

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75488 aminalga

Email: aminalga@escsinc.com ☎ 203-457-3635

Department: Support(QB & App Hosting)

Operator: Vikrant Arya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 8 Secs

City: BRIDGEPORT

State: Connecticut

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
aminalga	QB support reinstall
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Vikrant Arya accepted the chat transfer request.</i>	
Vikrant Arya	Hi
aminalga	hi
Vikrant Arya	https://assist.acecloudhosting.com/join/4932311593
<i>Vikrant Arya has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75701 holly

Email: holly@thepinnaclecompanies.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: FRISCO

State: Colorado

Country: UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75114 Luis

Email: luis@lanetechnologysolutions.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: KISSIMMEE

State: Florida

Country: UNITED STATES

Chat Transcript

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

Luis	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Luis	From last month, after server upgrade the customer is not able to export reports to excel
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Luis	Hi, thank you
<i>11:49:58 PMLuis is sharing a file with you</i>	
<i><u>1_image.png</u> - (Size:60.83 KB)</i>	
Ashutosh Mishra	I understand you are not able to use excel on the server.
Luis	I am no longer able to export reports to Excel.
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Luis	Server: QBLivePre1.myrealdata.net
Username: Admin_WPP.pre1	
Ashutosh Mishra	Kindly allow me two minutes to check the same.
Luis	Hi, we're still here
Ashutosh Mishra	I understand you do not have access to MS Excel on the server.
Yes we are still connected.	
To add excel for your username we would require approval from registered account holder email that is accounting@lanet	
Luis	Where Can i send the approval?
Ashutosh Mishra	We can end the chat session so the ticket for your request will be created and then i will send email to you. You just have
Luis	Ok sounds good. Thank you.
Ashutosh Mishra	Is there anything else I may help you with ?
Luis	one question
Do we have to pay for adding excel?	
Ashutosh Mishra	Yes, the MS Excel is chargeable at \$5.99 per user per month.
Luis	Before the upgrade, this was working for this account. Why stop working and why do I have to pay extra for this feature?
Ashutosh Mishra	The MS Excel is always charged as an additional service. If you have access to the service than it could be that you were
Luis	Excel is there, is just unable to export
<i>12:08:31 AMLuis is sharing a file with you</i>	
<i><u>1_image.png</u> - (Size:27.62 KB)</i>	

	If you check the error, it says "Your system might not have enough memory to use Excel"
	Before the upgrade this was working properly
Ashutosh Mishra	Yes, as you are part of a shared server hence the MS Excel is preinstalled however the access is available only with the pc
	I can forward this concern to relevant department to check if you had access to MS Excel service and once i get response
Luis	This user Admin_WPP.pre1 was already a permitted user
	I understand this was a seamless migration but it's affecting production
Ashutosh Mishra	I see, as much as i would like to add the access right away however i have to check with relevant department. Please allo the access is added.
Luis	Ok thank you. I'll wait for your email
Ashutosh Mishra	Great! Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75646 Ss.partsfast

Email: ss.partsfast@gmail.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 49 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Ss.partsfast	Hello, I am your Acebuddy
Acebuddy	Hello Sydney Sholar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ss.partsfast	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ss.partsfast	I'd like to report an Issue
Acebuddy	Please select an option!
Ss.partsfast	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ss.partsfast	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ss.partsfast	quickbooks keeps logging me out, and making me retsart my computer to log into it again.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
	<i>Sanyam Madan is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
Ss.partsfast	quickbooks keeps logging me out, and making me retsart my computer to log into it again.
Yash Kalra	Kindly help me with your server name and user name?
Ss.partsfast	PARTS-2
Yash Kalra	Kindly allow me two minutes to check the same.
Ss.partsfast	Partsfast.myrealdatal.net
Yash Kalra	Sudney, we have made some changes from the backend please try to login again and check if the issue is resolved?

Ss.partsfast	I WONT KNOW IF TS RESOLVED UNTIL IT DOESNT LOG ME OUT AGAIN.
Yash Kalra	Sudney, We've implemented backend changes to prevent this issue from recurring. However, if the problem persists, please don't
Ss.partsfast	OK
Yash Kalra	Is there anything else I may help you with ? (Edited)
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76202 Harry

Email: harry@accufrate.com ☎ 6612577000

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 29 Secs

City: POMONA

State: California

Country: UNITED STATES

Chat Transcript

Harry	Hello, I am your Acebuddy
Acebuddy	Hello Harry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Harry	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Harry	I'd like to report an Issue
Acebuddy	Please select an option!
Harry	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Harry	We are unable to conect. It is asking for a password and it never has.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Harry, How are you doing today ?
Harry	Hello?
	Are you having issues?
	Neither one of us can login to use our QB
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
Harry	Hello?
Rohan Prajapati	Thank you for your patience.
	Kindly check now and let me know the status
Harry	It is working.
	Thanks
	What happened?
Rohan Prajapati	Harry, please note that we are still working to identify the root cause of the issue. The concerned team is actively investigating the issue.
Harry	Ok thanks.
	Have a nice day.
	Thanks for getting it fixed quickly

Rohan Prajapati Thanks for the confirmation !

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

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

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

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75504 Gretchen Carol Reeves

Email: gr@skygroupacct.com  9706884829

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

Gretchen Carol Reeves

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Gretchen Carol

Reeves	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gretchen Carol Reeves	I'd like to raise a Request
Acebuddy	Please select your request type.
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75875 Dale Trahan

Email: tbrouillard@la.glacoxmail.com  13373343779

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: 38 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Dale Trahan	I'd like to report an Issue
Acebuddy	Please select an option!
Dale Trahan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Dale Trahan	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Dale Trahan	We just upgraded our Enterprise to 24.0 through Ace and our companies are showing that our payroll is expired.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello, How are you doing today ?
Dale Trahan	Hi Rohan our server is LAS Server and I am updating each of our companies to QB Enterprise 24.0 (that we purchased thru showing that our payroll is expired? I thought that was included in Enterprise?
	I purchased it with Rishi
Rohan Prajapati	Kindly allow me 2 mins to transfer your chat
<i>Rohan Prajapati is transferring the chat to Shashwat Verma.</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
Dale Trahan	Hello
Shashwat Verma	I will surely help you with this issue.
	Could you please show me any prompt related to that?
Dale Trahan	If you remote into my server, you will see where it says expired. on one of our companies
Shashwat Verma	Okay Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
Dale Trahan	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
https://assist.acecloudhosting.com/join/3142892430	

	Kindly Click on the link and open the downloaded file.
	are you able to connect? (Edited)
Dale Trahan	One second having some trouble
Shashwat Verma	Sure, please take your time
Dale Trahan	It keeps telling me another instance is running of Zoho and it is not.
Shashwat Verma	Okay, let me try to have access from server
	May I know the username you are using to login the server
Dale Trahan	Tammy
Shashwat Verma	Thanks
Dale Trahan	Sorry admin
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our support team. Once the issue is resolved, kindly give your confirmation on this chat.
Dale Trahan	Ok
Shashwat Verma	Okay, allow me 1 min.
	Tammy, we have checked and found that your payroll got expired and to renew that you have contact intuit for the same, as they are the ones who manage payroll.
Dale Trahan	So payroll is not included in QB Enterprise?
	We never had to do this before
Shashwat Verma	Yes, Payroll is the additional feature
	Tammy, if in case you got the issue in renewal, we can provide you 3way call for that.
	But we suggest you first connect with intuit for the renewal purpose.
	Are we still connected here?
Dale Trahan	The problem happened when i renewed with y'all QB charged us and y'all charged us so Rishi said he'd get QB to cancel the renewal.
Shashwat Verma	Tammy, kindly provide us time so that we can discuss the case with Rishi as he is from another team
	Once we get the overview will inform you on email.
	Is that work for you?
Dale Trahan	No because I have our entire company waiting on me to fix this so I am trying to get someone with QB to assist right away.
Shashwat Verma	Allow me 4-5 mins.
	Tammy, we have checked that your new license have the payroll services
Dale Trahan	I am speaking to someone with QB & they are saying that license #808745518082150 does not have payroll with it.
Shashwat Verma	So you are on call with intuit right?
Dale Trahan	I am on a chat with Intuit - which license are you showing for us?

7:41:01 PM Shashwat Verma is sharing a file with you

[image.png](#) - (Size:1.86 KB)

Shashwat Verma	<p>Here is the details</p> <p>Tammy, if intuit has denied for the same, let we arrange call from concerned team. (Edited)</p> <p>Kindly confirm with intuit whether this license have the payroll services included or not, will proceed accordingly as of our included.</p>
Dale Trahan	<p>They are telling me that the license that Rishi had them refund us was the one that had the payroll. They are telling me t name????? and not LA Ad South.</p> <p>It is showing Restaurants LLC</p>
Shashwat Verma	<p>Let me check</p> <p>Tammy, in that case, we have discussed the situation, and to avoid any confusion, it would be best if you could give us so and connect with the person who sold you the license. To ensure a faster resolution, we can arrange a call within the next</p>
Dale Trahan	Ok I don't have 30 mins to wait - I have workers waiting to work.
Shashwat Verma	We understand your situation and greatly appreciate your patience and cooperation in this matter.
Dale Trahan	Intuit is telling me y'all need to refund us what you charged us because it isn't even under the correct company (the licen reinstate our La Ad South file back so that we can have the payroll service.
Shashwat Verma	<p>Kindly allow me two minutes to check the same.</p> <p>Tammy, our CSM assistant is placing a call to you right now. Please allow us 2-3 minutes.</p> <p>As per the CSM assistant, they have connected you on call, hence we are ending this chat for now.</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75456 Dinesh

Email: taxservices@ctaxllc.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 34 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Dinesh	Hello, I am your Acebuddy
Acebuddy	Hello Taxservices, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dinesh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dinesh	Setback
Acebuddy	Hello Taxservices, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dinesh	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Priyanshu accepted the chat transfer request.</i>
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?
Dinesh	hi there
	I was trying to extend my display in two screen but the system does not allow me
Priyanshu	could you please help me with your businessname and username once
	so that I can assist you accordingly.
	are you there?
Dinesh	Creative Tax Services LLC
	user name is chandramani_cts
Priyanshu	Thank you for sharing the details.
	It seems that your server is being managed by different team, therefore let me transfer your chat to the concerned team
	<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>

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

Hello Tax

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76133 Anthony Padilla

Email: anthony.padilla@bluetreedental.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 9 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

Anthony Padilla Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Anthony Padilla Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anthony Padilla	I'd like to report an Issue
Acebuddy	Please select an option!
Anthony Padilla	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Anthony Padilla	Unable to connect to server
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Anthony Padilla	I am unable to connect to http://cppr.myrealdata.net/
	Username :- myrealdata\Anthony_CPPR
Ashutosh Mishra	Server is accessible from backend and user David.Coo is on the server.
	May I take the remote access of your local computer?
Anthony Padilla	Yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Anthony Padilla	Okay im good
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/4782293536
Anthony Padilla	Its connected
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by using IP address instead of server name in the RDP ap
	Is there anything else I may help you with ?
Anthony Padilla	Thats it thanks again

anthony.padilla has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76233 Catherine Kim

Email: ckim@cdt.org

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Catherine Kim	Hello, I am your Acebuddy
Acebuddy	Hello Ckim, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Catherine Kim	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Catherine Kim	I'd like to raise a Request
Acebuddy	Please select your request type.
Catherine Kim	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Catherine Kim	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Catherine Kim	Password Reset
Acebuddy	Please select an option below

Catherine Kim	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Catherine Kim	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Catherine Kim	I need help with ticket number 684882. I am locked out of my account.
Sharath Kumar	Kindly allow me a minute to look into this for you
Catherine Kim	okay
Sharath Kumar	Could you please let me know the username that you are signing in with
Catherine Kim	CatherineK.NENT1@myrealdata.net
Sharath Kumar	Thank you, checking your account now
Catherine Kim	Okay.
Sharath Kumar	Catherine, your account is active and enabled
	with the right password you should be able to sign in
Catherine Kim	one second
	let met ry again
	<i>8:49:27 PM Catherine Kim is sharing a file with you image.png - (Size:91.74 KB)</i>
Sharath Kumar	sorry to see that, may I take remote of your local computer to check a few settings
Catherine Kim	sure
	how do I give you that access
Sharath Kumar	this is the link you will need - https://assist.acecloudhosting.com/join/1242280983
	Prior providing the access, I would suggest you to close any important documents at your end.
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75930 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 18 Secs

City: SANTRAMPUR

State: Gujarat

Country: INDIA

Chat Transcript

ankit Hello, I am your Acebuddy

Hi

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

Hii Ankit

ankit Hi Manish

Manish Singh Kindly check now

ankit All logoff

Manish Singh Please tell everyone to login once

ankit Ok

Wait

Manish Singh Please take your time.

Is everything working fine now?

This message has been deleted

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75493 david

Email: david@5blox.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 59 Secs

City: SAN PEDRO

State: California

Country: UNITED STATES

Chat Transcript

david Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

david Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

david I'd like to report an Issue

Acebuddy Please select an option!

david	Password Reset
Acebuddy	Please select an option below
david	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-processed.
	Do you need any further assistance on the topic?
david	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you want to reset password.
david	yes please
	i cant enter to my quickbooks
Ashutosh Mishra	For password reset we require approval over the email. We can end the chat session and i will send you ticket number as soon as possible.
	Once you reply to that i will reset the password.
david	ok goood
Ashutosh Mishra	Is there anything else I may help you with ?
david	no , through which email are you confirming ?
	david@5blox.com?
Ashutosh Mishra	Yes, you will receive the mail on david@5blox.com as well as the email will be sent to account owner.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
david	yes
	waiting for the owner to check the mail
Ashutosh Mishra	The mail will be sent once the chat session ends since then only the ticket number will be generated and i can email you.
	Within 15 minutes you will receive the email after the chat session.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75405 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: 1 Min 9 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

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

Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<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.
krisika	Hi
Shubham Kataria	Hello Krisika
	How may I assist you today
krisika	Quickbook very slow
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
krisika	Priorware.myrealdatal.net
Shubham Kataria	Thank you for the information.
	Could you please confirm if it's only QuickBooks that is running slow, or if the rest of the server is also experiencing performance issues?
krisika	Only quickbook very slow
Shubham Kataria	Is it happening while using any particular company file or its remain same with every company file
	Are we still connected here?
krisika	Quickbook in all company
Shubham Kataria	Okay and also let me know if you're the only user who is facing this issue
krisika	Ok
Shubham Kataria	Please confirm, this information will help me to proceed with further troubleshooting
	<i>1:11:49 PM Shubham Kataria is sharing a file with you image.png - (Size:112.01 KB)</i>
	<i>Upon checking, I found there are critical fixes pending. This might cause QB slowness (Edited)</i>
	In order to resolve this issue. We need to update QB first and require a downtime of 15-20 minutes from the server.
	Are we still connected here?
krisika	Yes
Shubham Kataria	Can we proceed with the update?
krisika	We all server logoff
	Yes
Shubham Kataria	Hkidata is still logged onto the server. please ask to log off
	This message has been deleted
krisika	All server logoff
Shubham Kataria	Thank you, let me initiate the QB update

	Would you like to stay connected over chat or shall I inform you over email once completed
krisika	I am online
Shubham Kataria	Okay
	I will inform you here once the update completed. Please stay connected
krisika	Ok
	Sure
Shubham Kataria	Thank you for your patience.
	<i>1:31:53 PM Shubham Kataria is sharing a file with you image.png - (Size:93.63 KB)</i>
	<i>QB has been updated now</i>
	You may try to access QB (Edited)
krisika	Ok
	Quickbook working now in all pc
Shubham Kataria	That's great
krisika	Thank you
Shubham Kataria	Is there anything else I may help you with ?
krisika	No
	Thank you
Shubham Kataria	you're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.aceclou
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/
	<i>Shubham Kataria has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76229 rahul

Email: rahul@wallcpafirm.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 38 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript

rahul Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

rahul Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

rahul I'd like to report an Issue

Acebuddy Please select an option!

rahul Other Issue

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

rahul The Ticket Number is: 684869

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

rahul I am unable to login RDP server with my password

Shivam Singh accepted the chat transfer request.

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

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

8:20:59 PMrahul is sharing a file with you

[1_image.png](#) - (Size:29.5 KB)

Allow me 2 minutes to check the same.

rahul sure

Shivam Singh Rahul, kindly try again in 5 minutes. I have applied some fixes at the backend.

rahul ok

Shivam Singh Could you please check now ?

rahul ok

Shivam Singh Is it working now?

rahul It's working ,

Thanks Shivam !

Shivam Singh Great!

Is there anything else I may help you with ?

rahul no thanks

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

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

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

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

#75569 Andrew Steven

Email: asteven@lokring.com  13104066663

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Andrew Steven	Hello, I am your Acebuddy
Acebuddy	Hello Asteven, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Andrew Steven	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andrew Steven	I'd like to report an Issue
Acebuddy	Please select an option!
Andrew Steven	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Andrew Steven	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Andrew Steven	Reboot QB
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>
Andrew Steven	Server Name: LokringWC.myrealdata.net
	Username:myrealdata\LWC_KathyC
	Please reboot QB
	Files are being saved wrong
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.

	Hi there, could you confirm if you want us to reboot the entire server
Andrew Steven	yes please
Sharath Kumar	noted, signing into he server to do this
Andrew Steven	kk
Sharath Kumar	Just to confirm that am on the correct server, could you let me know that the server name is LokringWC
Andrew Steven	Correct
Sharath Kumar	I see Sandrafi is still on the server
Andrew Steven	Can you reboot with her in the system?
Sharath Kumar	sure, on it
	rebooting the server now, I will let you know once the server is back up and running
Andrew Steven	okay
Sharath Kumar	the server is now good for you to sign in
Andrew Steven	thank you let me check
Sharath Kumar	sure
Andrew Steven	it works
	Thank you!

asteven has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75179 Seokgu Moon

Email: mark.moon@lekpartners.com **Phone:** 17143862353

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 20 Secs

City: COSTA MESA

State: California

Country: UNITED STATES

Chat Transcript

Seokgu Moon	Hello, I am your Acebuddy
Acebuddy	Hello Mark.moon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Seokgu Moon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Seokgu Moon	I'd like to report an Issue
Acebuddy	Please select an option!
Seokgu Moon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Seokgu Moon	yes
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>
Seokgu Moon	I restarted my computer but still snow.
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	Let me check
	May I take the remote access of your local computer?
Seokgu Moon	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.aceclouddhosting.com/join/8992394541
	Kindly Click on the link and open the downloaded file.
	Are you able to connect?
Seokgu Moon	still waiting for installing
Shashwat Verma	Looks like your internet may have some latency issues.

Seokgu Moon	it's weird. I can't install it.
Shashwat Verma	Do you have any other internet or mobile hotspot, so that we can check for now.
Seokgu Moon	"Zoho" is not installing. When I click the file again, it says "Another instance of Zoho is running."
Shashwat Verma	Kindly close if any from task manager.
Seokgu Moon	I end the task and did it again. but the same.
Shashwat Verma	Otherwise we can try with new link
Seokgu Moon	please do so.
Shashwat Verma	Let me share the new one https://assist.acecloudhosting.com/join/9432180292
	Try now.
Seokgu Moon	Same..nothing happening I can see "zoho" in task manager...
Shashwat Verma	Okay, let me see.
Seokgu Moon	but nothing ...
Shashwat Verma	Allow me 2 mins s.id/assist Copy this link and I will provide you the session id.
	Paste it in browser.
	Looks like we are connected.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our escalation team. Once the issue is resolved, kindly give your confirmation on this chat.
	Mark, as of now, you are not experiencing significant slowness. However, we have escalated your ticket (ID #641756). If you require further assistance, please provide us with your ticket ID in chat or email, and we will directly connect you to the escalation team. The ticket has now been moved to escalation.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation and feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75189 Ryan Lee Arthur

Email: rlwood@woodandhastings.com  2055274401

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: BIRMINGHAM

State: Alabama

Country: UNITED STATES

Chat Transcript

Ryan Lee Arthur	Hello, I am your Acebuddy
Acebuddy	Hello Ryan Lee Arthur, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ryan Lee Arthur	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ryan Lee Arthur	I'd like to report an Issue
Acebuddy	Please select an option!
Ryan Lee Arthur	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ryan Lee Arthur	Password was changed and now will not work. I don't know if I am locked out of the account from too many attempts?
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Ryan Lee Arthur	Thank you
Ashutosh Mishra	I understand you are not able to login.
Ryan Lee Arthur	that's correct
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Ryan Lee Arthur	WoodM.q14
	hello
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Ryan Lee Arthur	thanks
Ashutosh Mishra	Please also share the server name or the CID so we can find the account.
Ryan Lee Arthur	where do i find taht?
	i've never had to provide that information before
Ashutosh Mishra	I see, allow me a minute i will try to find your account.
Ryan Lee Arthur	thank you
Ashutosh Mishra	I have just checked and the account is not locked.
Ryan Lee Arthur	ok ... not sure why it won't let me log on with the new password I reset?
Ashutosh Mishra	I can reset the password again, we can end the chat session and i will send the email to account holder for approval.
Ryan Lee Arthur	ok we can try that
Ashutosh Mishra	Once approval is received i will reset password.
	Is there anything else I may help you with ?
Ryan Lee Arthur	no thanks
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76160 Kristin D Cooper

Email: kristin@kristincoopertaxprep.com ☎ 3605099456

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: 1 Min 11 Secs

City: PORT TOWNSEND

State: Washington

Country: UNITED STATES

Chat Transcript

Kristin D Cooper	Hello, I am your Acebuddy
Acebuddy	Hello Kristin D Cooper, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kristin D Cooper	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kristin D Cooper	I'd like to report an Issue
Acebuddy	Please select an option!
Kristin D Cooper	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kristin D Cooper	ATX will not update for 2024
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Tushar accepted the chat transfer request.

Tushar	<p>Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.</p> <p>I will be surely assisting you with this. Kindly help me with your server name and user name?</p>
Kristin D Cooper	<p>KCTP_Kristin</p> <p>I'm Kristin Cooper</p>
Tushar	<p>Kindly allow me two minutes to check the same.</p> <p>Thank you for waiting, kindly log off from the server and relogging after that I will share a remote session pop on your screen application.</p> <p>Prior providing the access, I would suggest you to close any important documents at your end.</p>
Kristin D Cooper	<p>Okay, one moment please</p>
Tushar	<p>Sure, please take your time</p>
Kristin D Cooper	<p>I am logged in now</p> <p>do you want me to log in to ATX</p>
Tushar	<p>As per our remote session we updated the ATX 24 application.</p> <p>Kindly relogging and have a great day.</p> <p>Is there anything else I may help you with ?</p>
Kristin D Cooper	<p>Thank you! that's all today.</p>
Tushar	<p>Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75172 Bryan Straight

Email: rbs@auto-graphics.com  19095691535

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 36 Secs

City: DEPAUW

State: Indiana

Country: UNITED STATES

Chat Transcript

Bryan Straight	Hello, I am your Acebuddy
Acebuddy	Hello Bryan Straight, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bryan Straight	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bryan Straight	I'd like to raise a Request
Acebuddy	Please select your request type.
Bryan Straight	Change in Users
Acebuddy	Please select your desired option!
Bryan Straight	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to manage users via MyPortal!
	Do you need any further assistance on the topic?
Bryan Straight	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.

	Hello
Bryan Straight	I need to add a new user for both Ace Cloud and QB Enterprise - I have added his name as a User in both but do not know
Shashwat Verma	I will surely help you with this issue.
	Do you have access of myportal?
Bryan Straight	I need to take care of something else right now - I will end this chat and come back in a little while
Shashwat Verma	Sure, will keep this ticket open.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76116 Jagdish shah

Email: jshah2001@hotmail.com **Phone:** 7186121808

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: LAKE HIAWATHA

State: New Jersey

Country: UNITED STATES

Chat Transcript

Jagdish shah	Hello, I am your Acebuddy
Acebuddy	Hello Jagdish Shah, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jagdish shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jagdish shah	I'd like to report an Issue
Acebuddy	Please select an option!
Jagdish shah	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jagdish shah	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at when issued by Intuit, It might get delayed due to unforeseen circumstances. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Jagdish shah	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

#75973 jennifer castleman

Email: jennifer@brannanhessel.cpa

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: WILLISTON

State: Florida

Country: UNITED STATES

Chat Transcript

jennifer castleman	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Castleman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jennifer castleman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jennifer castleman	I'd like to report an Issue
Acebuddy	Please select an option!
jennifer castleman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jennifer castleman	I am experiencing continuous disconnection when using the remote server. no one else appears to be having this issue. i keeps disconnecting
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Jennifer, how are you doing today ?
jennifer castleman	fine, please assist me with this connection issue.
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
jennifer castleman	thank you
Rohan Prajapati	May I please know your business name or company name once ?
jennifer castleman	brannan & hessel CPA LLC or Heroic Solutions. Server is: HSProseries.myrealdata
Rohan Prajapati	Thanks for the confirmation !
	So, as you mentioned, you're the only one experiencing this issue, right?

jennifer castleman	yes
Rohan Prajapati	May I know how frequently you get disconnected from the server—like in minutes or hours?
jennifer castleman	at least every 15 minutes, if not more frequently
Rohan Prajapati	Did you ever check your internet connection when you got disconnected from the server?
jennifer castleman	i am hard wired into the local internet.
Rohan Prajapati	May I take the remote access of your local computer?
jennifer castleman	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
jennifer castleman	ok
Rohan Prajapati	Kindly copy and Paste the below link in any browser of your local PC and Join the session https://assist.acecloudhosting.com/join/6762749491
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue. Once the issue is resolved, kindly give your confirmation on this chat.
	We have assisted you with the same

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75870 salmakki

Email: salmakki@vineit.com  844 484 6348

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: ST PETERSBURG

State: Florida

Country: UNITED STATES

Chat Transcript

salmakki	Hello, I am your Acebuddy
Acebuddy	Hello Salmakki, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
salmakki	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
salmakki	I'd like to raise a Request
Acebuddy	Please select your request type.
salmakki	Change in Users
Acebuddy	Please select your desired option!
salmakki	User Replacement
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user from MyPortal.
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to manage users via MyPortal!
	Do you need any further assistance on the topic?
salmakki	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
salmakki	hi , this is Sarah. I work for an IT provider. I have a new user who is using an email for a previous user that had access to
	How do I request for access
	?
Anjainay Singh	Please allow me some time so that I can look into it .
salmakki	since the email was already registered in your system
	Sure take your time
Anjainay Singh	Please let me know does new user has access to server ?
salmakki	The RDP icon is already installed .
	Not yet

Anjainay Singh	In order to access Sage for new user we will have to create new user profile for him and will need to disable the old user.
salmakki	Gotcha , so he wont be able to use the same email?
Anjainay Singh	We will create the user with the same email address after disabling old user .
	Please also provide the old user name who needs to be disabled
salmakki	We are not the admin though for the Ace Im gonna have to tell the admin to request that
Anjainay Singh	I will send the My Portal Guide to Admin who can create and remove user over an email using My Portal and if he is unable
salmakki	Awesome can you share it here?
	<i>6:19:13 PM Anjainay Singh is sharing a file with you</i> <u>How to Manage ACE Server Users 4.pdf</u> - (Size:1.33 MB)
Anjainay Singh	I have shared the guide . Could you please also confirm your Business name . Are we still connected? Are we still connected? Are we still connected? As there is no response from your end we are disconnecting the chat
	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)

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75906 help

Email: help@triadcyersolutions.com ☎ 3362999989

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 41 Secs

City: ORANGEBURG

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 Managed IT

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

Acebuddy (bot) forwarded the chat request

Shubham accepted the chat transfer request.

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

help Hi can you check if password for Anne.G@myreldata.net is expired?

as unable to login

Shivam Singh accepted the chat transfer request.

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

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

help Anne.G@myreldata.net

TCSSecuredSVR.myreldata.net

Shivam Singh Thank you for the information and allow 2 minutes to check the same.

your account is showing to fine.

Password expires in 90 days (Edited)

help when tha last password cheanged

Shivam Singh Unfortunately, we cannot check that.

help ok can you please reset the password

Shivam Singh However, if you are enrolled in selfcare you can reset the password yourself.

help can you please reset

11:33:55 PM Shivam Singh is sharing a file with you

[SelfCare Portal.pdf](#) - (Size:848.54 KB)

	<i>Please use this article to reset your password</i>
Shivam Singh	We can but that requires the authorization from the Account owner.
	After the chat, I will share the email for the Password reset authorization just get it approved from the account owner
help	ok compose an email to Will casterlow and cc me in it
Shivam Singh	Account owner : will@triadcybersolutions.com
help	Help@triadcybersolutions.com
	cc this email
Shivam Singh	Rest assured, That I will do after the chat
help	ok
Shivam Singh	Is there anything else I may help you with ?
help	what willbe the process
	after the approval you will send password via email?
Shivam Singh	once we receive the authorization we will share the password over the email.
	yes
help	ok share also on help@triadcybersolutions.com
Shivam Singh	Sure.
help	please compose and email fast as user is waaiting
	its tax season
Shivam Singh	Surely
	Is there anything else apart from this I may help you with ?
	Are we still connected here?
help	yes
	please send mail man
	im waiting
Shivam Singh	Once the chat end, I will share the transcript and authorization along with it as I would require the authorization over the email
help	ok
Shivam Singh	Is there anything else apart from this I may help you with ?
help	no
Shivam Singh	Thanks for your response
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this conversation.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.

quality@acecloudhosting.com. Thanks!

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74982 don

Email: don@deane-cpa.com ☎ 704-797-1844

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
don	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
don	excel is saying that I have an unlicensed product and I do not. This is on the admin side and we cant access what we need dont have it on the desktop after you guys said it was fixed and isnt
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
don	This is all on the Admin side the server has also been lagging and we have a ticket for that as well
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today. I will surely help you with this issue. Kindly allow me 4-5 minutes to check the same.
	May I take the remote access of your server?
don	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
don	It is supposed to be the admin U side not the other one
Rohan Prajapati	May i know what you are referring to ? Okay Got it .
	I'm sending the remote session request to Admin user now
don	got it
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting in the issue. Once the issue is resolved, kindly give your confirmation on this chat. Please allow me a few minutes to check the issue. I believe you might be using the web version of Outlook , as this user is not compatible with the previous tickets to confirm.
don	yeah because you guys said you fixed and it wasnt it no longer existed which didnt help me with anything so i was forced to sign into the web because I had actual client work that had to be done and dont have time for this
Rohan Prajapati	Please note that the last time you reported the Outlook issue, we just reinstalled MS Office 365 . However, as indicated, this subscription is not compatible with shared computers (Terminal Server) . Only the following subscriptions are compatible with Terminal Server:
	MS Office 365 Apps for Enterprise MS Office E3 MS Office E5

I hope you understand that this is managed by **Microsoft Windows**, and we are unable to make any changes to this pol official website.

If you prefer not to upgrade your license to one of the above options, I would recommend using the **web version of all Microsoft Office applications**.

don so why were we ale to have all this before and now it isnt working this license is all paid for under go daddy im not understanding why my wife pays for one and I pay for the other

and I no longer have the desktop to sign into my email anymore either

my wifes should be E3

Rohan Prajapati As I checked, there might be two possible scenarios:

1. You might be using the **web version of MS Office 365**.
2. MS Office 365 is installed on the server, but you may not have signed in properly.

If your wife has an **E3 subscription**, you can use her credentials to log in.

don where do I login?

Rohan Prajapati May I know if you need **MS Office 365 application shortcuts** on your desktop?

don yes please

Rohan Prajapati Please first obtain the login details from her and sign into any **MS Office application**, just as you were doing earlier.

Please check now

don where is the ms office application to sign in

Rohan Prajapati Can you see that now ?

don still getting the script ISNT FIXED

Rohan Prajapati Please allow me some time to check this.

don sorry cap locks came on

Rohan Prajapati Please provide the remote access using the below link as i'm not able to see your screen properly

<https://assist.aceclouddhosting.com/join/8362293376>

Shall I do it for you ?

Are you there ??

Please allow me some time to check this (Edited)

We have provided you with the required information regarding this issue. Since this has been clarified, we are now closing this ticket.

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

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

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

quality@acecloudhosting.com. Thanks!

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75313 AIFinancedone

Email: aifinancedone@outlook.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: LOHGARH

State: Chandigarh

Country: INDIA

Chat Transcript

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

	Please select an option!
AIFinancedone	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
AIFinancedone	I am not able to connect my RDP
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	I will surely help you with this issue.
AIFinancedone	MY RDP not working
	Kindly resolve issue asap
Shashwat Verma	Sure
	May I take the remote access of your local computer?
AIFinancedone	Sure
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/2922617449
	Kindly Click on the link and open the downloaded file.
AIFinancedone	I clicked double
	are you able to connect
	now
Shashwat Verma	Currently I am unable to see.
	Kindly open the file that is downloaded on your local pc
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our support team.
	Once the issue is resolved, kindly give your confirmation on this chat.
	As per the remote session, we have configured the gateway to resolve the login issue.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76181 MikeBu

Email: mikroava@aol.com ☎ 2763566476

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 31 Secs

City: ROANOKE

State: Virginia

Country: UNITED STATES

Chat Transcript

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

MikeBu	Cannot access ATX
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Tushar accepted the chat transfer request.</i>	
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
MikeBu	I was installing the ATX recent update and halted in the installation process because i thought I was mistakenly instslling t
Tushar	I will be surely assisting you with this. Kindly help me with your server name and user name?
MikeBu	Server name is ACE and user name is MikeBu
Tushar	Kindly allow me two minutes to check the same.
MikeBu	TY.
	I do have a client ID if needed.
Tushar	I have located your account.
MikeBu	But I believe that is the ATX
	Tzy
	TY
Tushar	Are you logged in right now?
MikeBu	No. Unable to log in.
Tushar	Are you logged into the server with user profile MikeBu?
MikeBu	That is what I want to do.
	It won't let me complete the log in process.
Tushar	I just locate your server as well your session is stuck in disconnected mode I will signoff the session from task manger and
	Is there an ATX 2024 update as well ?
MikeBu	Thank you so much. The ATX 2024 update installation is what i try to do and it disconnects in the process and says install
Tushar	Okay I will help you with update as well.
MikeBu	TY very much
Tushar	Kindly try to login again. (Edited)
	I will now share a remote session pop up kindly accept that.
	Prior providing the access, I would suggest you to close any important documents at your end.
	I am rebooting the server as ATX is not launching.
MikeBu	It is always very slow coming up at that blue screen. ATX takes more than a minute to launch.
Tushar	Okay lets see if this time it opens fast or not.
MikeBu	Okay.

Tushar	Kindly relogging. (Edited)
	How much time does it takes to open ?
	As per our remote session we were able to log you in and updated the ATX24 application as well.
MikeBu	Thanks so very much.
Tushar	Kindly relogging so that the effects take place perfectly.
	Is there anything else I may help you with ?
MikeBu	No thank you. You are very capable.
Tushar	Thank you.
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
MikeBu	Will do so.
Tushar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75795 terri

Email: terri@allenbrookecontracting.com  2145779725

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 4 Secs

City: KELLER

State: Texas

Country: UNITED STATES

Chat Transcript

terri	Hello, I am your Acebuddy
Acebuddy	Hello Terri, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
terri	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
terri	I'd like to raise a Request
Acebuddy	Please select your request type.
terri	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
terri	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
terri	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
terri	i need to move excel file from rdp to my pc
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Terri
terri	hello
Shashwat Verma	I will surely help you with this issue.
	Visit: acecloudhosting.wetransfer.com
	Upload Files: Click "Add your files" and select files.
	Enter Emails: Add recipient's and your email addresses.
	Optional Message: Add any note.
	Send: Click "Transfer."

Verify: Enter code sent to your email (if prompted).

Confirmation: Both sender and recipient get email notifications.

You can use wetransfer application to do so.

Terri, is that work for 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)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75190 Ezra Dilger

Email: reception@rortax.com ☎ 7633189052

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 59 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Ezra Dilger Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ezra Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ezra Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Ezra Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ezra Dilger	We need to facilitate an update
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Ezra Dilger	Hello
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Ezra Dilger	RORTax Reception
Shivam Singh	thanks
	How may I assist you today.
Ezra Dilger	I need to do an update, some of our users are getting updates are getting update notifications
Shivam Singh	Can you please let me know which app is receiving the updates?
Ezra Dilger	DO you mean which user?
Shivam Singh	Could you please share the screenshot of the update's notification.
	<i>3:08:17 AM Ezra Dilger is sharing a file with you</i> <u>image.png</u> - (Size:15.75 KB)
	Yes, for which user specifically.
Ezra Dilger	Brad N and Matthew P but we should do the updates for all users
Shivam Singh	Rest assured; we will have it installed in night hours for all the users.
	Also, we will share an email once the Lacerte ius updated.
	Is there anything else I may help you with?
Ezra Dilger	no, thank you
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

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

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76031 Dan Segawa

Email: dsegawa@armdynamics.com  3102935861

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

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

	I'd like to report an Issue
Acebuddy	Please select an option!
Dan Segawa	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Dan Segawa	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Dan Segawa	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Dan Segawa	Hello Shivam, how are you today? server: advancedarmprod user IVargas, quickbooks will not launch
Shivam Singh	Doing great! Thanks for asking. Thank you for the information and allow 2 minutes to check the same. As I can check Dan, QuickBooks is running fine on server end.
Dan Segawa	ok, I believe it was really slow, the user seems to be fine now. thank you for check this for me....
Shivam Singh	However, let me try checking the resources once
Dan Segawa	thank you
Shivam Singh	Is it working now, Dan?
Dan Segawa	yes... thank you so much
Shivam Singh	Great to hear that.
	Is there anything else I may help you with ?
Dan Segawa	that will be all, thank you and have a blessed day ahead!
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75215 Mohita Chadha

Email: mohita@kaurtax.com ☎ 19097099000

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript

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

Mohita Chadha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mohita Chadha	my lacerte seems to be frozen in my remote desktop and i can't seem to get out of it
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand your Lacerte session is frozen.
Mohita Chadha	yes
	can you please help restart it
Ashutosh Mishra	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Please help me with your username.
Mohita Chadha	KPTC Accountant
Ashutosh Mishra	I have closed Lacerte for you.
Mohita Chadha	thank you
	let me try to get back in and see if I have the same issue
Ashutosh Mishra	Sure, please take your time
Mohita Chadha	can you please reboot lacerte 2024 and 2023
	lacerte update keeps failing and it may be because of a reboot
	if possible, can we do this immediately as we need to get into lacerte today to complete our work?
	i received a notification asking to reboot
Ashutosh Mishra	Sure i can reboot the server now.
Mohita Chadha	tahnk you
	can you please do it for 2023 and 2024?
	i have logged out of remote desktop
	please kick out anyone else that may be in
Ashutosh Mishra	Reboot is done for the server so it would be applicable for any of the Lacerte versions on the server.
	I am rebooting now.
Mohita Chadha	thank you!
Ashutosh Mishra	Reboot is complete now.

	Is there anything else I may help you with ?
Mohita Chadha	that is it, but let me try to log in thank you!
Ashutosh Mishra	Sure, let me know if any issue persists.
Mohita Chadha	it works now, thank you for all your help!
Ashutosh Mishra	Great to see the issue is resolved. I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76262 Christopher Facendola

Email: chris@amgair.com  201-782-1782

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 18 Secs

City: MAHWAH

State: New Jersey

Country: UNITED STATES

Chat Transcript

Christopher Facendola	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 Facendola	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support. Please chose an option :
Christopher Facendola	I'd like to report an Issue
Acebuddy	Please select an option!
Christopher Facendola	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Christopher Facendola	QB errors with avatax
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today. Hello Chirs, How are you doing today ?
	I will surely help you with this issue.
	May I take the remote access of your server?
Christopher Facendola	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end. Please accept the prompt
	May I know the reason why you are not accepting the Prompt (Remote Session request) ? (Edited)
	Are we still connected here?
Christopher Facendola	yes sorry it was frozen for a min
	I don't see any prompt
	Also i Just got another error from QB
	hello?
Rohan Prajapati	Yes Chris. I'm still connected here
	I'm sending the remote session request again and please accept the prompt once you see it
	Please check your server and accept the prompt once you see it

Are we still connected here ?

Are we still connected here?

Are we still connected here?

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76129 shirley

Email: shirley@mgvinc.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: DUNCAN

State: British Columbia

Country: CANADA

Chat Transcript

shirley Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

shirley Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

shirley I'd like to raise a Request

Acebuddy

	Please select your request type.
shirley	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
shirley	Setback
Acebuddy	Please select your request type.
shirley	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
shirley	Setback
Acebuddy	Please select your request type.
shirley	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co If you are facing any issue/problem with your server, Please select the appropriate option below : As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75292 anishkaredia

Email: akaredia@anishcpa.com  8328601238

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: RICHMOND

State: Texas

Country: UNITED STATES

Chat Transcript

anishkaredia	Hello, I am your Acebuddy
Acebuddy	Hello Anish Karedia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
anishkaredia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
anishkaredia	I'd like to report an Issue
Acebuddy	Please select an option!
anishkaredia	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
anishkaredia	Can you please restart my server. Drake software is frozen and it is not letting me do anything.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
anishkaredia	Anish Karedia LLC
	username is AnishK
Shubham Kataria	Thank you for the information.
	Could you please confirm if you're the only user who is facing this issue
anishkaredia	I think so, I am not sure who else is working right now.
Shubham Kataria	Okay
	Let me check
	Could you please check now
anishkaredia	sure, let me login in
Shubham Kataria	Sure, please take your time
anishkaredia	the server is still frozen
Shubham Kataria	Let me reboot it. Please allow two minutes
anishkaredia	ok
Shubham Kataria	Server is up now. Kindly try to access now

anishkaredia	still calculating estimating connection quality
Shubham Kataria	Okay, once server connected please let me know
anishkaredia	still the name, it shows estimating connection quality and then the RDB file closes.
Shubham Kataria	Let me check from our side if the server is accessible or not
	you may check now, server is accessible now
anishkaredia	I am connected now, thanks
Shubham Kataria	You're welcome
	Is there anything else I may help you with ?
anishkaredia	nope
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76114 Paul Wild

Email: paulw@compu-imaging.com  16512068343

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: SARASOTA

State: Florida

Country: UNITED STATES

Chat Transcript

Paul Wild	Hello, I am your Acebuddy
Acebuddy	Hello Paul Wild, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Paul Wild	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Paul Wild	I'd like to report an Issue
Acebuddy	Please select an option!
Paul Wild	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Paul Wild	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Paul Wild	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Paul Wild	Hello
	When we try to log onto our quickbooks it says "this action requires windows administrator permissions" since we are hos do windows admin permission
Anjainay Singh	Since when you are facing this issue.
Paul Wild	Then it says quickbooks encountered a problem when trying to open the company file
	Since today we are having the issue
Anjainay Singh	Whether other users are also facing same issue .
Paul Wild	Let me ask

Anjainay Singh	Sure .
Paul Wild	all our users
Anjainay Singh	Thankyou for your confirmation
	This will help me to resolve issue in exact way.
Paul Wild	Ok thank you
Anjainay Singh	Could you please try to login again and let me know if it works for you
Paul Wild	I was able to get in as what my coworkers coworker*
	Everything appears to be fixed. Thank you for your help
Anjainay Singh	Its great to hear that .
	Is there anything else I may help you with ?
Paul Wild	That is all, thank you

Paul Wild has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76094 Nancy Mack

Email: nancy.mack@d-hflagging.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 27 Secs

City: PORTLAND

State: Oregon

Country: UNITED STATES

Chat Transcript

Nancy Mack	Hello, I am your Acebuddy
Acebuddy	Hello Nancy Mack, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nancy Mack	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nancy Mack	I'd like to report an Issue
Acebuddy	Please select an option!
Nancy Mack	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Nancy Mack	Ticket 683738. I am unable to get to the MFA screen, cannot log in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Nancy Mack	Hi - I think it's working now. It just was not for about 10 minutes.
	I think this is resolved.
Anjainay Singh	Its good to hear that your issue has been resolved .
	Is there anything else I may help you with ?
Nancy Mack	No - have a nice day / evening
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76354 jjiang

Email: jjiang@federalfilings.com **Phone:** 6262974637

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 11 Secs

City: KANCHIPURAM

State: Tamil Nadu

Country: INDIA

Chat Transcript

jjiang	Hello, I am your Acebuddy
Acebuddy	Hello Jjiang, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
jjiang	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jjiang	I'd like to report an Issue
Acebuddy	Please select an option!
jjiang	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jjiang	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jjiang	Unable to connect with webmail to send invoice
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
jjiang	Edgar Eyes LLC and Username Andrea and Kowsalya
Shubham Kataria	

Thank you for the information.

Kindly confirm if you're receiving any error while sending emails

jjiang Yes

Shubham Kataria Could you please confirm the error

*8:27:09 AM jjiang is sharing a file with you
[image.png](#) - (Size:26.35 KB)*

Showing the above error

Alright

May I take the remote access of your server?

jjiang Sure

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

jjiang Okay

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

Thank you for your patience.

As per our remote session your issue has been resolved.

Is there anything else I may help you with ?

jjiang No thank you.

Shubham Kataria You're welcome

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

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

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

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

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

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75394 Juan Garcia

Email: beckercaribbean@gmail.com ☎ 787-753-7020

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: 42 Secs

City: SAN JUAN

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Juan Garcia	Hello, I am your Acebuddy
Acebuddy	Hello Juan Garcia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Juan Garcia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Juan Garcia	I'd like to raise a Request
Acebuddy	Please select your request type.
Juan Garcia	Password Reset
Acebuddy	Please select an option below
Juan Garcia	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reprocessed.
	Do you need any further assistance on the topic?
Juan Garcia	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Juan Garcia	Hello Juan
Anurag Sharma	Hello I tried changing the password but need assistance to change the password for the user JonathanGA
Juan Garcia	I will be surely assisting you with this. Kindly help me with your server name and user name?
Anurag Sharma	CPAJuanMGarcia
Juan Garcia	myrealdata\JonathanGa
Anurag Sharma	Please allow me 2 mins to check the same.
Juan Garcia	Could you please confirm me your CID or Business name?
Anurag Sharma	Becker Caribbean
Juan Garcia	Juan, as I can check the user myrealdata\JonathanGa is in disabled state.
Anurag Sharma	You need to ask your primary contact to enable the user again using Myportal if you wish to access that user.
Juan Garcia	Is there any way you can assist me with enabling the user?
Anurag Sharma	Yes Juan, you need to ask info@cpareviewpr.com to enable the user using Myportal.
Juan Garcia	Or you can ask him to send us the email with the same request.
Anurag Sharma	Okay so I should send an email asking to enable my user + password change?
Juan Garcia	We can do one thing. I will send you an email after this chat. You can just revert back to that email with an approval from we will proceed with the request.
Anurag Sharma	Sounds good, thanks
Juan Garcia	Is there anything else I may help you with ?
Anurag Sharma	Nope, that will be all, thanks.
Juan Garcia	Thank you so much Juan for such a wonderful chat session.
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Juan Garcia	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Anurag Sharma	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
Juan Garcia	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
Anurag Sharma	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
Juan Garcia	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
<i>Anurag Sharma has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75273 analia.fernandez

Email: analia.fernandez@dispartilaw.com

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: 50 Secs

City: BOYDTON

State: Virginia

Country: UNITED STATES

Chat Transcript

analia.fernandez	Hello, I am your Acebuddy
Acebuddy	Hello Analia Fernandez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
analia.fernandez	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham accepted the chat transfer request.</i>
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Analia
analia.fernandez	Hello, I have a ticket 668085
Anurag Sharma	Thankyou for sharing the ticket Id

	Please confirm how I can help you?
analia.fernandez	I would like you to reboot my server
Anurag Sharma	I will surely help you with this.
	Kindly allow me two minutes to check the same.
analia.fernandez	sure
Anurag Sharma	Analia as I can check there are active users on the server.
	May I proceed with the server reboot now?
analia.fernandez	is it one server for more than 1 user?
	<i>1:27:54 AM Anurag Sharma is sharing a file with you image.png - (Size: 9.59 KB)</i>
	<i>These are the active users on the server DispartiLaw.myrealdatal.net</i>
	i see, ok, no
	do not reboot then
Anurag Sharma	Okay
	Is there anything else I may help you with ?
analia.fernandez	no thanks
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Anurag Sharma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76109 cwright

Email: cwright@nfppartners.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: KEARNEY

State: Missouri

Country: UNITED STATES

Chat Transcript

cwright	Hello, I am your Acebuddy
Acebuddy	Hello Cwright, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
cwright	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
cwright	I'd like to report an Issue
Acebuddy	Please select an option!
cwright	Password Reset
Acebuddy	Please select an option below
cwright	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-processed.
	Do you need any further assistance on the topic?
cwright	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
cwright	Hello
Sharath Kumar	Hello, How may I assist you today?
cwright	I am not able to access the remote site
Sharath Kumar	allow me a moment to sign into the server and check this for you
	I see two servers for NFP Partners
	could you let me know which one are you unable to connect
cwright	NFP.myrealdata.net?
	or rdg.myrealdata.net?
	not sure
Sharath Kumar	I have NFP and NFPNew
	both followed by .myreladata.net
	signing into the first one
	what is the username that you are signing in with?
cwright	CourtneyWr
Sharath Kumar	may I take remote of your computer to check this
cwright	yes
Sharath Kumar	https://assist.acecloudhosting.com/join/9672238165
	here is the link you will need
	Prior providing the access, I would suggest you to close any important documents at your end.
cwright	all set
Sharath Kumar	https://assist.acecloudhosting.com/join/9672238165
	click on this link so that I can take remote
cwright	I think we are st
	set*
	I see you in the corner of my computer
Sharath Kumar	yes, I connected just now
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75961 Risa Robinson

Email: saintsbookkeeping@gmail.com **Phone:** 954-646-5903

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: CAPE CORAL

State: Florida

Country: UNITED STATES

Chat Transcript

Risa Robinson	Hello, I am your Acebuddy
Acebuddy	Hello Risa Robinson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Risa Robinson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75151 Tayler Lopez

Email: tayler@soleilfloors.com  5122180400

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Tayler Lopez	Hello, I am your Acebuddy
Acebuddy	Hello Tayler, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tayler Lopez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tayler Lopez	I'd like to report an Issue
Acebuddy	Please select an option!
Tayler Lopez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>7:01:08 PM Tayler Lopez is sharing a file with you</i> <u>Capture.PNG</u> - (Size:12.66 KB)
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello again, Tayler. I see the changes I made on the server was not successful
	Could you please let me know if this appears on just your user account
Tayler Lopez	It worked yesterday but popped up today when i logged on

	Yes, just mine
Sharath Kumar	Alright, let me check the server settings again, one moment please.
	Thank you for your patience.
	I have made the changes again, I will be sending an email shortly, You can reply to it tomorrow (or whenever you sign in r
	I will then escalate the case for a permanent fix. Though, I am hoping the changes I did today should resolve your concern
Tayler Lopez	sounds good. should i log off and back on again?
Sharath Kumar	correct
	we are closing the ticket as there was no response
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

We need help to disable MFA in order for our users be able
into QuickBooks server

Visitor Details

#76153 Charles Xavier

Email: support@coretechs.it  2259007448

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 57 Secs

City: BELLA VISTA

State: Panama

Country: PANAMA

Chat Transcript

Charles Xavier

We need help to disable MFA in order for our users be able to login into QuickBooks server

Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.
Charles Xavier	thank you
	Server: CD Services Group
Siddhant	Hi there, I am transferring this chat to the support team. They will be assisting you further.
	<i>Siddhant is transferring the chat to Support(QB & App Hosting).</i>
Charles Xavier	thank you
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
Charles Xavier	Hi again Yash
Yash Kalra	Hello
Charles Xavier	Charles Xavier here, once again on behalf of CD Services Group
	server name: CD Services Group
Yash Kalra	Hello Charles
	Please let me know if you would like to remove MFA for all users or just for specific users (Edited)
Charles Xavier	yes please, go ahead and disable that for now
	they need to continue with their work
Yash Kalra	Charles, could you please ask the account owner with the email ID brent@deltabb.com to email us directly? This is a security concern regarding your account owner's permission
Charles Xavier	for sure, no problem
Yash Kalra	Great! Please email us using the ID brent@deltabb.com, and we will proceed with removing MFA for the time being.
	Is there anything else I may help you with ?
Charles Xavier	just a question. How long will it take the changes to take affect after you get the request from Brent?
Yash Kalra	I will personally take care of this issue. Ensure that the task is completed within 15-20 minutes once the email is received
Charles Xavier	excellent! Thank you. That would be all for now
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link below.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76069 jjiang

Email: jjiang@federalfilings.com  6262974637

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: 42 Secs

City: ROYAPETTAH

State: Tamil Nadu

Country: INDIA

Chat Transcript

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

jjiang	Bank feed is not working properly and not updated yet
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
jjiang	Edgar Eyes and user name is Andrea
Shubham Kataria	Please allow me a minute to check the same
jjiang	Okay
Shubham Kataria	Upon checking, I found the update is already done few hours ago but you're still facing issue in Bank feed
jjiang	Yes still facing the same issue
Shubham Kataria	Kindly connect with intuit support team as they can help you with this
jjiang	But your team said they will reboot the server after rebooting it works.
	Why still haven't working ?
Shubham Kataria	As I can see your previous ticket, our team had updated the QuickBooks on the server as there was few updates pending
	But you're still facing the same issue that's why you need to contact with intuit team as they have more expertise in Quic
	If you would like I can also reboot the server for you
jjiang	But already it has been rebooted right ?
Shubham Kataria	As per the previous ticket your QuickBooks was updated
	The server hasn't been rebooted, and I don't believe a reboot would resolve the issue since it's being handled by the Intui
	But If would like to reboot the server, I can reboot it for you. you can check after the reboot
jjiang	Okay thanks
Shubham Kataria	My apologies, I reviewed your recent chat and saw that the server was rebooted after the QB update. (Edited)
	Unfortunately, the issue still persist. please connect with intuit team they will assist you for this.
jjiang	Okay
Shubham Kataria	Thank you for your understanding. If you need anything from us, feel free to reach out anytime. We'll be happy to assist y
	Is there anything else I may help you with ?
jjiang	No thanks
Shubham Kataria	You're 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 regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr

quality@acecloudhosting.com. Thanks!

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

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76310 Trisanty Siswadi

Email: trisanty@bestpethouse.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: REGO PARK

State: New York

Country: UNITED STATES

Chat Transcript

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

	Please select an option!
Trisanty Siswadi	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Trisanty Siswadi	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Trisanty Siswadi	There's a notification of software updating
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Trisanty Siswadi	Hi Sharath, this is Trisanty from Best Pet SUPplies
Sharath Kumar	Hello Trisanty, could you please provide a screenshot of the notification
	<i>8:29:12 PM Trisanty Siswadi is sharing a file with you 0f4cff58f40d1fa9da71775b65f1bea.jpg - (Size:275.18 KB)</i>
	Thank you, please allow me a moment to sign into the server and update the app
Trisanty Siswadi	Sure
Sharath Kumar	updating the application now
Trisanty Siswadi	Should we log out from QBE?
Sharath Kumar	not required, just don't open the QB application yet
	Update completed, try accessing the app now and let me know the result
Trisanty Siswadi	ok let me try. just a sec
Sharath Kumar	sure, take your time
Trisanty Siswadi	Hi Sharath.. it good now
	What's the cause of that?
Sharath Kumar	Glad to hear that, anything else that I may assist you with?
Trisanty Siswadi	I think that be all.. thank you
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

need help with logging in

Visitor Details

#76065 Rob Stein

Email: rob@mandmincorporated.com ☎ 13104159913

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 31 Secs

City: SANTA MONICA

State: Utah

Country: UNITED STATES

Chat Transcript

Rob Stein need help with logging in

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

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

Shubham Kataria accepted the chat transfer request.

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

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

Rob Stein hey there. i am currently on my old laptop, and I was trying to set myself up on my new laptop. I didn't remember the password.....now i can't login to the server on either laptop. Can you please help me to get set up on both of these computers?

MM1_mmc corp

myrealdata\MM1_mmc corp

mmcorp.myrealdata.net:8933

	does any of this help you find us?
Shubham Kataria	Understood, I will surely assist you with this. please allow me two minutes to check the same
	Yes, it will help
	Kindly confirm if you're receiving any error message while login
Rob Stein	no - i just must have the password wrong.
Shubham Kataria	May I take the remote access of your local computer?
Rob Stein	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/1922034643
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue. Once the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	As per our remote conversation your issue has been resolved.
	Is there anything else I may help you with ?
	Are we still connected here?
	As you are disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-41)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75180 Luis

Email: luis@lanetechnologysolutions.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 13 Secs

City: KISSIMMEE

State: Florida

Country: UNITED STATES

Chat Transcript

Luis	Hello, I am your Acebuddy
Acebuddy	Hello Luis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Luis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Luis	I'd like to report an Issue
Acebuddy	Please select an option!
Luis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Luis	I need admin access to install o365 in the server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you want admin access to install O365 on the server.
Luis	Hi, that's correct. Thank you
Ashutosh Mishra	I can also install O365 on the server, just share the license with us to check if that is compatible and if it is compatible we
	If you want to handle it yourself, we would require approval from the registered account holder over email.
Luis	Please request the approval
	we can approve it
	We have Office 365
	is there any issue?
Ashutosh Mishra	Sure, we can end the chat session and i will send you the disclaimer over the email. Just go through it and reply with your
Luis	That's ok, to which email address will be sent?
Ashutosh Mishra	

	I just noticed that you are actually part of a shared server. Please allow me to inform that O365 cannot be installed over a servers.
	Are we still connected here?
Luis	one minute please
Ashutosh Mishra	Sure, please take your time
Luis	I'm reviewing some information with my manager
	We opened a ticket this week regarding to this issue, I mean we can not open excel files after you upgraded the server. Could you change, we need a solution
Ashutosh Mishra	I see, i just checked and it looks like the MS Excel service is not added for the account. In that case we can add MS Excel license for each user per month.
Luis	Ok , please let me get approval from my company and I will let you know
Ashutosh Mishra	Sure, i will follow up with you over the exiting ticket. Once you want to proceed just reply with the approval from registered email id.
Luis	Ok thank you
Ashutosh Mishra	Is there anything else I may help you with ?
Luis	No, thank you
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback and suggestions at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75680 jessica.ward.cpa

Email: jessica.ward.cpa@gmail.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 9 Secs

City: LOGAN

State: Utah

Country: UNITED STATES

Chat Transcript

jessica.ward.cpa	Hello, I am your Acebuddy
Acebuddy	Hello Jessica Ward, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jessica.ward.cpa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jessica.ward.cpa	I'd like to raise a Request
Acebuddy	Please select your request type.
jessica.ward.cpa	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
jessica.ward.cpa	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
jessica.ward.cpa	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jessica.ward.cpa	I need to put the server on another computer
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Jessica
	I will surely help you with this issue.

jessica.ward.cpa	Thank you. I need to put the server on my home computer CID: CID72915 Account Name: CID72915 User added: Jessica Ward (Jessica.W@myrealdata.net)
Shashwat Verma	Sure May I take the remote access of your local computer in which you want to setup the same?
jessica.ward.cpa	Sure
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
jessica.ward.cpa	okay
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
jessica.ward.cpa	done
Shashwat Verma	https://assist.acecloudhosting.com/join/9762124269 Kindly Click on the link and open the downloaded file. We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue. Once the issue is resolved, kindly give your confirmation on this chat. as per the remote session, we have setup the rdp file and reset the password from selfcare portal. Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the details of the issue. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks! Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76375 Jim Duey

Email: jduey@truenorthoutdoor.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Linux

Browser: Mozilla Firefox

Device: Desktop

City: BELTON

State: Missouri

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Having issues logging in.

Visitor Details

#76054 MICHELLE WHITMORE

Email: michelle@avsinc.us  229-244-0200

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&i

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: VALDOSTA

State: Georgia

Country: UNITED STATES

Chat Transcript

MICHELLE WHITMORE	Having issues logging in.
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
	Hey Michelle, are you currently hosted with ACE?
MICHELLE WHITMORE	Yes, I was just using my QB and then it logged me out and now will not me log back in
Vatsal	Forwarding this to support, they'll assist you.
	<i>Vatsal is transferring the chat to Support(QB & App Hosting).</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
MICHELLE WHITMORE	Never mind it just let me log in.
Tushar	Okay.
	Is there anything else I may help you with ?
	If you could log off from the server for 30 to 1hr we will update it right away or we can schedule the update for nighttime !
	Are we still connected here?
	Are we still connected here?
	as this session is disconnected from your end.
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75950 Krystal Lee

Email: krystal.lee@la.gov ☎ 2253421047

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: RESTON

State: Virginia

Country: UNITED STATES

Chat Transcript

Krystal Lee

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

krystal.lee has ended this chat session

