

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78966 Iguyer
Email: lguyer@4unitedsystems.com
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 55 Secs
City: QUINCY
State: Illinois
Country: UNITED STATES

Chat Transcript

Iguyer	Hello, I am your Acebuddy
Acebuddy	Hello Lguyer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Iguyer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Iguyer	I'd like to report an Issue
Acebuddy	Please select an option!
Iguyer	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Iguyer	unable to launch sage again
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Iguyer	Ticket ID: 725544 this is yesterday's ticket number
	same thing happened, unable to launch sage

Sujeet Kumar Suman accepted the chat transfer request.

Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
lguyer	Ticket ID: 725544 ticket number from yesterday
	unable to launch sage
Sujeet Kumar Suman	Don't worry, I am looking into it now (Edited)
	Kindly allow me two minutes to check the same.
lguyer	ok
	thanks
Sujeet Kumar Suman	Thank you for your patience.
lguyer	ok
Sujeet Kumar Suman	Could you please try accessing Sage application again?
lguyer	hang on okay
Sujeet Kumar Suman	Sure, please take your time
lguyer	I got in
	Thank you
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
lguyer	no but thanks
	Have nice day
Sujeet Kumar Suman	same to you
	<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 survey link.</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. You can reach me 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>

Sujeet Kumar Suman has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79391 michael Gardner
Email: michael@rayswine.com ☎ +14142589821
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 31 Secs
City: MILWAUKEE
State: Wisconsin
Country: UNITED STATES

Chat Transcript

michael Gardner	Hello, I am your Acebuddy
Acebuddy	Hello Michael Gardner, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
michael Gardner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
michael Gardner	I'd like to report an Issue
Acebuddy	Please select an option!
michael Gardner	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
michael Gardner	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
michael Gardner	Miicrosoft is locking me out of the company files.
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

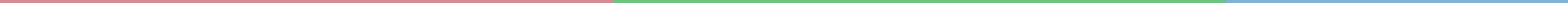
Abhay Kumar Saraswat accepted the chat transfer request.

Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	Is this for account: Rays Wauwatosa Inc ?
michael Gardner	Yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	I will be surely assisting you with this.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
michael Gardner	I am the only one on server at this time.
Abhay Kumar Saraswat	Okay.
	Has this issue occurred only today, or has it been happening repeatedly?
michael Gardner	This is the third time in 2.5 weeks.
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	Let me check the previous tickets.
	Could you please allow me 4-5 minutes to check the same?
michael Gardner	ok
Abhay Kumar Saraswat	Thank you and please stay online with me.
	I'm checking previous tickets.
	Thank you for your patience.
	Please allow me 2 more minutes.
michael Gardner	ok
Abhay Kumar Saraswat	I apologize for any delay. Thank you for your patience.
michael Gardner	i am doing other work.
Abhay Kumar Saraswat	So, I just checked all previous tickets and found the same issue as you just mentioned.
	Okay, would you like me to inform you the further action on this?
michael Gardner	Yes
Abhay Kumar Saraswat	Great.
	After reviewing your previous tickets and consulting with my supervisor, we've determined that a clean reinstallation o
	We suspect there may be an issue with the current installation. We would like to proceed with this after your working hou
	And as of now, we need to restart the QB services, so you could continue your work today with the QuickBooks files.
michael Gardner	

	Yes, I will be done for the day at 4:00 pm CDT (Chicago).
Abhay Kumar Saraswat	Okay.
michael Gardner	Can you clear the issue so i can work till then?
Abhay Kumar Saraswat	Yes, definitely.
	Please allow me a minute or two.
michael Gardner	ok
Abhay Kumar Saraswat	Thank you for your patience.
	Could you please check with QuickBooks now?
	I've just restarted the service of QB .
michael Gardner	let me know when i can try it again.
Abhay Kumar Saraswat	You may go ahead and try now. I've already made the necessary changes from my end.
michael Gardner	issue is still there.
Abhay Kumar Saraswat	Okay.
	I apologize for the inconvenience.
	May I take the remote access of your server?
michael Gardner	yes
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
michael Gardner	ok
Abhay Kumar Saraswat	Please accept the remote session request.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
	Are we still connected here?
michael Gardner	yes
Abhay Kumar Saraswat	As mentioned during our remote session, I have restarted the server to temporarily resolve the issue.
	Let me send you the remote request again.
	But first, please login to the server.
michael Gardner	in
Abhay Kumar Saraswat	Please accept.
	Yes, I'm connected.
michael Gardner	here

Abhay Kumar Saraswat	Thank you for your time on remote session.
	I'm scheduling the QB reinstallation from my end.
	I will email you once this chat session ends.
michael Gardner	Good, hopefully this will solve the issues.
Abhay Kumar Saraswat	Yes, definitely. However, if the issue persists, we will escalate it to our escalation team for further investigation.
michael Gardner	thank you.
Abhay Kumar Saraswat	My pleasure to assist you.
	Is there anything else I may help you with ?
michael Gardner	not at this time
Abhay Kumar Saraswat	No worries.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your 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. You can email me at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Abhay Kumar Saraswat has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79694 Kayla
Email: kayla@rexdalemobilewash.ca ☎ 6475357335
Department: Support(QB & App Hosting)
Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 44 Secs

City: ORANGEVILLE

State: Ontario

Country: CANADA

Chat Transcript

Kayla	Hello, I am your Acebuddy
Acebuddy	Hello Kayla, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kayla	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kayla	I'd like to report an Issue
Acebuddy	Please select an option!
Kayla	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kayla	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at 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@acecloudh patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Kayla	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	Acebuddy (bot) forwarded the chat request
	Manish Singh accepted the chat transfer request.
	Manish Singh is transferring the chat to Yash Kalra.
	Yash Kalra accepted the chat transfer request.
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?

Kayla	Yes, it's KaylaTelford
Yash Kalra	Kindly allow me two minutes to check the same.
	We are planning to conduct a QuickBooks update on the server to ensure optimal performance and functionality. To facilitate this, we will need to log out from the server for a duration of 30-40 minutes. Alternatively, if it's more convenient for everyone, we can schedule the update during the night hours. Please confirm your preference. Your cooperation in this matter is highly appreciated.
Kayla	Let me check with the other users, please allow 2 mins.
Yash Kalra	Sure, please take your time
Kayla	Okay you can proceed with the update now
Yash Kalra	We have scheduled the QuickBooks update and will inform you via email once the update is completed. Is there anything else I may help you with ?
Kayla	Will this automatically update the payroll tax table in QuickBooks? This was the main thing that needed updating and I wasn't able to do it on my own.
Yash Kalra	Kayla, thank you for bringing this to our attention. We will update it from the backend as well.
Kayla	Great, thank you.
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of each message.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your 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. You can reach me at quality@acecloudhosting.com . Thanks! Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Yash Kalra has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79833 Dawn Carlton

Email: dcarlton323@gmzil.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: 9 Secs

City: SIGNAL MOUNTAIN

State: Tennessee

Country: UNITED STATES

Chat Transcript -----

Dawn Carlton	Hello, I am your Acebuddy
Acebuddy	Hello Dawn Carlton, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dawn Carlton	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dawn Carlton	I'd like to report an Issue
Acebuddy	Please select an option!
Dawn Carlton	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Dawn Carlton	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "QBLIVEpro.myrealdata.ne belong to the specified network. Verify the computer name and domain that you
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Dawn Carlton	for LarryC.pro log in above message was received
	<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 Dawn
Dawn Carlton	Hello
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Dawn Carlton	LarryC.Pro
Anurag Sharma	Thanks for the confirmation !

Dawn Carlton	Admin QB user name
Anurag Sharma	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
Dawn Carlton	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/8432930982
	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 putti resolved, kindly give your confirmation on this chat.
	The issue seems to be resolved.
	Is there anything else I may help you with ?
Dawn Carlton	no thank you.
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.acec
	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

#79614 gabriella

Email: gabriella.gallo@lamborghini.us ☎ 9144630799

Department: Support(QB & App Hosting)

Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: RIDGEFIELD
State: Connecticut
Country: UNITED STATES

Chat Transcript

gabriella	Hello, I am your Acebuddy
Acebuddy	Hello Gabriella, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
gabriella	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
gabriella	I'd like to report an Issue
Acebuddy	Please select an option!
gabriella	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
gabriella	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
gabriella	While I was saving an invoice, the system crashed and now it asks me to send report. Even if I do, It keeps giving me the
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>8:34:59 AMgabriella is sharing a file with you</i> <i>Capture.PNG - (Size:18.59 KB)</i>
gabriella	please fix asap
	I cannot create invoices
Acebuddy	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

#79229 Kimberly
Email: kim@seattlecfo.com
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 26 Secs
City: MOSES LAKE
State: Washington
Country: UNITED STATES

Chat Transcript

Kimberly	Hello, I am your Acebuddy
Yash Kalra	May I take the remote access of your server?
Kimberly	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
Kimberly	i need you to change the display settings back please
Yash Kalra	Sure, please take your time
Kimberly	i need YOU to change back the display settings.
	i can't
Yash Kalra	Please provide access so we can proceed with the necessary adjustments. (Edited)
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
	Kimberly, we assisted you with your QuickBooks file and font issue. Is there anything else I can help you with? (Edited)
Kimberly	everything seems to be in order
	thanks for your help
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

	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 survey link.
	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. You can reach me at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Yash Kalra has ended this chat session</i>

Chat Transcript

I am setting up as a new employee with Standard Industrial and I need help connecting to our printer

Visitor Details

#79610 deselms

Email: garth@standardus.com 📞 6302054504

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Brand&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary, cUlu-mQlzzsubBZ&gclid=EAIaIQobChMIh6fKpJfHjgMVWDjUAR0fEDkEEAAYASAAEgIbdvD_BwE

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

deselms	I am setting up as a new employee with Standard Industrial and I need help connecting to our printer
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>

deselms	great thank you
	<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 Deselms
deselms	hello
	I need help setting our printer to your server
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
deselms	Im new to the company and we are trying to get me set up
	SIAAEI.myrealddata.net
	Garth
	username
Anurag Sharma	Okay
	Are you able to login into the server?
deselms	I think I already am logged into the server
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
deselms	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
deselms	ok were good go ahead
Anurag Sharma	https://assist.acecloudhosting.com/join/2332990994
	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 putti resolved, kindly give your confirmation on this chat.
	Please log off from the server once
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	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

#79320 Kelly
Email: kelly@dixxon.com
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 1 Sec
City: GILBERT
State: Arizona
Country: UNITED STATES

Chat Transcript

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

	Kelly	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Kelly	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks company file. The help you with resolving the issue
		Was that helpful?
	Kelly	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
	Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. today.
		Hello Kelly
	Kelly	Hi, when I try to login to QB, I get this message: The attempt to log in with the This user is already logged into the company file.
	Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
		Thank you for your patience.
		Could you please confirm with your users if anyone is not using that company f
	Kelly	No one else is using it
	Sujeet Kumar Suman	We need to reboot the server from the backend. Kindly guide the user to log out from the server so that we can proceed with th
	Kelly	What user? Log out of what?
	Sujeet Kumar Suman	Kindly log out from the server
	Kelly	I don't think I am logged into the server anymore
	Sujeet Kumar Suman	However, Xavier and Christine are still logged into the server at the moment. Kindly ask them to log out so we can proceed with the reboot.
	Kelly	Okay, one minute
	Sujeet Kumar Suman	Sure, please take your time
	Kelly	Xavier is not at home to do this, can you force him out on your side
	Sujeet Kumar Suman	Sure.
	Kelly	Christine says she is out
	Sujeet Kumar Suman	Thanks for the confirmation !
		I have rebooted the server and will confirm you once it is up and running.
		Thank you for your patience.

	We are continuing to work on the backend to resolve the issue. We appreciate , keep you updated.
Kelly	Thanks
Sujeet Kumar Suman	Thank you for your patience.
	Kindly try to log into the server and let us know if you are still experiencing any QuickBooks company file
	Are we still connected here?
Kelly	Yes, I am working on login in
Sujeet Kumar Suman	Sure, please take your time
Kelly	I am able to get back into QB. Thanks for your help.
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
Kelly	No, have a nice rest of your day.
Sujeet Kumar Suman	<p>You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acec Thanks!</p> <p>Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com</p>
	<i>Sujeet Kumar Suman has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80017 Major McConeghy
Email: major.mcconeghy@eastcoastgear.com 📞 19196258466
Department: Support(QB & App Hosting)

Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 23 Secs
City: LOUISBURG
State: North Carolina
Country: UNITED STATES

Chat Transcript -----

Major McConeghy	Hello, I am your Acebuddy
Acebuddy	Hello Major Mcconeghy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Major McConeghy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Major McConeghy	I'd like to report an Issue
Acebuddy	Please select an option!
Major McConeghy	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Major McConeghy	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Major McConeghy	UNABLE TO LOG IN TO INTUIT TO CONNECT EMAIL
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be
Major McConeghy	Hello
Manish Singh	We would like to inform you that multiple users have reported a similar issue w We are currently coordinating with Intuit Support to investigate and resolve the We will keep you updated and share further information as soon as we receive
Major McConeghy	Thank you
Manish Singh	We will email you once we get the update.
	Is there anything else I may help you with ?

	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Major McConeghy	yes hello
	please email once it is resolved, otherwise we are done
Manish Singh	Yes, we will notify you regarding the matter.
	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 fr conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my mana working. I will appreciate that. or you may send your feedback at quality@acec Thanks!
	Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com

Manish Singh has ended this chat session

Chat Transcript

Quickbooks wont start

Visitor Details

#78949 Burton Mills
Email: burton@amcoautomation.com ☎ 3197594141
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 46 Secs
City: EDDYVILLE
State: Iowa

Country: UNITED STATES

Chat Transcript -----

Burton Mills	Quickbooks wont start
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will
	I will be surely assisting you with this. Kindly help me with your server name ar
Burton Mills	User name is BurtonM.pro2
	how do i know the server name?
Sanyam Madan	you can tell me your registered business name
Burton Mills	AMCo Automation
Sanyam Madan	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
Burton Mills	Can, or just reset
Sanyam Madan	you want me to restart your server ?
Burton Mills	sure
Sanyam Madan	Alright, please give me two minutes.
	Thanks for your patience, seems like it is taking more time than expected. I wil
	update.
	Issue has been rectified, we have made some changes in the backend (Edited)
	Kindly confirm at your end and let us know
	Are we still connected here?
Burton Mills	I got in, seems good. thanks
Sanyam Madan	Is there anything else I may help you with ?
	As there was no response, we are disconnecting the chat now. You may re-initia
	(1-888-415-5240) if any further assistance is required.

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79992 Alison Matte
Email: alison@lorenwoodbuilders.com ☎ 812-219-3233
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 4 Mins 35 Secs
City: BLOOMINGTON
State: Indiana
Country: UNITED STATES

Chat Transcript

Alison Matte	Hello, I am your Acebuddy
Acebuddy	Hello Ali Matte, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Alison Matte	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alison Matte	I'd like to report an Issue
Acebuddy	Please select an option!
Alison Matte	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Alison Matte	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The help you with resolving the issue
	Was that helpful?
Alison Matte	No

	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd
		<i>Acebuddy (bot) forwarded the chat request</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 as
		I will be surely assisting you with this. Kindly help me with your server name ar
	Alison Matte	let me look
	Yash Kalra	Sure, please take your time
	Alison Matte	AlisonMA@myrealddata.net.rdp
	Yash Kalra	Kindly allow me two minutes to check the same.
	Alison Matte	To assist you better, please help us with the following information:
		1. Is the issue affecting only one user or all users?
		2 .Are you encountering any error messages? If so, kindly share the exact mess
		Quickbooks payments
		I can log into the remote desktop and log into my company
	Yash Kalra	But the QB payments is saying I need to log back in
		May I take the remote access of your server?
		yes
		Prior providing the access, I would suggest you close any important documents
	Alison Matte	ok
	Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/9522623437
		We are connected on the remote session and will proceed with the troubleshoo the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
	Alison Matte	ok
	Yash Kalra	Ali, we have made every effort to resolve the QuickBooks payment signing issu appears to be on Intuit's end.
		We kindly request you to reach out to Intuit support for further assistance on th
		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-initia (1-888-415-5240) if any further assistance is required.

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79885 Cj Seno
Email: cseno@clearwaterlandscaping.com
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 5 Secs
City: ALACAYGAN
State: Cebu
Country: PHILIPPINES

Chat Transcript

Cj Seno	Hello, I am your Acebuddy
Acebuddy	Hello Cj Seno, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cj Seno	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cj Seno	I'd like to raise a Request
Acebuddy	Please select your request type.
Cj Seno	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description technicians will connect with you for further assistance.

		If you are facing any issue/problem with your server, Please select the appropri
	Cj Seno	Yes, I'm facing issues with my server
	Acebuddy	Please select an option!
	Cj Seno	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Cj Seno	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	Cj Seno	I need access to Quickbooks folder to open a company file
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
	Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. today.
		Hello Seno
	Cj Seno	Hi Sujeet Kumar I need access with Quickbooks
		<i>8:46:31 PM</i> Cj Seno is sharing a file with you 1_image.png - (Size:71.98 KB)
	Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
	Cj Seno	Thank you Sujeet
	Sujeet Kumar Suman	Kindly help me with your server name and user name?
	Cj Seno	server is clearwater.myrealddata.net and my user name is cj.s@myrealddata.net
	Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	Cj Seno	Sure Sujeet thanks
	Sujeet Kumar Suman	Thank you for your patience.
		As checked, a ticket has already been created on your behalf and our team is a We will keep you informed and notify you once the issue is resolved.
	Cj Seno	What time will it be resolved I need it asap
	Sujeet Kumar Suman	We have just provided you with access to the folder. We kindly suggest that you log out of the server and log back in for the change
	Cj Seno	Thank you Sujeet will check on that please stay
	Sujeet Kumar Suman	Sure, please take your time
	Cj Seno	thanks Sujeet
	Sujeet Kumar Suman	Most welcome

	Could you please confirm if your issue has been resolved?
Cj Seno	checking on it
Sujeet Kumar Suman	Okay.
	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-initia (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79460 Zachary Hartshorn
Email: zhartshorn@earlebmoshers.com ☎ 5088083241
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 21 Secs
City: WELLESLEY HILLS
State: Massachusetts
Country: UNITED STATES

Chat Transcript

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

		Whom Would You Like to Connect With?
	Zachary Hartshorn	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Zachary Hartshorn	I'd like to report an Issue
	Acebuddy	Please select an option!
	Zachary Hartshorn	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	Zachary Hartshorn	Server displaying on all of my monitors
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
	Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. today.
		Hello Zachary
	Zachary Hartshorn	Hello Sujeet.
		I would like help getting my server to display on only one monitor at a time. I c whenever I connect, it displays on all of the screens
	Sujeet Kumar Suman	I will surely help you with this issue.
		May I take the remote access of your local computer?
	Zachary Hartshorn	yes
	Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security cc
		Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2302017092
		We are connected on the remote session and will proceed with the troubleshoo the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
		Thank you for your patience.
		As per discussion over the remote session, The issue is resolved
	Zachary Hartshorn	correct
	Sujeet Kumar Suman	Is there anything else I may help you with ?
	Zachary Hartshorn	no thank you
	Sujeet Kumar Suman	Thanks for the confirmation !
		You may end this chat now. Once you end this chat, you will receive an email fr

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

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

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

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

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79935 Richard Furnace
Email: richard.furnace@ecs-env.com 📞 12549332270
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: 57 Secs
City: BELTON
State: Texas
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Richard Furnace	I'd like to report an Issue
	Acebuddy	Please select an option!
	Richard Furnace	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Richard Furnace	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	Richard Furnace	Last night, someone from ACE "updated" our instance of QuickBooks. This morn the app, we encounter a message saying "Select QuickBooks Desktop Industry. entire company is down right now. Help is needed urgently.
	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>
		<i>Ashutosh Mishra is transferring the chat to Support(QB & App Hosting).</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
		I deeply apologize for the inconvenience caused to you.
		I will surely help you with this issue.
		Allow me to check the same and do the needful.
	Richard Furnace	Okay. Thank you for responding quickly.
	Shivam Singh	Thank you for your continued patience. I truly understand how frustrating this c me a little more time to review the issue thoroughly and work on resolving it fo
		Richard, Thanks for the patience. kindly check now.
	Richard Furnace	Okay. I will respond momentarily.
	Shivam Singh	As the QuickBooks was repaired. You might have to load the company file again location thereafter it will populate itself on the opening window.
		Sure, please take your time
	Richard Furnace	I understand.
		I looks like you fixed the problem. Thank you VERY MUCH for your assistance!
	Shivam Singh	Thank for your understanding, I will wait for your cofirmation.
		I'm glad the things are up and running now.
		Is there anything else I may help you with ?
	Richard Furnace	

	No. Thank you again for your help. I appreciate it.
Shivam Singh	Great.
	<p>You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acec Thanks!</p> <p>Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com</p>
	<i>Shivam Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79586 rahul
Email: rahul@wallcpafirm.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: 45 Secs
City: DADSIA
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 sup
		<i>7:34:29 PM</i> rahul is sharing a file with you 1_image.png - (Size:101.41 KB)
		Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	rahul	I am not able to open my RDP server; this error message will pop-up while logir
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I wil
		Hello Rahul, I will be surely assisting you with this. Kindly help me with your sei name?
		<i>7:35:52 PM</i> rahul is sharing a file with you 1_image.png - (Size:25.11 KB)
	rahul	Please see the attached Name
	Ashutosh Mishra	Thank you for providing the details. Let me check that for you.
		Is this the first time you are facing this issue?
	rahul	second time
	Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experi
	rahul	I don't know about other users. we are from different origin and working at time
		<i>7:38:57 PM</i> rahul is sharing a file with you 1_image.png - (Size:62.83 KB)
		Last time
		when same issue occurs, Pradeep fixed this
		sorry shivam fixed this
	Ashutosh Mishra	The screenshot shows a network related error, may I know if currently your inte shows any slowness. Meanwhile i will also check for any issues in backend.
	rahul	I have 40 MBPS internet speed now, connecting with a LAN wire, my other serv this speed

		this server also working well few hours ago
		but now it's not able to connect
	Ashutosh Mishra	Please check now if you are able to connect.
	rahul	wait
	Ashutosh Mishra	Sure, please take your time
		<i>7:44:17 PMrahul is sharing a file with you</i> <i>image.png - (Size:44.25 KB)</i> <i>No</i>
		May I take the remote access of your local computer to identify the issue?
	rahul	how?
	Ashutosh Mishra	Kindly paste this link in the browser of local computer to join the session.
		https://assist.acecloudhosting.com/join/5902959007
		Prior providing the access, I would suggest you to close any important docume
		As per discussion over the remote session, The issue is resolved by activating y backend.
	rahul	Thank you for your help!
	Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable fee chat.
		You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my manaç working. I will appreciate that. or you may send your feedback at quality@acec Thanks! Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79768 Amy Salter
Email: amy.h.salter@gmail.com 📞 19035703459
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 22 Secs
City: HUNTSVILLE
State: Alabama
Country: UNITED STATES

Chat Transcript

Amy Salter	Hello, I am your Acebuddy
Acebuddy	Hello Amy Salter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amy Salter	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amy Salter	I'd like to report an Issue
Acebuddy	Please select an option!
Amy Salter	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Amy Salter	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Amy Salter	Warning error message regarding excel
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
	10:04:19 PMAmy Salter is sharing a file with you 1_image.png - (Size:7.19 KB)
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. today.

	Amy Salter	Hey there
	Sujeet Kumar Suman	Hello Amy
	Amy Salter	I am receiving an error message in QB when trying to export reports to excel
	Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
		No worry, I can help with that. Let me look into it for you.
	Amy Salter	thanks
	Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name ar
	Amy Salter	AmySa
		AmySa.pre2
	Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	Amy Salter	sure
	Sujeet Kumar Suman	Thank you for your patience.
		As checked, you currently do not have access to the Excel application on the se To use the "Export Report to Excel" feature, you will need access to Excel. We r the necessary access in order to utilize this functionality.
		Are we still connected here?
	Amy Salter	yes sorry
		how do I request that?
		we used to be able to export
	Sujeet Kumar Suman	If you need Excel access enabled, it will be chargeable at \$5.99 per user per m Alternatively, if you already own a valid MS Excel license, we can install the app at no additional installation cost.
	Amy Salter	Has there been a change to the account because we have been exporting to ex
	Sujeet Kumar Suman	I will check with my backend team. Meanwhile, could you please confirm when (Edited)
	Amy Salter	Let me check the last time. Please hold
	Sujeet Kumar Suman	Sure, please take your time
	Amy Salter	I see that I was able to export to excel on April 11 2025
	Sujeet Kumar Suman	Due to recent policy changes by Microsoft regarding their products, they are nc the applications hosted on their servers with us.
		Are we still connected here?
	Amy Salter	yes
		but I don't understand why we no longer have access since we contract with Ac Why woldn't we have received notification of this change?
	Sujeet Kumar Suman	

		We are still looking into it.
	Amy Salter	thank you
	Sujeet Kumar Suman	Thank you for your patience.
	Amy Salter	no problem
	Sujeet Kumar Suman	We are still connecting with a senior team member. Kindly allow me a moment.
	Amy Salter	ok
	Sujeet Kumar Suman	Thank you for your patience. (Edited)
		As per our check, you currently do not have access to Microsoft Excel. To proceed with enabling access, we require your confirmation. Please note tha service and will be billed at \$5.99 per user per month.
	Amy Salter	I need to understand why
		We have had it for years.
		Our contract with Ace hasn't changed
		Why do we have to now pay for the service that we have been using with Ace s
	Sujeet Kumar Suman	Let me speak with the appropriate team regarding your concern, and I will have as soon as possible.
	Amy Salter	Access to this feature has been included in our monthly price all along. I appreciate
		Thanks. In the meantime, I am checking to see if we have our own MS license. need to do to implement that license?
	Sujeet Kumar Suman	Since this is a server-based environment, only three types of Microsoft licenses server: Microsoft 365 E3 Microsoft 365 E5 Microsoft 365 Enterprise
	Amy Salter	I don't understand
		You asked me if we had our own MS license
		Again, since we have had this feature all along (included in the monthly pricing pay additional unless contacted regarding our contract
	Sujeet Kumar Suman	I believe it would be better to discuss this over a call for better clarity. Kindly share your contact number so that our team can reach out to you as soon
		Are we still connected here?
		Are we still connected here?
	Amy Salter	yes
		Please tell me if there are any other options besides 5.99/mo/rdp
		We need this access urgently for reporting
	Sujeet Kumar Suman	As of now no.

	Amy Salter	Unacceptable. Why hasn't Ace sent something out to it's current customers abo
		It's a change in contract services
	Sujeet Kumar Suman	We completely understand your concern. However, as previously communicated, this change occurred due to recent Mic
	Amy Salter	Understand but Ace can't just change/remove services
	Sujeet Kumar Suman	Amy, I understand your concern and what I can do from my side is to you provi backend, I am just here to help you out.
		And further I will be moving the ticket to the senior team and if there are any c they will get in touch with you. I will be checking the reason for this access rem something different from what I have conveyed I will reach out to via mail.
	Amy Salter	I understand you are trying to help and are the middle man
		Is there anything that can be done right now to allow us to export. We HAVE to excel for a crucial meeting
	Sujeet Kumar Suman	Thank you for understanding please stay connected while I am making some cl backend.
	Amy Salter	Again, we were not told about this beforehand or else we would have made arr own excel data spreadsheets
		Thanks
		Honestly I am not trying to be difficult. Just need to get these reports to the ow
	Sujeet Kumar Suman	No issue, we have successfully granted you access to the Microsoft Excel applic Please try exporting the report from your end and let us know if you face any fi
	Amy Salter	oh thank you. Just a moment. I will try it
	Sujeet Kumar Suman	Most welcome.
		Sure, please take your time
	Amy Salter	I am receiving the same message but let me logout and log back in
	Sujeet Kumar Suman	Yes, please, as we have recently made changes from the back end.
	Amy Salter	Great. It worked. I can't thank you enough for your immediate help on this.
	Sujeet Kumar Suman	Most welcome Amy.
	Amy Salter	One more thing real quick. When we launch QB we receive this critical update i do anything about this.
		<i>11:09:39 PM</i> Amy Salter is sharing a file with you 1_image.png - (Size:7.45 KB)
	Sujeet Kumar Suman	No, we will do automatically from backend in off hours
	Amy Salter	Perfect. Again, thanks for all your help
	Sujeet Kumar Suman	Thanks for the confirmation !

		Is there anything else I may help you with ?
	Amy Salter	Not at this time. But you have been wonderful, Sujeet
	Sujeet Kumar Suman	Same to you.
		<p>You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acec Thanks!</p> <p>Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com)</p>

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79734 Cesar Diaz
Email: cesar.diaz@intercentrohn.com ☎ +50499919175
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 49 Secs
City: ?
State: Honduras
Country: HONDURAS

Chat Transcript

Cesar Diaz	Hello, I am your Acebuddy
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	Acebuddy	Hello Cesar.diaz, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Cesar Diaz	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Cesar Diaz	I'd like to report an Issue
	Acebuddy	Please select an option!
	Cesar Diaz	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	Cesar Diaz	intercentro\cmartinez
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
	Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat today.
		Hello Cesar
		How are you doing today?
	Cesar Diaz	<i>10:24:54 PMCesar Diaz is sharing a file with you</i> 1_image.png - (Size:31.53 KB)
		same problem
		can not connect to remote op
	Abhay Kumar Saraswat	Our apologies for the inconvenience.
		I would like to inform you that you have a ticket with me.
		Ticket reference number is: #735587
		Could you please search this ticket number in your inbox?
	Cesar Diaz	i dont have access , what it the problem
	Abhay Kumar Saraswat	I've sent you an email yesterday as well on your and primary contact email address reset approval.
		<i>10:27:37 PMAbhay Kumar Saraswat is sharing a file with you</i> image.png - (Size:58.89 KB)
		I apologize but without primary contact owner approval, we are not allowed to the user.
		Could you please inform primary owner to revert us back on the same email?

	Cesar Diaz	let check my partner
	Abhay Kumar Saraswat	Yes, please check and ask Ted or Mario to give us a approval.
		There is one more option to reset the password for CMartinez .
	Cesar Diaz	thanks i will talk with them
	Abhay Kumar Saraswat	You can ask primary owner Ted to login into MyPortal tool and from there he c for the user.
	Cesar Diaz	thanks for for information
	Abhay Kumar Saraswat	Please ensure that they provide their approval by replying to the same email I and Ted . Also, Mario's email address appears to be incorrect.
		Could you please confirm me his correct email address?
		Are we still connected here?
	Cesar Diaz	yes
		please send plaease the email
		support@ __
	Abhay Kumar Saraswat	Let me send you and Ted the email once again, please ask Ted to reply on the
	Cesar Diaz	ok
	Abhay Kumar Saraswat	Our support email is: support@acecloudhosting.com
	Cesar Diaz	thanks for your if i have other thing i will connect again

cesar.diaz has ended this chat session

Chat Transcript

expired password

Visitor Details

#79629 Yasmin
Email: yasmin@yvspartners.com ☎ 4048849359
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>

Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 44 Secs
City: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript -----

Yasmin	expired password
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting yo
	<i>Dikshant Yadav 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
	Hello Yasmin
Yasmin	ok
	<i>3:13:11 AMYasmin is sharing a file with you</i> <i>image.png - (Size:180.43 KB)</i>
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Are you able to access the server?
Yasmin	yes
	but password needs to be reset
Anurag Sharma	Are you the only one facing this issue? (Edited)
Yasmin	no all of us should be since another one I know is Sabnish
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name ar
Yasmin	I would not know that but one of my teammates Ahmad has asked you to reset that
	Ghantavya
Anurag Sharma	Could you please share your CID or Account name?
Yasmin	where would I see tha
	my username is what I know of
Anurag Sharma	Could you please share your business name?
Yasmin	MNCStores
Anurag Sharma	Thanks for the confirmation !

		<p>3:22:31 AMAnurag Sharma is sharing a file with you</p> <p>image.png - (Size:39.82 KB)</p> <p>Please confirm your username if it is any from these.</p>
		Are we still connected here?
	Yasmin	yes
		Yasmin MNC
	Anurag Sharma	Thanks for the confirmation !
		Yasmin, after this chat. I will send you an email. Please revert back to that ema the primary contact with the password reset request, Once we will get the appr the new password over the email itself. (Edited)
		Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
	Yasmin	yes
		this is all
	Anurag Sharma	Thanks for the confirmation !
		I would greatly appreciate if you could spare a minute to give your valuable fee 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 fr conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my mana working. I will appreciate that. or you may send your feedback at quality@acec Thanks!
		Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com
		Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78830 Colette A Landers
Email: pfs@annetta.com ☎ 17143427636
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: NORTH HOLLYWOOD
State: California
Country: UNITED STATES

Chat Transcript

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79297 Anthony Trapletti
Email: amtequipment@gmail.com ☎ 17245900225
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: SWANTON
State: Maryland
Country: UNITED STATES

Chat Transcript

Anthony Trapletti	Hello, I am your Acebuddy
Acebuddy	Hello Anthony Trapletti, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anthony Trapletti	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anthony Trapletti	I'd like to raise a Request
Acebuddy	Please select your request type.
Anthony Trapletti	Password Reset
Acebuddy	Please select an option below
Anthony Trapletti	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username and password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Anthony Trapletti	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79112 jmallo.bpoint
Email: jmallo.bpoint@gmail.com ☎ 3104618161
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 21 Secs
City: SASA
State: Sultan Kudarat
Country: PHILIPPINES

Chat Transcript

jmallo.bpoint	Hello, I am your Acebuddy
Acebuddy	Hello Jmallo.bpoint, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jmallo.bpoint	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	<div>【</div> <div>】</div> <p>We are currently experiencing higher than normal contact volume related to se issues.</p>
	Are you also experiencing issues related to server connectivity?
jmallo.bpoint	No, I'd like to report another Issue
Acebuddy	Please chose an option :

	jmalo.bpoint	I'd like to report an Issue
	Acebuddy	Please select an option!
	jmalo.bpoint	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	jmalo.bpoint	Server Connectivity Issue
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	jmalo.bpoint	Thanks!
		<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
	Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. today.
	jmalo.bpoint	Hi Sujeet!
	Sujeet Kumar Suman	Hi Jmalo
	jmalo.bpoint	My team and I can't access our remote desktop.
	Sujeet Kumar Suman	There is a technical outage at the moment, and our team is actively working to expect to provide an update within 30 minutes to 1 hour.
		You may try in the meantime; however, we will update you as soon as the servi running.
		We apologize for the inconvenience this may have caused you and appreciate y understanding throughout the process.
	jmalo.bpoint	Okay great! Which platform are you going to update/inform us?
	Sujeet Kumar Suman	We are currently backing up the server data
	jmalo.bpoint	Noted that.
	Sujeet Kumar Suman	Thanks for the confirmation !
		Is there anything else I may help you with ?
	jmalo.bpoint	That would be all for now.
	Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my mana working. I will appreciate that. or you may send your feedback at quality@acec Thanks!
		Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79964 Raymond Crump
Email: ray@raycrumpcpa.com ☎ 8045982500
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 38 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

Raymond Crump	Hello, I am your Acebuddy
Acebuddy	Hello Raymond Crump, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Raymond Crump	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Raymond Crump	I'd like to report an Issue
Acebuddy	Please select an option!
Raymond Crump	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Raymond Crump	permissions issue will not let me get into quickbooks desktop

	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be
	Raymond Crump	thank you
	Manish Singh	I will surely help you with this issue.
	Raymond Crump	had the same exact issue yesterday; thought it was permanently resolved. how reset overnight
	Manish Singh	Kindly allow me two minutes to check the same.
	Raymond Crump	users KIM SUSAN and STAFF1 are having the issue when quickbooks desktop tr
	Manish Singh	Alright, May I know the company file name in which you are facing this issue.
	Raymond Crump	no companies will open for users specfied above. specifically ENVY CONCRETE 040519.qbw
		error says "this action requires Windows Administrator permissions"
	Manish Singh	let me check once.
		Are other users able to work on the company files?
	Raymond Crump	user Raymond can get in (admin)
		users CHRISTY, SUSAN, and STAFF1 cannot access
		same as yesterdays case
	Manish Singh	Let me reboot the server once to refresh the backend services.
		Kindly logout all users from the server for 2 minutes.
	Raymond Crump	i will lose connection with you. shall i assume this issue is permanently fixed w minutes?
	Manish Singh	Let me try with manually refresh the backend services for now then,
		Please wait
		Try to close QuickBooks and open once.
	Raymond Crump	yesterday, i had to log off, and log back in
	Manish Singh	Try while on the server once.
		And please let everyone do the same once.
	Raymond Crump	just tried once, logged off and relogged onto staff1 and still no access
	Manish Singh	May I take the remote access of your server?
	Raymond Crump	sure
		i am user STAFF1

	Manish Singh	Prior providing the access, I would suggest you to close any important docume
	Raymond Crump	done
	Manish Singh	Kindly accept the session once.
	Raymond Crump	works now.
		will this be a permanent fix?
	Manish Singh	Great, we will follow up with you regarding the case
		If facing any issue let us know over email.
		Yes
		Is there anything else I may help you with ?
	Raymond Crump	no thanks
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable fee smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my manağ working. I will appreciate that. or you may send your feedback at quality@acec Thanks!
		Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com
		<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79086 Jessica Franz
Email: jfranz@fpdsolutions.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: PATCHOGUE
State: New York
Country: UNITED STATES

Chat Transcript -----

Jessica Franz	Hello, I am your Acebuddy
Acebuddy	Hello Jessica Franz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jessica Franz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	【 】
	We are currently experiencing higher than normal contact volume related to se issues.
	Are you also experiencing issues related to server connectivity?
Jessica Franz	Yes
Acebuddy	Please refer to our status page for further updates on the issue status.
	Thank you contact Ace Support. Have a wonderful day!
	<i>Acebuddy has ended this chat session</i>



Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#79308 Bob
Email: bgerstenberger@salutron.com ☎ 5107952876

Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 40 Secs
City: CASTRO VALLEY
State: California
Country: UNITED STATES

Chat Transcript -----

Bob	Hello, I am your Acebuddy
Acebuddy	Hello Bob, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bob	Managed Security
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>
Bob	I need myrealdata password reset. How?
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How r
Bob	I need myrealdata password reset. How?
Priyanshu	Could you please help me with your businessname and username so that I can end and can assist you accordingly
Bob	My business 'Salutron'. Not clear on the myrealdata username, but think it it 'm email is 'bgerstenberger@salutron.com'
Priyanshu	Thank you it seems that your server is being managed by different team, pleas this chat request to the concerned team so that they can better assist you.
Bob	Ok
	<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. today.
	Hello Bob
Bob	Hi
	need myrealdata password reset...as I cannot login. My username is 'BobG'

	Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
		Allow 2 minutes to check the same.
	Bob	ok
	Sujeet Kumar Suman	As checked, you are not enrolled in the MySelfCare Portal . In this case, we w Contact) approval to proceed with the password reset. Alternatively, you can also reach out to Amy Lin , who can assist you with rese MyPortal .
	Bob	I will ask Amy, who is monitoring this chat via a shared meeting...she is trying t please give us a minute
	Sujeet Kumar Suman	Sure, please take your time
	Bob	Amy is having issues logging into the portal with her credentials.
		Give us a minute, she is retrying
		This is new for her, but she just got in...and is requesting a new password
	Sujeet Kumar Suman	As checked, you have initiated two chat sessions at the same time. Kindly close one of the sessions to avoid confusion and ensure smoother supp
	Bob	Amy just requested the reset
		trying now
	Sujeet Kumar Suman	Okay.
	Bob	I am now trying to login and still unable to. How long would it take for the pass' effect?
		Meaning trying the new password Amy set
	Sujeet Kumar Suman	It worked instantly when you reset the password from MyPortal or the Self-Care
	Bob	OK...retrying...
		Amy reset the password again, but still not allowing me in..
	Sujeet Kumar Suman	Please let us know if you are able to log in successfully.
		May I take the remote access of your local computer?
	Bob	yes
	Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/3242713868
		Kindly close all important tabs and documents for not to breach any security cc
	Bob	Zoho is running
	Sujeet Kumar Suman	We are connected on the remote session and will proceed with the troubleshoo the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
	Bob	all is now OK

	Sujeet Kumar Suman	Thank you for your patience.
		As per discussion over the remote session, The issue is resolved
	Bob	Thanks,
	Sujeet Kumar Suman	Is there anything else I may help you with ?
	Bob	No...al good for the moment
	Sujeet Kumar Suman	<p>You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acec Thanks!</p> <p>Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com</p>
		<i>Sujeet Kumar Suman has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79255 allison
Email: allison@cowestlandtrust.org ☎ 19702635443
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 56 Secs
City: PROVO
State: Utah
Country: UNITED STATES

Chat Transcript

allison	Hello, I am your Acebuddy
Acebuddy	Hello Allison Rehor, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
allison	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
allison	I'd like to report an Issue
Acebuddy	Please select an option!
allison	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
allison	Setback
Acebuddy	Please select an option!
allison	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
allison	Ticket 731224. Desktop folder missing after profile creation and reinstall
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be
	Kindly allow me two minutes to check the same.
allison	
Manish Singh	May I know the name of the file missing from the desktop, Allison.
allison	There was a folder named 'working folder' that had items in it
Manish Singh	May I know the location of this folder in client data.
allison	It was on the desktop on my old profile, I don't think it was in client data. I'm al this install or Adobe
Manish Singh	Is it AllisonReh.Pre1 or AllisonR.Pre1
	Allison, kindly check now.
allison	AllisonReh.Pre1
Manish Singh	Can you check now if you can access the Working folder on your desktop.

	allison	I do not see it there
	Manish Singh	Kindly check now.
	allison	Yes, it is there now
	Manish Singh	Is there anything else I may help you with ?
	allison	I do not see that I have access to Excel or Adobe Reader
	Manish Singh	Please send us an email from the registered email address at support@aceclou we could proceed further with the request. Also, the registered email for your account with us is : allison@cowestlandtrust.org
	allison	ok
	Manish Singh	Is there anything else I may help you with ?
	allison	No
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable fee smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my manaç working. I will appreciate that. or you may send your feedback at quality@acec Thanks! Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79271 help

Email: help@triadcybersolutions.com ☎ 3362999989
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 54 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.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>
	<i>Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. today.
	Hello
help	hi
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name ar
	Are we still connected here?
help	yes
Sujeet Kumar Suman	Please help us with the details
help	yes i am
Sujeet Kumar Suman	We need some information from your end before we can assist you further.
help	can't you wait man?
	I'm puliing up the details
	we are in issue not you guys

	Sujeet Kumar Suman	Apologies for the interruption.
		Please take your time
		We're here to help just let us know how we can support you!
	help	TPCCSVR.myrealddata.net RudyClar
		this is thwe detail of theh server
	Sujeet Kumar Suman	Thanks for the confirmation !
	help	his Web data drive is disconnected again
	Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
	help	ok fast
		we have 10 mins
	Sujeet Kumar Suman	May I take the remote access of your local computer?
	help	cant you check from backend
		drive is not showing at all
		did you check the drive map from backend
		user is frustrated and wont let a remote session
	Sujeet Kumar Suman	we need to confirm the drive name and was it configured and user's local comp
	help	its named as web data drive which was configured in the server no on the local
	Sujeet Kumar Suman	Understood. However, we'll need to check the user's local system to verify the
		We will need remote access to the local computer in order to assist you further.
	help	nothing is configured on the local system so what you need to check
		I'm also a tech and as far as my knoledge this has no link with the local pc
	Sujeet Kumar Suman	Kindly log into the server let us know.
		We have checked on our end, and the drive is accessible from the backend.
	help	can you transfer the chat to manish singh ore pradeedp kumaar
	Sujeet Kumar Suman	Both are currently unavailable at the moment.
	help	ok let me check if the drive is showing
	Sujeet Kumar Suman	Sure, please
		Are we still connected here?
		Are we still connected here?
	help	<i>11:50:24 PM</i> help is sharing a file with you image.png - (Size:81.48 KB)
	help	there a drive connected

		but giving this error
		you can now take the session of local pc
		if you wanr
	Sujeet Kumar Suman	We are checking for the same.
		We will need remote access to the local computer in order to assist you further remap the WebDAV drive on the system.
	help	ok
		send link
	Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security cc
		Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2582076044
		We are still waiting for the remote session to begin. Please let us know once yo
	help	user is now busy
	Sujeet Kumar Suman	Okay.
	help	he asked for 3pm
	Sujeet Kumar Suman	Sure We'll be ready for the remote session at 3 PM as requested. Please let us l changes.
	help	ok you are connceted on chat right?
	Sujeet Kumar Suman	Yes I am
	help	in the mean while you can check double from backend
	Sujeet Kumar Suman	Kindly allow me two minutes to check the same.
	help	ok
	Sujeet Kumar Suman	We can proceed by arranging a callback to the user's direct line. Kindly also prc and time zone so we can schedule the call accordingly.
	help	no need of that
		stay connected
		we have to resolve this issue today
		we will have max 30 min ib user local pc
	Sujeet Kumar Suman	If you'd prefer, I can stay on this chat to assist you further.
	help	thanks
		<i>12:19:06 AM</i> <i>Sujeet Kumar Suman is sharing a file with you</i> <i>how-to-setup-webdav-on-a-local-computer-for-windows.pdf</i> - (<i>Size:1.02 MB</i>) <i>As of now you can follow this step for remap the WebDAV</i>
	Sujeet Kumar Suman	tpccsvr.myrealddata.net@SSLDavWWWRoot : drive path

		Could you please try to remap it in the meantime?
	help	I can after 3
		user gave time at 3
	Sujeet Kumar Suman	please help us with time zone
	help	est
		7 mins remaining
	Sujeet Kumar Suman	Could you please provide the user’s direct line number?
	help	I cant
	Sujeet Kumar Suman	okay.
	help	he is an old man
	Sujeet Kumar Suman	No issue.
	help	cant give him hard time
	Sujeet Kumar Suman	We completely understand.
		We appreciate your patience.
	help	send link
	Sujeet Kumar Suman	sure.
		Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2492817164
		Kindly close all important tabs and documents for not to breach any security cc
		We are still waiting for the remote session to begin. Please let us know once yo
	help	hmm
	Sujeet Kumar Suman	We are connected on the remote session and will proceed with the troubleshoo the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
	help	???
		Please update
	Sujeet Kumar Suman	Asking user to enter the server password
	help	user is not avalible canyou put it and complete the setup
	Sujeet Kumar Suman	Guide the rudy to enter ther server login password.
	help	her is not on pc bro
	Sujeet Kumar Suman	After that, he should be able to access the WebDAV.
	help	it me there as well
	Sujeet Kumar Suman	That's great

	help	just complte the setup by enterin password
	Sujeet Kumar Suman	Yes
	help	can you put the password?
	Sujeet Kumar Suman	We do not have the password for any user account.
	help	ok can you show me how to reach this password screen
	Sujeet Kumar Suman	Sure.
	help	so I can ehen he is present
		ok show
		?
	Sujeet Kumar Suman	Kindly guide the user to enter the OTP
	help	he is in webinar
		not picking call
	Sujeet Kumar Suman	That is the correct process for resetting the password.
		First, the password needs to be reset. Once that is done, the user will be able to
	help	no need to reset pass
		he will know the password
	Sujeet Kumar Suman	Then great!
	help	im not able to contact him
		thats the bottle neck
	Sujeet Kumar Suman	Yes.
		Is there anything else I may help you with ?
	help	bro I asked you to tell me how toreach this enter password screeen
	Sujeet Kumar Suman	Sorry I will show you.
	help	tell me one more thingh
	Sujeet Kumar Suman	https://tpccsvr.myrealdata.net/WebDav/ : Driver path
	help	is this the same password which user use to login on the server?
	Sujeet Kumar Suman	Yes, it is.
		As you’ve already seen the steps to map the WebDAV, would you like me to go
	help	where the otp was sent?
		to Will?
	Sujeet Kumar Suman	Yes

	help	can you make it simple
	Sujeet Kumar Suman	On the email ID will@triadcybersolutions.com.
		This is the process to reset the password
		Alternatively, Will can also reset the password through the My Portal.
	help	reset yourself just send an confirmation email to him
		and he will reply
	Sujeet Kumar Suman	To proceed with resetting the password for Rudy’s account, we will need an aut Will’s registered email address.
	help	send me the link of my portal once
	Sujeet Kumar Suman	sure.
		https://myportal.acecloudhosting.com/login
		CID number :CID67822
		I hope this helps—please let me know if you need any further assistance.
	help	wait
	Sujeet Kumar Suman	Okay.
		Are we still connected here?
		Are we still connected here?
	help	yes
		ok its working now
	Sujeet Kumar Suman	Thanks for the confirmation !
	help	thabks for the suppport
		bye
	Sujeet Kumar Suman	Most welcome
		Is there anything else I may help you with ?
		No problem at all — thank you for your patience!
		Bye.
		You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my manaç working. I will appreciate that. or you may send your feedback at quality@acec Thanks!
		Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com).

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79793 Kim
Email: kimberly@southernspc.com 📞 13524464434
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 49 Secs
City: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript

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

		What type of QuickBooks Issue are you facing?
	Kim	QuickBooks is Frozen
	Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your Quickl
		Was that helpful?
	Kim	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd
		<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 wil
		Hello Kimberly, I will be surely assisting you with this. Kindly help me with your name?
		Are we still connected here?
	Kim	yes
		Kimberly
	Ashutosh Mishra	I understand the server name is SCMLLC.myrealdata.net
	Kim	yes
		um wait i dk if that an old one
		its the one for souther site
	Ashutosh Mishra	Yes, you are currently logged in this server.
		May I know Is this the first time you are facing this issue?
	Kim	today
	Ashutosh Mishra	Please open QuickBooks now and let me know if the issue persists.
	Kim	its good now thanks
	Ashutosh Mishra	Great to see it is working now, may I know if the issue occurs at any particular on QuickBooks?

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79258 Steve Montgomery
Email: smontgomery@buildingpointne.com 📞 4108046566
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: 29 Secs
City: NOTTINGHAM
State: Maryland
Country: UNITED STATES

Chat Transcript

Steve Montgomery	Hello, I am your Acebuddy
Acebuddy	Hello Steve Montgomery, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Steve Montgomery	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Steve Montgomery	I'd like to report an Issue
Acebuddy	Please select an option!
Steve Montgomery	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Steve Montgomery	Can connect
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Steve Montgomery	"there was a problem connecting to the remote resource....."
	<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
	Hello Steve
	<i>8:57:22 PMSteve Montgomery is sharing a file with you</i>

	Screenshot 2025-07-10 112652.png - (Size:86.57 KB)
	<i>This is my configuration</i>
	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your local computer?
Steve Montgomery	when I hit the "power button" to login it brings up the local windows security as which I do. It tries to connect and then fails
	yes
	8:58:55 PMSteve Montgomery is sharing a file with you Screenshot 2025-07-10 112814.png - (Size:30.92 KB)
Anurag Sharma	Okay
	Prior providing the access, I would suggest you to close any important docume
	https://assist.acecloudhosting.com/join/9782502515
	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 troubleshoo the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
	The issue seems to be resolved now
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initia (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Anurag Sharma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

#79915 Keith Grapes
Email: keith@panel-brite.com 📞 7247442928
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 13 Secs
City: DU BOIS
State: Pennsylvania
Country: UNITED STATES

Chat Transcript -----

Keith Grapes	Hello, I am your Acebuddy
Acebuddy	Hello Keith Grapes, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Keith Grapes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Keith Grapes	I'd like to report an Issue
Acebuddy	Please select an option!
Keith Grapes	Password Reset
Acebuddy	Please select an option below
Keith Grapes	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username and password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Keith Grapes	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Keith Grapes	trying to close out our books for the month and my wife cannot connect to QB
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat today.
	I will be surely assisting you with this.

		Is this for account: Panel-Brite Inc ?
	Keith Grapes	her login is myrealdata\Elisabeth_PB
		yes
	Abhay Kumar Saraswat	Thank you for the information.
		I deeply apologize for the inconvenience caused to you.
		So, are you looking to reset the password for her?
	Keith Grapes	Or just get her password working, whatever you recommend
	Abhay Kumar Saraswat	Sure.
		Does she have her RDP setup file saved on this local PC ?
	Keith Grapes	It must have been originally as this is the PC we have always used to do our bo purchased a laptop but we didn't move any QB stuff to it, at least not that we k moved somthing
	Abhay Kumar Saraswat	okay, no worries.
		May I take the remote access of your local computer?
	Keith Grapes	yes
	Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important docume
	Keith Grapes	nothing open
	Abhay Kumar Saraswat	Great.
		https://assist.acecloudhosting.com/join/7832433794
		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 troubleshoo the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
		Hello Keith.
		Thank you for your patience.
		As you confirmed over the remote session that your issue has been resolved, c
		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-initia (1-888-415-5240) if any further assistance is required.
		<i>Abhay Kumar Saraswat has ended this chat session</i>

Chat Transcript

Hi my boss Bob Gerstenberger can't login to myrea

Visitor Details

#79309 Christine Han
Email: alin@salutron.com 📞 5107952876
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 39 Secs
City: ANNAPOLIS
State: New Jersey
Country: UNITED STATES

Chat Transcript

Christine Han	Hi my boss Bob Gerstenberger can't login to myrealdata.net
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you
	<i>Rishabh Gogia 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
	Hello Amy
	As I can see Sujeet is already talking to Bob. I am transferring this chat to Sujeet to resolve the issue.
	<i>Anurag Sharma is transferring the chat to Sujeet Kumar Suman.</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Amy

		Are we still connected here?
	Christine Han	yes
		i reset the password but seem not working for Bob
		reset many times and it shows the password was reset successfully
		but Bob still can't login
	Sujeet Kumar Suman	No worries, I'm going to connect to Bob's local system to resolve the issue.
		Hello Amy
		May I take remote access to your local computer so I can help you reset the pa account?
	Christine Han	yes
	Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security cc
		Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/7312723289
		We are connected on the remote session and will proceed with the troubleshoo the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
		Thank you for your patience.
		As per discussion over the remote session, The issue is resolved
	Christine Han	Bob can login successfully
		Thanks for your time and help
	Sujeet Kumar Suman	Thanks for the confirmation !
		Is there anything else I may help you with ?
	Christine Han	that's it
	Sujeet Kumar Suman	Most welcome amy.
		You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my manaḡ working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
		Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com
		<i>Sujeet Kumar Suman has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79091 Brent
Email: brent@austinguitarhouse.com ☎ 512-243-6036
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: AUSTIN
State: Texas
Country: UNITED STATES

Chat Transcript

Brent	Hello, I am your Acebuddy
Acebuddy	Hello Brent Tenczar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brent	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	<div>【</div> <div>】</div> <p>We are currently experiencing higher than normal contact volume related to se issues.</p>
	Are you also experiencing issues related to server connectivity?
Brent	Yes
Acebuddy	Please refer to our status page for further updates on the issue status.
	Thank you contact Ace Support. Have a wonderful day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79041 Demetrio Pascual
Email: demetrio@austinfinancial.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: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79288 brittany
Email: brittany@bbennettcpa.com 📞 18134525404
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 7 Secs
City: LITHIA
State: Florida
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please follow the process mentioned in the link below inorder to reset your ser
	Do you need any further assistance on the topic?
brittany	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswa today.
	Is this for account: Brittany Bennett CPA PA ?
	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-initia (1-888-415-5240) if any further assistance is required.

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79394 johnathon
Email: johnathon@islandentertainment.com ☎ (250) 746-9707
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 1 Min 14 Secs
City: RIDGELAND
State: Mississippi
Country: UNITED STATES

Chat Transcript

johnathon	Hello, I am your Acebuddy
Acebuddy	Hello Johnathon Patty, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
johnathon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnathon	I'd like to raise a Request
Acebuddy	Please select your request type.
johnathon	Change in Users
Acebuddy	Please select your desired option!
johnathon	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. I owner, Please refer to the following link for a detailed guide on how to manage
	Do you need any further assistance on the topic?
johnathon	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
	<i>Sujeet Kumar Suman 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 as
	I will be surely assisting you with this. Kindly help me with your server name ar
johnathon	Yes
Yash Kalra	Johnathon, kindly help me with your server name and user name?
johnathon	We only have one server and I need to create a new user please
Yash Kalra	I understand your concern, please let me your server's name so that I fetch del details.
johnathon	CID68317
Yash Kalra	Kindly allow me two minutes to check the same.
	Johnathon, Either please reach out to Johnathon for user creation though my pc Or please send below details:

		User full name User email id User phone no to mail id support@acecloudhosting.com (Edited)
	johnathon	User full name is Jason Gilmore
		Jason.gilmore@florabama.com
		8505169302
	Yash Kalra	Johnathon, After this chat ends, I will be sending you a mail regarding user creation can you please provide us an approval on that mail using the mail id johnathon@islandentertainment.com
	johnathon	Yes. What will be the new username of logging into the server?
		I want it to be FBAccount as the username to log into the server
	Yash Kalra	Johnathon, let me check if the username is available or not.
		Johnathon, as requested we will be creating a user with a username: FBAccount
	johnathon	Thank you. Can you also give that user access to Microsoft office please.
	Yash Kalra	Sure
		After this chat end please provide approval on a mail that we will be sending you
	johnathon	Sorry. I did not do that right
		I want to creat FBControl and not FBAccount
	Yash Kalra	User login name: FBControl User full name: Jason Gilmore [Email id: Jason.gilmore@florabama.com](mailto:Jason.gilmore@florabama.com) [Phone no : 8505169302](tel:8505169302) (Edited)
		Please check these details.
	johnathon	Yes
	Yash Kalra	After this chat end please provide us approval on a mail that we will be sending minutes. (Edited)
		Is there anything else I may help you with ?
	johnathon	No thank you
	Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable fee 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 fr conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my mana working. I will appreciate that. or you may send your feedback at quality@acec

Thanks!

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

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

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79576 ankit
Email: ankit@hkidata.com
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 34 Secs
City: ANAND
State: Gujarat
Country: INDIA

Chat Transcript

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

	Acebuddy	Please select an option!
	ankit	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	ankit	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	ankit	Quickbook stuck in all pc
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	ankit	Ok
		<i>Tushar accepted the chat transfer request.</i>
	Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisti
	ankit	hi
		Can u reboot?
	Tushar	I deeply apologize for the inconvenience caused to you by this rest assured we
	ankit	All pc stuck
		Work stopped
		Do asap
	Tushar	I will surely reboot the server, till it is being done is the first time this has happ
		Reboot has been done as all users were in disconnected state.
	ankit	Yes
		Can we start work?
	Tushar	Kindly let me check it once on our side if QuickBooks is working or not.
	ankit	Ok wait
	Tushar	It is working on server.
		You can start work and kindly let me know if QuickBooks is accessible or not? (I
		As this chat is disconnected from your end we will take follow-up over the emai
		As there was no response, we are disconnecting the chat now. You may re-initia (1-888-415-5240) if any further assistance is required.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		<i>Tushar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79868 krisika
Email: krisika@hkidata.com ☎ 7383092838
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
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 sup
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
krisika	Hi

Hi

Hi

krisika has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79412 William Mays
Email: it@grafbro.com ☎ 17404643070
Department: Support(QB & App Hosting)
Operator: Dharmendra Kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 1 Min 9 Secs
City: SOUTH SHORE
State: Kentucky
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	William Mays	Unable to access windows server or quickbooks.
	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>Dharmendra Kumar accepted the chat transfer request.</i>
	Dharmendra Kumar	Thank you for contacting Ace Cloud Hosting. My name is Dharmendra Kumar. I today.
	William Mays	Hello, our server is not working at all right now.
	Dharmendra Kumar	As per the information which I have, your business name is : Graf Brothers
	William Mays	Correct
	Dharmendra Kumar	Please help me with your name as well.
	William Mays	Adam
	Dharmendra Kumar	Hello it, I am looking into the issue, Please allow me 2 minutes,
	William Mays	Thank you
	Dharmendra Kumar	it, most of the users are showing in "Disconnected State". Please ask them the re-login.
		<i>1:27:14 AMDharmendra Kumar is sharing a file with you</i> <i>image.png - (Size:28.74 KB)</i>
	William Mays	Yes, that's because it is down right now
	Dharmendra Kumar	Let me logoff the "Disconnected Users" from my side & then you can ask them
	William Mays	looks like the windows server is back up but now receiving an error stating use incorrect when trying to login to main
	Dharmendra Kumar	Please ask them to login back,
	William Mays	ok one moment
	Dharmendra Kumar	sure, I am available here.
	William Mays	"The connection to the remote PC was lost" everyone reporting they are unable to connect
	Dharmendra Kumar	Allow me a moment to check,
	William Mays	Thank you
	Dharmendra Kumar	I am working on it, please allow 2-5 minutes,
	William Mays	Thanks
	Dharmendra Kumar	it, we are experiencing some issue in our infrastructure. It's requested to pleas

William Mays	Okay.
Dharmendra Kumar	As we haven't got any response from your end, We are closing this chat. If you Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79196 David Jimenez
Email: david@rcstructures.com 📞 3477939306
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 16 Secs
City: ROSLYN
State: New York
Country: UNITED STATES

Chat Transcript

David Jimenez	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 Jimenez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Jimenez	I'd like to report an Issue
Acebuddy	Please select an option!

	David Jimenez	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	David Jimenez	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks company file. The help you with resolving the issue
		Was that helpful?
	David Jimenez	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd
		<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 wil
		I will surely help you with this issue.
	David Jimenez	Hi...i think i may have spoken to you yesterday about our QB License. It appear QB does not give us access to open our files because it is saying that we need subscription but we bought our software outright
		is this something that only Intuit can fix?
	Ashutosh Mishra	Yes, since this is licensing related issue, we suggest contacting Intuit as one of causes is Billing information mismatch or missing at the Intuit. We have comple recommended steps from the backend to ensure it is not due to any corrupt ap updates.
	David Jimenez	ok...do you have the license number handy when you installed, becuae it is nc look it up
	Ashutosh Mishra	David, Kindly allow me two minutes to check the same.
	David Jimenez	ok
	Ashutosh Mishra	David, I have the license details with me however due to Security and privacy r the license details over the email after approval from the registered contact [ja (mailto:jason@rcstructures.com).
	David Jimenez	understood...please do so
	Ashutosh Mishra	I will send the email to registered contact.
		Is there anything else I may help you with ?
	David Jimenez	no...that's it. Thank You.
	Ashutosh Mishra	Thanks for the confirmation !
		You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my manaq working. I will appreciate that. or you may send your feedback at quality@acec

Thanks!

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79304 ROSE DE LA LLANA
Email: rosedelallana@gmail.com 📞 7879994901
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 5 Secs
City: CAROLINA
State: Puerto Rico
Country: PUERTO RICO

Chat Transcript

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

Acebuddy	Please select an option!
ROSE DE LA LLANA	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
ROSE DE LA LLANA	SEVERALTIMES A DAY I HAVE TO CONTACE ACE TO RESOLVE SAME ISSUE... PLEA
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will
	Hello Rose
	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-initia (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Anurag Sharma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79338 Omar Guzman
Email: oguzman@trialitydistributors.com 📞 787-565-8786
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 17 Secs
City: TRUJILLO ALTO

State: Puerto Rico
Country: PUERTO RICO

Chat Transcript -----

Omar Guzman	Hello, I am your Acebuddy
Acebuddy	Hello Omar Guzman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Omar Guzman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Omar Guzman	I'd like to report an Issue
Acebuddy	Please select an option!
Omar Guzman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Omar Guzman	We are getting this error message: "The connection was denied because the us authorized for remote login."
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 assisti
	I will be surely assisting you with this. Kindly help me with your server name ar
Omar Guzman	Hi. On TrialityDist.myrealddata.net our files seem to be there, but on Qblivepre2. files doesn't seem to be there.
Tushar	Thank you for the response Omar.
	I was just checking your account your company had two servers with us one a TrialityDist and another shared server name Qblivepre2.
Omar Guzman	I should explain better. The error message appears when connecting to Trialityl
Tushar	Each had user profiles associated with them as I can see from the latest update
	You were getting charged for shared server only that's why they have tempora dedicate server.
	Could you please confirm which server you want to use either one or both?
Omar Guzman	the one that has our data!
Tushar	Currently your shared server is active and could you kindly confirm the data is

		profiles MarilynMo.pre2 and OmarG.pre2 ?
	Omar Guzman	The data is not on Qblivepre2. I just checked.
	Tushar	Thank you for this information.
		Omar what we will now do is, we will have to activate the dedicated TrialityDist data is present. Also we will copy the rest of the data from Qblivepre2 server to TrialityDist. This will make all your data synced to one place.
	Omar Guzman	why did we have two servers?
	Tushar	That I will have to look up with previous old tickets it will take some time.
	Omar Guzman	ok
		I can wait. Thanks
	Tushar	As of now to give you access to the correct server we will have to get authorization process will affect billing related changes kindly email us at support@acecloud.com to do the server profile sync and enabling the TrialityDist server and disabling the Qblivepre2 server kindly email us from email address oguzman@trialitydistributors.com (Edited)
		Till then I will be investigating why there were two active servers.
	Omar Guzman	ok.
		How will billing be affected?
	Tushar	Apologies for the late response.
		The way the billing works is a shared server charges are low in comparison to dedicated server.
	Omar Guzman	Oh...this is not good
	Tushar	The initial findings which I was able to find are on 14 Jul 2022 your server was migrated to TrialityDist.
	Omar Guzman	We need our billing to stay as it has been, not go higher!
	Tushar	I understand Omar, this is a rare situation that has occurred.
		Our team will investigate the situation from back end for a detailed report of the situation.
		For now, would you like to activate your dedicated server so that you can work on the necessary steps from back end.
	Omar Guzman	thanks
	Tushar	As discussed above, once we receive an email from your side we will proceed to enable and we will keep you updated over the email regarding the explanation and back-end team investigation.
		Are we still connected here?
	Omar Guzman	yes
		I'm sending the email
	Tushar	Thank you for the update Omar, once I will receive the email, I will share you the details.

		to the server with the new passwords for each user profile.
	Omar Guzman	It should have arrived already
	Tushar	I have received the email.
		It will now take some time for me to proceed with all the discussed steps, I will minutes with the new server credentials and icons to login.
	Omar Guzman	thanks
	Tushar	Also, could you provide us your contact number and general time with time zor throughout the day. (Edited)
	Omar Guzman	787-565-8786 I'm on New York Time Zone (-4 GMT)
		You can contact me any time
	Tushar	Thank you and I deeply apologize for the inconvenience caused to you.
		Is there anything else I may help you with ?
	Omar Guzman	That's all for now. Thank you.
	Tushar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my manaç working. I will appreciate that. or you may send your feedback at quality@acec Thanks!
		Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com
		<i>Tushar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78848 ray
Email: marian@mainstaynantucket.com ☎ 5187089262

Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 41 Secs
City: NANTUCKET
State: Massachusetts
Country: UNITED STATES

Chat Transcript -----

ray	Hello, I am your Acebuddy
Acebuddy	Hello Marian Ray, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ray	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ray	I'd like to raise a Request
Acebuddy	Please select your request type.
ray	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your Operating System
ray	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud Hosting on your MacOS computer.
	Do you need any further assistance on the topic?
ray	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
ray	I don't know my PC name and no longer have the welcome email
	<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 happy to assist you.
ray	How do i find my PC name to connect to the hosted environment on my Mac, if i don't have the welcome email?
Anjainay Singh	

	Thank you for bringing this to our attention. I understand the issue you're facin you resolve it as quickly as possible.
	No worries Marian, I will assist you with accessing the server.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important docume
	https://assist.acecloudhosting.com/join/2392333545
ray	okay yes
Anjainay Singh	Please copy this URL at your local machine browser.
	Download the remote.exe file.
	We are connected.
ray	i already have the microsoft remote app
	its on the task bar on the bottom
	remote desktop*
Anjainay Singh	Could you please open that for me?
ray	its the red one forth from the left
Anjainay Singh	We have to update the application first , now updated version knows as window
ray	ok
Anjainay Singh	Looks like your macOS version is older so we have to continue with same.
	Please enter your password.
	You are connected to Server.
	Once the chat ends, we would appreciate it if you could share your positive fee smiling emoji.
	I will also share the ticket id with you over the mail once this chat is disconnect
	You may disconnect this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

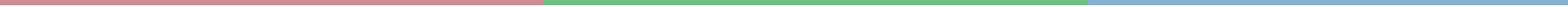
Visitor Details

#79100 ROSE DE LA LLANA
Email: rosedelallana@gmail.com 📞 7879994901
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: CAROLINA
State: Puerto Rico
Country: PUERTO RICO

Chat Transcript

ROSE DE LA LLANA	Hello, I am your Acebuddy
Acebuddy	Hello Rose De La Llana, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ROSE DE LA LLANA	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	【 】
	We are currently experiencing higher than normal contact volume related to se issues.
	Are you also experiencing issues related to server connectivity?
ROSE DE LA LLANA	Yes
Acebuddy	Please refer to our status page for further updates on the issue status.
	Thank you contact Ace Support. Have a wonderful day!

Acebuddy has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79098 brianw
Email: brianw@municipalsupply.com 📞 15176476597
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: HASTINGS
State: Michigan
Country: UNITED STATES

Chat Transcript

brianw	Hello, I am your Acebuddy
Acebuddy	Hello Brianw, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brianw	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	【 】 We are currently experiencing higher than normal contact volume related to se issues.
	Are you also experiencing issues related to server connectivity?
brianw	Yes
Acebuddy	Please refer to our status page for further updates on the issue status.
	Thank you contact Ace Support. Have a wonderful day!
	<i>Acebuddy has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79056 leahbeth
Email: leahbeth@earlebmoshers.com ☎ 617-755-8433
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 45 Secs
City: FRAMINGHAM
State: Massachusetts
Country: UNITED STATES

Chat Transcript

leahbeth	Hello, I am your Acebuddy
Acebuddy	Hello Leahbeth, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
leahbeth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
leahbeth	I'd like to report an Issue
Acebuddy	Please select an option!
leahbeth	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
leahbeth	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The help you with resolving the issue
	Was that helpful?
leahbeth	No

	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
	Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. today.
		Hello Leah
	leahbeth	Hi, I am unable to get into our QB - the link isn't working
	Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
		May I confirm if you are unable to connect to the server?
	leahbeth	I can connect to the server but can't open QB
	Sujeet Kumar Suman	What error message are you receiving in QuickBooks?
	leahbeth	it says they could not initialize license properties
		the shortcut said it isn't working too
	Sujeet Kumar Suman	I would like to inform you that the application is under maintenance and will be
		As per resources, updates are being applied, you could expect it to get updatec
	leahbeth	ah, got it. what is the rough timetable
	Sujeet Kumar Suman	Within 1-2 hours.
		We apologize for the inconvenience this may have caused you and appreciate y
	leahbeth	ok, thank you!
	Sujeet Kumar Suman	Is there anything else I may help you with ?
	leahbeth	all set for now, thank you!
	Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acec Thanks!
		Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com
		<i>Sujeet Kumar Suman has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79550 Andreina Rodriguez
Email: nina@zebrarecovery.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 47 Secs
City: ASHBURN
State: Virginia
Country: UNITED STATES

Chat Transcript

Andreina Rodriguez	Hello, I am your Acebuddy
Acebuddy	Hello Andreina Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Andreina Rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andreina Rodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
Andreina Rodriguez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Andreina Rodriguez	I want to upload documents into my QB but I an ot
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 wil
	Andreina Rodriguez	HI Ashutosh
		Before I was able to upload documents from my computer to QB
		using a pendrive
	Ashutosh Mishra	Hello Andreina, I will be surely assisting you with this. Kindly help me with your name?
	Andreina Rodriguez	now Im not able
		user name Nina
		where I can find my server name
	Ashutosh Mishra	I have found the server name.
		Kindly allow me two minutes to check the same.
	Andreina Rodriguez	ok
	Ashutosh Mishra	Andreina I will be transferring to another agent who will be able to assist you fu
		<i>Ashutosh Mishra is transferring the chat to Anurag Sharma.</i>
	Andreina Rodriguez	ok
		<i>Anurag Sharma declined the transfer request.</i>
		<i>Ashutosh Mishra is transferring the chat to Manish Singh.</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be
		I will surely help you with this issue.
	Andreina Rodriguez	hi manish
		Can you help to upload documents into quickbooks desktop
	Manish Singh	I will surely help you with this issue.
		May I take the remote access of your server?
	Andreina Rodriguez	yes
	Manish Singh	Would you like to upload the document from your local computer or from serve
	Andreina Rodriguez	form my local computer
		like I was doing before
		i have the document in a pendrive and I upload it from there
		that was before
	Manish Singh	Alright!
		May I take the remote access of your local computer?

	Andreina Rodriguez	yes
		how can I give you access?
	Manish Singh	https://assist.acecloudhosting.com/join/3082094848
		Kindly paste this link in the browser of local computer and join the session.
		Prior providing the access, I would suggest you to close any important docume
	Andreina Rodriguez	are you in/
		?
	Manish Singh	We are connected on the remote session and will proceed with the troubleshoo the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
		you can disconnect the local session and try to upload the documents.
	Andreina Rodriguez	ok
		let me connect form the beggining
	Manish Singh	Sure, please take your time.
		Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initia (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78840 alison
Email: alison@stevecuryconstruction.com ☎ 5613016505
Department: Support(QB & App Hosting)
Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: CUMBERLAND CENTER

State: Maine

Country: UNITED STATES

Chat Transcript -----

alison	Hello, I am your Acebuddy
Acebuddy	Hello Alison Murphy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
alison	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
alison	I'd like to report an Issue
Acebuddy	Please select an option!
alison	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
alison	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The help you with resolving the issue
	Was that helpful?
alison	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assi
	Hi Alison. How are you doing today?
alison	hey there! I am having a hard time getting on Quickbooks
	it had problems all day, kept kicking me off and now i can't open it
Yash Ahi	I will surely help you with this issue.
alison	ah I just got a notification saying a reboot is about to happen

	Yash Ahi	Could you please help me with your server name or business name?
	alison	Steve Cury Construction
	Yash Ahi	Thankyou for the information
		Are you able to login to the server?
	alison	i will try now
	Yash Ahi	Sure please try now
		Are you able to login?
	alison	had to try a few times
		logging in now
	Yash Ahi	Alright, you can try one more time.
	alison	now it says its restarting
	Yash Ahi	Yes Alison, let that complete first.
		Then you can try to login
		Kindly allow me two minutes more
	alison	okay
	Yash Ahi	Alright, now you can login.
	alison	okay trying again
		i keep getting weird error messages
	Yash Ahi	Alright.
		May I take the remote access of your local computer?
	alison	trying again
	Yash Ahi	If you want I can check at your end on remote.
	alison	i think i finally got in
	Yash Ahi	Alright, incase you face that issue again, you can initiate the chat again or call
		Is there anything else I may help you with ?
	alison	okay i am good for now! thank you!
	Yash Ahi	My pleasure.
		I would greatly appreciate if you could share the feedback after this chat
		After this chat you will get the reference ticket ID
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.

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

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

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

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79499 Mayda Suarez
Email: mayda@heroic.cpa
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 5 Secs
City: WILLISTON
State: Florida
Country: UNITED STATES

Chat Transcript

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

	Mayda Suarez	I'd like to report an Issue
	Acebuddy	Please select an option!
	Mayda Suarez	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	Mayda Suarez	Can't connect to our 2 servers
	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 wil
	Mayda Suarez	hello
	Ashutosh Mishra	Hello Mayda, I will be surely assisting you with this. Kindly help me with your se name?
		<i>4:33:56 PMMayda Suarez is sharing a file with you</i> image.png - (Size:21.91 KB)
		<i>4:34:16 PMMayda Suarez is sharing a file with you</i> 1_image.png - (Size:22.56 KB)
	Mayda Suarez	Same problem yesterday too.
	Ashutosh Mishra	Thank you for providing the details. I understand this is a recurring issue and w inconvenience caused due to this. Please allow me few minutes to check from l
	Mayda Suarez	thanks
	Ashutosh Mishra	Thank you for your patience. Currently both the servers are accessible from the the remote access of your local computer to identify the root cause of the issue
	Mayda Suarez	yes
	Ashutosh Mishra	Prior providing the access, I would suggest you to close any important docume
		Kindly paste this link in the browser of local computer and join the session.
		https://assist.acecloudhosting.com/join/9602298788
		As per discussion over the remote session, The issue is resolved by resetting th selfcare portal.
		You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acec Thanks!
		Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com).

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

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

#79504 Randy Pardo
Email: rpardo@ameritempac.com ☎ 786-350-2344
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: MIAMI
State: Florida
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email id and mention the reason for server reboot and the support team will be happy to update you on it.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you need any further assistance, Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78974 jmcmahon
Email: jmcmahon@4progressive.com ☎ 8472824742
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 10 Secs
City: BELVIDERE
State: Illinois
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Please select your request type.
	jmcmahon	Change in Users
	Acebuddy	Please select your desired option!
	jmcmahon	Setback
	Acebuddy	Please select your request type.
	jmcmahon	Change in Applications
	Acebuddy	Please select your desired option!
	jmcmahon	Setback
	Acebuddy	Please select your request type.
	jmcmahon	Server Resource Addition
	Acebuddy	Please select the resource type you'd like to add
	jmcmahon	Setback
	Acebuddy	Please select your request type.
	jmcmahon	Setback
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	jmcmahon	I'd like to report an Issue
	Acebuddy	Please select an option!
	jmcmahon	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	jmcmahon	We are having issues with Sage 100. File permissions need to be added.
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Yash Ahi accepted the chat transfer request.</i>
	Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assi
		Hi Jason. How are you doing today?
		I will surely help you with this issue.
		Could you please help me with your server name or business name?
	jmcmahon	progressivecorp
	Yash Ahi	Thankyou for the information
		Kindly allow me two minutes to check the same.

	Thank you for your patience.
	May I take the remote access of your server to check the issue?
	Are we still connected here?
jmcmahon	I will need to check back with you. There are a few settings in Sage that need t connect back if there is still an issue.
Yash Ahi	Alright Jason. No issues.
	Is there anything else I may help you with ?
jmcmahon	No. Thank you!
Yash Ahi	My pleasure.
	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acec Thanks!</p> <p>Note: You may change/reset your server password on your own by registering c (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com</p>
	<i>Yash Ahi has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

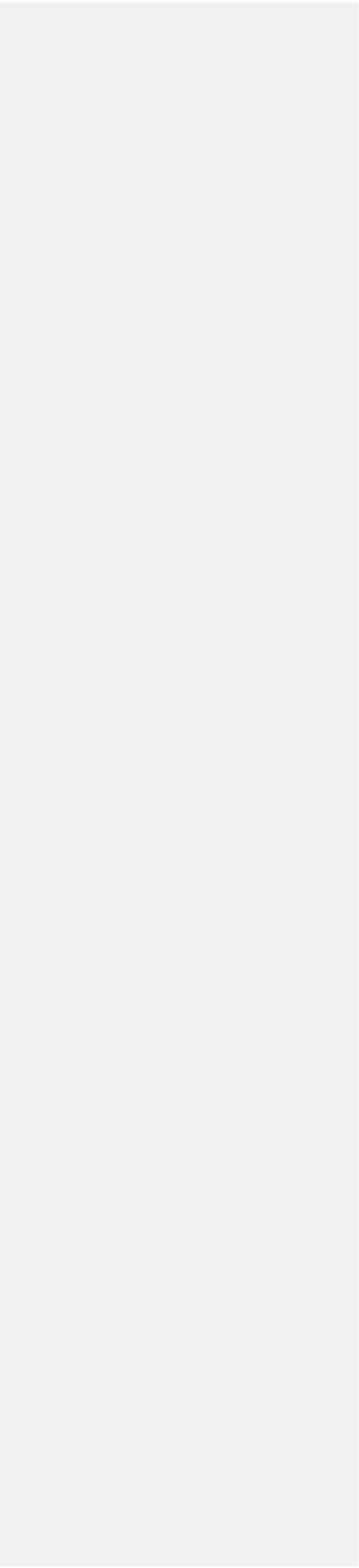
Visitor Details -----

#79419 Charles Xavier
Email: helpdesk@coretechs.it
Department: Support(QB & App Hosting)
Operator: Sandeep Kumar
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows

Browser: Microsoft Edge
Device: Desktop
Average Response Time: 55 Secs
City: GUANABOA VALE
State: Saint James
Country: JAMAICA

Chat Transcript -----

Charles Xavier	Hello, I am your Acebuddy
Acebuddy	Hello Charles Xavier, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Charles Xavier	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Charles Xavier	I'd like to report an Issue
Acebuddy	Please select an option!
Charles Xavier	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Charles Xavier	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available representative!
Charles Xavier	Cannot connect to QB server
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Gurwinder Singh accepted the chat transfer request.	
Gurwinder Singh is transferring the chat to Sandeep Kumar.	
Sandeep Kumar accepted the chat transfer request.	
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I am available to assist you today.
	Hi Charles, How are you doing today?
Charles Xavier	Hello
	I thought the server issue was resolved
	but it's happening again
Sandeep Kumar	I deeply apologize for the inconvenience caused to you. As checked with the server logs, the issue is still ongoing. We are working on it and will get it resolved as soon as possible. Thank you for your patience.



	one of our datacenters in Atlanta is having some internet issues that's cau connection failure
Charles Xavier	Is it down right now?
Sandeep Kumar	I request you to please ask all the users to keep on trying as its still being of them are able to get back in.
Charles Xavier	Is there an ETA for 100% resolution?
Sandeep Kumar	Not yet but the backend team mentioned around 30-40 minutes.
Charles Xavier	Okay. I will check back in after that time has passed if there is still an issue
Sandeep Kumar	Sure.
	We will also share an update over the email once everything is fixed on ou
Charles Xavier	Gracias.
Sandeep Kumar	You are welcome,
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an em regarding this conversation, along with a ticket number and survey feedba</p> <p>I request you to kindly spare a moment to fill that out for me so that my m how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by register Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Sandeep Kumar has ended this chat session</i></p>

