Chat Transcript

My apologies!! I did not have the volume up on my compu
did not hear the alerts. I will try to login again in an hour.
you!!

Visitor Details

#71415 Katie Kispert
Email: kkispert@dixon-associates.com 📞 7819340648
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Brande&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&utm_content=Katie+Kispert
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 25 Secs
City: NATICK
State: Massachusetts
Country: UNITED STATES

Chat Transcript

Katie Kispert	My apologies!! I did not have the volume up on my computer, so I did not hear the alerts. I will try to login again in an hour.
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
	Hello Katie, How are you doing today?
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>
Katie Kispert	Fine thank you! How are you?
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Katie, how may i assist you?
	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>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71491 Kemarie Manligoy
Email: klmanligoy@gmail.com
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 27 Secs
City: TORIL
State: Davao Del Norte
Country: PHILIPPINES

Chat Transcript

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

		Setback
	Acebuddy	Please select your request type.
	Kemarie Manligoy	Setup Ace Server
	Acebuddy	If you would like to configure the server access link on your computer, Kindly select your Operating System
	Kemarie Manligoy	MacOS
	Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.
		Do you need any further assistance on the topic?
	Kemarie Manligoy	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Kemarie Manligoy	Hi!
		i'd like to ask your help. I'm with American Grill and Hearth
	Shubham Kataria	Hello Kemarie
	Kemarie Manligoy	I was asked to set up my cloud desktop in my device. My device however is a macbook
		I was given an RDP file by my superior but I cannot view the same
	Shubham Kataria	I will be surely assisting you with this. Kindly help me with your user name? (Edited)
	Kemarie Manligoy	I was also already able to download the Microsoft desktop in my device
		where do I find the user name?
		I was given an RDP file but I cannot view it in my mac
		<i>4:15:54 PMKemarie Manligoy is sharing a file with you</i> <u>Screenshot 2025-01-28 at 6.45.38 PM.png</u> - (Size:20.1 KB)
	Shubham Kataria	Okay, no problem. Let me check the username in your account
	Kemarie Manligoy	Thank you
	Shubham Kataria	Thank you for the information and allow 2 minutes to check the same.
		May I take the remote access of your local computer?
	Kemarie Manligoy	like my device now?
		sure
	Shubham Kataria	yes

		Prior providing the access, I would suggest you to close any important documents at y
	Kemarie Manligoy	ok hold on
	Shubham Kataria	Sure
	Kemarie Manligoy	ok.. everythin's closed now
	Shubham Kataria	Thank you
		https://assist.acecloudhosting.com/join/8152150334
		Kindly join this link
	Kemarie Manligoy	I clicked already
		what's next
	Shubham Kataria	Kindly paste this link in the browser of local computer and join the session.
	Kemarie Manligoy	yes. It had me download the joinmac.dmg
		but it won't open
	Shubham Kataria	Download it and allow the permissions for the remote session
	Kemarie Manligoy	installing now
	Shubham Kataria	Sure, please take your time
		We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
		Thank you for your patience.
		Kindly enter your login password in Remote Desktop
		Are we still connected here?
		Thank you for your patience.
		As per our remote conversation, I have set up Remote desktop for your Mac
		Is there anything else I may help you with ?
	Kemarie Manligoy	None for now. Thank you so much for your help
	Shubham Kataria	you're welcome
		I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!

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

For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70136 Buffy Soper
Email: buffy@vmdcpa.com ☎ 9897238171
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: 13 Secs
City: OWOSSO
State: Michigan
Country: UNITED STATES

Chat Transcript

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

		Please select your request type.
	Buffy Soper	Other Request
	Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
		If you are facing any issue/problem with your server, Please select the appropriate op
	Buffy Soper	Yes, I'm facing issues with my server
	Acebuddy	Please select an option!
	Buffy Soper	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	Buffy Soper	RE: TICKET 607125. We are trying to access one of our servers that houses QB Enterp only one company file. The user name is: Shipnette.ent. When I enter the password fc informed that the user is not active.
	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>
		<i>Anurag Sharma is transferring the chat to Tushar Pharswan.</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 as
	Buffy Soper	Hello!
	Tushar Pharswan	Kindly allow me two minutes to check the ticket.
	Buffy Soper	Absolutely. Thank you.
	Tushar Pharswan	I just checked all user are disabled due to inactivity this happens when users are not I days.
	Buffy Soper	That's understandable. Our client who was using this server has sadly migrated over i on closing down the server, but I wanted to grab a backup of the company file before If that's not possible, that's ok.
	Tushar Pharswan	We can share you the Back off the data for that you can mention the details of your re will then proceed accordingly. Kindly email us at support@acecloudhosting.com Also if you could provide us with yo number and the preferred time to reach you out our dedicated team will guide you re process.
	Buffy Soper	I will do that. Thank you!
	Tushar Pharswan	Is there anything else I may help you with ?
	Buffy Soper	No, thank you. I am all set. Have a wonderful day!
	Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc

Thanks!

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70427 asajwani
Email: asajwani@gmail.com ☎ 416-319-6811
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 2 Secs
City: THORNHILL
State: Ontario
Country: CANADA

Chat Transcript

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

	asajwani	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	asajwani	I'd like to report an Issue
	Acebuddy	Please select an option!
	asajwani	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	asajwani	unable to log in to ras1
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be as
		today.
	asajwani	Hi Shubham
	Shubham Kataria	Hello Ahmed
	asajwani	I am unable to rdp to ras1
	Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user
	asajwani	ras1 and user ahmed
		I got this issue 6 times in last 5 days. everytime they change gateway and next day it
	Shubham Kataria	I deeply apologize for the inconvenience caused to you.
		But I will surely assist you with this
	asajwani	thx
	Shubham Kataria	Could you please confirm if you are the only user who is unable to access RDP
	asajwani	yes
		this machine used by me only
	Shubham Kataria	Okay
		May I know if you are receiving any error while accessing remote desktop
	asajwani	unable to login
	Shubham Kataria	okay
	asajwani	say login failed
	Shubham Kataria	May I take the remote access of your local computer?
	asajwani	yes

	Shubham Kataria	okay
		Prior providing the access, I would suggest you to close any important documents at y
	asajwani	yes
	Shubham Kataria	https://assist.acecloudhosting.com/join/9182982104
		Kindly join this link
	asajwani	yes
	Shubham Kataria	As per our remote session, you were able to log in to the server however, it appears t Zoho session.
	asajwani	yes, thx
		you want session again?
	Shubham Kataria	Yes, if you allow me, I can download a new RDP for you.
		This will reduce the chances of encountering the issue again.
	asajwani	ok
		can u send link again or run same one?
	Shubham Kataria	https://assist.acecloudhosting.com/join/1912758304
		Kindly join this link
		Thank you for your patience.
		As per our remote conversation, your issue has been resolved. I will keep the ticket ur and follow up. If you encounter the issue again, please feel free to respond on the sar
	asajwani	ok, thx
	Shubham Kataria	you're welcome
		Is there anything else I may help you with ?
	asajwani	no, thx
	Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
	asajwani	have a nice day
		sure
	Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
		Note: You may change/reset your server password on your own by registering on our !

(<https://selfcare.acecloudhosting.com>).

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71282 fawn
Email: fawn@unksconstruction.com ☎ 7026368671
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: 44 Secs
City: LAS VEGAS
State: Nevada
Country: UNITED STATES

Chat Transcript

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

		Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	fawn	Unable to log into the 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 ass
		Hello Fawn
		Are we still connected here?
	fawn	Yes
		I have a black screen when logging into my server
		Our company has a dedicated server.
	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
	fawn	Unks
		FawnS
		I was working in Quickbooks and it froze. I tried using your infreeze tool and it blackec
		unfreeze tool that is
	Anurag Sharma	No worries. I will help you with that
		Please stay connected.
	fawn	I am here
	Anurag Sharma	I have logged you out from the server.
	fawn	I am trying again
		Still the black screen
		No change
	Anurag Sharma	I have rebooted the server from the backend.
		Kindly try in 1 minute.
	fawn	Let me know
	Anurag Sharma	You can login and check now
	fawn	okay
		I am uable to open it now
	Anurag Sharma	Have you entered into the server?

	fawn	No - it will not let me open
		Maybe my system needs to reboot too.
	Anurag Sharma	Yes, you can do that.
		And you can re-initiate another chat if the issue persists.
	fawn	I will try that then
		ok
	Anurag Sharma	Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71099 DAVID HOFFMAN
Email: dave@groundforcecrew.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 48 Secs
City: SAN DIEGO
State: California
Country: UNITED STATES

Chat Transcript		
	DAVID HOFFMAN	Hello, I am your Acebuddy
	Acebuddy	Hello David Hoffman, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	DAVID HOFFMAN	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	DAVID HOFFMAN	I'd like to report an Issue
	Acebuddy	Please select an option!
	DAVID HOFFMAN	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	DAVID HOFFMAN	i am having a problem with the audit trail service in my b2w software. ACE has previo with this and i need a temporary fix for today to finish a very important proposal. Plea
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assist
	DAVID HOFFMAN	Hi Manish
	Manish Singh	Hii David
	DAVID HOFFMAN	I need the service started by you on my b2w software called audit trail
	Manish Singh	I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
		Kindly check now.
	DAVID HOFFMAN	Thank you it is working. What specific information does ACE need from B2W Software off hours reinstallation of this software for me? I was previously told by ACE that the s a corruption needing a reinstallation.
		Please let me know what is needed by ACE so i can get that information from B2W th
	Manish Singh	Kindly provide us with the setup file over the email we will do that for you.
	DAVID HOFFMAN	Where do we find the set up file? I do not know much about software
	Manish Singh	Kindly download the software or contact the application support for the help so that tl the necessary details.
		Moreover, kindly download the setup file on your end so that we can install it on serve

	DAVID HOFFMAN	there is a folder i found that appears to contain the set up. It is in a folder on my desk server. Are you able to look at those files and tell me if they are what you need?
	Manish Singh	Can you please share the location of the file.
	DAVID HOFFMAN	Can you see my server screen?
		It is a folder that say ACE see this folder B2W Software
	Manish Singh	Found it
		please share the location of the setup file.
	DAVID HOFFMAN	There are also B2W files in the downloads folder on my server desktop. I see one calle Perhaps those downloads are what you need?
		Can you see that downloads folder on my desktop?
		<i>11:06:45 PMManish Singh is sharing a file with you</i> <i>image.png - (Size:2.94 KB)</i>
	Manish Singh	Is this the one?
	DAVID HOFFMAN	yes i believe so. I need to use the software today and tomorrow (Jan 21-22) to finish a after that i should not need it again until the morning of January 23rd.
		If better i can also coordinate a call between ACE and B2W to facilitate the reinstall
	Manish Singh	As users are logged in and its business hours we will schedule this reinstallation in nig
		Is there anything else I may help you with ?
	DAVID HOFFMAN	That is all for now thank you
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
		Note: You may change/reset your server password on your own by registering on our : (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl
		<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71024 Catalina
Email: accounting@fgs-a.com ☎ 7865015913
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: MIAMI
State: Florida
Country: UNITED STATES

Chat Transcript

Catalina	Hello, I am your Acebuddy
Acebuddy	Hello Catalina, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Catalina	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Catalina	I'd like to report an Issue
Acebuddy	Please select an option!
Catalina	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
	As we haven't got any response from your end, We are closing this chat. If you still ne Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71696 Shannon Dias
Email: shannon.dias@asgsolutions.us 📞 14079474171
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 59 Secs
City: KISSIMMEE
State: Florida
Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70061 Kevin T Taylor
Email: ktaylor@cthumanities.org
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: MIDDLETOWN
State: Connecticut
Country: UNITED STATES

Chat Transcript

Kevin T Taylor	Hello, I am your Acebuddy
Acebuddy	Hello Kevin T Taylor, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kevin T Taylor	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kevin T Taylor	I'd like to report an Issue
Acebuddy	Please select an option!
Kevin T Taylor	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Kevin T Taylor	install quickbook on desktop and qb synch
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi has not responded for the transfer request.</i>
Kevin T Taylor	Hello?
	<i>Chat request was not picked up by the operators</i>

Chat Transcript

I just received an email saying my password was reset but find where to choose my new password

Visitor Details

#70228 Benjamin Sullivan
Email: bsullivan@centrumrd.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 7 Secs
City: CHICAGO
State: Illinois
Country: UNITED STATES

Chat Transcript

Benjamin Sullivan	I just received an email saying my password was reset but I cannot find where to cho password
	never mind i just got the follow up email, thank you
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assist
	Is there anything else I may help you with ?
Benjamin Sullivan	No 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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70184 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: 4 Secs
City: ANAND
State: Gujarat
Country: INDIA

Chat Transcript

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

	krisika	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	krisika	Hi
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be as
		today.
	krisika	Quickbook very slow in all pc
	Shubham Kataria	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
	krisika	Yes
		U can proceed the server rebot
	Shubham Kataria	Sure, I will
		Kindly confirm your business name
	krisika	Priorware
	Shubham Kataria	Thank you for the information.
		Could you please confirm from when you're facing latency in QuickBooks
	krisika	U can proceed the server rebot
	Shubham Kataria	Sure
		I will inform you once the reboot task completed
		Kindly allow two minutes
	krisika	Ok
	Shubham Kataria	Server is up now
		Kindly check
	krisika	Ok
		Quickbook working now In all pc
		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 chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our : (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl</p>
	<i>Shubham Kataria has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70265 Christopher Gore

Email: chris@c3energypartneres.com 📞 14063660622

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NAMPA

State: Idaho

Country: UNITED STATES

Chat Transcript

Christopher Gore	Hello, I am your Acebuddy
Acebuddy	Hello Chris, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Christopher Gore	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christopher Gore	I'd like to raise a Request
Acebuddy	Please select your request type.
Christopher Gore	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate op
Christopher Gore	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Christopher Gore	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Christopher Gore	i want full screen
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assist
	Hii Chris
	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 (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70200 Mendy Braun
Email: mendy@healthdirectny.com 📞 718-388-9300
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

Mendy Braun	Hello, I am your Acebuddy
Acebuddy	Hello Mendy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	9:22:24 PMMendy Braun is sharing a file with you 1_image.png - (Size:10.29 KB)
	You have chosen an Invalid Option. Please try Again!
	Whom Would You Like to Connect With?
Mendy Braun	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mendy Braun	I'd like to report an Issue
Acebuddy	Please select an option!
Mendy Braun	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Mendy Braun	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Mendy Braun	Cant send email
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	

Shubham Yadav accepted the chat transfer request.

Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be ass
	9:23:53 PMMendy Braun is sharing a file with you 1_image.png - (Size:10.29 KB)
	I will be surely assisting you with this. Kindly help me with your server name and user
Mendy Braun	Health Direct
	Mendy
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Mendy may I take the remote access of your server?
Mendy Braun	Yes
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at y
	We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	Mendy are you there?
	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 (1-888-415-5240) if any further assistance is required.

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70641 Stephen Harper
Email: tax@preservationwc.com ☎ 18594967350
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: FLORENCE
State: Kentucky
Country: UNITED STATES

Chat Transcript -----

Stephen Harper	Hello, I am your Acebuddy
Acebuddy	Hello Stephen Scott Harper, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephen Harper	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephen Harper	I'd like to report an Issue
Acebuddy	Please select an option!
Stephen Harper	Password Reset
Acebuddy	Please select an option below
Stephen Harper	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username fo 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 ne Kindly re-initiate the chat.

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#71122 Stacy Wells
Email: stacy@alivelychef.com 📞 208-389-9600
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: BOISE
State: Idaho
Country: UNITED STATES

Chat Transcript -----

Stacy Wells	Hello, I am your Acebuddy
Acebuddy	Hello Stacy E Wells, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stacy Wells	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stacy Wells	I'd like to report an Issue
Acebuddy	Please select an option!
Stacy Wells	Password Reset
Acebuddy	Please select an option below
Stacy Wells	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pas
	Do you need any further assistance on the topic?
Stacy Wells	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71640 anewtonmanda
Email: anewton@riverviewtaxcpa.com ☎ +18136728297
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: 13 Secs
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

anewtonmanda	Hello, I am your Acebuddy
Acebuddy	Hello Amanda Newton, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
anewtonmanda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
anewtonmanda	I'd like to report an Issue
Acebuddy	Please select an option!
anewtonmanda	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
anewtonmanda	Drake2024 cannot e-file
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 as

	Hello Amanda
anewtonmanda	Hi Shashwat
Shashwat Verma	Could you please elaborate your issue
anewtonmanda	I'm getting an error message on individuals that we can only e-file test returns. in Drake 2024
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
anewtonmanda	of course
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at y
anewtonmanda	ok
Shashwat Verma	https://assist.acecloudhosting.com/join/7952601412
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	We suggest you connect with us on three-way call with Drake
	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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
	Note: You may change/reset your server password on your own by registering on our : (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#71200 Stephanie Kellames
Email: steph@jkservicesinc.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 43 Secs
City: RENO
State: Nevada
Country: UNITED STATES

Chat Transcript -----

Stephanie Kellames	Hello, I am your Acebuddy
Acebuddy	Hello Stephanie Kellames, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephanie Kellames	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephanie Kellames	I'd like to report an Issue
Acebuddy	Please select an option!
Stephanie Kellames	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Stephanie Kellames	My QB froze and I exited out of the server. NOw when I log in it is a black screen
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	This message has been deleted
	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assist
Stephanie Kellames	thank you
Manish Singh	I will surely help you with this issue.
	May i know your Server name?
Stephanie Kellames	

	Bluelsle Drake
Manish Singh	Kindly try to access now.
Stephanie Kellames	still dark
Manish Singh	May I take the remote access of your server?
Stephanie Kellames	sure
Manish Singh	Prior providing the access, I would suggest you to close any important documents at y
Stephanie Kellames	done
Manish Singh	Kindly accept the session.
Stephanie Kellames	my screen is completely dark, I cannot see anything
Manish Singh	Kindly try to access now.
Stephanie Kellames	it's fixed, thank you!
Manish Singh	Is there anything else I may help you with ?
Stephanie Kellames	That's it for the day, thank you for your help
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our : (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl</p>
Stephanie Kellames	you too!
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70843 Rachel Agnew
Email: rachel@securtiylogisticsnm.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: ALBUQUERQUE
State: Colorado
Country: UNITED STATES

Chat Transcript

Rachel Agnew	Hello, I am your Acebuddy
Acebuddy	Hello Rachel Agnew, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rachel Agnew	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rachel Agnew	I'd like to raise a Request
Acebuddy	Please select your request type.
Rachel Agnew	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you wit once the task has been completed.
	Typically, the application update is performed overnight.
	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 ne Kindly re-initiate the chat.
Ended due to chat idle timeout	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70043 DIMPLE SARAIYA
Email: dsaraiya@gmail.com ☎ 8626862754
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transcript

need a new password

Visitor Details

#70332 allison corado
Email: ac@pkave.com ☎ 6462950712
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 9 Secs
City: GREENSBORO
State: North Carolina
Country: UNITED STATES

Chat Transcript

allison corado	need a new password
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
allison corado	thank you
	i need a new password I assume, since it's been 6 months and my current one is not v
Vatsal	Hey! Let me transfer this chat to the support team, they will be assisting you
	<i>Vatsal is transferring the chat to Support(QB & App Hosting).</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 assist
allison corado	thnaks
	thanks
	Allisonc.q14
Manish Singh	I will surely help you with this issue.

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: ROCKFORD
State: Wisconsin
Country: UNITED STATES

Chat Transcript -----

Jill Austin	Hello, I am your Acebuddy
Acebuddy	Hello Jill Austin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jill Austin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jill Austin	Restart
Acebuddy	Hello Jill Austin, 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 ne Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#70372 Eduardo
Email: corporateit@sdf-itc.com ☎ 15125169214
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: 8 Secs
City: VILLAHERMOSA
State: Tabasco
Country: MEXICO

Chat Transcript -----

Eduardo	Hello, I am your Acebuddy
Acebuddy	Hello Eduardo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Eduardo	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Moin Latief accepted the chat transfer request.</i>
Moin Latief	Thank you for contacting Ace Cloud Hosting. My name is Moin. How may i assist you?
Eduardo	Hello Moin, I selected the wrong option. I need tech support
Moin Latief	May i please have your company name?
Eduardo	SDF ITC
Moin Latief	Thank you.
	kindly allow me to transfer your chat to the concerned department.
	<i>Moin Latief is transferring the chat to Support(QB & App Hosting).</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Eduardo	Thank you
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be as
Eduardo	Hello Tushar, my company is SDF ITC. I just added an user and it doesn't have access apps, can you please grant access? User is CDM11_.V
Tushar Pharswan	Kindly allow me two minutes to check the details.
Eduardo	Thanks
Tushar Pharswan	Thank you for waiting.
	Kindly email us at support@acecloudhosting.com from your authorised person from tl address to give user CDM11_.V access to Microsoft apps.

	There are three authorised person for your account which are as below. Mr. David Enrique Hernandez dh@sdf-itc.com accounting SDF-ITC accounting@sdf-itc.com Ysela Reyes ysela@sdf-itc.com
Eduardo	Noted, I'll do that then. Thanks
Tushar Pharswan	Is there anything else I may help you with ?
Eduardo	That'll be for now, thanks
Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks! Note: You may change/reset your server password on your own by registering on our : (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70743 Sinu Paul
Email: paulsinu@gmail.com 📞 13173958365
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome

Device: Desktop
Average Response Time: 3 Secs
City: PALAKKAD
State: Kerala
Country: INDIA

Chat Transcript -----

Sinu Paul	Hello, I am your Acebuddy
Acebuddy	Hello Paulsinu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sinu Paul	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sinu Paul	I'd like to report an Issue
Acebuddy	Please select an option!
Sinu Paul	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Sinu Paul	logon attempt failed in RDP file
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting y
	Hi Paul. How are you doing today?
Sinu Paul	fine
	logon attempt failed in RDP file
Yash Ahi	I will surely help you with this issue Paul.
	Could you please help me with your server name or business name once?
Sinu Paul	BridgetCPAFirm.myrealdata.net
Yash Ahi	Thankyou for the information, Paul.
	Kindly allow me two minutes to check the same.
	Paul, may I take the remote access of your local computer, in order to check RDP sett
Sinu Paul	okey
Yash Ahi	

Kindly paste this link in the browser of local computer and join the session.
https://assist.acecloudhosting.com/join/2462156158

Prior providing the access, I would suggest you to close any important documents at y

Sinu Paul

wait , i will confirm later

is there another way

Yash Ahi

Well, as you mentioned the error that you are getting logon attempt failed, we can try reset.

I just need to make sure, that all the RDP settings are fine, before proceeding with pa:

If you wish sir, we can proceed with password reset first.

Sinu Paul

okey do it

Yash Ahi

Alright.

Well as I can see that you are not enrolled on selfcare portal, so we request you to ple email from your registered email id paulsinu@gmail.com to support@acecloudhosting

Once we get the email, we will reset the password right away and will provide you wit

Sinu Paul

okey, I will catch you later

Yash Ahi

Okay Paul.

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

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71649 Ravi
Email: ravi.minhas@cogneesol.com

Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 31 Secs
City: MUMBAI
State: Delhi
Country: INDIA

Chat Transcript -----

Ravi	Hello, I am your Acebuddy
Acebuddy	Hello Ravi Minhas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ravi	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Suneetha Barre accepted the chat transfer request.</i>
Ravi	hi
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you, may i help you?
Ravi	Account Name :- Larry demers
	we want to reset the password of email id
	?
Suneetha Barre	Hi Ravi
	Kindly confirm the user name that needs to be reset
Ravi	Tax3CogStaff@DeMersandAssociates.com
Suneetha Barre	Thank you for sharing details with us
	Kindly allow me two minutes to check the same.
Ravi	ok
Suneetha Barre	Thank you for the patience
	Kindly allow me to transfer this chat to concerned team
	<i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>

	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be as today.
		Kindly confirm if you require a password reset for this user
	Ravi	yes please
	Shubham Kataria	Please allow me a minute to check whether this user is enrolled in selfcare or not
		Thank you for waiting.
		Could you please provide us the username for the user
	Ravi	Nisha Singh
	Shubham Kataria	Okay
		We have made some changes from backend, Kindly ask the user try to login now with password (Edited)
		Are we still connected here?
		Are we still connected here?
	Ravi	can you share the password
	Shubham Kataria	Please allow me two minutes, I'm sending over the email
	Ravi	ok
	Shubham Kataria	Please stay connected, we are working on your request
	Ravi	ok
	Shubham Kataria	Thank you for your patience.
		I've send the password over email, please check
	Ravi	which email
	Shubham Kataria	larry@demersandassociates.com
		parminder.k@cogneesol.com tax3cogstaff@demersandassociates.com tax1cogmgr@demersandassociates.com and these emails are in CC
	Ravi	ok
	Shubham Kataria	Yes, please confirm if you received the password (Edited)
	Ravi	yes we receieve
		thanks
		please wait we are checking
	Shubham Kataria	Sure, please take your time
		Is everything working fine, or need any assistance with logging in.
		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 (1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71332 Arron Forbes
Email: irzad.zamcorp@gmail.com ☎ 15926741503
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 41 Secs
City: QUEENSTOWN
State: Demeraramahaica
Country: GUYANA

Chat Transcript

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

	Arron Forbes	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	Arron Forbes	Unable to create a new user on server
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	Arron Forbes	ok
		<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 as
		I will be surely assisting you with this. Kindly help me with your server name and user
	Arron Forbes	Hi server name is OmniHelicopters
		CID72166
	Tushar Pharswan	Are you able to log in to MyPortal?
	Arron Forbes	Yea I can
		<i>11:24:36 PMArron Forbes is sharing a file with you</i> New user error code.PNG - (Size:114.74 KB)
		This is what I got
		<i>11:25:01 PMTushar Pharswan is sharing a file with you</i> How to Manage ACE Server Users 4.pdf - (Size:1.33 MB) <i>Kindly follow this guide to create users if you still fae issue then lei</i>
	Tushar Pharswan	May I take the remote access of your local computer?
	Arron Forbes	sure
	Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at y
	Arron Forbes	will do
	Tushar Pharswan	After that.
		https://assist.acecloudhosting.com/join/3362399501
		Kindly Click on the link and open the downloaded file.
	Arron Forbes	Are you there?
	Tushar Pharswan	Yes, we are connected now.
	Arron Forbes	ok
	Tushar Pharswan	Kindly open the MyPortal.
		Kindly email us at support@acecloudhosting.com with the details of the new user tha mentioning that MyPortal is not working our team will then make new user for you.
		Is there anything else I may help you with ?

	Arron Forbes	Ok will this be done asap ?
		can I use the same ticket ID?
		support ticket 627936
	Tushar Pharswan	Yes you can
	Arron Forbes	ok will do
		there's another issue maybe you can assist with
		I'm trying to reset password for another user
		on same server ID
		but no luck
	Tushar Pharswan	Let's try the Myprotal for that too.
	Arron Forbes	User is FernandaGomes
		I've already gotten a successful password reset notification
		but unable to sign on with the rdp
	Tushar Pharswan	Kindly allow me two minutes to check the same.
		It's in inactive state let me change the state to active.
	Arron Forbes	I see
		sure
	Tushar Pharswan	Let's try to fix it from your side as it will be fast.
		Kindly try to login now.
		for FernandaGomes
		Its working now.
		Kindly email us at the previous ticket you mentioned for user addition.
		Is there anything else I may help you with ?
	Arron Forbes	support ticket 627936 for new user
	Tushar Pharswan	Thank you for the email a new user will be created and sent to you soon.
		Kindly share your feedback by clicking the smiley icons at the end of this chat. It mea
		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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!

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

For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70771 info
Email: info@brkimcpa.com ☎ 9729724930
Department: Support(QB & App Hosting)
Operator: Aarush Aneja
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Sec
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

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

	info	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	info	QuickBooks Update
	Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when iss might get delayed due to unforeseen circumstances.
		If you're also getting an update popup, please grab a screenshot of the error message support@acecloudhosting.com. Our engineers will manually check and implement the be and share a confirmation via email.
		Do you need any further assistance on the topic?
	info	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Aarush Aneja accepted the chat transfer request.</i>
	Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assist
	info	Hello, Could you update QB midnight?
	Aarush Aneja	Yes, definitely
		We will complete the QuickBooks update in the night hours and will email you once it
		Is there anything else I may help you with ?
		Are we still connected here?
	info	no that was all
		sorry
	Aarush Aneja	Welcome
		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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
		Note: You may change/reset your server password on your own by registering on our : (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl
		<i>Aarush Aneja has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71657 Loni Moen
Email: loni@ledgersinc.net
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: WATERTOWN
State: South Dakota
Country: UNITED STATES

Chat Transcript

Loni Moen	Hello, I am your Acebuddy
Acebuddy	Hello Loni Moen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Loni Moen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Loni Moen	I'd like to raise a Request
Acebuddy	Please select your request type.
Loni Moen	Change in Applications
Acebuddy	Please select your desired option!
Loni Moen	Application Removal
Acebuddy	Kindly email us the application name that needs to be removed at support@acecloud your registered email address and we'll revert you in 1-2 hour(s).
	Do you need any further assistance on the topic?

Loni Moen	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

#71268 German Caro
Email: german@dcs-online.net ☎ 713-894-4380
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: BAYTOWN
State: Texas
Country: UNITED STATES

Chat Transcript

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

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

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70266 kayla
Email: kayla@klarsontax.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: NASHOTAH
State: Wisconsin
Country: UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71142 Barbara Davis
Email: bdavis@pragermetis.com ☎ 828-771-5015
Department: Support(QB & App Hosting)
Operator: Aarush Aneja
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 44 Secs
City: ASHEVILLE
State: North Carolina
Country: UNITED STATES

Chat Transcript

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

		Please chose an option :
	Barbara Davis	I'd like to report an Issue
	Acebuddy	Please select an option!
	Barbara Davis	Password Reset
	Acebuddy	Please select an option below
	Barbara Davis	Already Enrolled to Selfcare Portal
	Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pas
		Do you need any further assistance on the topic?
	Barbara Davis	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Aarush Aneja accepted the chat transfer request.</i>
	Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assist
	Barbara Davis	Ticket 625839 - apparently my access has been closed and should not have been. I ca password or get in
	Aarush Aneja	We are sorry to hear about the issue. We will surely assist you
		We have updated settings from the backend.
		Kindly use the existing password and try connecting back to the user once now
		You will also able to access the self-care portal now.
	Barbara Davis	let me try
		I am in - thank you so much
	Aarush Aneja	Welcome
		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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
		Note: You may change/reset your server password on your own by registering on our : (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl
		<i>Aarush Aneja has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71690 areeba
Email: areeba@thejbeemethod.com ☎ 7709540475
Department: Support(QB & App Hosting)
Operator: Vignesh Arul
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 14 Secs
City: STOCKBRIDGE
State: Georgia
Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Vignesh Arul accepted the chat transfer request.

areeba

hello

We have an update on DMS. Can we schedule a after hours updates on all our softwar

Hello

Vignesh Arul

Thank you for contacting Ace Cloud Hosting. My name is Vignesh Arul. I will be assisti

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

areeba

JBee_ Areeba

Vignesh Arul

Kindly allow me two minutes to check the same.

areeba

ok

Vignesh Arul

Kindly show me the file to update on the server.

May I take the remote access of your server?

areeba

sure

Vignesh Arul

Prior providing the access, I would suggest you to close any important documents at y

Yes we are connected. (Edited)

Please show me the update request.

areeba

OK

Vignesh Arul

Okay let me check the same from our end.

Noted,

I have scheduled the updates for the night hours.

Is there anything else I may help you with ?

areeba

that is it

thank you

Vignesh Arul

Thanks for the confirmation !

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

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

areeba

you too

Vignesh Arul has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70358 Lindsay Groves
Email: lindsay@wendyjweissman.com ☎ 406-205-4462
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: 4 Secs
City: GREAT FALLS
State: Montana
Country: UNITED STATES

Chat Transcript

Lindsay Groves	Hello, I am your Acebuddy
Acebuddy	Hello Lindsay, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lindsay Groves	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lindsay Groves	I'd like to report an Issue
Acebuddy	Please select an option!
Lindsay Groves	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Lindsay Groves	Update program Drake Accounting 2023
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 ass

	Lindsay Groves	hello
	Anurag Sharma	Hello Lindsay
	Lindsay Groves	I am trying to open my drake Accounting program but I am getting messages that up installed.
	Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user
	Lindsay Groves	WendyJWCPA Lindsay
	Anurag Sharma	Thanks for the confirmation !
		Kindly allow me two minutes to check the same.
	Lindsay Groves	ok
	Anurag Sharma	Could you please confirm me the Drake application version?
	Lindsay Groves	Drake Accounting 2023
	Anurag Sharma	Okay
		Lindsay, I am scheduling the Drake accounting 2023 application update during the ni users are less active on the server.
		We will inform you once it is completed.
		Is there anything else I may help you with ?
	Lindsay Groves	that is all I needed today
		thank you
	Anurag Sharma	Thanks for the confirmation !
		I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
		Note: You may change/reset your server password on your own by registering on our : (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70748 info
Email: info@brkimcpa.com ☎ 9729724930
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
info	QB update request
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
info	Hellom
	Hello,

Could you update the QB today midnight?

Chat request was not picked up by the operators

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70103 Kayti Kloimwieder
Email: kkloimwieder@dayton.bbb.org 📞 19376812800
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: DAYTON
State: Ohio
Country: UNITED STATES

Chat Transcript

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

Kayti Kloimwieder	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username fo 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 ne Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70123 Kevin T Taylor
Email: ktaylor@cthumanities.org
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: 5 Secs
City: GLASTONBURY
State: Connecticut
Country: UNITED STATES

Chat Transcript

Kevin T Taylor	Hello, I am your Acebuddy
Acebuddy	Hello Kevin T Taylor, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kevin T Taylor	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :

	Kevin T Taylor	I'd like to report an Issue
	Acebuddy	Please select an option!
	Kevin T Taylor	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Kevin T Taylor	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	Kevin T Taylor	Ticket #613648
	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 ass
		Hello Kevin
	Kevin T Taylor	Great. Thank you.
		I need QB installed on my desktop and I need to have QB sync
	Anurag Sharma	Okay
		Kindly allow me two minutes to check the same.
	Kevin T Taylor	Tushar Pharswan was working on this with me yesterday
	Anurag Sharma	Okay
		Please allow me 2-3 minutes to check.
	Kevin T Taylor	Great. Thank you.
	Anurag Sharma	Kevin, could you please confirm if you want to add the QuickBooks Premier 2024 appl to your desktop? So that you can use that application?
	Kevin T Taylor	Yes
	Anurag Sharma	Thanks for the confirmation !
		Please allow me 2 minutes so that I can do that for you.
		Please check on your desktop. I have added the application shortcut for you.
		Please also check if the desired company file is working or not.
		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 (1-888-415-5240) if any further assistance is required.

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71756 Robert Bergman
Email: bergmanrobert23@gmail.com ☎ 2162351743
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: CLEVELAND
State: Ohio
Country: UNITED STATES

Chat Transcript

Robert Bergman	Hello, I am your Acebuddy
Acebuddy	Hello Bergmanrobert23, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert Bergman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Bergman	I'd like to raise a Request
Acebuddy	Please select your request type.
Robert Bergman	Change in Applications
Acebuddy	Please select your desired option!
Robert Bergman	

Application Removal

Acebuddy

Kindly email us the application name that needs to be removed at support@acecloud| your registered email address and we'll revert you in 1-2 hour(s).

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71158 Stephanie
Email: stephanie@akiptan.org
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: DENVER
State: Colorado
Country: UNITED STATES

Chat Transcript

Stephanie

Hello, I am your Acebuddy

Acebuddy

Hello Stephanie Janis, 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 ne
Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71733 Jamie
Email: operations@ghtransusa.com
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 19 Secs
City: BROOKLYN
State: New York
Country: UNITED STATES

Chat Transcript

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

		Was that helpful?
	Jamie	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Jamie	ticket number TLLU2289028
		sorry
		632161
		this is the case number
	Shubham Kataria	Kindly allow me two minutes to check the same.
		Please confirm if you are unable to access the server or just the QB application
	Jamie	just QB
	Shubham Kataria	Could you please confirm if you're receiving any error while opening QB
	Jamie	yes
		error code: H505
	Shubham Kataria	Thank you for the information.
		And could you please confirm your username for the server login
	Jamie	JAMIEW.Q6
	Shubham Kataria	May I take the remote access of your server?
	Jamie	YES
	Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end
		Kindly accept the request after closing important documents at your end
	Jamie	ok
		all close
	Shubham Kataria	Thank you
		Kindly accept the request
		Thank you for your patience.
	Jamie	it's good now
		thank you
	Shubham Kataria	As per our remote conversation, issue has been resolved

	you're welcome
	Is there anything else I may help you with ?
Jamie	no, thank you very much for your help
Shubham Kataria	You're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
	Note: You may change/reset your server password on your own by registering on our ! (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl
	<i>Shubham Kataria has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70550 docs
Email: docs@qsteels.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: DALLAS
State: Texas
Country: UNITED STATES

Chat Transcript

docs	Hello, I am your Acebuddy
Acebuddy	Hello Rabiya Shafiq, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
docs	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
docs	I'd like to raise a Request
Acebuddy	Please select your request type.
docs	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate op
docs	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!
Acebuddy has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70046 Joe Stewart
Email: office@leonardsbooks.com
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 8 Secs

City: LOWELL
State: Illinois
Country: UNITED STATES

Chat Transcript

Joe Stewart	Hello, I am your Acebuddy
Acebuddy	Hello Joe Stewart, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Joe Stewart	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joe Stewart	I'd like to report an Issue
Acebuddy	Please select an option!
Joe Stewart	Password Reset
Acebuddy	Please select an option below
Joe Stewart	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pas
	Do you need any further assistance on the topic?
Joe Stewart	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be as
Joe Stewart	Hello!
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user
Joe Stewart	One moment
Tushar Pharswan	Sure, please take your time
Joe Stewart	The server is rdg.myrealdata.net
	The remote computer is Leonardbooks.myrealdata.net
	We need passwords reset for two accounts, Brother and Friend.
Tushar Pharswan	Kindly allow me two minutes to check whether the self-care is registered for you or nc
Joe Stewart	I believe it is, but that requires access to the account. We cannot change the passwor

	usable password.
Tushar Pharswan	I checked; both the users are registered in self-care portal you can reset your password keep on following the steps.
	the link is this : http://selfcare.acecloudhosting.com/
Joe Stewart	We can do that without the old passwords?
Tushar Pharswan	Yes, just open the link and click on the Forgot your password and enter the user name you Friend and Brother.
	Kindly proceed one by one.
	Is there anything else I may help you with ?
Joe Stewart	Nope, that's it. Thank you for your time; I apologize for bothering you!
Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.
Joe Stewart	You have been very helpful.
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Joe Stewart	Will do. Thanks.
Tushar Pharswan	<p>You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can be working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)</p> <p><i>Tushar Pharswan has ended this chat session</i></p>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70107 help

Email: help@triadcybersolutions.com 📞 3362999989
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 6 Secs
City: SPRING VALLEY
State: New York
Country: UNITED STATES

Chat Transcript -----

help	Hello, I am your Acebuddy
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
help	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
help	I'd like to report an Issue
Acebuddy	Please select an option!
help	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
help	cant change font size
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be as
help	please I want to change font size in my session
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user
	Are we still connected here?
help	tcssecuredsvr.myrealddata.net
Tushar Pharswan	Thank you for the details.
help	hmm
	next

	Tushar Pharswan	As I can see currently no user is logged in.
		Could you log in and then I will have to take your remote session to resolve your issue
	help	Anne.G@
		I want to do changes inside this
	Tushar Pharswan	Okay we will change your font size but for that kindly log in to server.
		Once you log in to server kindly let me know.
	help	ok wait
	Tushar Pharswan	Sure, please take your time
	help	done
		im in
	Tushar Pharswan	May I take the remote access of your server?
		Prior providing the access, I would suggest you to close any important documents at y
	help	need to increase font size
		like in QB is should be big
		please take
	Tushar Pharswan	Accept the prompt so that I can resolve your issue.
		We are connected now, I will now proceed with the font increase setting, if possible, ir
		Kindly open the QuickBooks where you want to change font size.
	help	I want to insrease size overrall
	Tushar Pharswan	Okay.
	help	which should also take effect in QB
	Tushar Pharswan	Kindly increase the Slider as per your choice.
		Great now let's check in QuickBooks once you are done.
	help	please also confirm inside QB
	Tushar Pharswan	Sure, kindly open the QuickBooks version where you want to check.
		Is it good ?
	help	wait
	Tushar Pharswan	Okay
	help	why they are overlapping
	Tushar Pharswan	Which QuickBooks version you want to change the settings?
		We changed the font which is causing this.

	Its default.
	Should we proceed with the QuickBooks font size?
help	make fontsize to 125%
Tushar Pharswan	Check the sample size and adjust it accordingly.
	Great now you know how to change it you can do that again in future too.
help	thanks you can disconnect from the remote session
Tushar Pharswan	Okay.
	Is there anything else I may help you with ?
help	i'LL CONTACT IF I FACE ANY OTHER ISSUE
Tushar Pharswan	Sure.
	I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
	Note: You may change/reset your server password on your own by registering on our ! (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl
	<i>Tushar Pharswan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70293 **megan**
Email: megan@martinenterprisesheatingandac.com ☎ 8474381203
Department: Support(QB & App Hosting)

Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 4 Secs
City: BARRINGTON
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	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
megan	There is a gray square in the corner of Quickbook's, blocking and can't get rid of it.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vignesh Arul accepted the chat transfer request.</i>
	<i>Vignesh Arul is transferring the chat to 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 assist
megan	Hi Manish. Weird gray rectangle in the right upper corner of Quickbook's and I can't g
	Can you please login and take a look?
	Martin Enterprises Heating and AC, Martin_2 is the user.
Manish Singh	I will surely help you with this issue.

	May I take the remote access of your server?
megan	Yes please
Manish Singh	https://assist.acecloudhosting.com/join/1572134940
	Prior providing the access, I would suggest you to close any important documents at y
	Is there anything else I may help you with ?
megan	Thanks for your help.
Manish Singh	It would be great if you could share your feedback after this chat ends. Thanks in adv.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our : (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl</p>

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71265 lu bai
Email: lubai@rainbowloom.com 📞 12489243151
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: 1 Min 38 Secs
City: SOUTHFIELD

State: Michigan
Country: UNITED STATES

Chat Transcript -----

lu bai	Hello, I am your Acebuddy
Acebuddy	Hello Lu Bai, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
lu bai	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lu bai	I'd like to report an Issue
Acebuddy	Please select an option!
lu bai	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
lu bai	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
lu bai	I export the excle from QB but excle is not working, it seems my microsoftware is exp renew it
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
	<i>Tushar Pharswan is transferring the chat to Anurag Sharma.</i>
	<i>Anurag Sharma has not responded for the transfer request.</i>
	<i>Tushar Pharswan is transferring the chat to Anurag Sharma.</i>
lu bai	hello
	<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 ass
	Hello Lu
lu bai	the prior Microsoft is the employee who leave the company, I would like to change to account
	I export the excle from QB but excle is not working, it seems my microsoftware is exp renew it
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
	lu bai	Choon's Investment LLC (CID69750)
		is this you need?
	Anurag Sharma	Thanks for the confirmation !
		Kindly allow me 2-3 minutes to check the same.
	lu bai	hello
	Anurag Sharma	Please stay connected. I am working on your issue.
		As I can check on the server. You have office 365 apps for enterprise.
		So do you want to have the access for the same?
	lu bai	can you check the office365 apps for enterprise login info ?
		if this account is under sherry, she is no longer with us
		we need to a new account
	Anurag Sharma	I deeply apologize but I would suggest you to contact the Microsoft support directly. A the license details with us.
		They can assist you better with this issue.
		However, if you wish to remove sherry@rainbowloom.com as the primary contact for can help you with that.
		The account here I am referring to is Choon's Investment LLC. Not the Microsoft.
	lu bai	yes please remove her email and put finance@rainbowloom.com as primary contact
	Anurag Sharma	Okay, after this chat I will send you an email. You can revert back to that email and th this ticket to the concerned department who will assist you with this.
		Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
	lu bai	yes
	Anurag Sharma	Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		<i>Anurag Sharma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70087 mitesh
Email: mitesh@qsteels.com ☎ 8177890033
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: 2 Secs
City: COPPELL
State: Texas
Country: UNITED STATES

Chat Transcript

mitesh	Hello, I am your Acebuddy
Acebuddy	Hello Mitesh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mitesh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mitesh	I'd like to report an Issue
Acebuddy	Please select an option!
mitesh	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
mitesh	cannot get into remote desktop
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 ass

Hello Mitesh

mitesh

hello

we are really facing soo many issues

really not. happy

Anurag Sharma

I deeply apologize for the inconvenience caused to you.

mitesh

reaching a situation where we want to stop using and start thinking something else

Anurag Sharma

Please feel free to discuss the issue with me. I will make sure to help you out with all t

mitesh

akanksha is trying to use since 1 hour and she is not able to log in

every week we are facing 2-3 times such kind of issue

Anurag Sharma

I deeply apologize for the inconvenience caused to you.

mitesh

is this normal

Anurag Sharma

Could you please confirm when was the last time she was able to enter the server?

mitesh

can you call me

I can take her on the same call

Anurag Sharma

Okay

mitesh

+18177890033

Anurag Sharma

Mitesh I would request you to please call us on 1-888-415-5240

For immediate assistance.

Alternatively If you wish to arrange a callback for you I can do that for you as well.

Please share your availability time when we can arrange a callback for you.

If you are comfortable on chat, I can assist you on chat as well.

mitesh

I am calliong

no one picking

Anurag Sharma

Thanks for the confirmation !

Don't worry I will not end the chat before someone picks up your call.

mitesh

really not happy

every time we are doing some important work

it stops working

and we need to start calling you guys

Anurag Sharma	Mitesh, I totally understand your concern.
mitesh	and it takes atleast 2-3 hours
	to start
	today we lost 2 hours
	see no one picks up
Anurag Sharma	I will make sure to add the note and I will also inform the senior to assist you with this
	I will do my best to help you out.
mitesh	its already 3 mins
	on the hold
Anurag Sharma	I deeply apologize for the delay caused.
	Please confirm if you are connected on call?
mitesh	ya I am already connected but it is 7 mins on this already
	a guy called Ayush is helping me
Anurag Sharma	I totally understand your situation.
	He is our senior engineer. I will inform him about the severity of your issue. He will make
	resolve the issue permanently.
	As you are already connected on call with one of our senior engineer. I am ending this
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Anurag Sharma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70375 greyes
Email: greyes@thrivcpa.com ☎ 787-957-3275
Department: Support(QB & App Hosting)
Operator: Aarush Aneja
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows

Browser: Google Chrome
Device: Desktop
Average Response Time: 4 Secs
City: SAN JUAN
State: Puerto Rico
Country: PUERTO RICO

Chat Transcript -----

greyes	Hello, I am your Acebuddy
Acebuddy	Hello Greyes, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
greyes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
greyes	I'd like to report an Issue
Acebuddy	Please select an option!
greyes	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
greyes	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
greyes	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assist you
greyes	hi, im trying to use QB but it doesnt let me do anything
Aarush Aneja	We will surely assist you
	Kindly confirm only you are facing this issue or all users
greyes	yes
Aarush Aneja	Kindly confirm the QuickBooks version you are using?
greyes	quickbooks Pro 2024
	plus*

	Aarush Aneja	Thank you for the details
		Kindly check now once
	greyes	now its working
		thank you
	Aarush Aneja	Welcome
		We checked the settings and will observe the server performance
		Greyes, Is there anything else I may help you with ?
	greyes	no
	Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		<p>You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can be working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)</p>
		<i>Aarush Aneja has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71141 George Fowler

Email: gpmfowler@gmail.com ☎ 8478991763

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript -----

George Fowler	Hello, I am your Acebuddy
Acebuddy	Hello George Fowler, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
George Fowler	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
George Fowler	I'd like to raise a Request
Acebuddy	Please select your request type.
George Fowler	Change in Users
Acebuddy	Please select your desired option!
George Fowler	User Addition
Acebuddy	Kindly email us the full name of the User(s) who needs to be added at support@acecl from your registered email address and we'll update you once the request has been p
	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 ne Kindly re-initiate the chat.
Ended due to chat idle timeout	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#70312 ann lopez
Email: annlopez@cox.net ☎ 480-239-3173

Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 2 Secs
City: CHANDLER
State: Arizona
Country: UNITED STATES

Chat Transcript -----

ann lopez	Hello, I am your Acebuddy
Acebuddy	Hello Annlopez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ann lopez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ann lopez	I'd like to report an Issue
Acebuddy	Please select an option!
ann lopez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ann lopez	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
	Was that helpful?
ann lopez	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist y
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting y
	Hi Ann. How are you doing today?
ann lopez	hello
	I am fine,thankyou
	I am unable to logon to my server. I receive the following message: user account is nc

		remote login
	Yash Ahi	I will surely help you with this issue Ann.
		Could you please help me with your server name or business name?
	ann lopez	business support services
	Yash Ahi	Thankyou for the information Ann.
		Kindly allow me two minutes to check the same.
	ann lopez	server is qbnxtpre
	Yash Ahi	Alright, please allow me 2 minutes to check the same.
		Thank you for your patience Ann.
		It seems like there is some issue at the backend.
		Let me make the required changes to fix this issue for you.
	ann lopez	thank you
	Yash Ahi	Could you please allow me 6-7 minutes, so I can work ok it.
	ann lopez	yes.
	Yash Ahi	Alright, thank you so much.
	ann lopez	should i stay on the chat?
	Yash Ahi	Well, you can stay if you want Ann.
		Thank you for your patience Ann.
		Could you please try to login now Ann?
	ann lopez	ok
	Yash Ahi	Let me know if you face any issues.
	ann lopez	same error message
	Yash Ahi	May I take the remote access of your local computer?
	ann lopez	why?
	Yash Ahi	To check the issue Ann.
		You can try to login again Ann.
	ann lopez	ok
		I am to login now
	Yash Ahi	Thats great Ann.
		I am glad that your issue is fixed.
		Is there anything else I may help you with ?
	ann lopez	no thank you

	Yash Ahi	You're welcome Ann.
		I would greatly appreciate if you could share the feedback after this chat.
		After this chat you will get the reference ticket ID
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
		Note: You may change/reset your server password on your own by registering on our : (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71116 tyler.peldo
Email: tyler.peldo@wescominc.com ☎ 12183432638
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 1 Min 28 Secs
City: DULUTH
State: Minnesota
Country: UNITED STATES

Chat Transcript

	tyler.peldo	Hello, I am your Acebuddy
	Acebuddy	Hello Tyler.peldo, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	tyler.peldo	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	tyler.peldo	I'd like to report an Issue
	Acebuddy	Please select an option!
	tyler.peldo	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	tyler.peldo	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	tyler.peldo	Still having the same issue
	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 assi
		Hello Tyler, could you please let me know the previous ticket number where the issue
	tyler.peldo	625309
	Sharath Kumar	thank you, allow me a quick moment to look into this
	tyler.peldo	ok
	Sharath Kumar	Tyler since when is this happening?
	tyler.peldo	Started maybe 20 minutes ago. We use this feature Id say 300 times a day between a important this is fixed ASAP.
	Sharath Kumar	I am on the server looking into this
	tyler.peldo	Ok thank you
	Sharath Kumar	am having some trouble signing into the server, Tyler. apologies for the delay
		please bear with me for a moment
	tyler.peldo	Ok will do.
	Sharath Kumar	thank you
		I am on the server now
	tyler.peldo	ok

	Sharath Kumar	may I take a remote session of your account to see what's exactly the issue is
	tyler.peldo	Sure
	Sharath Kumar	Please do close any confidential information
		sending the request now
	tyler.peldo	ok
	Sharath Kumar	could you show me how the error message comes up
	tyler.peldo	It will randomly start working again and then stop working again. Right now it is work
		Typically I go into an invoice, click print, print to pdf, name it and hit save and then it error.
	Sharath Kumar	Is this something that other users are also experiencing?
	tyler.peldo	Yes all users are experiencing it at the same time. Assuming its a link between our file are saved and QB but Im not sure.
	Sharath Kumar	I do the see the screenshot that you sent on the previous chat
		The Print and PDF repair tool might be able to help with your concern
		but the error has to come up again
	tyler.peldo	When we click on that it just says page not found....
	Sharath Kumar	I see
		let me check on that
		I have downloaded the tool but it requires all the active QB sessions to be closed (Edit
	tyler.peldo	Do you want us to all close down?
	Sharath Kumar	yes, if that is not possible right now. I can have someone install the tool and run the r after hours
		and you may let us know tomorrow if this resolved your concern
	tyler.peldo	Please lets do it now.
	Sharath Kumar	sure, just waiting for Jean
	tyler.peldo	Ok shes getting out now.
	Sharath Kumar	ok, she's out
		I am starting the repair tool now
		Alright, Tyler. That's done
	tyler.peldo	Ok so we can all log back in?
	Sharath Kumar	Could you please open QuickBooks and let me know if the error comes up
		Yes, Please go ahead
	tyler.peldo	Its working for now!

Sharath Kumar	I will be keeping your ticket open for today. Do let me know if the issue still persists
tyler.peldo	Ok will do. Thank you!
Sharath Kumar	anything else that I may assist you with?
tyler.peldo	Nope that is it.
tyler.peldo has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70841 Christopher Gumina
Email: info@sunshineaccounting.org 📞 13212645959
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: 6 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Please select an option!
	Christopher Gumina	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Christopher Gumina	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	Christopher Gumina	QUICKBOOKS DOES NOT LOAD ON DESKTOP
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Tushar Pharswan accepted the chat transfer request.</i>
	Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be as
	Christopher Gumina	I trying to open QB and it will not open
	Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user
	Christopher Gumina	roberta@sunshineaccounting.org
		It is under Sunshine Accounting
	Tushar Pharswan	Kindly allow me two minutes to check the same.
	Christopher Gumina	k
	Tushar Pharswan	May I take the remote access of your local computer?
	Christopher Gumina	yes
	Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at y
	Christopher Gumina	done
	Tushar Pharswan	https://assist.acecloudhosting.com/join/9912906931
		Kindly Click on the link and open the downloaded file.
	Christopher Gumina	do you have access
	Tushar Pharswan	Yes, we are connected now.
		Kindly guide me to the QuickBooks Icon.
	Christopher Gumina	it is the 2024
	Tushar Pharswan	There was multiple session of QuickBooks application running in the background whic task manager/
	Christopher Gumina	should I restart QB
	Tushar Pharswan	Ok Kindly allow me 1 minute to check one more thing if the services are working or n
		Is the issue faced by you or others as well ?
	Christopher Gumina	I will ask

Tushar Pharswan	Yes please ask.
Christopher Gumina	yes
Tushar Pharswan	Okay I will have to reboot the server Kindly let everyone know and ask to log off after work.
Christopher Gumina	done
Tushar Pharswan	Vennessa seems to be still logged in.
	May I proceed with the server reboot ?
Christopher Gumina	working on
	it
Tushar Pharswan	I have rebooted the server QuickBooks should be now working.
	As you have initiated this chat session from your server end this chat session is discontinued. Please email us with the details of the issue and we will get back to you as soon as possible. We will also email you a link to our support page. Please reply to us on email if the issue still persists.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us with the details of the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can improve our service. Your feedback is very important to us. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
	<i>Tushar Pharswan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71573 cvilla
Email: cvilla@dixxon.com ☎ 4805180568
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: 22 Secs
City: CHANDLER
State: Arizona
Country: UNITED STATES

Chat Transcript -----

cvilla	Hello, I am your Acebuddy
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be a today.
	May I take the remote access of your local computer?
cvilla	Yes
Manish Singh	https://assist.acecloudhosting.com/join/7702779021
	Prior providing the access, I would suggest you to close any important document end.
cvilla	can you see the window it is on
Manish Singh	We are connected on the remote session and will proceed with the troubleshootir remote. Till the time, I am putting the chat on hold, please do not disconnect it. C issue is resolved, kindly give your confirmation on this chat.
cvilla	YAY
Manish Singh	Is there anything else I may help you with ?
cvilla	No - thank you so much!!
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedl clicking on 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 fror regarding this conversation, along with a ticket number and survey feedback forr
	I request you to kindly spare a moment to fill that out for me so that my manage how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base

Manish Singh has ended this chat session