

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73192 Charles Xavier
Email: helpdesk@coretechs.it
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 26 Secs
City: SPANISH TOWN
State: Westmoreland
Country: JAMAICA

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Shubham Yadav accepted the chat transfer request.

Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Charles Xavier	Hello Yadav. QB keeps crashing for me company . Company name: CD services. Can you check to see if there are pending
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Charles as I can check, QB needs to be updated.
	For the update please ask all users to log out from the server for 20 minutes or we can schedule the update in night hour:
Charles Xavier	Please give me a moment to get users out of the system.
Shubham Yadav	Sure charles
	Please let us know when users are out.
Charles Xavier	Why wasn't this update done last night?
	We have asked for update to be done overnight
Shubham Yadav	Let me check
	Charles as I can check we updated the QB but some new updates came for a while now, that needs to be installed.
Charles Xavier	You can manually log out anyone that's in there and proceed with the update.
Shubham Yadav	Thanks for the confirmation
	Charles QB is update now
Charles Xavier	Please ensure you are running the app as admin when doing updates
	I'll standby until it is finished.
Shubham Yadav	Yes Charles, I have update the QB completely now.
	Please check
Charles Xavier	Have you already restarted the app?
Shubham Yadav	Yes Charles
Charles Xavier	Alright i'm checking
Shubham Yadav	Sure
	Charles are you able to check now
Charles Xavier	i am checking
	Please standby
Shubham Yadav	Sure
	<i>9:13:39 PMCharles Xavier is sharing a file with you</i> <i>image.png - (Size:16.83 KB)</i> <i>This is the error i'm getting now</i>

	Let me check
	Please check now
Charles Xavier	Did you do anything different?
Shubham Yadav	Charles sometime this message only pops up even if the there is no update is pending
Charles Xavier	So you're confirming that there are no pending updates?
Shubham Yadav	No charles
	<i>9:16:53 PMShubham Yadav is sharing a file with you</i> <i>image.png</i> - (<i>Size:16.69 KB</i>)
Charles Xavier	Okay. I'm rebooting. Did you reboot the server?
Shubham Yadav	No charles.
	I have not rebooted the server
	Is there anything else I may help you with ?
Charles Xavier	Okay. I'm still checking.
Shubham Yadav	Sure Charles. Take your time
	<i>9:23:26 PMCharles Xavier is sharing a file with you</i> <i>1_image.png</i> - (<i>Size:9.94 KB</i>)
Charles Xavier	Do you know what this is?
	or why that's popping up ?
Shubham Yadav	Since when it's popping ?
Charles Xavier	Today
Shubham Yadav	May I take the remote access of your server?
Charles Xavier	That's not on the server but sure you can check.
Shubham Yadav	Where is it popping up ?
Charles Xavier	On a client machine.
Shubham Yadav	Can you please let me know the user name ?
Charles Xavier	ckeel
Shubham Yadav	Please ask them to log out and log in again
Charles Xavier	The PC was just rebooted.
Shubham Yadav	Can they log out and login from the server ?
Charles Xavier	Not right now she's in the middle of work but you can log unto the server and check it out.
Shubham Yadav	Can they provide remote access ?
	Just ask them to accept the request
	Prior providing the access, I would suggest you to close any important documents at your end.

Charles Xavier	Not right now.
Shubham Yadav	I understand your concern
Charles Xavier	I thought you could open another session from your end.
Shubham Yadav	But I will have to check why it's popping up.
	You can also add the web connector again in QB
	At what step did they got the pop up ?
Charles Xavier	You guys have admin access to the server so that's something that you'd need to do from your end.
Shubham Yadav	Charles we will make the changes once we find when it is popping up
	Can you please let me know at what step did it pop up ?
Charles Xavier	Give me a moment please.
Shubham Yadav	Sure
Charles Xavier	Randomly pops up
	no specific time
Shubham Yadav	Thanks for the confirmation
	To check QB web connector I will need remote access
	Are we still connected here?
Charles Xavier	Yes. We will need to reconvene on the remote access.
	once we've verified that the updates doesn't cause any other issues i'll reach out again and have you guys check the web
Shubham Yadav	Sure Charles
	You can reach out again once you face the issue.
	Is there anything else I may help you with ?
	Are we still connected here?
Charles Xavier	not right now. I'll reach out again later today.
Shubham Yadav	Thanks for the confirmation
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71763 bryan
Email: bryan@finnex.net 📞 16303527661
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: CHICAGO
State: Illinois
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73138 Don DeLong
Email: don@d3techsolution.com ☎ 16053917712
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: RAPID CITY
State: South Dakota
Country: UNITED STATES

Chat Transcript

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

Don DeLong has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73320 TESFAZION FISSHAZION
Email: tesfazion@taxcornerllc.net ☎ 15712391906
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 31 Secs
City: ALDIE
State: Virginia
Country: UNITED STATES

Chat Transcript

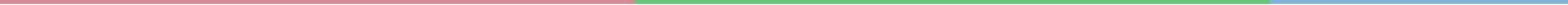
TESFAZION FISSHAZION	Hello, I am your Acebuddy
Acebuddy	Hello Tesfazion, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
TESFAZION FISSHAZION	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
TESFAZION FISSHAZION	I'd like to report an Issue
Acebuddy	Please select an option!
TESFAZION FISSHAZION	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
TESFAZION FISSHAZION	appkication unable to connect to 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 tesfazion
TESFAZION FISSHAZION	Thank you for response
Shashwat Verma	I will surely help you with this issue.
	Could you please confirm the application name?
TESFAZION FISSHAZION	Atx
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
TESFAZION FISSHAZION	Yes please.
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/7942566026
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
	issue resolved by restarting the services
	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 app quality@acecloudhosting.com. Thanks! Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

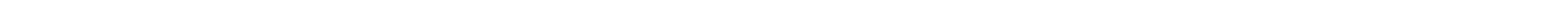
Shashwat Verma has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details



#72162 Jolea Robertson

Email: jolea.robertson@squyres.cpa

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: 50 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Jolea Robertson	Hello, I am your Acebuddy
Acebuddy	Hello Jolea Robertson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jolea Robertson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jolea Robertson	I'd like to report an Issue
Acebuddy	Please select an option!
Jolea Robertson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jolea Robertson	Printer
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Manish Singh accepted the chat transfer request.
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Jolea Robertson	great, thank you
Manish Singh	I will surely help you with this issue.
	What is the exact issue you are facing?
Jolea Robertson	My uni print is not connecting. I can click uni print but it won't bring up the box to click which printer.
Manish Singh	May I take the remote access of your local computer?
Jolea Robertson	YES

Manish Singh	https://assist.acecloudhosting.com/join/7312050895
	Prior providing the access, I would suggest you to close any important documents at your end.
Jolea Robertson	Okay, I joined.
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
	Your session is stuck, Jolea.
Jolea Robertson	okay, how do I fix it?
Manish Singh	Is it from your end?
	Is your PC is stuck? (Edited)
Jolea Robertson	No I can move everything.
Manish Singh	Let me share the new link.
	https://assist.acecloudhosting.com/join/4562227131
Jolea Robertson	Okay , I joined.
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
	We will email you once the issue is resolved.
	Is there anything else I may help you with ?
Jolea Robertson	no, thank you so much!
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Manish Singh has ended this chat session	

Chat Transcript

Hello! Hope you are doing well. I would like to add a new account. Could you please assist? Thank you

Visitor Details

#72102 Stacy Wells

Email: stacy@alivelychef.com 📞 208-389-9600

Department: Support(QB & App Hosting)

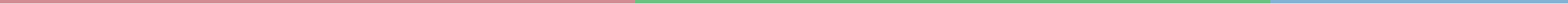
Operator: Yash Kalra

Website: https://www.acecloudhosting.com/contact-us/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 33 Secs
City: BOISE
State: Idaho
Country: UNITED STATES

Chat Transcript

Stacy Wells	Hello! Hope you are doing well. I would like to add a person to our account. Could you please assist? Thank you! Stacy
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.
	<i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Stacy Wells	Hi Aayush
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Stacy Wells	StacyW.Nent1
	username Admin
Yash Kalra	Kindly allow me two minutes to check the same.
Stacy Wells	Thank you
Yash Kalra	stacy, it's taking more than expected please allow us some time.
	stacy, kindly help me with your server name as well.
Stacy Wells	?
	StacyW.Nent1
Yash Kalra	stacy, This is your username. Please stay connected while I locate your account using the server username you provided
Stacy Wells	Just a second
Yash Kalra	Stacy, We’ve located your account, and your account name is "A Lively Chef Catering"
Stacy Wells	Yes
	A Lively Chef Catering. My apologies.
	I thought that was inherent
Yash Kalra	Please mail us with following details using the mail id stacy@alivelychef.com user First and Last name: user Email Address:

	user Contact number:
Stacy Wells	Okay. Just a second. What email address am I sending this to?
Yash Kalra	Please mail us on mail id support@acecloudhosting.com
	Are we still connected here?
Stacy Wells	Yes
	I just emailed you the details
Yash Kalra	We’ve received your request, and I’ve expedited the process for this user creation.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Yash Kalra has ended this chat session</i>



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72278 Amy Strong
Email: strongbookkeepers@gmail.com 📞 12172594792
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 12 Secs
City: BROADLANDS
State: Illinois
Country: UNITED STATES

Chat Transcript

Amy Strong	Hello, I am your Acebuddy
Acebuddy	Hello Amy Strong, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amy Strong	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amy Strong	I'd like to report an Issue
Acebuddy	Please select an option!
Amy Strong	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Amy Strong	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Amy Strong	I am trying to restore a new backup from a client and receiving a message that I do not have enough free space to do so.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Amy
Amy Strong	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?
Amy Strong	AmyS.NPre
	CID72925
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 2-3 minutes to check the same.
	May I take the remote access of your server?
Amy Strong	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Amy Strong	You are good to go
Anurag Sharma	

	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
Amy Strong	ok
Anurag Sharma	As per our conversation over chat. You confirmed for the disk space addition at Plan6 : 20GB : \$15/Month
	After this chat I will send you an email including this pricing. Kindly revert back to that email with an approval from the pr
	So that we can proceed with this disk space addition.
Amy Strong	I have my email open and am awaiting the email from you. Thank you
Anurag Sharma	Okay
	Is there anything else I may help you with ?
Amy Strong	After I approve the increase, how long before it is in place?
Anurag Sharma	It will take around 2 hours after your approval. But we will try to fulfill your request as soon as possible. We will inform yo
Amy Strong	Ok. thank you.
Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
Amy Strong	Nothing that I can think of. Thank you
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Anurag Sharma has ended this chat session</i>

Visitor Details

#72208 Stacy Wells

Email: stacy@alivelychef.com 📞 208-389-9600

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: 34 Secs

City: BOISE

State: Idaho

Country: UNITED STATES

Chat Transcript

Stacy Wells	Hello, I am your Acebuddy
Acebuddy	Hello Stacy Wells, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stacy Wells	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stacy Wells	I'd like to raise a Request
Acebuddy	Please select your request type.
Stacy Wells	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Stacy Wells	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Stacy Wells	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Stacy Wells	Status of an open order to add to our QB account
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
Stacy Wells	Hi Shashwat
Shashwat Verma	Could you please more elaborate on your issue?
Stacy Wells	Hi There. So, I added a staff member to the account.
	We haven't received any information about this, yet. Do you have an update on this?
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Stacy Wells	Tara Erickson is the person we are adding.
Shashwat Verma	Okay
Stacy Wells	Thank you for checking.
Shashwat Verma	TaraEri.nent1@myrealddata.net, user was created on Feb 7
Stacy Wells	Okay.
	She hasn't received instructions, yet.
	Could you resend the instructions?
	To the gmail account that was provided...
	If you need me to send that again, please let me know.
Shashwat Verma	Information was shared on ticket id #636103
Stacy Wells	Found it.
	Thanks!
Shashwat Verma	Perfect
	Is there anything else I may help you with ?
Stacy Wells	No, Thank you. That's it. Have a great rest of your weekend!
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73042 James Duley Doerfler
Email: techmgr@menushoppe.com ☎ 14122127073
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 19 Secs
City: PITTSBURGH
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
James Duley Doerfler	Hi. This morning we're getting intermittent connection errors. Remote Desktop can't find menushoppe.myrealdata.net err
Manish Singh	I will surely help you with this issue.
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
	This message has been deleted
James Duley Doerfler	Three users here have encountered it over the past hour or two, connecting from different parts of the USA. Yesterday it v
Manish Singh	Kindly try to access now.
James Duley Doerfler	Seems OK so far, though it was sporadic before, so I'm not 100% certain yet that it's fixed. What did you do to fix it?
Manish Singh	As I have checked user were in disconnected state on the server which is causing this issue. Kindly try Log off icon when I
	Is there anything else I may help you with ?
James Duley Doerfler	I just got another connection error. It's not fixed.
Manish Singh	Try now please
	May I take the remote access of your local computer?
James Duley Doerfler	Still broken. Remote Desktop is saying it can't find the server at all.
	No, there's no reason you'd need access to my PC. This same issue is happened from three different computers across th
Manish Singh	Yes, that why i need to check the RDP settings from where you access the server.
James Duley Doerfler	Looks like an intermittent DNS or connectivity problem to me.
	The RDP settings haven't changed. And like I've told you several times, the problem is intermittent. Sometimes it connect And it's not plausible that three completely different computers all suddenly have bad settings.
Manish Singh	Alright, let me check once.
	Try now.
James Duley Doerfler	Looks like it's working now, but I'm still testing. What did you do to fix it?
	No, it's back to failing.
	Connection fails about 50% of the time.
Manish Singh	Need to take access of the local computer.
James Duley Doerfler	Just try to connect to menushoppe.myrealdata.net yourself and it'll fail for you too.
	Or tell me what you want me to try, and I'll report results.
Manish Singh	I'm able to access the server.
	I'm already in the server.
James Duley Doerfler	OK, tell me what you want me to try on my PC and I'll report results.
Manish Singh	Kindly check the RDP gateway of RDP setting (Edited)

James Duley Doerfler	For RD Gateway, it's set to use server RDGATL.myrealdata.net. Login method is "allow me to select later". User name is m
Manish Singh	Kindly change that to RDG.myrealdata.net
James Duley Doerfler	Done. It still fails to connect intermittently.
	<div>7:33:56 PMManish Singh is sharing a file with you</div> <div>image.png - (Size:26.76 KB)</div> <div>May I take the remote access of your local computer?</div>
	<div>7:35:01 PMJames Duley Doerfler is sharing a file with you</div> <div>1_image.png - (Size:28.34 KB)</div> <div>If you want me to try something, just tell me what.</div>
Manish Singh	Edit this and Check on use my RD gateway prompt in the bottom and click save.
	This message has been deleted
James Duley Doerfler	As you can see from the screen image I sent, my version of Remote Desktop does not have a checkbox for Use My RD Ga
Manish Singh	Please may I take the remote session?
James Duley Doerfler	No. Stop asking. I'm happy to perform whatever diagnostic tasks you think you need (even though it's pretty obvious the PC.
Manish Singh	Alright, as you have shared me the pic there you can see edit option click that and you will find checkbox for Use My RD C RDP and check.
	<div>7:47:42 PMManish Singh is sharing a file with you</div> <div>image.png - (Size:28.67 KB)</div>
James Duley Doerfler	Once again, if you look at the screen shot I sent you, you will see that I have no option like the one you circled in red.
	<div>7:50:35 PMManish Singh is sharing a file with you</div> <div>image.png - (Size:25.83 KB)</div>
Manish Singh	Click edit
	<div>7:50:59 PMJames Duley Doerfler is sharing a file with you</div> <div>1_image.png - (Size:13.16 KB)</div> <div>7:51:23 PMJames Duley Doerfler is sharing a file with you</div> <div>1_image.png - (Size:21.53 KB)</div>
	Let me arrange a callback regarding the issue.
James Duley Doerfler	Good. Thanks.
Manish Singh	As it can be better to resolve the issue over the call.
James Duley Doerfler	You guys can call me at +1 412 422-2067
Manish Singh	Is there any preferred time to call you?
James Duley Doerfler	Now is fine.
Manish Singh	It will take some time around 45-50 minutes. (Edited)
James Duley Doerfler	OK, that's fine. I can wait for an hour today.

Manish Singh	Thanks for your patience.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback on your experience.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72032 jennwhitecpa

Email: jennwhitecpa@gmail.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: Illinois

Country: UNITED STATES

Chat Transcript

jennwhitecpa	Hello, I am your Acebuddy
Acebuddy	Hello Jennwhitecpa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72586 suzanne r rodriguez
Email: suzanne@vintage-elevator.com 📞 16507404315
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: SAN MATEO
State: California
Country: UNITED STATES

Chat Transcript

suzanne r rodriguez	Hello, I am your Acebuddy
Acebuddy	Hello Suzanne R Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
suzanne r rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
suzanne r rodriguez	I'd like to raise a Request
Acebuddy	Please select your request type.
suzanne r rodriguez	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re completion.
	Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72399 MARGARITA SALGADO
Email: margarita@byprop.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 54 Secs
City: HICKORY HILLS
State: Illinois
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
MARGARITA SALGADO	I have ticket #639060
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Shubham Yadav.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	<i>Shubham Yadav has not responded for the transfer request.</i>
MARGARITA SALGADO	ok
Manish Singh	Kindly allow me two minutes to check the same.
	We have made the required changes is it still not resolved?
MARGARITA SALGADO	not resolved
Manish Singh	Checking please wait.
	May I take the remote access of your local computer?
MARGARITA SALGADO	yes
Manish Singh	https://assist.acecloudhosting.com/join/8602415681
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly provide us with your contact number and preferred time to assist you over the call.
MARGARITA SALGADO	8478773634
Manish Singh	We will arrange a callback accordingly and help you with the setup.
	Is there anything else I may help you with ?
MARGARITA SALGADO	will i be able to get Lacerte 2024 installed today?
Manish Singh	Yes
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72967 gcook
Email: gcook@tnwf.org
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: 24 Secs
City: NASHVILLE
State: Tennessee
Country: UNITED STATES

Chat Transcript

gcook	Hello, I am your Acebuddy
Acebuddy	Hello Gcook, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
gcook	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
gcook	I'd like to report an Issue
Acebuddy	Please select an option!
gcook	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
gcook	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
gcook	I was printing a reconciliation yesterday and I got this message across the document "Incorrect license key or demo evalu

Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Gcook
gcook	Hello Shashwat!
Shashwat Verma	So you are facing printing issue, right?
gcook	It's not necessarily printing issues.. it's that I am getting this message across my documents when I go to print them "Incdesk."
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
gcook	That is fine!
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/5032193033
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it resolved, kindly give your confirmation on this chat.
	Issue resolved itself on remote session
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shashwat Verma has ended this chat session</i>

Visitor Details

#73316 michellesteele4
Email: michellesteele4@hotmail.com 📞 13045532294
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 43 Secs
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

michellesteele4	Having trouble loading software
Akash Majumdar	Thank you for contacting ACE. My name is Akash Majumdar. I will be assisting you further.
	<i>Akash Majumdar is transferring the chat to Support(QB & App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
michellesteele4	Please my tax act software won't open
Manish Singh	I will surely help you with this issue.
	Kindly help me with your server name and user name?
michellesteele4	Michelle Steele Accounting
Manish Singh	MSAS.myrealdata.net is this your server name?
michellesteele4	Yes
	My tax act won't load
Manish Singh	Kindly check now.
	Seems like working now.
michellesteele4	It keeps saying I need to do a manual update
Manish Singh	May I take the remote access of your server?
michellesteele4	Yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.

	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
	As the issue is resolved.
	Is there anything else I may help you with ?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
<i>Manish Singh has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72960 arodriguez
Email: arodriguez@tlainteriors.com 📞 3139086015
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: 33 Secs
City: ROYAL OAK
State: Michigan
Country: UNITED STATES

Chat Transcript

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

arodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
arodriguez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
arodriguez	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
arodriguez	Tax Forms are not updated. Contacted QuickBooks and they said it was on Ace's end to fix
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
arodriguez	Hello!
Manish Singh	Is this the first time you are facing this issue and is the issue faced by other users too? (Edited)
arodriguez	This is our first year with ACE but we have had this same issue when we were with Right Networks. Yes, this is an issue wi
Manish Singh	May I take the remote access of your server?
arodriguez	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected now.
arodriguez	Ok, thanks
Manish Singh	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72883 brobbins

Email: brobbins@seventhwall.net
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: RICHMOND
State: Virginia
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72536 BRANDON FLATT

Email: brandon@tomandpamcpa.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 32 Secs

City: NASHVILLE

State: Tennessee

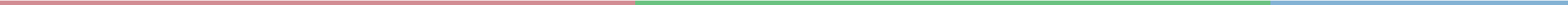
Country: UNITED STATES

Chat Transcript

BRANDON FLATT	Hello, I am your Acebuddy
Acebuddy	Hello Brandon Flatt, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
BRANDON FLATT	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
BRANDON FLATT	I'd like to report an Issue
Acebuddy	Please select an option!
BRANDON FLATT	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
BRANDON FLATT	I can 't see, tp get pass the first dfa step
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 is transferring the chat to Sharath Kumar.
	Sharath Kumar accepted the chat transfer request.
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Brandon, what is the error message that you receive?
BRANDON FLATT	I try to get a text code sent, and it says error....same with call.
	now it says my account is disabled
Sharath Kumar	let me quickly check your account

BRANDON FLATT	thank you
Sharath Kumar	could you let me know the username that you sign in with
BRANDON FLATT	pam7
Sharath Kumar	your account appears to be active and unlocked
	when was the last time that you were able to sign in successfully
BRANDON FLATT	yesterday, its now saying its disabled
Sharath Kumar	possible to send a screenshot of the error message
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72937 Belinda Kelly
Email: belinda.kelly@aero-zone.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: STILLORGAN
State: Kildare
Country: IRELAND

Chat Transcript

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

Belinda Kelly has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71805 Cesar Rojas
Email: ataxpboston@gmail.com 📞 16179717541
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: DAVENPORT
State: Florida
Country: UNITED STATES

Chat Transcript

Cesar Rojas

	Hello, I am your Acebuddy
Acebuddy	Hello Cesar Rojas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cesar Rojas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cesar Rojas	I'd like to raise a Request
Acebuddy	Please select your request type.
Cesar Rojas	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	<i>The visitor's phone number was changed to 16179717541.</i>
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72016 ShruthiS
Email: shruthis@norwintechologies.com
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 47 Secs
City: BANGALORE
State: Karnataka
Country: INDIA

Chat Transcript

ShruthiS	Hello, I am your Acebuddy
Acebuddy	Hello Shruthi S, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ShruthiS	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ShruthiS	I'd like to raise a Request
Acebuddy	Please select your request type.
ShruthiS	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
ShruthiS	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?
ShruthiS	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
ShruthiS	Shruthi.S@myrealddata.net
Shubham Yadav	Shruthi can you please let me know the account name ?
ShruthiS	I need folder access to Ace Cloud. I am able to login to Ace
Shubham Yadav	Shruthi can you please specify which folder are you referring to ?
	Shruthi are you there ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Shubham Yadav has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71921 Phillip Trujillo
Email: phillip@alliedtaxaz.com
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 28 Secs
City: TUCSON
State: Arizona
Country: UNITED STATES

Chat Transcript

Phillip Trujillo	Hello, I am your Acebuddy
Acebuddy	Hello Phillip Trujillo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Phillip Trujillo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Phillip Trujillo	I'd like to report an Issue
Acebuddy	Please select an option!
Phillip Trujillo	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Phillip Trujillo	The ATX tax software installed on my remote desktop is unable to be accessed. It keep prompting me to connect to a serv
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 Phillip
Phillip Trujillo	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?
Phillip Trujillo	My username is PhilipTr
	and the server name is I believe AlliedAccITC2
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
Phillip Trujillo	Please
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Phillip Trujillo	Done
Anurag Sharma	https://assist.acecloudhosting.com/join/1562471122
	Kindly paste this link in the browser of local computer and join the session.
Phillip Trujillo	Done
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	resolved, kindly give your confirmation on this chat.
	The issue seems to be resolved now.
	Is there anything else I may help you with ?
Phillip Trujillo	That is it thank you
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71932 Byron Kartchner
Email: deb@africanenergy.com ☎ 15207209475
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 11 Secs
City: ST DAVID
State: Arizona
Country: UNITED STATES

Chat Transcript

Byron Kartchner	Hello, I am your Acebuddy
Acebuddy	Hello Debra Lee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Byron Kartchner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Byron Kartchner	I'd like to report an Issue
Acebuddy	Please select an option!
Byron Kartchner	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Byron Kartchner	Microsoft 365 pro is not installed on the ACE computer, MS office 2016 standard is not working for our IMAP email account
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Debra, could you please help me with your company name
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Sharath Kumar has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71992 Matt Ates

Email: matthewates@gmail.com 5127619988

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Matt Ates	I'd like to report an Issue
Acebuddy	Please select an option!
Matt Ates	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Matt Ates	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Matt Ates	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
Matt Ates	The QB web connector is frozen
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?
Matt Ates	CID: CID62054 Account Name: Thaddeus Drew Remodeling User enabled: Mdates.NENT (Mdates.NENT@myrealdata.net)
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Mathewates since when are you facing this issue ?
Matt Ates	last 10 minutes
Shubham Yadav	Alright, did you face this after opening the company file ?
Matt Ates	No. I set it up to auto-run every 1 minute and I think that created an issue. I cannot change it is frozen
Shubham Yadav	Thanks for the confirmation
	Please try to open Quick Books now
	It should be working now
Matt Ates	QB opens. But I cannot change settings on the web connector. That portion is frozen
Shubham Yadav	Alright please try to do it once again
Matt Ates	Thanks, it is working
Shubham Yadav	That's great
	Is there anything else I may help you with ?
Matt Ates	That's all, thank you
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shubham Yadav has ended this chat session</i>

Chat Transcript

Need to export an Accountant Copy of 2024 QB, but it won't let me export it. I assume it's a permissions issue.

Visitor Details	
#72685 matt	
Email:	matt@myhreco.com ☎ 310-210-2191
Department:	Support(QB & App Hosting)
Operator:	
Website:	https://www.acecloudhosting.com/ace-support/
Operating System:	Mac OS
Browser:	Google Chrome
Device:	Desktop
Average Response Time:	51 Secs
City:	SAN ANTONIO
State:	Texas
Country:	UNITED STATES

Chat Transcript	
matt	Need to export an Accountant Copy of 2024 QB, but it won't let me export it. I assume it's a permissions issue.
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
matt	Hi - thanks for your help
Gantavya	

	Hi matt
	let me transfer you to our support team to help you with your concern
matt	I need to get an Accountant's Copy of our books for 2024, and I can't do it.
	<i>Gantavya is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
matt	Hi - thanks
Sharath Kumar	Hello Matt, could you please let us know the location of the file on the server
matt	How would I get that info for you?
Sharath Kumar	how are you opening this file from QuickBooks? what steps do you take?
	Is this file located under Client data folder in D drive?
matt	Looking at the path, it seems to be located in This PC > Client Data (Z:) > QuickBooks
	The PC name on our account is Qblivepro1.myrealddata.net
Sharath Kumar	got it
matt	When I try to save out an accountant's copy from within Quickbooks, saving fails and just says "Error" with no details. I be
Sharath Kumar	that is correct, we will have to create the accountant's copy for you
matt	Okay
	What info do you need?
	Our company file name is signtek2021
Sharath Kumar	I will need the following
	1. An email from you to support team requesting the same
	2. Company file name and it's admin password
	3. Dividing date/ due date
matt	okay - where do I send email with that info?
Sharath Kumar	Support@acecloudhosting.com
matt	Okay, thanks - I'll email that info
Sharath Kumar	In your email do mention the file location as ClientData\$\Signtek Inc\QuickBooks\signtek2021
matt	Okay, will do
Sharath Kumar	Alright, anything else that I may assist you with?
matt	No, that was it. Thanks for your help.
Sharath Kumar	my pleasure, Sir

	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to help us improve our service.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72944 Lisa Sylvester
Email: lsylvester@inicorp.net 📞 19162177917
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 26 Secs
City: GREER
State: South Carolina
Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Lisa Sylvester	I'd like to raise a Request
Acebuddy	Please select your request type.
Lisa Sylvester	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Lisa Sylvester	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Lisa Sylvester	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Lisa Sylvester	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lisa Sylvester	ticket 645097
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Lisa Sylvester	Good morning
Manish Singh	Hii Lisa
Lisa Sylvester	Hello
Manish Singh	I will surely help you with this issue.
Lisa Sylvester	Sounds great
Manish Singh	Are you able to access server?
Lisa Sylvester	I am now, however when i open QuickBooks my bank feeds are once again broken. There should be notes on all the past : QuickBooks
Manish Singh	Alright
	Is this issue occurring only for you, or are other users on the server also experiencing it?
Lisa Sylvester	Nobody else has tried to access Quickbooks since yesterday, so i don't know
Manish Singh	Noted
	Let me try to update the QuickBooks once and see if that will resolve the issue, if not we will go with the clean installation issue occurs again, we will escalate the case.
Lisa Sylvester	Would you like for me to get out of QuickBooks

Manish Singh	Just close your QB.
Lisa Sylvester	Okay - i am out of QB
Manish Singh	May I take the remote access of your server?
Lisa Sylvester	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Lisa Sylvester	noted
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
Lisa Sylvester	okay
	do you want me to provide you with information via the chat or your notepad
Manish Singh	Notepad will work fine.
	Please try now.
	We will inform you via email once the reinstallation is done.
	Is there anything else I may help you with ?
Lisa Sylvester	Will this chat be kept open while we work on resolving the issue?
	I forgot to mention that if you need to escalate the issue, please do so
Manish Singh	I will email you within 20-25 minutes regarding the reinstallation, no reason to be on chat, Lisa.
	Yes, we will make a note to it.
Lisa Sylvester	ok
Manish Singh	Is there anything else I may help you with ?
Lisa Sylvester	The ticket had a second issue, for a printer to be added to the server, and i will need to hold off on that, as i still need to f
Manish Singh	Sure, please do and let us know.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71848 paul
Email: paul@neotechnetworks.com ☎ 8887268138
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: 49 Secs
City: MARACAIBO
State: Zulia
Country: VENEZUELA

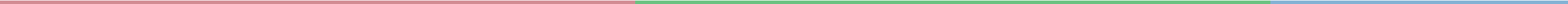
Chat Transcript

paul	Hello, I am your Acebuddy
Acebuddy	Hello Paul, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
paul	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
paul	I'd like to report an Issue
Acebuddy	Please select an option!
paul	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
paul	We just got a complain about the server being slow and having "high latency" we want someone to check the resources a
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 Paul
paul	Hello Anurag
	how are you today
Anurag Sharma	I am good, what about you?
paul	I am doing great thank you
	I just wanted to add, from my original message
	there are 14 users logged in currently
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
paul	SundackLLC
	i dont have a user on the server, this was reported by the users, in this case the main user Jarett Sundack
	there are 14 users logged in right now
Anurag Sharma	Okay, allow me few minutes.
	Could you please confirm me your CID?
paul	CID72746
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the resources on the server.
paul	Thank you
Anurag Sharma	Paul as I can check the server has enough resources to work smoothly.
	I think the server needs a reboot.
paul	What the current uptime for the server?
Anurag Sharma	Its around 7 hours.
	As I can see there are active users on the server. If you want me to reboot the server now. Please ask them to save their v
paul	Unfortunately, rebooting the server is not an option right now
	And would it need a reboot with only 7 hours uptime
	it basicly just rebooted last night
Anurag Sharma	As I can check everything is working fine in the server.
	But as you are experiencing slowness on the server. I think rebooting the server could help.
	If that doesn't makes any changes we will move forward with something else.
	Please confirm how I can help you?
paul	as mentioned, the users are working on timesensitive tasks and a reboot will not be possible today
	not during working ohurs
	hours*

Anurag Sharma	I can totally understand you concern.
	And I deeply apologize for the inconvenience caused to you.
paul	Can you confirm if any user is uing more resource thatn others
	Any users doing heavy CPU tasks that might be slowing it down
Anurag Sharma	Okay, let me check that for you.
	As I can check from our resources monitoring tool. The CPU is spiking sometimes. I think that could be the reason of you c
	In order to resolve this issue. I will be adding the vCPU to the server for testing purpose.
	I believe you will observe the changes after that.
paul	Got it thank you anurag
	how long will taht take
	when i can ask teh users if they feel any changes
Anurag Sharma	Yes, you can ask the users to check after an hour.
paul	perfect
	i really appreciate your help
Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
paul	thst would be all ty
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.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

#72176 Cordi Brewer
Email: coverpro.cordi@gmail.com ☎ 8056464232
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: 25 Secs
City: OJAI
State: California
Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Cordi Brewer	Hello. I am trying to install a Web Connector and it says that it does not have permission to access QBKS
	I need to add an application for this I believe
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further.
	Also, the registered email for your account with us is : coverpro.matt@gmail.com
	And kindly provide the setup file location in the email to proceed with the installation.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Chat Transcript

Hello, I am your Acebuddy

Hello, I am your Acebuddy

Visitor Details

#72875 Daniel Twait

Email: dtwait@acmealliance.com ☎ 18476569601

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: 26 Secs

City: HIGHLAND PARK

State: Illinois

Country: UNITED STATES

Chat Transcript

Daniel Twait	Hello, I am your Acebuddy
Acebuddy	Hello Daniel Twait, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Daniel Twait	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Daniel Twait	I'd like to report an Issue
Acebuddy	Please select an option!
Daniel Twait	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Daniel Twait	Ongoing issue with connectivity to remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Daniel Twait	hi
Manish Singh	Hii Daniel
	I will surely help you with this issue.
Daniel Twait	thank you
Manish Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
Daniel Twait	I am the only user
Manish Singh	Alright
Daniel Twait	The most recent ticket number for this issue is 644737
Manish Singh	May I know what error code you are getting regarding the RDP connectivity.
Daniel Twait	attempting again now and will capture the error message
Manish Singh	Sure
	<i>9:11:14 PMDaniel Twait is sharing a file with you</i> <i>1_image.png - (Size:21.27 KB)</i>
Daniel Twait	Hello?
	are you still there

Manish Singh	Alright
	May I take the remote access of your local computer?
Daniel Twait	sure
Manish Singh	https://assist.acecloudhosting.com/join/4922961208
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
	Is there anything else I may help you with ?
	Thanks for your patience.
Daniel Twait	Not at this time. This really needs to not be an ongoing issue each time I attempt to login
	I appreciate your help tho. bye bye

Daniel Twait has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72923 jolai.clover
Email: jolai.clover@gmail.com 📞 85294261088
Department: Support(QB & App Hosting)
Operator: Rohit Kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 26 Secs
City: TUNG CHUNG
State: Hong Kong
Country: HONG KONG

Chat Transcript

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jolai.clover	Hello, I am your Acebuddy
Acebuddy	Hello Jolai.clover, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jolai.clover	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jolai.clover	I'd like to raise a Request
Acebuddy	Please select your request type.
jolai.clover	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
jolai.clover	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
jolai.clover	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jolai.clover	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
jolai.clover	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohit Kumar accepted the chat transfer request.</i>
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.
jolai.clover	Hi, I am asking your support team to email me two companies's QB data. However, the asked me "Could you kindly share more easily and provide you with the latest backup". I don't know where the paths?
Rohit Kumar	I will surely assist you with the same. Please provide me your business name.
jolai.clover	A
	Advectus
	I want to have "TecRetail Limited" and "TecRetail Pte Ltd", both companies QB data.
Rohit Kumar	Ok. Let me check this for you.

	May I take the remote access of your screen on server
jolai.clover	ok now
	Yes, please access
Rohit Kumar	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
	As discussed on the remote session you are now having your requested files (Edited)
jolai.clover	Here?
Rohit Kumar	yes
jolai.clover	No other issue now. Thank you.
Rohit Kumar	Is there anything else I may help you with ?
jolai.clover	That's all. Thank you so much.
Rohit Kumar	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks! Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) <i>Rohit Kumar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72663 Chad J. Carr

Email: chad@carrproductionsinc.com 📞 14025988577

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: 29 Secs

City: INDIANOLA

State: Nebraska

Country: UNITED STATES

Chat Transcript -----

Chad J. Carr	Hello, I am your Acebuddy
Acebuddy	Hello Chad Carr, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chad J. Carr	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chad J. Carr	I'd like to report an Issue
Acebuddy	Please select an option!
Chad J. Carr	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Chad J. Carr	I no longer have access to the original email that used when I set up the account and need reset the password.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Chad
Chad J. Carr	Hey Manish
Manish Singh	I will surely help you with this issue.
Chad J. Carr	Thanks. Let me know what info you need to get started,
	The original email was chad@ticketexpress.com
Manish Singh	As you don't have the access to the original email which is info@ticketexpress.com
	Kindly email us on support@acecloudhosting.com regarding the email change and we will send the ticket to the concerne
Chad J. Carr	Great! I will send an email later today.

Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
Chad J. Carr	We are.
	that is all for now.
Manish Singh	This message has been deleted
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72437 Kerry Durkin
Email: kerrydurkinpa@lynndurkinpa.com ☎ 7813781845
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 14 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Kerry Durkin	Hello, I am your Acebuddy
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
Kerry Durkin	hi there
Shubham Yadav	Hello kerrydurkin
Kerry Durkin	can you remote on now instead
Shubham Yadav	Sure
	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/8562945883
	Kindly Click on the link and open the downloaded file.
	As per remote session kindly provide Local computer's access
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shubham Yadav has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71886 jiang

Email: jiang@fldacpa.com ☎ 19548304509

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 48 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript -----

jiang	Hello, I am your Acebuddy
Acebuddy	Hello Jiang, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jiang	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jiang	I'd like to report an Issue
Acebuddy	Please select an option!
jiang	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jiang	I was trying to install Drake Software 2024, it requires Window Desktop Runtime as a prerequisite, but I was not able to in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
jiang	Hello Shubham.
Shubham Yadav	Hey jiang, how are you doing ?
	I will be surely assisting you with this. Kindly help me with your server name and user name?
jiang	Deming.myrealddata.net Username :- ZheJiang
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
jiang	Thank you.
Shubham Yadav	Jiang do you have admin rights on the server ?
jiang	I think so.
	but not sure, I just have it set up today.
Shubham Yadav	Kindly allow me 5 minutes to check the same.
	Can you please let me know what installation you are proceeding with ?

	Jiang are you there ?
jiang	yes
Shubham Yadav	Can you please let me know ?
jiang	No , it still not working.
	I have the Windows Desktop Runtime downloaded in Downloads folder.
Shubham Yadav	Can you please share the screen shot ?
	4:42:17 AMjiang is sharing a file with you 1_image.png - (Size:162.25 KB)
	Jiang we can download this from our end
jiang	Can you help me to install it? It won't allow me to do it.
Shubham Yadav	Sure jiang we will install the application
	and update you on mail once it's done
jiang	OK. Thank you so much.
Shubham Yadav	Yes jiang please also mention the application name.
jiang	Drake 2024 and Drake Accounting 2025
Shubham Yadav	Alright Please also mail this so that we can proceed further.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72979 Rebecca Garcia

Email: rgarcia@todayscpa.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 10 Secs

City: BELLAIRE

State: Texas

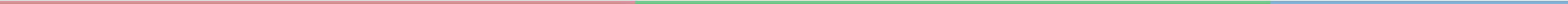
Country: UNITED STATES

Chat Transcript -----

Rebecca Garcia	Hello, I am your Acebuddy
Acebuddy	Hello Rebecca Garcia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rebecca Garcia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rebecca Garcia	I'd like to report an Issue
Acebuddy	Please select an option!
Rebecca Garcia	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Rebecca Garcia	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Rebecca Garcia	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
Rebecca Garcia	645887
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Rebecca
Rebecca Garcia	645873
Shashwat Verma	Kindly allow me two minutes to check the same.

Rebecca Garcia	this is my case number
	thanks
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me 2 mins to do the required changes.
	May I take the remote access of your local computer?
Rebecca Garcia	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/3172890466
	Kindly Click on the link and open the downloaded file.
Rebecca Garcia	thanks give me one second let me make sure my team can also log in
Shashwat Verma	issue resolved on remote session by starting the services (Edited)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Sure
	Take your time
Rebecca Garcia	looks like they wont hop on anytime soon
	so thank you
Shashwat Verma	Is there anything else I may help you with ?
Rebecca Garcia	thats it thanks
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Shashwat Verma has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72268 Jennifer Weyna
Email: jennifer.weyna@onfloor.com
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 8 Secs
City: TULSA
State: Oklahoma
Country: UNITED STATES

Chat Transcript

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

Jennifer Weyna	I can't connect to my remote desktop, it says there is an error
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Jennifer
Jennifer Weyna	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?
Jennifer Weyna	Server name is Onfloor.myrealdata.net and user name is Jennifer.We@myrealdata.net
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
Jennifer Weyna	sure!
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Jennifer Weyna	okay
Anurag Sharma	https://assist.acecloudhosting.com/join/3672159595
	Kindly paste this link in the browser of local computer and join the session.
	The issue seems to be resolved now.
	Is there anything else I may help you with ?
Jennifer Weyna	No, all good, thank you!
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Anurag Sharma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72229 asajwani
Email: asajwani@gmail.com 📞 416-319-6811
Department: Support(QB & App Hosting)
Operator: Varun Bisht
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 12 Secs
City: THORNHILL
State: Ontario
Country: CANADA

Chat Transcript

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

Varun Bisht	Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht. I will be assisting you today.
asajwani	Hi Varun
	I am trying to rdp to ras1 and it is asking contact Administrator
Varun Bisht	I will surely help you with this issue.
	May I know your account name please so that I can fetch the account details
asajwani	never mind, it is working now
Varun Bisht	Great!
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Varun Bisht has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72743 mandrei

Email: mandrei@baeumler.ca 📞 4164559449

Department: Support(QB & App Hosting)

Operator: Acebuddy

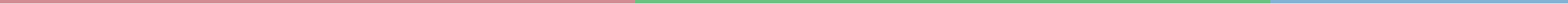
Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: BURLINGTON
State: Ontario
Country: CANADA

Chat Transcript

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

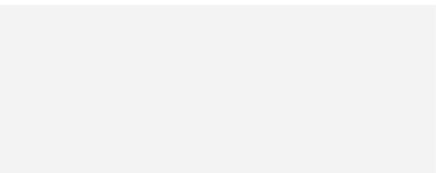
#72682 Joan Hail
Email: joanie@kr-cpa.com ☎ 9132203414

Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 7 Secs
City: BELTON
State: Missouri
Country: UNITED STATES

Chat Transcript

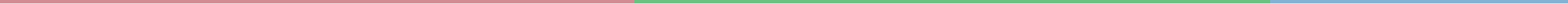
Joan Hail	Hello, I am your Acebuddy
Acebuddy	Hello Joanie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Joan Hail	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joan Hail	I'd like to report an Issue
Acebuddy	Please select an option!
Joan Hail	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Joan Hail	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Joan Hail	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
Acebuddy (bot) forwarded the chat request	
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 Joanie
Joan Hail	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?

Joan Hail	Its trying to open again
	now its saying you are initiating a server reboot
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Could you please share me your server name?
Joan Hail	QbnxtPro1.myrealddata.net
	the server screen seems to be frozen again so I just exited the server
Anurag Sharma	Okay
	Please allow me 2-3 minutes to check the same.
Joan Hail	okay
Anurag Sharma	Could you please confirm me your CID and username?
Joan Hail	where do i find the cid
Anurag Sharma	You can find that in your invoice
	Or you can send your company name as well. (Edited)
Joan Hail	PTM Engineered Construction and I don't see anything on the invoice labeled CID
Anurag Sharma	Thank you for the information.
Joan Hail	user is PTMU.NPro1 if that helps
Anurag Sharma	I have scheduled a server reboot as other users were also facing this issue.
	Please try to access the server again in 2 minutes to check if the issue is now resolved.
Joan Hail	okay
Anurag Sharma	Please confirm if the issue is now resolved.
Joan Hail	seems to be working now
Anurag Sharma	Glad to know.
	Is there anything else I may help you with ?
Joan Hail	not today thank you
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Joan Hail	sure
Anurag Sharma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)



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

Anurag Sharma has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72072 dritz
Email: dritz@saratogaconstruction.net 📞 5185870100
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: 33 Secs
City: CLIFTON PARK
State: New York
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
dritz	I can not log on from home because Windows Security wants my password. I put it in and it won't work
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
dritz	ok
Manish Singh	I will surely help you with this issue.
	May I take the remote access of your local computer?
dritz	yes
Manish Singh	https://assist.acecloudhosting.com/join/3512781107
	Prior providing the access, I would suggest you to close any important documents at your end.
dritz	ok done
Manish Singh	We are unable to see your screen.
dritz	now?
Manish Singh	Its all blank
	Is your Internet connection working fine? (Edited)
dritz	yes
	it says waiting to connect
Manish Singh	Let's wait for 2 minutes if the issue persists then I will share another link for us to connect regarding the issue.
dritz	ok
	<i>6:27:43 PMManish Singh is sharing a file with you</i> <i>image.png - (Size:30.68 KB)</i>
Manish Singh	Are you using any VPN service?
	https://assist.acecloudhosting.com/join/7062336453
	Kindly try with this link.
dritz	done
	it says your name
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
dritz	ok
Manish Singh	Seems like your password is expired.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur

	Also, the registered email for your account with us is : dritz@saratogaconstruction.net
dritz	it usually says that
	correct
Manish Singh	Kindly email us so that we can help you with this issue.
	Is there anything else I may help you with ?
dritz	email to send it to?
	what email do I send it to?
Manish Singh	support@acecloudhosting.com
	Regarding the password reset of user debbie.
	Is there anything else I may help you with ?
	Are we still connected here?
dritz	yes I just sent the email
Manish Singh	We will share the new password within the email.
dritz	ok
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback on your experience. We value your input and will use it to improve our services. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach out to our support team at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
dritz	thanks

Manish Singh has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details



#71984 Michael Melton

Email: mmelton@4unitedsystems.com 📞 12172280315

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: QUINCY

State: Illinois

Country: UNITED STATES

Chat Transcript -----

Michael Melton	Hello, I am your Acebuddy
Acebuddy	Hello Mmelton, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Melton	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Suneetha Barre accepted the chat transfer request.</i>
Michael Melton	Sage will not run
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?
Michael Melton	I see a QB Quickbooks reset, but nothing for Sage
Suneetha Barre	I will surely assist you on this Kindly confirm your business name
Michael Melton	Sage will not run. We have this problem often. United Systems, Inc. Quincy, IL
Suneetha Barre	Thank you for sharing details with us.
	Kindly allow me to transfer this chat to concerned team
	<i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Michael Melton	Also, RDP is not installing properly. I am having to run the .net flie I downloaded yesterday. Is that normal? Usually Remote desktop would be shown in programs.

Sharath Kumar	Helo Michael, let me quickly sign onto the server and try opening Sage
Michael Melton	Main problemis that Sage accounting will not run
Sharath Kumar	I'll get to your RDP issue shortly
Michael Melton	says cannot be started
Sharath Kumar	I am on the server and also getting the same error
	Michael, we will have to restart the server
	Please let me know if you have anything to save on the server before I restart it
	Are we still connected here?
Michael Melton	yes
	please restart
	why does this happen? Can we restart? What if this happens outside of normal hours?
Sharath Kumar	we are here 24*7
	you can call/email or initiate a chat anytime
Michael Melton	ok
Sharath Kumar	This could most probably happened due to service not started properly
	let me restart the server and check if that resolves your concern
	I see you disconnected, now restarting the server
	Please sign in after 2 minutes
Michael Melton	ok
Sharath Kumar	Michael, could you sign in now and let me know if you are able to open Sage
	Are we still connected here?
Michael Melton	yes
	it is working
	What about the rdp?
	It runs if I click on it, but I cannot get it to work as a pinned app
	Is this a change or something wrong?
Sharath Kumar	It should run even when Pinned
	so when you click on it, what happens then?
	my suggestion is to right click on the pinned RDP app, and then select the server you want to connect to
	that should do it
	Are we still connected here?
Michael Melton	yes

Sharath Kumar	would you like to try the aforementioned workaround for launching RDP
Michael Melton	It works
	Looks like there is a new Sage to install
Sharath Kumar	alright, working on it
	Michael, could you close Sage 50 so that I can update it
Michael Melton	done
Sharath Kumar	thank you
	installation is in progress
Michael Melton	I assume it will need to upgrade the database. Is that something I will doe?
	do?
Sharath Kumar	unfortunately, I am not familiar with its database settings
	for all other companies, the application update is what I have done since the users do not have the administrator access
	Installation of the update was successfully completed.
Michael Melton	ok thanks
	signing off thanks for your assistance.
	Have a great day/night.
Sharath Kumar	My Pleasure, Sir. Wishing you a good day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a link to our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Michael Melton	it still says sage 2024
	Do I need to do something?
Sharath Kumar	one moment please
Michael Melton	It did not ask to upgrade the database either
Sharath Kumar	This is the update that the application has received - Sage 50 US R2024.0.1 Update
	my apologies the update is - February 2025 Sage 50 Payroll Solutions Update - R2024
	so it appears this was a payroll related update and <u>not</u> an Upgrade
Michael Melton	so you still need to do more?
	OK.. Thank you. We don't use the payroll.

Sharath Kumar	I have checked again but the application is not showing any upgrade that is pending
Michael Melton	OK. Thanks.
Sharath Kumar	welcome, anything else that I may assist you with?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing Ace cloud Hosting. You have good day. (Edited)
Sharath Kumar has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72907 Clay Lomax
Email: claylomax@gmail.com 📞 19162762529
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: 18 Secs
City: RICHMOND
State: California
Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Clay Lomax	I'd like to report an Issue
Acebuddy	Please select an option!
Clay Lomax	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Clay Lomax	Can't login
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Clay
Clay Lomax	Hello. I was on cloud earlier =, I got disconnected and now I can not get back in. I didn't change anythingQBNXTPRE1, Lor
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
Clay Lomax	Yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/5232664012
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
	issue resolved on remote session by configuring the gateway
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72898 FCG
Email: fcg@fcgincgroup.com
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 48 Secs
City: WICHITA
State: Kansas
Country: UNITED STATES

Chat Transcript

FCG	Hello, I am your Acebuddy
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Are we still connected here?
FCG	i will call because this chat is not solving my problems
Sharath Kumar	Hi Chris, could you please let me know your concern
FCG	The connection worked this morning but it will not connect this afternoon.
Sharath Kumar	alright, and what is the error message that you receive? A screenshot will be really helpful
FCG	look at ticket number 645299 and it will explain the issue. all i get is The logon attempt failed
Sharath Kumar	Sure Chris, allow me 2 minutes to look into it
	Alright Chris, I see your email now sent from fcg@fcgincgroup.com
FCG	yes
Sharath Kumar	allow me two more minutes and I am sending you the password via email
	Chris, My colleague just shared with you the new password
	could you please confirm and let me know if you are able to sign in with it
	Are we still connected here?

	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Sharath Kumar has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72218 Cindy Holloway
Email: qualityquicktaxoffice@gmail.com ☎ 13346460662
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: 43 Secs
City: VALLEY
State: Alabama
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Cindy Holloway	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Cindy Holloway	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Cindy Holloway	I have backed up the file from Drake USB drive. I know the file is there. When I go to the server to restore the file is not th followed the instructions you emailed me exactly.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Cindy
	Are we still connected here?
Cindy Holloway	yes
	I see at the bottom of the screen a Drake emblem in orange, They are normally in blue.I can see the blue one beside it.
Anurag Sharma	Okay
	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?
Cindy Holloway	Give me one second please
Anurag Sharma	Sure, please take your time
Cindy Holloway	The Username is CID73732
	Where do I find the server ID?
Anurag Sharma	Thankyou for the information.
Cindy Holloway	Is it my client ID?
	<i>10:09:12 AMAnurag Sharma is sharing a file with you</i> <i>image.png - (Size:9.26 KB)</i> <i>Please confirm your username</i>
Anurag Sharma	Yes, it is.
Cindy Holloway	The one that is CynthiaHolloway
Anurag Sharma	Thankyou
	May I take the remote access of your server?
Cindy Holloway	

	Yes that is fine
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Cindy Holloway	Ok they are closed
Anurag Sharma	Please accept the remote session request on the server.
	I need to take the remote access of you local computer. Please confirm if I can take the session?
Cindy Holloway	Yes that will be fine
Anurag Sharma	Thankyou for the confirmation. I would recommend you to close any important document at your end before joining the s
	https://assist.acecloudhosting.com/join/7512513977
	Kindly paste this link in the browser of local computer and join the session.
Cindy Holloway	Can you sends me that on my desktop? I am on my laptop
Anurag Sharma	Are you talking about the files?
Cindy Holloway	The link
	Oh do you need to see the file I am trying to restore?
Anurag Sharma	I could have but I need to check that file on your local computer.
	Yes, I need to check those. Please try to copy the above shared link on your local computer's browser so that we can get c
Cindy Holloway	Ok I still have the USB in the desktop.should I take it out
Anurag Sharma	I will inform you if there is a need regarding that.
	But before that, please confirm once you are connected on the remote session.
Cindy Holloway	Ok do you want me to just tell you?
	lol
	If so that is fine.
Anurag Sharma	Actually, I need to check from your local device if the file transferring is going correct or not.
Cindy Holloway	Yes I thought so. I can not be on Hosting and the local at the same time can I?
Anurag Sharma	Yes, you can be on both sides.
Cindy Holloway	Oh Ok
Anurag Sharma	Before that, have you tried to transfer your files using Wetransfer?
Cindy Holloway	No
	I do not know what that is>
Anurag Sharma	Okay, I will help you with that.
	Actually, we can now easily transfer files from on end to another using WeTransfer.
	https://acecloudhosting.wetransfer.com/
	You just have to paste this link on the browser of the device from which you want to import the files.

	This website will help you with the creation of a link. Which you can easily paste on the browser of the server to downloac
	One special thing is that, it is totally safe and free to use.
Cindy Holloway	How can I get to the link if I am on my desktop? The link would need to be on my desktop right?
	Laptop
Anurag Sharma	Yes, there is no problem if you don't have the link.
Cindy Holloway	Did you want me to do that on my laptop?
Anurag Sharma	On the desktop (where your files are stored). You can open the browser and just type "acecloudhosting.wetransfer.com"
Cindy Holloway	ok
Anurag Sharma	A website from ACE will open. Then you just have to follow some instruction and your data will be converted in the form o wherever you want.
	After this chat, I will also share an SOP to you. Which will guide you more clearly with this.
Cindy Holloway	So i would use the link on the laptop then would I have to back up that data?
	To take it to the desktop?
	I have a big red screen that say's Dangerous Site
Anurag Sharma	Yes, you got it right.
Cindy Holloway	On the desktop
Anurag Sharma	Just ignore that. It's secure to use as it is developed by ACE.
Cindy Holloway	Ok
Anurag Sharma	For your reference. I will also be sharing an SOP to you which will guide you with the use of WeTransfer.
Cindy Holloway	Ok
Anurag Sharma	I will attach the SOP in the attachment of the mail which I will send you after this chat.
Cindy Holloway	I do not know what a SOP is. Oh ok I see.
Anurag Sharma	I am sorry. SOP stands for Standard operating procedure . Which includes step by step guidance for the use of WeTran
Cindy Holloway	Ok
Anurag Sharma	I hope I have helped you with all your queries.
	Is there anything else I may help you with ?
Cindy Holloway	No that should be all. So after I backup the wet transfer I restore it in Drake like I normally do?
Anurag Sharma	Thankyou so much for the confirmation. Actually, WeTransfer helps us in moving the files from one device to another. So y can use that link to restore that data on the server.
Cindy Holloway	Ok thank You.
Anurag Sharma	You will be more cleared when I will send you the SOP after this chat on email.
Cindy Holloway	Ok great.

Anurag Sharma	If in case there is any doubt, you can surely reach out to us on call. This is our direct helpline number Phone: 1-888-415
	Please confirm if we can end this chat session now.
Cindy Holloway	Ok thank you so much.
	Yes we can end this chat.
Anurag Sharma	Thankyou so much for the confirmation.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Anurag Sharma has ended this chat session</i>



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72672 Ahitophel Igama
Email: phel@bdsmithfinancial.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: MAWACAT
State: Tarlac
Country: PHILIPPINES

Chat Transcript

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

Chat Transcript

Hello, we were told by you guys to log off our ser
please tell me why and for how long?

Visitor Details

#71920 shreen

Email: shreen@soleilfloors.com ☎ 15122180400

Department: Support(QB & App Hosting)

Operator:

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 57 Secs

City: ROUND ROCK

State: Texas

Country: UNITED STATES

Chat Transcript

shreen	Hello, we were told by you guys to log off our server. Can you please tell me why and for how long?
Riten	Thank you for contacting ACE. My name is Riten. I will be assisting you further.
	Hi Shreen, let me connect you to the support team to guide you better!
shreen	thank you
	<i>Riten is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Shreen, please confirm your business name that is registered with ACE.
shreen	Soleil Floors
Sharath Kumar	let me quickly check what is going on, one moment please
shreen	thank you
Sharath Kumar	Jonathan reported an issue regarding server slowness.
shreen	Yes, but why did that shut the rest of us down?
	and can we log back in?
Sharath Kumar	absolutely
	Jonathan mentioned that his colleague was also having the same issue
	therefore, we had to reboot the server
	could you sign back in and let me know if the issue still persists
shreen	Okay, thank you. Tayler and I were not having problems. So, I'm not sure who else was having issues.
	We will let you know if the problem persists. Thanks again
Sharath Kumar	you're welcome. Anything else that I may assist you with?
shreen	No thank you
	good bye
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback on your experience. We value your feedback and will use it to improve our services. 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 response. You can reach out to me at support@acecloudhosting.com or quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72416 kkinsley
Email: kkinsley@travelerschampionship.com
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 27 Secs
City: WATERTOWN
State: Connecticut
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
		Was that helpful?
	kkingsley	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you furth
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Yadav accepted the chat transfer request.</i>
	Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting yc
		I will be surely assisting you with this. Kindly help me with your server name and user name?
	kkingsley	Travelers Championship
		2023
	Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
		Katie since when are you facing the issue ?
	kkingsley	I tried to login to QB and the screen froze. This is the second time this has happened for me to
	Shubham Yadav	Katie, have you noticed if any specific action is causing QuickBooks to freeze?
	kkingsley	After logging into QB and it starts to load it freezes right after that point
	Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
		Katie as I can check Quick Books needs to updated.
	kkingsley	ok
	Shubham Yadav	We will update the QB in night hours as users are logged in right now.
		Please try to login again into the QuickBooks
	kkingsley	ok i am in
	Shubham Yadav	Thanks for the confirmation.
		We will update the QB in night hours and will update you over the mail.
		Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initiate the chat or assistance is required.
		<i>Shubham Yadav has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72711 Fenil Shah
Email: tax@sktaxaddison.com ☎ 8473508121
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: 46 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

		<ul style="list-style-type: none">• License Number• Product Code
		Generally, application upgrades are completed during the night hours to avoid any downtime. processed at a specific time.
		Do you need any further assistance on the topic?
	Fenil Shah	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you t
	Fenil Shah	if i schedule this update at 1:30 Am Ist on 19th of february 2025 , will i be needed to do some the time o fupdate?
	Manish Singh	I will surely help you with this issue.
		May i know which application update you would like us to perform?
	Fenil Shah	quickbooks
		i just need to know that will there be any requirement of my presence or you would do this up
	Manish Singh	We can take care of the update for you, but as I can check there are 3 QuickBooks version on the update for?
	Fenil Shah	for all the servers i want this update for from quickbooks 2023 to 2024
	Manish Singh	Alright as we can check there is QB Premier Accountant 2023 on server SKTaxAddison1.myrea SKTaxAddison3.myrealdata.net which you need to update on 19 February at 1:30 AM IST
		We have noted your request and inform you via email once done.
	Fenil Shah	also want update on other servers from Qb premier accountant plus 2023 to 20224
		2024*
	Manish Singh	You want the upgrade from 2023 to 2024 or update the application?
	Fenil Shah	update 2023 to 2024
	Manish Singh	Alright we have noted your request and will update the application for you on all server.
		Is there anything else I may help you with ?
	Fenil Shah	no thanks
	Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regardin and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can know I may send your feedback at quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by registering on our Selfcare

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73154 assembly
Email: assembly@rortax.com
Department: Support(QB & App Hosting)
Operator:
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 56 Secs
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript

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

	assembly	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representi
	assembly	Lacerte 2024 needs an update. Would like to know how long it would take to update.
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you
	assembly	Hi Sharath
	Sharath Kumar	Hello there, Lacerte's latest update won't let us update the application unless signed in
		as a workaround I can provide you with the appropriate access on a temporary basis to updat
	assembly	Oh, I see. That would be fine! Actually, I will have to reach back out in a couple of hours to do
		Sorry! Don't mean to waste your time
	Sharath Kumar	that is not a problem at all
	assembly	I will reach back out soon.
	Sharath Kumar	anything else that I can assist you with in the meantime
		You may end this chat now. Once you end this chat, you will receive an email from us regardin and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can know I may send your feedback at quality@acecloudhosting.com. Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfcare
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebas
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72574 n.ahmed

Email: n.ahmed@innercircle.cpa ☎ 9901023289

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 12 Secs

City: BANGALORE

State: Karnataka

Country: INDIA

Chat Transcript -----

n.ahmed	Hello, I am your Acebuddy
Acebuddy	Hello Nawaz Ahmed R, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
n.ahmed	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
n.ahmed	I'd like to report an Issue
Acebuddy	Please select an option!
n.ahmed	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representi
n.ahmed	Un
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Sharath Kumar accepted the chat transfer request.
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you
n.ahmed	We are unable to use Ultra tax software after we have successfully reset the password
	2024 ultra tax software opens and we get message as not responding
Sharath Kumar	Understood. Nawaz could you please let me know your server name
n.ahmed	How do u check that. If you can help I'll tell u
	I'm currently logged in to RDP
Sharath Kumar	no problem, I actually checked and found that your server name is ICAdvisors

		I am connecting to it right now
	n.ahmed	Yes it's ICAdvisors
		Ok
	Sharath Kumar	I just signed into the server and the application loads up fine for me
	n.ahmed	Check ultra tax software 2024
		If u want I can login and try
	Sharath Kumar	yes, that is what I have
	n.ahmed	Can I login?
	Sharath Kumar	please do
		in the meantime, I will check the permissions of users for Ultra Tax
	n.ahmed	Great
		<i>11:13:42 PMn.ahmed is sharing a file with you</i> <u>17395549861365831169351118653265.jpg</u> - (Size:2.65 MB) <i>See the top message that says not responding</i>
	Sharath Kumar	yes, I do
		this comes after you sign in with your credentials?
	n.ahmed	So after this step it's stuck here and nothing happens after this
		Yes
	Sharath Kumar	may I ask how you reset the password for Ultra tax
	n.ahmed	When we open ultra tax. Thomson Reuters page opens up for signing in
		In that we used re-set password option as old password was not working
	Sharath Kumar	got it, could you check and confirm that you are able to access PDF files
		I checked about the ultra tax issue and found that this particular issue with UltraTax could be resolved
	n.ahmed	We can open pdf file
		Via Adobe
		What next
	Sharath Kumar	ok, good to know that it works
	n.ahmed	Ok
	Sharath Kumar	I see quite a few users logged in on the server
		would it be okay to restart the server after giving a heads up to the users (Edited)
	n.ahmed	We are 4 in the team. Try to use
		Yes please go ahead

	Sharath Kumar	there are more than 4 users currently using the server
	n.ahmed	Give me 2min let me check
	Sharath Kumar	sure, thank you
	n.ahmed	Meanwhile I need another help
	Sharath Kumar	Sure, tell me
	n.ahmed	a.chavan@innercircle.cpa s.ojha@innercircle.cpa m.ubale@innercircle.cpa
		For these id we want to password to login to outlook
		So that we can reset ultra tax password
		The password link shared by ACE is expired
		We are getting this message now
		<i>11:27:25 PMn.ahmed is sharing a file with you</i> 17395558290982961384208908734214.jpg - (Size:1.46 MB)
		They are my team members
	Sharath Kumar	got it, let check a couple of details
	n.ahmed	Ok
	Sharath Kumar	where exactly is this error coming up
	n.ahmed	For this 3 id is mentioned we have not setup outlook in RDP
		No when we are try to reset ultra tax password the password rest email goes to these email ic
		But to setup outlook we need password which we received from your team in this email
		<i>11:32:18 PMn.ahmed is sharing a file with you</i> 17395561240964480311486574963500.jpg - (Size:1.06 MB)
		Password link in this is expired
		So we are unable to reset password for ultra tax for these 3 id's
		Did u get the issue correctly?
	Sharath Kumar	apologies for the delayed message, I was looking for some details
	n.ahmed	Np
	Sharath Kumar	it appears this is to be handled with a separate team
	n.ahmed	1st issue or 2nd issue
	Sharath Kumar	I will get you connected to them once the Ultra tax issue is resolved
		for the outlook passwords you need
		that will be handled by the MSP team
	n.ahmed	Ok
		I'm waiting for permission to tell you yes for restarting ultra tax

	Sharath Kumar	Thank you
	n.ahmed	Can u fix time to restart ultra tax
		Our team wants u to restart later not now.
	Sharath Kumar	absolutely, whatever time you are comfortable with
	n.ahmed	I'm asking them the time give me a min
		9pm eastern time
	Sharath Kumar	sure, could you send in an email request for restarting the server to support@acecloudhosting
	n.ahmed	Sure I will
	Sharath Kumar	that is because once I transfer the chat to MSP team, it will be tough for me to follow up with :
	n.ahmed	Np
	Sharath Kumar	do mention in your email that this is due to Ultra tax issue
	n.ahmed	Can u make sure when u transfer they know what is the issue
		Cannot type full story again
	Sharath Kumar	totally understandable, let me speak to them before I get you transferred
	n.ahmed	Thanks man. You are excellent
	Sharath Kumar	Alright Nawaz, I have summarized the issue to the MSP team
	n.ahmed	Ok
	Sharath Kumar	and they will help you with new credentials
	n.ahmed	Great
	Sharath Kumar	anything else that I may assist you with before I get you transferred to the MSP team
	n.ahmed	No nothing u have been of great help
	Sharath Kumar	my pleasure, transferring now
		you have a good rest of your day
	n.ahmed	U to
		<i>Sharath Kumar is transferring the chat to VDI/DaaS Support.</i>
		<i>Pradeep Kumar accepted the chat transfer request.</i>
	Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep. Please allow me a moment to
	n.ahmed	Sure
		If u can do it fast it will be great i have been here from sometime
	Pradeep Kumar	Thank you for your patience. As I have checked you need to reset the Office 365 password for a.chavan@innercircle.cpa s.ojha@innercircle.cpa m.ubale@innercircle.cpa ".

	n.ahmed	Correct
		What next
	Pradeep Kumar	Can you please confirm me if you have any IT Ticket for the Outlook password reset as we need to proceed for the password reset.
	n.ahmed	We do not
		If you want I can reply on the initial email and request for the same
		In which we got the password link
		That is expired now
		Can u please reply soon
	Pradeep Kumar	I would like to inform you that in this case, we kindly request you to provide the account owner's details as the account is currently in closed status.
	n.ahmed	Ok i will request the owner to approve
		And we also need ultra tax password for these 3 id's also
		What is the process for that
	Pradeep Kumar	Sure let me transfer the chat now to the concerned team as we are from MSP and your UltraTax account is not active.
	n.ahmed	Man please do it fast
	Pradeep Kumar	Sure,
		<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>
		<i>Shashwat Verma accepted the chat transfer request.</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
		Hello Nawaz
	n.ahmed	Hi
	Shashwat Verma	Let me check your responses
		Kindly allow me two minutes to check the same.
	n.ahmed	Ok
	Shashwat Verma	Nawaz, currently you have issue with Ultra tax login then?
	n.ahmed	Yes we are not able to reset password for the above mentioned 3 ids
		Because the password reset link is going to outlook for which we again need password
	Shashwat Verma	Kindly allow me two minutes to check the same.
	n.ahmed	Ok
		<i>Shashwat Verma is transferring the chat to Sharath Kumar.</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Hello Nawaz, Sharath here!

	I spoke to the MSP team regarding your outlook concern
n.ahmed	Ok
Sharath Kumar	what they have mentioned is that an email request from the account owner, i.e. Gregory or Ar
n.ahmed	I spoke to Andrew he wants email from you guys
	He will approve
	Once u send email
Sharath Kumar	I understand your situation; however, since this request is necessary, it must be submitted by
n.ahmed	Sure I will send email asking Andrew to approve
	What should I mention and I need your email id
Sharath Kumar	send your request to this email - vdisupport@acecloudhosting.com and mention the usernames that need password reset for Outlook as their password has been
n.ahmed	Ok
Sharath Kumar	anything else that I can assist you with?
n.ahmed	Nothing thank you
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regardin and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know I may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebas
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72410 James Asplund

Email: jasplund@alcpnw.com 📞 12146047272
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 22 Secs
City: DAMASCUS
State: Oregon
Country: UNITED STATES

Chat Transcript -----

James Asplund	Hello, I am your Acebuddy
Acebuddy	Hello Jasplund, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
James Asplund	Billing
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aditya Seth accepted the chat transfer request.</i>
Aditya Seth	I'm your Ace Buddy. I'll be happy to assist you!
	My name is Aditya, I will assist you today
James Asplund	Hello Aditya - I think you may have been who I chatted with a week ago so that helps! I was a: Colin.A@myrealdata.net to ALCPNW3@myrealdata.net (to match the rest of our user naming) and it would take 24-48 hours to show up on my dashboard, but it still has not changed. I don't know myself - what needs to happen for that?
Aditya Seth	Yes Jasplund.
	We have transferred your concern with our support department, and they have already sent you an email.
	Kindly check your email.
James Asplund	I don't see anything there. Someone sent me a reply asking for me to verify my info and with the portal which is name and contact info for a user, but not of that changes the login name.
Aditya Seth	For more clarity we will be transferring this chat to our support department.
	<i>Aditya Seth is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you
	Hello

	James Asplund	hi
	Shashwat Verma	I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
		It is to inform you that we cannot change the username, but in place of that we can replace th you).
		We assure you that we'll transfer all its data and settings accordingly.
	James Asplund	Got it. We haven't been using that account yet pending the login change so no data at risk wil take?
	Shashwat Verma	We 'll do the needful in 2hrs, once we are done, will email you accordingly
		Kindly share the contact number and email address associated with the user, also please shar for ALCPNW3@myrealdata.net
		Are we still connected here?
		Are we still connected here?
	James Asplund	so sorry
		someone walked into my office
	Shashwat Verma	No problem
		Kindly share the above mentioned details
	James Asplund	User info is as was on the previous account: First Name = Colin Last Name = Allenbrand Emai = 503-860-8853
	Shashwat Verma	Thanks for the details
		We'll update you soon.
		Is there anything else I may help you with ?
	James Asplund	No, all good on just that. Thank you!
	Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regardin and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can know I may send your feedback at quality@acecloudhosting.com. Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfcare
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebas
		<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

I can't log on. It gives me error code 0x300000d a error code 0x0.

Visitor Details

#72300 Cindy Palmer
Email: cindy@rdesvcs.com 📞 513-616-2661
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/?s=0x300000d&post_type=knowledgebase&kb_search_nonce=95d78fec40&_wp_http_referer=%2F%3Fs%3D0x0%26post_type=knowledgebase
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 23 Secs
City: FAIRFIELD
State: Ohio
Country: UNITED STATES

Chat Transcript

Cindy Palmer	I can't log on. It gives me error code 0x300000d and extended error code 0x0.
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
	Hello Cindy!
	May I confirm your registered company name or your server name with us? (Edited)
Cindy Palmer	Company is RDES Inc.
	I have changed my password and that did not help
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you further.
Cindy Palmer	okay
Manish Singh	I will surely help you with this issue.
	May I take the remote access of your local computer?

	Cindy Palmer	yes
	Manish Singh	https://assist.acecloudhosting.com/join/9692902578
		Prior providing the access, I would suggest you to close any important documents at your end
	Cindy Palmer	done
	Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the ren hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on
		Is there anything else I may help you with ?
	Cindy Palmer	no, that was it.
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicki
		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 regardin and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can know I may send your feedback at quality@acecloudhosting.com. Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfcare
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebas
	Cindy Palmer	I will and you have a good day as well.
	Manish Singh	You too Cindy.
		<i>Manish Singh has ended this chat session</i>

