

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77340 Jennifer Snyder

Email: jsnyder@saratogaconstruction.net **Phone:** 15185870100
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 30 Secs
City: SCHENECTADY
State: New York
Country: UNITED STATES

Chat Transcript

Jennifer Snyder	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer Snyder	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Snyder	I'd like to raise a Request
Acebuddy	Please select your request type.
Jennifer Snyder	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Jennifer Snyder	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
	Do you need any further assistance on the topic?
Jennifer Snyder	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Anjainay Singh accepted the chat transfer request.

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

Jennifer Snyder How do I know my server name?

Anjainay Singh Please provide me just one minute so that I may assist you with server name .

Your server name is- QBNXTPRE1.myrealdata.net

Are we still connected?

Are we still connected here?

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77145 Peter Madison

Email: peter@lakesidecpa.com  3129254215

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: REDMOND

State: Washington

Country: UNITED STATES

Chat Transcript

Peter Madison Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Peter Madison

Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77251 Asif Ali

Email: admin@3qscpa.com  16145587724

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 36 Secs

City: YOUNGSTOWN

State: Indiana

Country: UNITED STATES

Chat Transcript

Asif Ali Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Asif Ali Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Asif Ali I'd like to report an Issue

Acebuddy	Please select an option!
Asif Ali	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Asif Ali	Remote Desktop is not working.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Asif Ali	ok
	The account is 3QsCPA Inc
Shivam Singh	Is the issue occurring just for you, or are all users affected?
Asif Ali	and I am using User3
Shivam Singh	Thanks
Asif Ali	as remote desktop.
Shivam Singh	could you please share the screenshot as to what are you getting while accessing the RDP?
	<i>10:07:58 PM Asif Ali is sharing a file with you <u>1_image.png</u> - (Size:11.4 KB)</i>
	Allow me 5 minutes to check with the team.
Asif Ali	ok
Shivam Singh	Thanks for your patience
	Hi there!
	May I take the remote access of your local computer?
Asif Ali	sure
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Asif Ali	ok. Done
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/1372752653
	Please connect.
	As the RDP issue is resolved
	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. Also, As the RDP issue is resolved. You may re-initiate the c

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

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

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

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

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

Shivam Singh has ended this chat session

Chat Transcript

I need to put the hosting on a new laptop and I've completed forgotten how I did it before. I opened my previous laptop this morning to find the screen totally cracked

Visitor Details

#77479 Sandra Dorst

Email: sandra@beckyrvardcpa.com  8049864638

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Pmax_UltraTax&utm_term=&utm_adgroup=&gad_source=1&gad_campaignid=2259653512kYO24s2ttnyPO-EPOXd7xJvxzqC-Vhkt61Y44sy_waAihqEALw_wcB

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 20 Secs

City: TRUCKEE

State: California

Country: UNITED STATES

Chat Transcript

Sandra Dorst

I need to put the hosting on a new laptop and I've completed forgotten how I did it before. I opened my previous laptop this morning to find the screen totally cracked

Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further. <i>Amit is transferring the chat to Support(QB & App Hosting).</i>
Ankit	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
Sandra Dorst	Hello Sandra, How are you doing today? good thanks - just a little panicked that my computer is broke and I need to get my access back on a new computer and h but I do remember you guys were great and remote accessed and helped me out
Ankit	I will be surely assisting you with this. Kindly help me with your server name and username?
Sandra Dorst	my user name is Sandra.D@myrealdatal.net on Becky Rivard CPA
Ankit	Thanks for the details !
	Sandra, I can share the SOP to create the RDP connection, or if you prefer, I can remotely access your local device and as
Sandra Dorst	can you remote in, I feel like it will be faster and more efficient that way
Ankit	Sure, Prior providing the access, I would suggest you to close any important documents at your end.
Sandra Dorst	ok
Ankit	https://assist.acecloudhosting.com/join/8392583997
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.
Sandra Dorst	all good
Ankit	Thank you.
	Is there anything else I may help you with ?
Sandra Dorst	Not at this time, very much appreciated
Ankit	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 it.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com])
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ankit has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76477 sbeltran

Email: sbeltran@goldingrup.biz

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Secs

City: BOGOTA

State: Distrito Capital

Country: COLOMBIA

Chat Transcript

sbeltran Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

sbeltran Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

sbeltran I'd like to report an Issue

Acebuddy Please select an option!

sbeltran Other Issue

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

sbeltran Not able to enter into the server

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

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

	Hello
sbeltran	Hello
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
sbeltran	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
sbeltran	ok
Shashwat Verma	https://assist.acecloudhosting.com/join/9082761281
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the issue is resolved, kindly give your confirmation on this chat.
	as per the remote issue resolved on remote session by configuring the gateway
	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.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. You can send it to quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (http://www.acecloudhosting.com/selfcare/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76456 prescriptionshopandrews

Email: prescriptionshopandrews@gmail.com ☎ 4322962170

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: ANDREWS

State: Texas

Country: UNITED STATES

Chat Transcript

prescriptionshopandrew Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

prescriptionshopandrew Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

prescriptionshopandrew I'd like to report an Issue

Acebuddy Please select an option!

prescriptionshopandrew QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

prescriptionshopandrew Other QB related issue

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

prescriptionshopandrew I can not print documents from QB. It knocks me out when I try to print. It also says my storage is full but

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

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

Hello Susan

I will surely help you with this issue.

Kindly allow me two minutes to check the same.

Are you able to print from your local pc?

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76524 David Weinstein

Email: david@davidweinsteincpa.com  19149071180

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 54 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

David Weinstein 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 Weinstein Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

David Weinstein I'd like to report an Issue

Acebuddy Please select an option!

David Weinstein Other Issue

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

David Weinstein I can't add a user in the portal

Acebuddy

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra

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

I will surely help you with this issue.

David Weinstein

ty

Ashutosh Mishra

Please let me know if you are facing any particular error message when adding the user.

David Weinstein

I'm trying in chrome

Ashutosh Mishra

Please attach any screenshot so i can identify the issue.

12:23:27 AM David Weinstein is sharing a file with you

[Screenshot 2025-05-02 145223.png](#) - (Size:23.53 KB)

Thank you for the screenshot.

Is your business name David Weinstein MBA CPA?

David Weinstein

yes

Ashutosh Mishra

Thanks for the confirmation !

Kindly allow me two minutes to check the same.

12:25:45 AM David Weinstein is sharing a file with you

[Screenshot 2025-05-02 145223.png](#) - (Size:23.53 KB)

12:26:09 AM David Weinstein is sharing a file with you

[Screenshot 2025-05-02 145510.png](#) - (Size:179.84 KB)

David Weinstein

Can you kindly set the user up and email me the RDP

Landon Golder Email: Landon@davidweinsteincpa.com, Mobile: 954-802-3770 and the password is to be

Ashutosh Mishra

Sure, I can do that for you however i would require details over the email as well as your approval from t

David Weinstein

I'm sending the email now

Ashutosh Mishra

We can end the chat session and i will send you an email, you can simply reply to that and i will proceed new user. (Edited)

David Weinstein

I sent the email, can you tell me if you received it

Ashutosh Mishra

Yes, i have received the email.

David Weinstein

ty

Ashutosh Mishra

We are facing similar issue, i am forwarding this to the backend team to create the user manually. I will s
Would that be fine?

David Weinstein

yes

Ashutosh Mishra

Thank you for your patience.

Is there anything else I may help you with ?

David Weinstein	no, how long until its fixed
Ashutosh Mishra	I have notified the concerned team to look into this, within 1 to 2 business days this should be fixed.
David Weinstein	ok
Ashutosh Mishra	Thank you for confirmation. Feel free to end the chat. Following closure, you'll receive a feedback survey. valuable for my performance assessment. Thank you

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77288 Jason Barth

Email: jason@integritybp.com  12144559672

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Mins 53 Secs

City: PROSPER

State: Texas

Country: UNITED STATES

Chat Transcript

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

Jason Barth	I'd like to report an Issue
Acebuddy	Please select an option!
Jason Barth	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jason Barth	Excel and word are not working
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Jason Barth	I am not sure why, but the same thing happened to one of my staff last month. I am trying to open excel
<i>6:54:20 PM Jason Barth is sharing a file with you Screenshot 2025-05-21 082400.jpg - (Size:15.09 KB)</i>	
Anjainay Singh	Please allow me two minutes so that I can look into it .
<i>May I take the remote access of your server?</i>	
<i>Prior providing the access, I would suggest you to close any important documents at your end.</i>	
Jason Barth	yes
Anjainay Singh	https://assist.acecloudhosting.com/join/6942832717
<i>We are connected remotely .</i>	
Jason Barth	yes
Anjainay Singh	Please provide your positive feedback , after this chat gets disconnected by clicking on smiling emoji.
<i>Anjainay Singh has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76424 MARLY

Email: accounting@flightwash.com ☎ 7542442259

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 2 Mins 46 Secs

City: CAPE CORAL

State: Florida

Country: UNITED STATES

Chat Transcript

MARLY Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

MARLY Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

MARLY I'd like to raise a Request

Acebuddy Please select your request type.

MARLY Password Reset

Acebuddy Please select an option below

MARLY Already Enrolled to Selfcare Portal

Acebuddy Please follow the process mentioned in the link below inorder to reset your server password.

Do you need any further assistance on the topic?

MARLY Yes

Acebuddy Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

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

MARLY the security questions are not working

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

Are we still connected here?

MARLY MarlyBM.q1

Shubham Kataria Thank you for the information. please allow me two minutes to check the same

May I take the remote access of your local computer to help you to reset the password.

MARLY yes

Shubham Kataria <https://assist.acecloudhosting.com/join/8712746502>

MARLY you can also go in the server

Shubham Kataria Are you logged onto the server?

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

MARLY done

Shubham Kataria It seems you're disconnected from the server. If you would like me to take remote of the server, please re else please join the above link, we will connect on your local computer

Now, you are active on server

Let me send the remote request, please allow one minute

Please accept the remote request on server

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

MARLY ok

Shubham Kataria Thank you for your patience.

MARLY HERE

Shubham Kataria As per our remote conversation we will forward your case to the concerned team to change your email to
After that you may change the password

MARLY YES PLEASE

Shubham Kataria Is there anything else I may help you with ?

MARLY thanks for your help

Shubham Kataria You're welcome

Is there anything else I may help you with ?

MARLY not for now

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

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

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

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

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77632 Tony Lee

Email: support@claccounting.tax 19097189780

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: EL MONTE

State: California

Country: UNITED STATES

Chat Transcript

Tony Lee Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Tony Lee Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Tony Lee I'd like to report an Issue

Acebuddy Please select an option!

Tony Lee Other Issue

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

Tony Lee Help me update lacerte 2024. I dont have admin access

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Tony Lee	server name is CLaccounting.myrealdta.net user name is tony.lee need to update 2024 lacerte because i am not an admin
Shubham Kataria	I will surely help you with this. Please allow me two minutes to check the same.
Tony Lee	ok
Shubham Kataria	Thank you for your patience. <i>12:21:06 PM Shubham Kataria is sharing a file with you image.png - (Size:121.53 KB)</i> <i>Tony, I have initiated the Lacerte update</i> Once it will completed. I will inform you over email. It will approximately take 10-15 minutes Are we still connected here? Are we still connected here? As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76420 Maribel Driskill

Email: maribel@strategictaxsolutionsllc.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: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Maribel Driskill	Hello, I am your Acebuddy
Acebuddy	Hello Maribel Driskill, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Maribel Driskill	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
Please chose an option :	
Maribel Driskill	I'd like to report an Issue
Acebuddy	Please select an option!
Maribel Driskill	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-open the chat.	

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76532 James Kang
Email: jameskangcpa2@gmail.com  17036234242
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: RICHMOND
State: Virginia
Country: UNITED STATES

Chat Transcript

James Kang	Hello, I am your Acebuddy
Acebuddy	Hello Jameskangcpa2, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kind
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77274 Andy
Email: kcorrea@lokring.com  13104066663
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 7 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

Andy	Hello, I am your Acebuddy
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Acebuddy	Hello Asteven, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Andy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andy	I'd like to report an Issue
Acebuddy	Please select an option!
Andy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Andy	One drive not syncing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Andy	Server Name: LokringWC.myrealdatalnet
	Username:myrealdatalnet\LWC_KathyC
Ashutosh Mishra	Thanks for the confirmation !
Andy	Our one drive is not syncing properly
	Can you do an overnight reboot of our server
	maybe our server needs an update
Ashutosh Mishra	I will have to check on your end, May I take the remote access of your server?
	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
	<i>Ashutosh Mishra has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76765 samona

Email: samona@aabs.tax  7198200159

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 30 Secs

City: WEST UNITY

State: Ohio

Country: UNITED STATES

Chat Transcript

samona Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

samona Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

samona I'd like to report an Issue

Acebuddy Please select an option!

samona Other Issue

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

samona drake software needs to be reinstalled

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

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

	Hello Samona
samona	hello i have a ticket to uninstiall amd reinstall drake 2022
Anurag Sharma	Could you please share the ticket ID?
samona	691235
Anurag Sharma	Thanks for the confirmation Kindly allow me two minutes to check the same. Samona have you downloaded the setup file of the application on the server?
samona	download yes install no
Anurag Sharma	Okay
samona	it will not let me send you the file
Anurag Sharma	No problem
samona	do you have an email address
Anurag Sharma	Yes, this is our email address support@acecloudhosting.com. Samona, after this chat I will send you an email. Please revert back to that email with an approval. So that we can proceed with the installation. Also please make sure to share the location of the downloaded setup file to us.
	So that we can proceed with the installation. Is there anything else I may help you with ?
samona	sending it now
Anurag Sharma	Thank you so much Samona.
samona	okay
Anurag Sharma	Once we will receive the approval from your end. We will start working on the request. And will inform you once its done.
samona	sent its a link because it a larger file
Anurag Sharma	Okay, if you have sent us the email. We will review it and work accordingly. Please confirm if there is any else we can help you with ? other than this re-installation?
	Are we still connected here?
samona	yes
	how long will it take to install
Anurag Sharma	It will take around 6-8 hours.
samona	so a whole day
Anurag Sharma	We will definitely try our best to complete the task as soon as possible.
samona	thanks

Anurag Sharma	Is there anything else I may help you with ?
samona	no
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conv
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am w quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([htt (https://selfcare.acecloudhosting.com).)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77338 Jennifer Snyder

Email: jsnyder@saratogaconstruction.net  15185870100

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: SCHENECTADY

State: New York

Country: UNITED STATES

Chat Transcript

Jennifer Snyder	Hello, I am your Acebuddy
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Acebuddy	Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jennifer Snyder	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Snyder	I'd like to raise a Request
Acebuddy	Please select your request type.
Jennifer Snyder	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Jennifer Snyder	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your system Click here
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly let us know.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77357 Nicole Western

Email: nicole@farberplastics.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: FREEPORT

State: New York

Country: UNITED STATES

Chat Transcript

Nicole Western	Hello, I am your Acebuddy
Acebuddy	Hello Nicole Western, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nicole Western	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nicole Western	I'd like to report an Issue
Acebuddy	Please select an option!
Nicole Western	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Nicole Western	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Nicole Western	Printing Forms
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
Nicole Western	yes
	looking for server name
	FarberPlastics.myreldata.net
	user name is myreldata\NicoleWestern
Ashutosh Mishra	Thanks for the confirmation !
	Is this issue occurring only for you, or are other users on the server also experiencing it?
Nicole Western	just me
Ashutosh Mishra	I understand you are not able to Print forms from QuickBooks, is this the first time you are getting the iss
Nicole Western	Its not that i cant print it wont print the whole page. yes this is the first time
Ashutosh Mishra	Thanks for the confirmation !
	May I take the remote access of your local computer?

Nicole Western sure. i left the dialouge box open that i get when i try to print

Ashutosh Mishra Sure, prior providing the access, I would suggest you to close any important documents at your end.

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

<https://assist.acecloudhosting.com/join/6602608747>

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kind

Ended due to chat idle timeout

Chat Transcript

upgrade quickbooks 2022 to 2024

Visitor Details

#77583 Erica

Email: owlcreektruckrepair@gmail.com ☎ 7172714574

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_adg=

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 37 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Erica upgrade quickbooks 2022 to 2024

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

Hello Erica.

Erica hi how are you

Amit May I ask which version of QuickBooks do you currently use.

And the name of the company which is registered with us.

Erica desktop pro 2022. we just upgraded the one computer to the 2024 version with the one company on our that has your hosting

Owl Creek Truck Repair LLC

Amit sure.

Let me transfer you to our technical team

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

Anurag Sharma accepted the chat transfer request.

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

Hello Erica

Erica hello

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

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

Erica what do you mean by server name

my username is EricaFox or I do have the Admin credentials if that is needed to do the upgrade

Anurag Sharma Thanks for the confirmation !

Erica Im hoping this will not be complicated with have 2 company files under one license

Anurag Sharma Please allow me 2 minutes. I am checking your concern

Erica Like the license number we have now is upgraded and good to go for company A now we just need Owl C

Anurag Sharma Okay

May I take the remote access of your local computer ? (Edited)

Erica yes

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

Erica your good

Anurag Sharma <https://assist.acecloudhosting.com/join/1832736160>

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 issue is resolved, kindly give your confirmation on this chat.

Erica, after this chat I will send you an email. Please revert back to that email with an approval from the approval. We will start working on your request.

Erica okay send the email and we will authorize it right away

Anurag Sharma Thanks for the confirmation, you will receive the email from our end after this chat closure.

Is there anything else I may help you with ?

Erica	so once we authorize it your just gonna update for us?
Anurag Sharma	Yes, we will install the application for you on the server. And will update you via email once it is complete
Erica	okay how long will that take and can we still use it for working while you are doing it?
Anurag Sharma	Once we receive the approval from your end. Our team installs the application within 12 hours of time.
Erica	and we can still be working while its happening correct
Anurag Sharma	Yes, if you have to work on the server, we can schedule this installation during the night hours. When use
Erica	perfect please send that authorization email so we can get this done as fast as possible before the deadli
Anurag Sharma	Okay
	Is there anything else I may help you with ?
Erica	not at the moment and if there is any questions please call me
Anurag Sharma	Sure
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this c
	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 conv
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am w quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (http://www.acecloudhosting.com/selfcare/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76537 Natalie Ketchum

Email: natalie@eaklevm.com  17079653610

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 46 Secs

City: OGDEN

State: Utah

Country: UNITED STATES

Chat Transcript

Natalie Ketchum	Hello, I am your Acebuddy
Acebuddy	Hello Natalie Ketchum, I'm your Ace Buddy. I'll be happy to assist yo
	Whom Would You Like to Connect With?
Natalie Ketchum	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Natalie Ketchum	I'd like to report an Issue
Acebuddy	Please select an option!
Natalie Ketchum	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Natalie Ketchum	I cannot connect to our rdp
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 Sha
	Hello Natalie
Natalie Ketchum	Hello
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your serv
Natalie Ketchum	I cannot login to our server. No one else can either
	Eaklevineyard.myrealdatal.net
	natalieke@myrealdatal.net
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.

Natalie Ketchum	Okay
Anurag Sharma	Please stay connected.
Natalie Ketchum	Okay
Anurag Sharma	Thank you for your patience.
	Please try to access the server now
Natalie Ketchum	It worked
Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
Natalie Ketchum	One second
Anurag Sharma	Okay
Natalie Ketchum	We are having QuickBooks update issues again. Keep getting the up
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I would request you to please ask all the users to stay logged off fro
	We will update you via email once we will complete the QB update f
Natalie Ketchum	It's on the maintenance release and file doctor and critical fixes
Anurag Sharma	Okay
Natalie Ketchum	Should I log off?
Anurag Sharma	Yes,
	We will update you via email once it is completed.
	Is there anything else I may help you with ?
Natalie Ketchum	Ok
	No that is all
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your v chat.
Natalie Ketchum	How long will it take?
	Will do
Anurag Sharma	You will get an update from our end within 30 minutes.
Natalie Ketchum	Okay.
Anurag Sharma	Thank you for choosing ACE cloud Hosting, you have a wonderful da
	You may end this chat now. Once you end this chat, you will receive 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 working. I will appreciate that. or you may send your feedback at qu Thanks!

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76900 Robert Nolte

Email: rob@ddumpsters.com

Department: Support(QB & App Hosting)

Operator: Gurwinder Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: BATAVIA

State: Ohio

Country: UNITED STATES

Chat Transcript

Robert Nolte

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Robert Nolte

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Robert Nolte	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Nolte	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Robert Nolte	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze
	Was that helpful?
Robert Nolte	No
Acebuddy	No issues, please wait while I connect you to one our support engine
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gurwinder Singh accepted the chat transfer request.</i>
Gurwinder Singh	Thank you for contacting Ace Cloud Hosting. My name is Gurwinder
Robert Nolte	Good morning, My session of RDES.myrealdatal.net - Remote Desktop screen appears to be frozen
	frozen
Gurwinder Singh	Rob, let me check the server quickly.
	Rob, kindly sign in to Quickbooks again.
Robert Nolte	okay
	I'm in, Thank You!
Gurwinder Singh	Rob, has this happened before on your server.
	Or shall we close this as resolved for now.

Gurwinder Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76686 Kerry Gordon

Email: kerry@kgordoncpa.com  19133338106

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: ST PAUL

State: Minnesota

Country: UNITED STATES

Chat Transcript

Kerry Gordon	Hello, I am your Acebuddy
Acebuddy	Hello Kerry Gordon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kerry Gordon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kerry Gordon	I'd like to report an Issue
Acebuddy	Please select an option!
Kerry Gordon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Kerry Gordon	I am having the same issue as I earlier reported and told it was fixes desktop and kept getting kicked out...now I'm getting the same mes exist and can't get in.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
	<i>Anurag Sharma is transferring the chat to Anjainay Singh.</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Si
	May I take the remote access of your local computer?
Kerry Gordon	yes...
Anjainay Singh	Prior providing the access, I would suggest you to close any importa

<https://assist.acecloudhosting.com/join/2332122496>

Kerry Gordon

Thank you...

Anjainay Singh

Please copy above URL at local machine browser so that I can access

Kerry Gordon

Very odd...each time you've taken control of my machine, the screen

Anjainay Singh

Could you please provide the screenshot of error while server is getti

We are on remote so that's why background is changing.

Kerry Gordon

I don't have a copy of the screenshot...

Anjainay Singh

If it appears again , please take snip of it and let us know .

Kerry Gordon

did you find the root cause?

Anjainay Singh

I will forward that snip to my senior team member to resolve the iss

I am looking into it .

Could you please confirm after how many minutes your session gets

Please confirm after how many minutes your server session is getti

Kerry Gordon

I was in the first time for about 10 minutes and got disconnected, af
minutes.

Anjainay Singh

Please be patient with us I am working on it .

In meanwhile you may continue your work .

Kerry Gordon

Thank you.

Anjainay Singh

Are you facing any issue while being connected to server .

Kerry Gordon

Not so far!

Anjainay Singh

We request you to immediately give us call back when you face this
please take the snip of error . You may contact us at **1-888-415-524**

Kerry Gordon

Thank you.

Anjainay Singh

Is there anything else I may help you with ?

Kerry Gordon

Not right now! :)

Anjainay Singh

We hope that this issue has been resolved permanently .

Kerry Gordon

Me too...thank you!

Anjainay Singh

Once this chat gets disconnected please provide your positive feedb

Alternatively if is exists again please take snip of error and send it to
mentioning the issue .

I think it occurred again .

Do you know if someone else is also using same credentials as your

Are we still connected here?

Are we still connected here?

Are we still connected here?

I am disconnecting the chat ,as one of our team member is assisting

Thank you for choosing ACE cloud Hosting, you have a wonderful da

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76808 Jeanette Chavarria Torres

Email: jeanette@dchhauling.com  17738531070

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: BLOOMINGDALE

State: Illinois

Country: UNITED STATES

Chat Transcript

Jeanette Chavarria
Torres

Hello, I am your Acebuddy

Acebuddy

Hello Jeanette Chavarria Torres, I'm your Ace Buddy. I'll be happy to

Whom Would You Like to Connect With?

Jeanette Chavarria
Torres

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Jeanette Chavarria Torres	I'd like to raise a Request
Acebuddy	Please select your request type.
Jeanette Chavarria Torres	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer Operating System
Jeanette Chavarria Torres	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to s on your Windows PC
	Do you need any further assistance on the topic?
Jeanette Chavarria Torres	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh M
	I will be surely assisting you with this. Kindly help me with your serv
Jeanette Chavarria Torres	Yes
	JeanetteCT
Ashutosh Mishra	is your business name DCH Construction & Hauling?
	Are we still connected here?
	Are we still connected here?
Jeanette Chavarria Torres	yes
Ashutosh Mishra	Thanks for the confirmation !
Jeanette Chavarria Torres	no problem
	Yes, my business it DCH Construction & Hauling
Ashutosh Mishra	I see that you are My Portal admin, you can download the RDP appli with ACE. I will also send you the RDP on your email address jeanett
	session.
Jeanette Chavarria Torres	Can you please install
	I tried and for some reason it was not working for me
	thank you
Ashutosh Mishra	Ok let me send you the RDP for username JeanetteCT

4:37:22 AMAshutosh Mishra is sharing a file with you
jeanetteCT.q1@myrealdata.net.zip - (Size:871 Bytes)

Please unzip this file and find the RDP.

Jeanette Chavarria Torres I tried and it is being blocked

Ashutosh Mishra May I take the remote access of your local computer?

Jeanette Chavarria Torres Yes

Ashutosh Mishra Kindly paste this link in the browser of local computer and join the s

<https://assist.acecloudhosting.com/join/7332899829>

Prior providing the access, I would suggest you to close any importa

Jeanette Chavarria Torres ok

are you in?

Ashutosh Mishra Yes

As per discussion over the remote session, The issue is resolved by application and creating login for you.

We will work on changing resolution for your server and once done \

Feel free to end the chat. Following closure, you'll receive a feedback share your thoughts. Your feedback is valuable for my performance

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76707 Yitzac Goldstein

Email: yitzac@earthprotex.com ☎ 16049681671

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: VANCOUVER
State: British Columbia
Country: CANADA

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77618 Deanna Logoteta

Email: dlogoteta@awakenjustice.org **Phone:** 7752196737

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: AUBURN
State: California
Country: UNITED STATES

Chat Transcript

Deanna Logoteta	Hello, I am your Acebuddy
Acebuddy	Hello Dlogoteta, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Deanna Logoteta	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any response from your end, We are closing this conversation. Kindly re-initiate the chat.
<i>Ended due to chat idle timeout</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76544 James Kang
Email: jameskangcpa2@gmail.com 17036234242
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: 39 Secs

City: MIDLOTHIAN

State: Virginia

Country: UNITED STATES

Chat Transcript

James Kang	Hello, I am your Acebuddy
Acebuddy	Hello James Kang, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
James Kang	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
James Kang	I'd like to raise a Request
Acebuddy	Please select your request type.
James Kang	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer Operating System
James Kang	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to s on your Windows PC
	Do you need any further assistance on the topic?
James Kang	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
James Kang	Hello
Manish Singh	I will surely help you with this issue.
	Thank you for contacting Ace Cloud Hosting. My name is Manish Sin
James Kang	first time try to login from my home pc
	it said your credentials did not work
Manish Singh	No worries we are here to assist you.
	May I take the remote access of your local computer?
James Kang	sure
Manish Singh	https://assist.acecloudhosting.com/join/2072268756

	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 tabs.
James Kang	can you see my screen/ hello?
Manish Singh	We are connected on the remote session and will proceed with the task. In the meantime, I am putting the chat on hold, please do not disconnect it. Kindly give your confirmation on this chat.
	As we haven't got any response from your end, We are closing this connection. Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77487 Gagan Garg

Email: ggarg@uscapital.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: MEERUT CITY

State: Uttar Pradesh

Country: INDIA

Chat Transcript

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

Gagan Garg	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gagan Garg	I'd like to report an Issue
Acebuddy	Please select an option!
Gagan Garg	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Gagan Garg	Unable to login, the message says contact your admin
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.
Gagan Garg	Thank you
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server details.
	<i>10:19:41 PM Gagan Garg is sharing a file with you image.png - (Size:15.0 KB)</i>
	Thanks for the confirmation !
	Kindly allow me few minutes to check the same.
Gagan Garg	sure
Ashutosh Mishra	Server is accessible from support end.
	May I take the remote access of your local computer?
Gagan Garg	sure
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important application.
Gagan Garg	ok
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/4852297101
Gagan Garg	Issue has now resolved
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved which was due to incorrect password. Kindly reset the password using MY Portal and used new password to connect.
	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your feedback about our service.
	You may end this chat now. Once you end this chat, you will receive a summary of the conversation.

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 working. I will appreciate that. or you may send your feedback at qu Thanks!

Note: You may change/reset your server password on your own by r ([https://selfcare.acecloudhosting.com).](https://selfcare.acecloudh

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76934 Ben Hagan

Email: ben@m5golden.com ☎ 8176488360

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: ARLINGTON

State: Texas

Country: UNITED STATES

Chat Transcript

Ben Hagan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ben Hagan Technical Support (QB & App Hosting)

Acebuddy

	Welcome to Ace Support.
	Please chose an option :
Ben Hagan	I'd like to report an Issue
Acebuddy	Please select an option!
Ben Hagan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Ben Hagan	Can't open Excel
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh.
	I will be surely assisting you with this. Kindly help me with your server details.
Ben Hagan	lesliehagan.myrealdatal.net
	currently logged in as the username Hagan2
Shivam Singh	Thanks for the information.
Ben Hagan	This is the error I get when trying to open Excel
	<i>1:33:55 AM Ben Hagan is sharing a file with you</i>
	<i>Screenshot 2025-05-12 at 3.03.24 PM.png - (Size:36.89 KB)</i>
Shivam Singh	Are you the only one facing the issue, or is anyone else experiencing it?
Ben Hagan	This is the only user that has access to Excel on the server.
Shivam Singh	Ben, allow me to check the same. Give 2 minutes.
	Ben, Thanks for your patience. Still checking the backend for possible issues.
Ben Hagan	Thanks
	By the way I did already reboot the server, still the same issue.
Shivam Singh	Oh, thanks for the information.
	<i>1:45:06 AM Shivam Singh is sharing a file with you</i>
	<i>image.png - (Size:6.45 KB)</i>
	<i>Ben, As I check only these 3 users are listed for excel access.</i>
	Hagan2 is not listed as user for excel access.
Ben Hagan	Ok, thanks. Let me try with one of those users real quick.
Shivam Singh	Surely, please try and let me know.
Ben Hagan	It's working. Sorry for the confusion.
Shivam Singh	

	Great
	Is there anything else I may help you with ?
Ben Hagan	No, thats it. Thank you.
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful da
	I would greatly appreciate if you could spare a minute to give your v smileys at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive 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 working. I will appreciate that. or you may send your feedback at qu Thanks!
	Note: You may change/reset your server password on your own by re ([https://selfcare.acecloudbilling.com).](https://selfcare.acecloudbilling.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76865 Michael Capogna

Email: cmtdmanagement@gmail.com ☎ 15164486814

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76841 Lynn Durkin

Email: lynn@lynndurkincpa.com **Phone:** 17813781845

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: 13 Secs

City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Lynn Durkin	Hello, I am your Acebuddy
Acebuddy	Hello Lynn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lynn Durkin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lynn Durkin	I'd like to report an Issue
Acebuddy	Please select an option!
Lynn Durkin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Lynn Durkin	Trying to connect remote drive to file explorer.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh M
	I will be surely assisting you with this. Kindly help me with your serv
	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 n (1-888-415-5240) if any further assistance is required.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77247 Ezra Dilger

Email: reception@rortax.com  7633189052

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Ezra Dilger	Hello, I am your Acebuddy
Acebuddy	Hello Reception, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ezra Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ezra Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Ezra Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Ezra Dilger	Lacerte 2024 needs an update installed
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Sin

Ezra Dilger	I will be surely assisting you with this. Kindly help me with your serv
Shivam Singh	RORTax is the server name Reception is the username
Ezra Dilger	Thank you for the information and allow 2 minutes to check the sam
Shivam Singh	Ok!
Ezra Dilger	Please mention which year Lacerte you would want updated?
Shivam Singh	2024
Ezra Dilger	Great.
Shivam Singh	Please allow me some time to complete the installation update. For temporarily. I will notify you via email once the update is complete.
Ezra Dilger	Ok. Do you know roughly how long that will take?
Shivam Singh	It should take about 10-15 minutes, assuming everything goes smo
Ezra Dilger	Thank you! I will make sure everyone logs off now
Shivam Singh	Great, Your cooperation is much appreciated
Shivam Singh	Is there anything else I may help you with ?
Ezra Dilger	Before we end this chat?
Shivam Singh	No, that will be it, thank you
Ezra Dilger	Thanks for your confirmation, I am on it and you will receive the con
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful da
Ezra Dilger	I would greatly appreciate if you could spare a minute to give your smileys at the end of this chat.
Shivam Singh	You may end this chat now. Once you end this chat, you will receive conversation, along with a ticket number and survey feedback form.
Ezra Dilger	I request you to kindly spare a moment to fill that out for me so that working. I will appreciate that. or you may send your feedback at qu Thanks!
Shivam Singh	Note: You may change/reset your server password on your own by re ([https://selfcare.acecloudhosting.com).](https://selfcare.acecloudh)
Ezra Dilger	For self-help, check out our Knowledge Base (https://www.acecloudh

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76423 Chase Perry

Email: chase@eastcoastgearsupply.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: LOUISBURG

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chase Perry	Hello, I am your Acebuddy
Acebuddy	Hello Chase Perry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chase Perry	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chase Perry	I'd like to raise a Request
Acebuddy	Please select your request type.
Chase Perry	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your re ason for server reboot and the support team will be happy to upda
	Do you need any further assistance on the topic?
Chase Perry	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Chase Perry	Im trying to go into single user mode. I can not get the users logged computer application is not running

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76563 brinkhilar

Email: brinkhilar@gmail.com ☎ 2094031471

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 47 Secs

City: STOCKTON

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy

Quickbooks update related alerts can be caused due to various reasons. Application updates at the backend and apply the necessary patches might get delayed due to unforeseen circumstances.

If you're also getting an update popup, please grab a screenshot of support@acecloudhosting.com. Our engineers will manually check it and share a confirmation via email.

Do you need any further assistance on the topic?

brinkhilary

Yes

Acebuddy

Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Anjainay Singh accepted the chat transfer request.

Anjainay Singh

Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh.

brinkhilary

Good Morning. I was trying to update my QB and I got Error 15276

Anjainay Singh

Please allow me two minutes so that I can look into the issue .

brinkhilary

okay

Anjainay Singh

Thankyou for your patience .

brinkhilary

no problem

Anjainay Singh

As users are logged in so we can update QB in night hours to avoid impacting productivity as it requires server reboot .

brinkhilary

I can close it.

Anjainay Singh

As QB update may take 30 minutes so for your convenience we will send over an email .

brinkhilary

Perfect. Thank you so much for your help

Anjainay Singh

Is there anything else I may help you with ?

brinkhilary

No you were a great help

Anjainay Singh

Once this chat gets disconnected you will receive a survey in which you may provide your positive feedback.

You may end 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

#76568 Testing Ankit

Email: testankittttttt@testing.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: FARUKH NAGAR

State: Haryana

Country: INDIA

Chat Transcript

Testing Ankit

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76519 Jessica Bigras

Email: jessica@a2zinvestmentgroup.com  18199625191

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

Jessica Bigras	Hello, I am your Acebuddy
Acebuddy	Hello Jessica Bigras, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jessica Bigras	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jessica Bigras	I'd like to report an Issue
Acebuddy	Please select an option!
Jessica Bigras	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jessica Bigras	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Please check for any application updates at the backend and apply the necessary patches. This might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the issue and share it with us at support@acecloudhosting.com. Our engineers will manually check the issue and share a confirmation via email.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76429 Rupesh

Email: rupesh.kori@simfoni.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: JAMUNIA KALAN

State: Madhya Pradesh

Country: INDIA

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77607 leslie

Email: leslie@es12.org ☎ 8183122231

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: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

leslie Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

leslie Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

leslie I'd like to raise a Request

Acebuddy Please select your request type.

leslie Change in Users

Acebuddy Please select your desired option!

leslie User Addition

Acebuddy Registered Account Owners have the ability to add/disable users via owner, Please refer to the following link for a detailed guide on how

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77480 Nasimul Hassan

Email: cs@columbiataxservice.com  14109299778

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: 29 Secs

City: NOTTINGHAM

State: Virginia

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an a
Nasimul Hassan	uniprint issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sha
	Hello Nasimul
Nasimul Hassan	Hi Anurag
	My colleague , Kazi Khairul is unable to forward printing to pdf
	uniprint is causing issue
	so i am thinking to remove uniprint from his profile
Anurag Sharma	Let me transfer you to a specialist who can better address your conc
	<i>9:13:46 PM Nasimul Hassan is sharing a file with you</i>
	<i>Screenshot 2025-05-27 114325.png - (Size:156.66 KB)</i>
	<i>Anurag Sharma is transferring the chat to Ashutosh Mishra.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh M
Nasimul Hassan	pls see the chat history
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your serv
Nasimul Hassan	pls give me a min
Ashutosh Mishra	Sure, please take your time
Nasimul Hassan	where do i get the server name?
	Kazi Khairul.A@myrealdatal.net
Ashutosh Mishra	Is the business name Columbia Tax and Accounting?
Nasimul Hassan	yes
	Columbia Tax and Accounting Services LLC (CID73303)
Ashutosh Mishra	Thanks for the confirmation !
	The server name is CTAS.myrealdatal.net
	Kindly allow me few minutes to check the same.
	I see that Kazi is not logged in.
Nasimul Hassan	do you need him to log in?

Ashutosh Mishra	To effectively isolate the issue i would require to have access of the of Kazi.
Nasimul Hassan	I can log in using his rdp wait
Ashutosh Mishra	Sure
	I would also have to check if Uniprint is installed on his local comput
Nasimul Hassan	I am in
Ashutosh Mishra	Prior providing the access, I would suggest you to close any importa
Nasimul Hassan	ok
Ashutosh Mishra	We are connected now on remote server.
Nasimul Hassan	ok
Ashutosh Mishra	Did the print work?
Nasimul Hassan	one thing.. this is my local computer. not his my computer works fine do you think that it can be an issue of hs local machine?
Ashutosh Mishra	Ok than it is likely that Uniprint is not installed on his local comput I will send you a PDF guide Kazi can use that to install on his comput
Nasimul Hassan	pls wait. let me test something
Ashutosh Mishra	Sure
Nasimul Hassan	are you still connected?
Ashutosh Mishra	Yes
Nasimul Hassan	to the server? if not, pls reconnect
Ashutosh Mishra	Yes
	We are still connected to remote server.
Nasimul Hassan	ok i am trying to see if we can bypass uniprint
Ashutosh Mishra	Sure you can use any other active printer from the list.
Nasimul Hassan	ok, looks to be correct. but I will tell him to install uniprint on the loc have a good day
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your v chat.

You may end this chat now. Once you end this chat, you will receive 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 working. I will appreciate that. or you may send your feedback at qu Thanks!

Note: You may change/reset your server password on your own by r ([https://selfcare.acecloudhosting.com).](https://selfcare.acecloudh

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76863 test

Email: test@gmail.com  +16887849764

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

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

test Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

test Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
test	I'd like to report an Issue
Acebuddy	Please select an option!
test	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
test	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
test	Test
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
	<i>Anurag Sharma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77088 samona

Email: samona@aabs.tax 7198200159

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: 58 Secs

City: WEST UNITY

State: Ohio

Country: UNITED STATES

Chat Transcript

samona	Hello, I am your Acebuddy
Acebuddy	Hello Samona, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
samona	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
samona	I'd like to report an Issue
Acebuddy	Please select an option!
samona	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
samona	software error
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra.
	I will surely help you with this issue. Please let me know what is the issue.
samona	can you hop on so i can show you the error message
	<i>Visitor updated the visitor's name from samona to Samona pheils.</i>
	hello
Ashutosh Mishra	Yes
	I am here
samona	can you hop on my computer
Ashutosh Mishra	Sure, by computer are you referring to the Ace server or your local computer?
samona	mine
	then ace
	<i>Samona pheils has initiated a remote assistance session. Would you like to accept the screen?</i>
Ashutosh Mishra	As i see that you have initiated a remote session, prior providing the details, please close any important documents at your end. (Edited)
	You can also join session by pasting the given link in browser.

<https://assist.acecloudhosting.com/join/6592294348>

It appears the remote session is disconnected.

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 can call us at (1-888-415-5240) if any further assistance is required.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76730 gail

Email: gail@echotaxaz.com ☎ 6024103439

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

gail Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

gail Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

gail	I'd like to raise a Request
Acebuddy	Please select your request type.
gail	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will respond once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
gail	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76660 Sheila Bradbury

Email: office@rosecityflagging.com  19712650852

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: PORTLAND

State: Oregon

Country: UNITED STATES

Chat Transcript

Sheila Bradbury

Hello, I am your Acebuddy

Acebuddy

Hello Sheila Bradbury, I'm your Ace Buddy. I'll be happy to assist you

	Whom Would You Like to Connect With?
Sheila Bradbury	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sheila Bradbury	I'd like to raise a Request
Acebuddy	Please select your request type.
	<i>Sheila Bradbury has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77342 William Mays

Email: it@grafbro.com ☎ 17404643070

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 2 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 agent.
William Mays	When attempting to open quickbooks I am receiving a message stating that it needs to be activated. When I try to activate it tells me to contact support.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh.
William Mays	Anjainay, you were just assisting me with a quickbooks error a few minutes ago. I am trying to launch quickbooks I am receiving a message stating to activate quickbooks.
Anjainay Singh	Please allow me two minutes so that I can look into it.
	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any imports or exports.
William Mays	Sure
Anjainay Singh	https://assist.acecloudhosting.com/join/2972242222
William Mays	I'm in the session
Anjainay Singh	Our entire company's quickbooks is down. this needs to be fixed asap.
William Mays	Could you please confirm with which username you are logged into quickbooks.
Anjainay Singh	GB.TECHIT@myrealdatal.net
William Mays	Thankyou for your confirmation.
Anjainay Singh	Yup, what's the issue? I need this resolved right now.
	This is literally costing us money at the moment.
Anjainay Singh	Please provide me remote access.
William Mays	Done
Anjainay Singh	We would like to inform you that you need to contact intuit support in order to activate quickbooks. You will need to enter the serial number which you need to enter to activate QB 2024.
William Mays	Ok
Anjainay Singh	Is there anything else I may help you with?
	Are we still connected?
	As there was no response, we are disconnecting the chat now. You will receive a follow up email from us.

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77153 Heather Leake

Email: heather@progrogroup.com **Phone:** 804-272-1992

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: 41 Secs

City: HENRICO

State: Virginia

Country: UNITED STATES

Chat Transcript

Heather Leake Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Heather Leake Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Heather Leake I'd like to report an Issue

Acebuddy Please select an option!

Heather Leake Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an av

Heather Leake

Ticket ID: 695607 Issue: Running Out of Space

Acebuddy

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra

Thank you for contacting Ace Cloud Hosting. My name is Ashutosh M

I will surely help you with this issue.

Heather Leake

thank you

Ashutosh Mishra

Please help me with your business name or CID?

Heather Leake

I'm not sure where to find those

PROOF Management or Rustic Countrysides is the company

Ashutosh Mishra

Kindly allow me few minutes to check the same.

Heather Leake

okay

Ashutosh Mishra

I am cleaning the unnecessary files from backend however even aft low.

This is because the space is completely used on the server and only

Most of the space is occupied by User data, windows OS and applica

Heather Leake

I do not need Microsoft Office products on the server

Ashutosh Mishra

Do you want to uninstall Microsoft O365 from the server?

Heather Leake

Yes please. That should free up quite a bit of space

Otherwise, what are our options?

Ashutosh Mishra

I have cleaned the disk space and now you have 8% free, i can also just need the request over email however this may increase space c

Recommended free space is 20-25%

Heather Leake

How do we solve the problem?

Ashutosh Mishra

I would suggest to increase storage on the server, that would also h data as the ongoing updates of QuickBooks and security patches wi

Plan1: 200GB: \$120/Month

Plan2: 100GB: \$60/Month

Plan3: 80 GB: \$50/Month

Plan4: 60 GB: \$40/Month (Edited)

Heather Leake

Ah. I see. I'll have to speak with my supervisor about that.

Ashutosh Mishra

Sure i will send you email, you already have a ticket ID with us so i v

Heather Leake

Thank you

Ashutosh Mishra

Thanks for the confirmation !

I would greatly appreciate if you could spare a minute to give your valuable feedback on this chat.

You may end this chat now. Once you end this chat, you will receive a summary of our 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 we can work on it. I will appreciate that. or you may send your feedback at selfcare.acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by visiting selfcare.acecloudhosting.com.

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77414 danielle.taras

Email: danielle.taras@ecs-env.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 13 Secs

City: FT WORTH

State: Texas

Country: UNITED STATES

Chat Transcript

danielle.taras

Hello, I am your Acebuddy

Acebuddy

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

	Whom Would You Like to Connect With?
danielle.taras	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
danielle.taras	QB not opening
<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>	
<i>Abhijeet Arun Thakur is transferring the chat to Support(QB & App H</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh M
	I will be surely assisting you with this. Kindly help me with your serv
danielle.taras	I don't know the server name
	user: Danielle.taras
Ashutosh Mishra	Thanks for the confirmation !
	Please also share the business name.
danielle.taras	JonesBell LLC dba ECS Environmental Solutions
Ashutosh Mishra	I see that you are connected to server.
	May I take the remote access of your server?
danielle.taras	I don't know any of that
	I relay on you, the IT support to know
Ashutosh Mishra	Sure, can i connect to your local computer to understand the situati give you a link and you have to paste it in your browser and join a re you.
	Prior providing the access, I would suggest you to close any importa
	Kindly paste this link in the browser of local computer and join the s
	https://assist.acecloudhosting.com/join/3252647634
danielle.taras	THank you for getting me signed back in
	I apprecaite you!
Ashutosh Mishra	As per discussion over the remote session, The server session was s logged in the issue was resolved.
	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your v chat.
	You may end this chat now. Once you end this chat, you will receive 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 working. I will appreciate that. or you may send your feedback at qu Thanks!

Note: You may change/reset your server password on your own by r ([https://selfcare.acecloudbhosting.com]).](https://selfcare.acecloudbh

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76482 Laurie Tyre

Email: laurie@applied-adventure.com ☎ 19708333139

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: GRAND JUNCTION

State: Colorado

Country: UNITED STATES

Chat Transcript

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

Please chose an option :

Laurie Tyre I'd like to raise a Request

Acebuddy Please select your request type.

Laurie Tyre Other Request

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

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

Laurie Tyre No, That'll be all!

Acebuddy Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76535 susanromo999

Email: susanromo999@gmail.com ☎ 512-848-4970

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: HUTTO

State: Texas

Country: UNITED STATES

Chat Transcript

susanromo999 Hello, I am your Acebuddy

Acebuddy Hello Susanromo999, I'm your Ace Buddy. I'll be happy to assist you

	Whom Would You Like to Connect With?
susanromo999	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
susanromo999	I'd like to report an Issue
Acebuddy	Please select an option!
susanromo999	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
susanromo999	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks compa help you with resolving the issue
	Was that helpful?
susanromo999	No
Acebuddy	No issues, please wait while I connect you to one our support engine
	<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 Sha
	Hello Susan
susanromo999	myrealdatalSusanR.npro1 My QBs icon on the blue screen will not o
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
susanromo999	thank you
Anurag Sharma	Are you the only one facing this issue?
susanromo999	Yes
Anurag Sharma	Do you face this issue regularly?
susanromo999	no
Anurag Sharma	Thanks for the confirmation !
	Please try now
susanromo999	I was in my QBs all morning. I click on the QBs icon and it spins and
Anurag Sharma	Okay, I have fixed the issue from the backend. Kindly try logging int
	And confirm if the issue is now resolved.
susanromo999	I get a msg that says Remote desktop can't find the computer Qbnx looking in the old server before we migrated. myrealdatalSusanR.np

Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your local computer?
susanrom0999	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any importa
	https://assist.acecloudhosting.com/join/9262025606
	Kindly paste this link in the browser of local computer and join the s
	We are connected on the remote session and will proceed with the t the time, I am putting the chat on hold, please do not disconnect it. give your confirmation on this chat.
	As per the remote session, we'll assist you there only, meanwhile we

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77294 Josh Norby

Email: joshn@sentrynd.com **Phone:** 17012610551

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: NEW TOWN

State: North Dakota

Country: UNITED STATES

Chat Transcript

Josh Norby

Hello, I am your Acebuddy

Acebuddy	Hello Josh Norby, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Josh Norby	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Josh Norby	Setback
Acebuddy	Hello Josh Norby, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Josh Norby	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Amit accepted the chat transfer request.</i>
Josh Norby	software upday update
	<i>Amit is transferring the chat to Support(QB & App Hosting).</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will
	Hello Josh ! How are you doing today?
Josh Norby	I'm well. How are you?
Ankit	I am doing well, thank you for asking.
	I will be surely assisting you with this. Kindly help me with your serv
Josh Norby	SentryND josh.n@myrealdatal.net
Ankit	Thank you for the details. Could you please confirm if you are referring to application update?
Josh Norby	My message says QODBC software update.
Ankit	As I can see, there are currently other users active and working on the schedule this for tonight, once there are no active users on the serv
	As we would need 30-40 min of downtime.
Josh Norby	Do I need to be available?
Ankit	No, we can proceed with the update from the backend. Once completed,
Josh Norby	Yes, we can schedule anytime tonight. I will make sure our users are available and should work.
Ankit	Josh, would it be okay if I connect with you remotely to check the progress?

		have already been applied.
Josh Norby	yes	
Ankit	Prior providing the access, I would suggest you to close any importa	
Josh Norby	done	
Ankit	We are connected on the remote session and will proceed with the t the time, I am putting the chat on hold, please do not disconnect it. give your confirmation on this chat.	
	As discussed over the remote session, there are a few pending upda application. We will complete them tonight.	
	Is there anything else I may help you with ?	
Josh Norby	No thank you	
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful da	
	You may end this chat now. Once you end this chat, you will receive 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 working. I will appreciate that. or you may send your feedback at qu Thanks!	
	Note: You may change/reset your server password on your own by r ([https://selfcare.acecloudhosting.com).](https://selfcare.acecloudh	
	For self-help, check out our Knowledge Base (https://www.acecloudh	
<i>Ankit has ended this chat session</i>		

Chat Transcript

User unable to log in due to incorrect credentials. Requested password reset.

Visitor Details

#76598 Sarah Carruthers

Email: sarah@redhenbusiness.com **Phone:** 13144924343

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: 57 Secs

City: SPRINGFIELD

State: Missouri

Country: UNITED STATES

Chat Transcript

Sarah Carruthers	User unable to log in due to incorrect credentials even after password reset.
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you.
Sarah Carruthers	Hi Siddhant, I think I may have contacted the wrong department - apologies.
Siddhant	Hi Sarah, this is the sales department. No worries, let me transfer the chat to the correct support team.
Sarah Carruthers	Thank you!
Siddhant	They will be assisting you further.
<i>Siddhant 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.
Sarah Carruthers	Hi, and thank you.
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server details.
Sarah Carruthers	Thank you our server name is Red Hen Business, my username is SarahCarruthers.
Sanyam Madan	The user having the issue is Amanda.A, they can not access the RDP connection. Kindly assist me in resetting their password.
Sanyam Madan	Kindly allow me two minutes to check the same.
Sarah Carruthers	Take your time.
Sanyam Madan	May I take the remote access of the server?
Sarah Carruthers	I am not the user having the issue, please let me contact them and ask for their details.
Sanyam Madan	you can forward them the link i will share with them.
	is this okay with you?
Sarah Carruthers	Yes, please share the link and then I will forward it to the user.
Sanyam Madan	https://assist.acecloudhosting.com/join/1792448954
	Kindly paste this link in the browser of local computer and join the session.
Sarah Carruthers	I will pass along the instruction, I'm still attempting to contact the user.

Sanyam Madan	What you can do is either ask Amanda to give us a call or initiate a call to her in real time.
Sarah Carruthers	I will pass that message along, I am unable to connect with her at this time.
Sanyam Madan	we can also arrange a callback for her
	please provide her contact number as well as time zone

Sarah Carruthers I will have her call in or chat at her availability. Thank you.

Sarah has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77460 Pinny Rose

Email: wholesomehardware@gmail.com **Phone:** 7183446064

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: 10 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Pinny Rose	I'd like to report an Issue
Acebuddy	Please select an option!
Pinny Rose	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Pinny Rose	Slow server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma.
	Hello Pinny
Pinny Rose	hi I was speaking to you earlier
Anurag Sharma	Yes, I can remember Pinny.
	Do you observed any improvement on the server?
Pinny Rose	no
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your local computer?
Pinny Rose	computer or server
Anurag Sharma	Of you local computer
Pinny Rose	ok
Anurag Sharma	Prior providing the access, I would suggest you to close any important application running on your local computer.
	https://assist.acecloudhosting.com/join/3272331970
	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 there. At the same time, I am putting the chat on hold, please do not disconnect it. Kindly give your confirmation on this chat.
	Since we are connected on the remote session. I am ending this chat session and proceeding with the troubleshooting there.
	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

#76649 Jerry Dale Rewis

Email: jrewis@tlccontracting.co

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: WAYNESVILLE

State: Georgia

Country: UNITED STATES

Chat Transcript

Jerry Dale Rewis	Hello, I am your Acebuddy
Acebuddy	Hello Jerry Dale Rewis, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
Jerry Dale Rewis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jerry Dale Rewis	I'd like to raise a Request
Acebuddy	Please select your request type.
Jerry Dale Rewis	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Jerry Dale Rewis	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecluhosting.com and we will provide you with an update via email.
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code

Generally, application upgrades are completed during the night hours. You can do specify if you need the request processed at a specific time.

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77553 Russell Ewing

Email: tax@ewingaccounting.net  15097583231

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: LEWISTON

State: Idaho

Country: UNITED STATES

Chat Transcript

Russell Ewing Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Russell Ewing Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Russell Ewing I'd like to report an Issue

Acebuddy	Please select an option!
Russell Ewing	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative!
Russell Ewing	I have 2 users but only 1 user can be logged into Ace cloud. When first user gets disconnected.
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>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh, I will surely help you with this issue.
	Kindly help me with your server name and user name?
Russell Ewing	My CID? 73149 russellaewing.myrealdata.net
Ashutosh Mishra	Thanks for the confirmation !
	I can share the RDP for both the users.
	You can use the new RDP for respective user and it shouldn't cause any issues.
Russell Ewing	yes both need to be in quickbooks at the same time
Ashutosh Mishra	Thank you for your patience.
	Allow me few minutes i am downloading the new RDPs.
	Can i send the files to you over the email?
Russell Ewing	sure, So I need to make new rdp's?
Ashutosh Mishra	You don't have to make any RDP, i have created it for you. Just click on it and it will connect you to server and for each user i will send direct link.
Russell Ewing	Yes email is fine
Ashutosh Mishra	Thanks for the confirmation !
	Is there anything else I may help you with ?
Russell Ewing	When will we get the emails?
Ashutosh Mishra	I am doing it right now, it may take few minutes.
Russell Ewing	OK, So we should quit using the other RDP until we get the new one.
Ashutosh Mishra	Yes just use the RDP that i am sending you and you can delete the old one.

I have sent it now.

Is there anything else I may help you with ?

Are we still connected here?

Russell Ewing yes that is all thank you

Ashutosh Mishra Thanks for the confirmation !

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

You may end this chat now. Once you end this chat, you will receive an email confirmation regarding this conversation, along with a ticket number and summary of our discussion.

I request you to kindly spare a moment to fill that out for me so that we can improve our service. Please let me know how I am working. I will appreciate that. or you may send your feedback to support@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by logging into the SelfCare Portal (<https://selfcare.acecloudhosting.com>).

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

Ashutosh Mishra has ended this chat session

