

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80002 Charles Xavier

Email: support@coretechs.it ☎ 2259007448

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: 23 Secs

City: BELLA VISTA

State: Panama

Country: PANAMA

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	Reporter, Casey Keel: "There was a critical fix during the update that was never addressed, we cannot process customer p and spins"
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Charles Xavier	"This is also preventing us from sending emails from QB as well"
<p><i>Manish Singh accepted the chat transfer request.</i></p>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Charles Xavier	thank you
	Server name: CD Services Group User: ALL Report coming from: Casey Keel, main POC
Manish Singh	Regarding the QuickBooks Intuit login issue. We would like to inform you that multiple users have reported a similar issue coordinating with Intuit Support to investigate and resolve the matter. We will keep you updated and share further information as soon as we receive it.
	And regarding critical update issue let me assist you now.
	We have made the required changes regarding critical update issue, kindly log in again and let us know.
Charles Xavier	any ETA for solution on this?
Manish Singh	We will inform you as soon as we get the update we are in touch with the Intuit.
	We will inform you via email regarding the matter.
Charles Xavier	thank you
Manish Singh	Is there anything else I may help you with ?
Charles Xavier	not at the moment
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 summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation and feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79919 Lee K

Email: management@midwaycm.com **Phone:** 18479713301

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: DARIEN

State: Illinois

Country: UNITED STATES

Chat Transcript

Lee K	Hello, I am your Acebuddy
Acebuddy	Hello Management, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lee K	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lee K	I'd like to report an Issue
Acebuddy	Please select an option!
Lee K	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Lee K	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lee K	can't export from quickbooks into excel
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Lee K	memory limitation error
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Lee K	Hi I am not able to export from Quickbooks into Excel
	I get warnning that there is memory limitation

Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible. Could you please confirm your user name so that I can assist you accordingly? Are we still connected here?
Lee K	Are we still connected here? Hi yes user name is LeeK.q14
Anjainay Singh	Please allow me two minutes so that I can check it at my end and provide you right access. Could you please confirm since when you are facing this issue? Could you please try again?
Lee K	yes it works now ! atulaly np no i get same warning your system might not have enough memory to use excel before i used to be able to export to worksheet now only option is CSV
Anjainay Singh	I understand your concern. Please logout from server and login back into server and try to export file and let us know if you are facing same issue.
Lee K	ok let me check
Anjainay Singh	Sure.
Lee K	yes it works now it exports let me make sure it opens
Anjainay Singh	Sure. Thankyou for your confirmation.
Lee K	it works thank you!
Anjainay Singh	Is there anything else I may help you with ? Are we still connected here?

As the issue has been resolved so we are disconnecting this chat.

Please also share your positive feedback by clicking on smiling emoji after this chat gets disconnect.

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

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79762 Christopher Facendola

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

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 54 Secs

City: RAMSEY

State: New Jersey

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
Christopher Facendola	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Christopher Facendola	I keep getting a ticket parameter error when starting Quickbooks where it does not connect to Avatax
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	Hello Chris, I will be surely assisting you with this. Kindly help me with your server name and user name?
Christopher Facendola	Ashutosh, I have had this issue ongoing for a long time now where Quickbooks give me a ticket parameter error.
	Nvm I got it to work but you need to look into this issue as it is ongoing for months now and no one seems to fix it.
	server is airmarketing.myrealdatal.net user is christopherf
	I need to end the chat now so I can go back to working, please do not reset the server.
Ashutosh Mishra	I apologize for the trouble you've experienced. I want to assure you that we are going to escalate this and take the necessary steps to resolve it.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78837 team

Email: team@infiniteaccountants.com **Phone:** 2125440001

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: ZAPOTE

State: Laguna

Country: PHILIPPINES

Chat Transcript

team Hello, I am your Acebuddy

Sanyam Madan is transferring the chat to Abhay Kumar Saraswat.

Abhay Kumar Saraswat accepted the chat transfer request.

Abhay Kumar Saraswat

Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.

Is this related to : **Infinite Accounting Services ?**

Are we still connected here?

team We can't still open a company file after trying the quick fix using quickbooks tool hub

Abhay Kumar Saraswat

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

team I'm trying the Qb Doctor to check the company file we can't open

Abhay Kumar Saraswat

I understood.

But if you could help me with the account name then I'll try to look into the issue.

team Sure. May you assist us again. The company file we are trying to open is Global Connect Trading LLC

2:45:15 AMteam is sharing a file with you

[1_image.png](#) - (Size:371.48 KB)

Still waiting to finish for the file doctor

Abhay Kumar Saraswat

Kindly allow me two minutes to check the same.

team Yes, go ahead. Thank you!

2:49:00 AMteam is sharing a file with you

[1_image.png](#) - (Size:441.17 KB)

it says it couldn't fix the file

Abhay Kumar Saraswat

I deeply apologize for the inconvenience caused to you.

I tried to check the details but couldn't get the details of the account.

Could you please confirm the server name?

Or the account/business name?

team Infinite Accounting Services

Abhay Kumar Saraswat

Thanks for the confirmation !

And to whom I'm speaking with?

team	from the Team
Abhay Kumar Saraswat	Okay.
	But could you please confirm the username by which you logged in on server, so I could take a remote session and assist
team	myrealdatalIASAdmin.NPRE
Abhay Kumar Saraswat	May I take the remote access of your server?
team	yes sure go ahead
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
	Could you please accept the remote session request?
team	will turn off the desktop
Abhay Kumar Saraswat	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	You have disconnected the server.
	Could you please login again on the server?
team	sorry should i let it open?
Abhay Kumar Saraswat	Yes.
	Could you please locate and open the desired file?
	I'm on the server.
team	ok sure
	<i>3:03:50 AMteam is sharing a file with you</i> <u>1_image.png</u> - (Size:21.28 KB)
Abhay Kumar Saraswat	okay, now please wait.
	Let me check from my end.
team	Thank you!
Abhay Kumar Saraswat	Kindly allow me two minutes to look into it.
	Could you please confirm me the exact folder location of this QB file?
team	sure
Abhay Kumar Saraswat	Kindly allow me few more minutes.
	I'm checking it from my end.
	Could you please try to login again on server?
team	okay

Abhay Kumar Saraswat	Thank you for your patience.
team	I've just sent a response on server as I need to restart this server from our end to look into this issue.
Abhay Kumar Saraswat	Thank you. Will wait once the reboot is done.
	Yes.
	I'll update you accordingly.
team	Thank you!
Abhay Kumar Saraswat	I've restarted the server.
	Allow me next 4-5 minutes to look into this.
team	okay. Should I open the desktop again?
Abhay Kumar Saraswat	Nope, not now.
	I'll let you know.
	Could you please log into the server?
	Are we still connected here?
team	ah yes. Should I open again?
Abhay Kumar Saraswat	Yes, please.
	I'm waiting to see you on server.
team	just mopen
Abhay Kumar Saraswat	Great.
	Please accept.
	I just sent you the remote request on server.
	Still facing the same error.
	Kindly allow me few more minutes to look into it.
	First I found the issue with the drive space. (Edited)
team	Noted. Thank you
Abhay Kumar Saraswat	I just need to know that when did you open this file last time?
team	They just only create the file today
Abhay Kumar Saraswat	Because it is not looking compatible with the QB version in which you are trying to open this file.
team	*only
	should we delete the file and try to create it again?
Abhay Kumar	

Saraswat	This message has been deleted
	Yes, please.
	It is not created properly.
	I tried to open the other files and those were opening easily.
team	Ok. Thank you. Will try to create again. Thank you for the assistance. Will ask an assistance if things happened again.
	will try to create again
Abhay Kumar Saraswat	Kindly allow me two minutes to inform you further details on this.
	Firstly, I would like to inform you that the earlier error was due to insufficient disk space. I temporarily added some space resolved. However, it now appears to be a file-related issue.
team	Noted for this.
Abhay Kumar Saraswat	Whenever we receive the new file from you, we'll test it again. If it works correctly, then you'll need to proceed with addir
team	is there a chance to upgrade the storage?
Abhay Kumar Saraswat	Yes, we have additional disk space plans.
	Would you like to know now?
team	I will ask our boss if the storage may still affect our files, will propose him for the storage upgrade. Will let you know once
Abhay Kumar Saraswat	Sure.
team	Thank you again Abhay for the assistance. Much appreciated.
Abhay Kumar Saraswat	My pleasure to assist you.
	Is there anything else I may help you with ?
	Are we still connected here?
team	No more but will seek assistance again once there are problems again regarding QB Desktop
	Thank you!
Abhay Kumar Saraswat	You're welcome.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79661 Ithan L

Email: ithan@ficomputing.com  6313193448

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Ithan L	Hello, I am your Acebuddy
Acebuddy	Hello Ithan, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Ithan L	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ithan L	I'd like to raise a Request
Acebuddy	Please select your request type.
Ithan L	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
Ithan L	I already have O365 license
Acebuddy	

As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windo

- O365 E3
- O365 E5
- O365 Apps for Enterprise

If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so v

If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one ment license from Ace.

Do you need any further assistance on the topic?

Ithan L No

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79398 Norma Moreno

Email: ctxconsultinginc@hotmail.com  17609568500

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 39 Secs

City: HESPERIA

State: California

Country: UNITED STATES

Chat Transcript

Norma Moreno Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
Norma Moreno	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Norma Moreno	I'd like to report an Issue
Acebuddy	Please select an option!
	Please specify the issue you are facing before I connect you to an available support representative!
Norma Moreno	Other Issue network keeps acting weird, and it keeps disconnecting
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Norma Moreno	hello
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
	<i>Sujeet Kumar Suman is transferring the chat to Yash Kalra.</i>
	hello
	<i>Yash Kalra accepted the chat transfer request.</i>
	hello
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
Norma Moreno	thank you!!
Yash Kalra	Hello Norma
Norma Moreno	i need help my network keeps disconnecting
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Norma Moreno	all the users cid 72524
Yash Kalra	Kindly allow me two minutes to check the same.
Norma Moreno	thank you
Yash Kalra	Please let me know if this issue occurring for all the users?
Norma Moreno	yes all users
Yash Kalra	Please stay connected while I am checking things from the backend.
Norma Moreno	ok
Yash Kalra	May I take the remote access of your local computer?

Norma Moreno	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
Norma Moreno	ok
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/1962978068
	Norma, we assisted you regarding logging issue. Is there anything else I may help you with?
Norma Moreno	the issue was the disconnecting, will that help? it keeps freezing, and disconnecting
Yash Kalra	Please allow me to take the remote access of your server?
Norma Moreno	once we are connected the networks slows down and disconnect all of us now its not opening the other user names yes connect please
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/2722477599
	Prior providing the access, I would suggest you to close any important documents at your end.
Norma Moreno	now is disconnecting me let me show you which one it is
Yash Kalra	Yes, please show me the issue.
Norma Moreno	it keeps disconnecting its only ace we have another network and we don't have any issues only ace cloud
Yash Kalra	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)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79608 Rhys Babich

Email: itpurchasing@oaks-construction.com  15852006987

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 27 Secs

City: ROCHESTER

State: New York

Country: UNITED STATES

Chat Transcript

Rhys Babich	Hello, I am your Acebuddy
Acebuddy	Hello Rhys Babich, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rhys Babich	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rhys Babich	I'd like to report an Issue
Acebuddy	Please select an option!
Rhys Babich	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rhys Babich	We have 1 user that is constantly being locked out, when trying to log into the remote desk top. The user is Kathleen@my
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Rhys Babich	are you able to see event viewer to see why she is being locked out

Manish Singh accepted the chat transfer request.

Manish Singh is transferring the chat to Sujeet Kumar Suman.

Sujeet Kumar Suman accepted the chat transfer request.

Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
Rhys Babich	Hello Rhys
Rhys Babich	Great! THanks for your help
Sujeet Kumar Suman	How are you doing today?
Rhys Babich	Doing well, just want the work day to be over
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
Rhys Babich	Thanks
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?
Rhys Babich	User Kathleen@myrealdata.net
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
Rhys Babich	thanks
Sujeet Kumar Suman	Thank you for your patience.
Rhys Babich	no prob
	<i>12:49:15 AMSujeet Kumar Suman is sharing a file with you image.png - (Size:23.36 KB)</i>
	<i>As checked on the server, Kathleen has been active since 11:36 PM. Could you please confirm if she is Yes yesterday she was locked out, and today she was locked out twice. so is she closing her connection without logging off? could that do it? because it looks like she is already logged in</i>
Sujeet Kumar Suman	Apologies for the delayed response. We are currently checking the issue from the back end and consulting with our senior team for further assistance.
Rhys Babich	Thanks.
Sujeet Kumar Suman	Could you please confirm the exact error message she is receiving? For example, is it something like "Your referenced acc from the server"?
Rhys Babich	she is not receiving any error. She tries to login. it does not say wrong password or anything, just asks for password again We look and her account is showing locked in the portal Was wondering if event viewer would show anything like if she was entering wrong password, or anything else
Sujeet Kumar Suman	The issue could be related to the RDP file. Also, could you please confirm when she last changed her password?
Rhys Babich	That may be the reason.

	earlier today we updated her RDP and changed her password, it is a complex password.
	What is the standard for your server? Would it lock her out if it was not complex enough?
Sujeet Kumar Suman	The issue seems to be caused by a conflict between her current password and an old, saved password.
Rhys Babich	ok, how do we fix?
Sujeet Kumar Suman	<p>We will need to take remote access of her local system, or alternatively, you can follow the steps below to resolve this issue:</p> <p>Right-click the RDP file and select "Show more options" , then click Edit .</p> <p>Go to the General tab.</p> <p>Under the Password section, click "Delete" to remove any saved credentials.</p> <p>Click Save to apply the changes</p>
Rhys Babich	I will follow the steps. She is outside the office, so it will be easier.
Sujeet Kumar Suman	Sure, please take your time (Edited)
Rhys Babich	Ok. let me try that. It may take a while to get in touch with her, can I get a ticket number to follow up?
Sujeet Kumar Suman	The ticket number will be generated once the chat session ends. I will send the ticket details to your email ID shortly. (Edited)
Rhys Babich	Great. I will follow up with results.
Sujeet Kumar Suman	Okay.
	Is there anything else I may help you with ?
Rhys Babich	not at this time, I will follow up
Sujeet Kumar Suman	Thanks for the confirmation !
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. You can send the feedback to 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/)

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

#79428 justin

Email: justin@lipinskilogging.com  18147151689

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: SLIPPERY ROCK

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79234 Kim Baumann

Email: office@midmechanical.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 23 Secs

City: WEST CHESTER

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Kim Baumann	Hello, I am your Acebuddy
Acebuddy	Hello Kim Baumann, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kim Baumann	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kim Baumann	I'd like to report an Issue
Acebuddy	Please select an option!
Kim Baumann	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kim Baumann	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kim Baumann	I am locked out of QB
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Kim
Kim Baumann	I believe I was just working with you on this issue, and we got disconnected. I
Sujeet Kumar Suman	Yes
Kim Baumann	My apologies, are you able to help me get back in?
Sujeet Kumar Suman	No. it's ok.
	I completely understand that you have multiple tasks to manage.
Kim Baumann	are you still looking in to this?
Sujeet Kumar Suman	Could you please provide your user ID so that we can check it from our end?
	<i>Yes Kim</i>

Kim Baumann	AccountingM
Sujeet Kumar Suman	<p>Thank you for the information.</p> <p>Your account is currently active.</p>
	<p><i>2:12:34 AMSujeet Kumar Suman is sharing a file with you image.png - (Size:8.08 KB)</i></p>
	<p>Do you want to reset the password?</p>
Kim Baumann	I cannot login though I am getting an error message
Sujeet Kumar Suman	What error message are you receiving?
Kim Baumann	one moment please
Sujeet Kumar Suman	Sure, please take your time
Kim Baumann	somewhat I just got it!!! Thank you for your help!!!!
	Have a great evening!
Sujeet Kumar Suman	<p>Most welcome kim</p> <p>Is there anything else I may help you with ?</p>
	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)

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79274 Julie Rodriguez

Email: julie@arutilitiesllc.com  2103107890

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: MARION

State: Texas

Country: UNITED STATES

Chat Transcript

Julie Rodriguez	Hello, I am your Acebuddy
Acebuddy	Hello Julie Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Julie Rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Julie Rodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
Julie Rodriguez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Julie Rodriguez	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	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

#79035 David Jimenez

Email: david@rcstructures.com ☎ 3477939306

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 38 Secs

City: ROSLYN

State: New York

Country: UNITED STATES

Chat Transcript

David Jimenez	Hello, I am your Acebuddy
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
David Jimenez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Jimenez	I'd like to report an Issue
Acebuddy	Please select an option!
David Jimenez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
David Jimenez	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
David Jimenez	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>Abhay Kumar Saraswat accepted the chat transfer request.</i>	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
David Jimenez	OK...great...
Abhay Kumar Saraswat	I will be surely assisting you with this.
David Jimenez	I'm getting a message when i try to login saying:
	"It seems that your Quickbooks subscription has lapsed. Please make sure we have your latest billing information on file t

Abhay Kumar Saraswat	Okay.
	Is this for account: RC Structures ?
David Jimenez	Yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	Which QB version you were using?
David Jimenez	Quickbooks Premier Plus Edition 2021 Desktop Version
Abhay Kumar Saraswat	Okay, let me check the details on your server.
	Please allow me 2 minutes.
David Jimenez	ok
Abhay Kumar Saraswat	Thank you for your patience.
	May I take the remote access of your server?
David Jimenez	yes
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
David Jimenez	ok
	done
Abhay Kumar Saraswat	Please accept.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Could you please login with your account?
	Thank you for your patience.
David Jimenez	Hi...i will start a new chat, once i have the login account information we need. Thanks!
Abhay Kumar Saraswat	No worries.
	We'll be there to assist you.
	Is there anything else I may help you with ?
David Jimenez	No...that's it.
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the link to download the feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)

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

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

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Can access my Quickbooks short cut on my RMD

Visitor Details

#79085 Daniel Barron

Email: dbarron@dmjtransportation.net  7246893271

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&i

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 51 Secs

City: GREENSBURG

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Daniel Barron Can access my Quickbooks short cut on my RMD

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

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

Shivam Singh accepted the chat transfer request.

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

Daniel Barron Thanks

I'm not able to access my quickbooks

Shivam Singh Sorry for the inconvenience. The application is currently under maintenance and is in its final stages. It will be up and run

Daniel Barron	Thanks for your help
Shivam Singh	Thanks for understanding.
	Is there anything else I may help you with ?
Daniel Barron	No thanks, will it just start working when it is done?
Shivam Singh	Thank you for your patience. Yes, once the application is up and running, you will be able to use it as expected.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79119 danielle.rodriguez

Email: danielle.rodriguez@wavenet.net

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: 2 Secs

City: THE COLONY

State: Texas

Country: UNITED STATES

Chat Transcript

danielle.rodriguez	Hello, I am your Acebuddy
Acebuddy	Hello Danielle Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
danielle.rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	[]
	We are currently experiencing higher than normal contact volume related to server connectivity issues.
	Are you also experiencing issues related to server connectivity?
danielle.rodriguez	No, I'd like to report another Issue
Acebuddy	Please chose an option :
danielle.rodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
danielle.rodriguez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
danielle.rodriguez	my app isn't working. I need to schedule time for it to be installed and uninstalled
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vishal Dharan declined the transfer 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.
danielle.rodriguez	ok thank you
Manish Singh	May I know which application is not working?
danielle.rodriguez	im sorry I got pulled away I will try again soon
	<i>Danielle Rodriguez has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79570 Daniel Aguilar

Email: daniel.aguilar@wittmann-maq.com  +1 (915) 59 47 400

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: JUAREZ

State: Chihuahua

Country: MEXICO

Chat Transcript

Daniel Aguilar	Hello, I am your Acebuddy
Acebuddy	Hello Daniel Aguilar, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Daniel Aguilar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Daniel Aguilar	I'd like to report an Issue
Acebuddy	Please select an option!
Daniel Aguilar	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Daniel Aguilar	We need immediate support
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be happy to assist you.
Daniel Aguilar	Good day Abhay, we are facing an issue since this morning, we weren't able to access our website. We have started a support request through mail, and never received response
Abhay Kumar	

Saraswat	I will be surely assisting you with this.
Daniel Aguilar	We are now able to access the cloud, but now we need an update to quickbooks for u payroll
Abhay Kumar Saraswat	Is this for account: WITTMANN BATTENFELD MAQUILAS INC ?
Daniel Aguilar	That's correct
	<i>2:45:57 AM Daniel Aguilar is sharing a file with you</i> <u>1_image.png</u> - (Size:231.75 KB)
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.
	Thank you for sharing the image with us.
	Let me check.
Daniel Aguilar	Thanks Abhay
Abhay Kumar Saraswat	You are welcome.
	Let me jump on the server and check.
	Meanwhile, could you please confirm that how many users are logged in currently on
Daniel Aguilar	Let me see, we should be 2
	Do you need that we logout?
Abhay Kumar Saraswat	Okay.
	Just give me a minute, then I'll confirm you about the users.
	Thank you for your patience.
	Yes, I need everyone logged out from the server for next 10-15 minutes.
Daniel Aguilar	Ok, let me inform them
Abhay Kumar Saraswat	Sure.
Daniel Aguilar	Ready =)
Abhay Kumar Saraswat	Great.
	Now, allow me few minutes.
	I'll keep updating you.
	<i>2:58:38 AMAbhay Kumar Saraswat is sharing a file with you</i> <u>image.png</u> - (Size:65.19 KB)
	<i>QB updating is in process.</i>
	Thank you for your patience.
Daniel Aguilar	Thank you,

Abhay Kumar Saraswat	Updates has been completed.
	<i>3:02:48 AMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:66.04 KB)</i>
	Please login in check.
Daniel Aguilar	Thank you Abhay
Abhay Kumar Saraswat	My pleasure to assist you.
	Is there anything else I may help you with ?
Daniel Aguilar	That would be all
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
Daniel Aguilar	Thank you so much! Sure will do
Abhay Kumar Saraswat	You are welcome.😊
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79179 msullivan

Email: msullivan@redcoachusa.com ☎ 7132820309

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: IRVING
State: Texas
Country: UNITED STATES

Chat Transcript

msullivan	Hello, I am your Acebuddy
Acebuddy	Hello Msullivan, 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 help Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80010 Elizabeth Llamas
Email: ellamas@archwestcapital.com  19495779315
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

#79092 jmalo.bpoint

Email: jmalo.bpoint@gmail.com ☎ 3104618161

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: SASA

State: Sultan Kudarat

Country: PHILIPPINES

Chat Transcript

jmalo.bpoint Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

jmalo.bpoint Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

[]

We are currently experiencing higher than normal contact volume related to server connectivity issues.

Are you also experiencing issues related to server connectivity?

jmalo.bpoint Yes

Acebuddy Please refer to our status page for further updates on the issue status.

Thank you contact Ace Support. Have a wonderful day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79572 Sandra Ciola

Email: sandracpa@ciola.net **Phone:** 13055671661

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79433 michael

Email: michael@reconservicesinc.com  4099263865
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: AUSTIN
State: Texas
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79557 taxadmin

Email: taxadmin@silversfs.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: SANTO NINO

State: Davao Del Sur

Country: PHILIPPINES

Chat Transcript

taxadmin Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

taxadmin Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

taxadmin I'd like to report an Issue

Acebuddy Please select an option!

taxadmin Other Issue

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

taxadmin We are having issues with our server

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 with your issue.

I will surely help you with this issue.

May I know what kind of issue you are facing on your server?

taxadmin My server freezes briefly from time to time. Do you know what might be causing this?

Manish Singh Are we still connected here?

Is this the first time you're experiencing this issue? Also, are any other users affected?

	your account only?
taxadmin	For today, some of us had the same issue, also experienced this when we had our me
Manish Singh	May I know what error you are getting while trying to access server?
taxadmin	Earlier, it will show us a prompt that says Reconnecting. And now, my screen freezes
Manish Singh	As I can check 7 users are active on the server right now, May I know your username
taxadmin	SilversFS_5
Manish Singh	Shall I remove you from server once? (Edited)
taxadmin	Would that help?
Manish Singh	Yes, as your session is stuck is it QuickBooks session or whole server end?
taxadmin	I can log out if that would make it better. I guess what I meant by freezing from time slowness too
	Let me know what I should do from my end. Thanks
Manish Singh	May I take the remote access of your local computer?
taxadmin	Sure
Manish Singh	https://assist.acecloudhosting.com/join/7022804285
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at
taxadmin	Done
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting of the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	I am unable to click on your screen.
	Is this the only Internet connection you have?
	connection is lost are we still connected here?
taxadmin	Hello?
Manish Singh	Yes
taxadmin	I only have that connection
Manish Singh	Is this the only Internet connection you have?
taxadmin	You turned it off that's why I lost you
Manish Singh	It was by mistake I really apolozise for that
taxadmin	No worries at all
Manish Singh	Are you working from Office or from your home?
taxadmin	And we only have this internet connection coz it's with Static IP

From home

Manish Singh

Alright!

May I take the remote access of your local computer?

Need to check the latency again of different gateways.

taxadmin

Ok, sure

Manish Singh

<https://assist.acecloudhosting.com/join/5272931799>

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

We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79625 Marty Jones

Email: client.services@amowc.com **Phone:** 18133412600

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: TAMPA

State: Florida

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78942 Arron Forbes

Email: irzad.zamcorp@gmail.com **Phone:** 15926741503

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 53 Secs

City: HEMPSTEAD

State: New York

Country: UNITED STATES

Chat Transcript

Arron Forbes Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Arron Forbes Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Arron Forbes I'd like to report an Issue

Acebuddy Please select an option!

Arron Forbes QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Arron Forbes Other QB related issue

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

Arron Forbes Unable to log in due to admin approval

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 with your issue.

Arron Forbes Hi kindly assist with ticket 726308

Manish Singh	Kindly allow me two minutes to check the same.
Arron Forbes	Sure
Manish Singh	Kindly logout all users for 5 minutes.
Arron Forbes	Done
Manish Singh	thanks for the confirmation.
	Irzad, we need to clean install the application once to resolve this issue.
Arron Forbes	Np let me know when to log on back
Manish Singh	We will notify you over the email, once the clean installation is done.
	Is there anything else I may help you with ?
Arron Forbes	I see
Manish Singh	Kindly check now, we have restarted the services and repaired the application from t (Edited)
	And seems like QuickBooks is working fine.
	Are we still connected here?
Arron Forbes	Sure
Manish Singh	Is it working fine now?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78960 NIGAM PATHAK

Email: taxpratham@gmail.com ☎ 17066156363

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: MCDONOUGH
State: Georgia
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79461 ellen

Email: ellen@empowersomerset.com ☎ 9083674735

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: BRIDGEWATER

State: New Jersey

Country: UNITED STATES

Chat Transcript

ellen Hello, I am your Acebuddy

Acebuddy Hello Ellen C Dazet, Empower Somerset, Inc., I'm your Ace Buddy. I'll be happy to ass

Whom Would You Like to Connect With?

ellen Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

ellen I'd like to raise a Request

Acebuddy Please select your request type.

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78894 fabell

Email: fabell@abellturf.com ☎ 16782960822

Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 37 Secs
City: ?
State: Turks And Caicos Islands
Country: TURKS AND CAICOS ISLANDS

Chat Transcript

fabell	Hello, I am your Acebuddy
Acebuddy	Hello Franklin Abell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fabell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
fabell	I'd like to report an Issue
Acebuddy	Please select an option!
fabell	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
fabell	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
fabell	Error code H505
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you with your issue.
	Hello Franklin, I will surely help you with this issue.
fabell	Server Name: QBlive03.myreldata.net
	I am the owner and user: FrankA.q3
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.

fabell Appreciate your help

Ashutosh Mishra I understand you are using QuickBooks Enterprise 18.0 , is that correct?

fabell That is correct

Ashutosh Mishra Please let me know if it is working now.

fabell Just tried and still giving me H505 error

I just closed QB and re-opening...one sec

Ashutosh Mishra Sure

fabell Now gave me Error code H303

Ashutosh Mishra I see, I will check again from backend.

May I take the remote access of your server?

fabell yes sir

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

fabell running two screens.

Ashutosh Mishra Please enter username and password.

fabell Looks like you got it done...Thank you! I am going to disconnect now. I have some cu: on invoices.

Ashutosh Mishra Thanks for the confirmation !

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

You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79020 alex mizan

Email: amizan@audiobeam.com ☎ 16462864332

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

alex mizan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

alex mizan Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

alex mizan I'd like to report an Issue

Acebuddy Please select an option!

alex mizan Other Issue

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

alex mizan when i try to print checks from Qbooks from your server, the server sends specific transaction information to my local printer and i cannot print

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Gaurav Kumar declined the transfer request.

alex mizan i need to adjust them back to default or uninstall/reinstall the printer

Shubham Kataria accepted the chat transfer request.

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be a today.
	I will be surely assisting you with this. Kindly help me with your server name and use
alex mizan	Alexander.M am2 corporation
Shubham Kataria	Thank you for the information. Kindly confirm if you're able to print regular document issue while printing checks in QB
alex mizan	only checks regular documents print fine
Shubham Kataria	Alright, I will surely assist you with this. May I take the remote access of your local computer?
alex mizan	sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at
alex mizan	ok
Shubham Kataria	https://assist.acecloudhosting.com/join/6922627108
alex mizan	go ahead
Shubham Kataria	Kindly paste this link in the browser of local computer and join the session. As we haven't got any response from your end, We are closing this chat. If you still ne Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79742 JW Juliana Windsor

Email: credit@coastlineapa.com **9493359275**

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 30 Secs

City: ANNAPOLIS

State: Maryland

Country: UNITED STATES

Chat Transcript

JW Juliana Windsor	Hello, I am your Acebuddy
Acebuddy	Hello Jw Juliana Windsor, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
JW Juliana Windsor	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
JW Juliana Windsor	I'd like to report an Issue
Acebuddy	Please select an option!
JW Juliana Windsor	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
JW Juliana Windsor	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
JW Juliana Windsor	I cannot email through Quickbooks
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
JW Juliana Windsor	Someone just tried calling me and I am having signal issues
	Chat seems to work
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will try to help you today.
	Hello Juliana
	How are you doing today?
JW Juliana Windsor	Thank you
	frustrated

Sujeet Kumar Suman	I'm really sorry you're feeling frustrated. Let me see how I can help make this easier !
JW Juliana Windsor	I am having signal issues but that is not your concern
	My issue that you are going to fix is I cannot email invoices through Quickbooks
Sujeet Kumar Suman	Sure, I can help with that.
	I will be surely assisting you with this. Kindly help me with your server name and use
JW Juliana Windsor	Coastline server name? My user name is credit@coastlineapa.com
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	May I take the remote access of your server?
JW Juliana Windsor	of course
Sujeet Kumar Suman	Thanks for the confirmation !
	kindly approve.
	We are connected on the remote session and will proceed with the troubleshooting of the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	Thank you for your patience.
	We're still connected remotely and continuing to work on resolving your issue.
	Thank you for your patience.
	As per discussion over the remote session, The issue is resolved.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78948 office

Email: office@dacchilleconstruction.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: BOONE

State: North Carolina

Country: UNITED STATES

Chat Transcript

office Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

office Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

office I'd like to report an Issue

Acebuddy Please select an option!

office QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

office Other QB related issue

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

office QB wont open on remote server

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shivam Singh accepted the chat transfer request.

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

Could you please tell me, which user is facing the issue?

office Both, but I use the PamelaC one primarily

Shivam Singh I apologize for the inconvenience caused to you.

	I will surely help you with this issue.
office	okay, thank you
Shivam Singh	Thanks for understanding, allow me 5 minutes to check the server end.
office	Okay
Shivam Singh	Thanks for your patience, it is taking more time than expected. Stay connected I will update.
office	okay
Shivam Singh	Please try now.
	Issue has been rectified; we have made some changes in the backend.
	I will wait for your response.
office	It opens now
	thank you
Shivam Singh	Great
	Is there anything else I may help you with ?
office	no that is all
	have a good day!
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can work. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our website (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79080 jeff

Email: jeff@aerosgroup.com ☎ 616-997-8324

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: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

jeff Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

jeff Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

[]

We are currently experiencing higher than normal contact volume related to server connectivity issues.

Are you also experiencing issues related to server connectivity?

jeff Yes

Acebuddy Please refer to our status page for further updates on the issue status.

Thank you contact Ace Support. Have a wonderful day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78922 Bright Tax Solutions LLC

Email: cathleenmanning@gmail.com **Phone:** 12142436574

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: 27 Secs

City: PROSPER

State: Texas

Country: UNITED STATES

Chat Transcript

Bright Tax Solutions LLC	Hello, I am your Acebuddy
Acebuddy	Hello Cathleen Manning, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bright Tax Solutions LLC	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bright Tax Solutions LLC	I'd like to raise a Request
Acebuddy	Please select your request type.
Bright Tax Solutions LLC	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you wi once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Bright Tax Solutions	

LLC	Yes
Acebuddy	Please wait while we connect you to our Support Representative <i>Acebuddy (bot) forwarded the chat request</i>
Bright Tax Solutions LLC	urgent 2024 Lacerte update needed
Anurag Sharma	<i>Anurag Sharma accepted the chat transfer request.</i>
	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be ass
Bright Tax Solutions LLC	Hello Cathleen hi
	I need to efile and the software is requiring an update
	2024 Lacerte
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 use
Bright Tax Solutions LLC	https://myportal.acecloudhosting.com/login Username - CID74806 Password - 2025B (Login) Page - Ace Cloud Hosting Client ID - CID74806 RDP CathleenManning@myrea
	Is this what you mean?
Anurag Sharma	Thanks for the confirmation !
	I would need to log off the users from the server in order to proceed with this update.
	Please confirm if I can do the same.
Bright Tax Solutions LLC	Go ahead
Anurag Sharma	Thanks for the confirmation !
	I will update you via email once this update is completed.
	Is there anything else I may help you with ?
	Are we still connected here?
Bright Tax Solutions LLC	yes
Anurag Sharma	Is there anything else I may help you with ?
	Are we still connected here?
Bright Tax Solutions LLC	The update is all I needed.
	Thank you
Anurag Sharma	I would like to inform you that we have successfully completed the application update

You can now login back to the server.

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

You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.

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

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

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

Anurag Sharma has ended this chat session

Chat Transcript

I need help with my quickbooks

Visitor Details

#79321 Claire Speake

Email: claire@sgwfresno.com **Phone:** 15593479965

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Claire Speake I need help with my quickbooks

Aayush

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

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

Claire Speake Great thank you

Anurag Sharma accepted the chat transfer request.

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

Hello Claire

Claire Speake Hello I need help

i've had the same proble so many times

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

Could you please share the problem you are facing?

Claire Speake yes, its error -6189, - 816

Anurag Sharma Could you please elaborate your issue?

Claire Speake Problem accessing company file on quickbooks

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

Claire Speake I think its california turf warehouse or synthetic grass warehouse

3:06:01 AMAnurag Sharma is sharing a file with you

[image.png](#) - (Size:23.6 KB)

Please confirm your username

I believe it should be accounting

Anurag Sharma Thanks for the confirmation !

Could you please share the snapshot of the issue you are facing?

Claire Speake yes give me one seocond

Anurag Sharma Okay

Claire Speake give me like 2 minutes please

Anurag Sharma Okay

Are we still connected here?

Claire Speake yes

but I dont know how so send a snapshottttt

Anurag Sharma No problem

May I take the remote access of your server?

Claire Speake yes please

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

	Please accept the remote session request on the server.
Claire Speake	okay
	oh you know wha
Anurag Sharma	Please accept the remote session request which you will get on your server screen.
Claire Speake	mines actually customer
Anurag Sharma	Okay
Claire Speake	i dont know why the icon says iccounting
Anurag Sharma	No problem, I will send it to another user.
	We are connected on the remote session and will proceed with the troubleshooting of the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
Claire Speake	sounds good
Anurag Sharma	Please respond on the remote screen.
Claire Speake	where i thought you were already in my screen
Anurag Sharma	I can only see your server screen.
Claire Speake	It works now??
Anurag Sharma	Yes I can see the QB running.
	Could you please show me the error you are getting?
Claire Speake	not anymore
	i really dont know what you did but its working now
Anurag Sharma	I am glad to know that it is working now.
	Is there anything else I may help you with ?
Claire Speake	No, thank you
Anurag Sharma	Thank you so much Claire for such a wonderful chat session.
	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79854 Andrew Layson

Email: andrew@laysoncpa.com ☎ 478-951-3462

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 59 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Andrew Layson Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Andrew Layson Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Andrew Layson I'd like to report an Issue

Acebuddy Please select an option!

Andrew Layson Other Issue

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

Andrew Layson We may have a support ticket created but I am being told our office 365 is being discontinued. I am not sure if QBs enterprise and QBs pro on the same cloud. Is this possible?

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sujeet Kumar Suman accepted the chat transfer request.

Sujeet Kumar Suman Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will take care of your issue today.

Hello Andrew

How are you doing today?

Andrew Layson doing great

Sujeet Kumar Suman Kindly help me with your server name and user name?

Andrew Layson Layson, CPA and I am andrew. Believe it is andrewL

Sujeet Kumar Suman Thank you for the information and allow 2 minutes to check the same.

Thank you for your patience.

We are already in discussion with the POCs, Faith Kilpatrick and Terry Layson, over a concern you have raised. We are working on this and will assist you shortly.

The ticket number is #741649.

Andrew Layson Well I am the owner of the company and we have been having issue after issue with our server. We are experiencing a significant increase in pricing randomly. we need to figure this out

Sujeet Kumar Suman We sincerely apologize for the inconvenience caused. As informed, an engineer is actively working on the issue, and we will share a positive update with you soon.

Additionally, once the issue is resolved, we will ensure that all your concerns related to the significant increase are addressed by the appropriate team. They will provide you with a detailed explanation of the charges.

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 conversation by calling us at (1-888-415-5240) if any further assistance is required.

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79993 jayjung

Email: jayjung@kimengineering.com  12405424238

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: FREDERICK

State: Maryland

Country: UNITED STATES

Chat Transcript

jayjung Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

jayjung Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

jayjung I'd like to report an Issue

Acebuddy Please select an option!

jayjung QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

jayjung QuickBooks Update

Acebuddy Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when iss might get delayed due to unforeseen circumstances.

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

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79710 Eduardo

Email: corporateit@sdf-itc.com  15125169214

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 56 Secs

City: BARRIO DEL NINO JESUS

State: Ciudad De Mexico

Country: MEXICO

Chat Transcript

Eduardo Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Eduardo Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Eduardo I'd like to report an Issue

Acebuddy Please select an option!

Eduardo Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Eduardo	User CDM9_ADMSALES_AT not able to open Outlook and OneDrive after tried to open onedrive, file download didn't move from 0 % and from that Outlook and Onedrive dc
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 with your issue.
Eduardo	Hello
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Eduardo	Sure, thanks Manish. Let me know if you need to remote into the session.
Manish Singh	Alright!
	May I know your username?
Eduardo	Username with the issue: CDM9_ADMSALES_AT
	Server: SDFInterTrading.myrealdata.net
Manish Singh	May I take the remote access of your server?
Eduardo	Sure
Manish Singh	Prior providing the access, I would suggest you to close any important documents at this time.
	Is this the first time you're experiencing this issue? Also, are any other users affected by this issue?
Eduardo	First time
Manish Singh	Are any other users affected, or is it limited to your account only?
Eduardo	As for now I created a new Outlook profile but not able to log in
	Account only
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting of the issue. I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and ask for your confirmation on this chat.
	Kindly restart your session once. As multiple One drive session is opened on your end, this might be causing the issue.
Eduardo	Sure, logging off now
Manish Singh	Are we still connected here?
Eduardo	Yes
2:18:31 AM Eduardo is sharing a file with you image.png - (Size:50.53 KB)	

	Currently stuck on this screen
Manish Singh	Let me restart the server once.
	Kindly logout all users for 5 minutes.
Eduardo	Wait, I need to inform the team
Manish Singh	Yes, please take your time and let me know
Eduardo	I tried again and I was able to log in to the session
Manish Singh	Kindly accept the session.
	Try to access now
Eduardo	That's the main error after not able to download the file
Manish Singh	May I know the location of One drive.
Eduardo	There's the personal and shared folder
	Allow me to log out one drive and log back in
	Didn't try that
Manish Singh	Need to reboot server once.
	Are we still connected here?
Eduardo	Yes, I was informing the team to confirm the reboot
Manish Singh	Sure
Eduardo	I think we are fine, we can reboot
Manish Singh	Alright, rebooting the server now.
Eduardo	Can we extend 5 minutes please?
	sorry
Manish Singh	I have rebooted the server, Eduardo
Eduardo	Noted, no worries
Manish Singh	Kindly try to access server now.
Eduardo	Sure
	Logged in now
Manish Singh	Seems like working now.
	Is there anything else I may help you with ?
Eduardo	I think that's it for now
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.

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

Note: You may change/reset your server password on your own by registering on our website (<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

#79009 Samantha Baj

Email: samantha@eastcoastrealty.com ☎ 5082776433

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: MANCHESTER

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Samantha Baj Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Samantha Baj Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Samantha Baj	I'd like to report an Issue
Acebuddy	Please select an option!
Samantha Baj	Password Reset
Acebuddy	Please select an option below
Samantha Baj	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Samantha Baj	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78954 PAULA ANDERSON

Email: paula.advantageco@gmail.com  17634029704

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: CEDAR

State: Minnesota

Country: UNITED STATES

Chat Transcript

PAULA ANDERSON	Hello, I am your Acebuddy
Acebuddy	Hello Paula M Anderson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
PAULA ANDERSON	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
PAULA ANDERSON	I'd like to report an Issue
Acebuddy	Please select an option!
PAULA ANDERSON	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
PAULA ANDERSON	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
	Was that helpful?
PAULA ANDERSON	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be as
PAULA ANDERSON	looks like it might be okay now it was not letting me onto the server
Ashutosh Mishra	Thanks for the confirmation !
	Did this issue occurred only for you, or are other users on the server also experiencing
	Are we still connected here?
	Are we still connected here?

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79202 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 46 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

krisika Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

krisika Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

krisika I'd like to report an Issue

Acebuddy Please select an option!

krisika Other Issue

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

krisika <https://rbi.okta.com/> website not open in server

Acebuddy (bot) forwarded the chat request

Sujeet Kumar Suman accepted the chat transfer request.

Sujeet Kumar Suman

Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will take care of your issue today.

Hello Krisika

krisika <https://rbi.okta.com/> website not open in server

Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
krisika	https://rbi.okta.com/
	This needs to be open in server
Sujeet Kumar Suman	Could you please provide us with your CID and company name?
krisika	Hi
	Priorware solutions
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
krisika	Ok
Sujeet Kumar Suman	Could you please provide your User ID and Server name ? (Edited)
krisika	Priorware
	Server
Sujeet Kumar Suman	When was the last time you were able to open the website on the server?
	As confirmed with my team, they are making some backend changes on your server, a server reboot. However, since multiple users are currently logged in, the changes will be applied during off-hours. Once completed, you should be able to access the website. We have informed our team accordingly.
	Are we still connected here?
krisika	Ok
Sujeet Kumar Suman	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 call (1-888-415-5240) if any further assistance is required.

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79644 Ashley Johnson

Email: ajohnson@ipsiscan.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: 24 Secs

City: LANSDALE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Ashley Johnson Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ashley Johnson Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Ashley Johnson Setback

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

Whom Would You Like to Connect With?

Ashley Johnson Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Ashley Johnson I'd like to report an Issue

Acebuddy Please select an option!

Ashley Johnson Other Issue

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

Ashley Johnson Ticket ID: 735795

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 with your issue.
Ashley Johnson	Hello!
Manish Singh	Hello, ajohnson
	Kindly allow me two minutes to check the same.
	Is this the first time you're experiencing this issue? Also, are any other users affected by this issue or is it just your account only?
Ashley Johnson	I haven't heard of any others having issues with PDFs. I saw that adobe was reinstalled and there was a new error when opening a PDF if you would like to remote into my desktop so I can show you.
	I left the error message open. I am still able to open the documents and print them, but I get the error message each time I open one.
Manish Singh	Sure
	May I take the remote access of your local computer?
Ashley Johnson	Yes
Manish Singh	https://assist.acecloudhosting.com/join/3602029231
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at this time.
	We are connected on the remote session and will proceed with the troubleshooting of the issue. At this time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and ask for your confirmation on this chat.
	Is there anything else I may help you with ?
Ashley Johnson	No, that is all, thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback and smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us containing a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review your feedback. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79372 Christopher Julvezan

Email: cjulvezan@cjelectricalsvcs.com  12488190267

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: OAKLEY

State: Michigan

Country: UNITED STATES

Chat Transcript

Christopher Julvezan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Christopher Julvezan Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Christopher Julvezan I'd like to report an Issue

Acebuddy Please select an option!

Christopher Julvezan Other Issue

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

Christopher Julvezan <https://myportal.acecloudhosting.com/login>

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sujeet Kumar Suman accepted the chat transfer request.

Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will take a look at this issue today.
Christopher Julvezan	Hello Christopher myportal OTP takes too long and 2min timeout is not far too slow its possible that our email server is too slow
Sujeet Kumar Suman	Our apologies for the inconvenience.
	Let me look into it for you.
	Kindly allow me two minutes to check the same.
Christopher Julvezan	yes fyi, my otp code is taking about 5 mins to arrive in my email
Sujeet Kumar Suman	Everything appears to be functioning correctly from our side.
	Cloud you please try again to log into MyPortal?
Christopher Julvezan	requested otp 10:37am i would like to delete this feature can we turn otp off otp is going to timeout already
Sujeet Kumar Suman	Unfortunately, we cannot disable the OTP, as it is required for security purposes.
	May I take the remote access of your local computer?
Christopher Julvezan	it timed out make it longer than 2minn then you may take access
Sujeet Kumar Suman	Thanks for the confirmation !
	Kindly close all important tabs and documents for not to breach any security concern
Christopher Julvezan	no security concern
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/8362581965
	We are connected on the remote session and will proceed with the troubleshooting of the issue. At the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	Upon checking, we have identified that the issue lies with the mail server. We recommend reaching out to your local IT team, who will be able to assist you further.
	Thank you for your patience.
	As discussed during the remote session, our team will contact you at 269-275-3060 to resolve the issue.

further.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79599 cyd

Email: cyd@thesmaoffice.com  3233043138

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 55 Secs

City: NEW YORK

State: Texas

Country: UNITED STATES

Chat Transcript

cyd Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

cyd Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

cyd I'd like to report an Issue

Acebuddy Please select an option!

cyd QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

cyd Other QB related issue

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

cyd Quickbooks issue, already spoke with Yash Kalra

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Gaurav Kumar declined the transfer request.

Yash Kalra accepted the chat transfer request.

Yash Kalra Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you with your issue.

Hello cyd

cyd hi

when will you be calling me?

Yash Kalra Our Team member will be calling you next 10-20 minutes.

cyd i am already so far behind

Yash Kalra I've confirmed with him; he's in the process of making the callback and will be calling you shortly. (Edited)

Please check, you will be receiving a callback right now

Cyd, as you're now connected with our team member via callback, we'll proceed to close this session to avoid duplicate communications.

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

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

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

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

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79102 Jasper Breslin

Email: jbreslin@bys-hfc.com ☎ 14435428602

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: STEWARTSTOWN

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Jasper Breslin Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jasper Breslin Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

[]

We are currently experiencing higher than normal contact volume related to server connectivity issues.

Are you also experiencing issues related to server connectivity?

Jasper Breslin Yes

Acebuddy Please refer to our status page for further updates on the issue status.

Thank you contact Ace Support. Have a wonderful day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79262 Henil Patel

Email: admin@pursimple.com ☎ 14168178212

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: MONTREAL

State: Quebec

Country: CANADA

Chat Transcript

Henil Patel Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Henil Patel Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Henil Patel I'd like to report an Issue

Acebuddy Please select an option!

Henil Patel QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Henil Patel Other QB related issue

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

Henil Patel I recently requested to cancel my Ace cloud hosting subscription. So, I want to confirm if my request has been submitted or not?

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 with your request.

Kindly allow me two minutes to check the same.

Henil Patel Thanks

Manish Singh Let me notify the team and they will be in touch with you, Henil after this chat ends.

As we can check your ticket is with the other team.

Henil Patel I want to confirm that my subscription is cancelled till the end of the month

Manish Singh They are the only one who can update you regarding this concern, but I will make sure to forward your message to the team, Henil.

Henil Patel Ok

Manish Singh Thanks for your understanding and patience. (Edited)

Is there anything else I may help you with ?

Henil Patel No

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

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

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

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

Henil Patel has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79636 johnathon

Email: johnathon@islandentertainment.com ☎ (250) 746-9707

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 45 Secs

City: LILLIAN

State: Florida

Country: UNITED STATES

Chat Transcript

johnathon Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

johnathon Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

johnathon I'd like to report an Issue

Acebuddy Please select an option!

johnathon Other Issue

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

johnathon Access to Microsoft office software

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

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

	Hello johnathon
johnathon	Hello
Anurag Sharma	Could you please elaborate your request?
johnathon	Can you tell me if username FBControl has Microsoft office access?
Anurag Sharma	Kindly allow me two minutes to check the same.
	Johnathon, the mentioned user doesn't have MS excel access on the server.
	Is there anything else I may help you with ?
johnathon	Please grant that user access to ms excel please.
	<i>3:04:39 AMA</i> <i>Anurag Sharma is sharing a file with you</i> <u>How to Manage ACE Server Users 4.pdf</u> - (Size:1.33 MB)
	<i>Johnathon, since you are the primary contact. I would like to inform yo</i>
	I currently don't have access to a computer to get to the portal.
Anurag Sharma	Okay, no problem. After this chat I will send you an email. You can revert back to that approval from your end (primary contact). Once we will get the approval, we will start providing the excel access to the requested user on the server.
	Is there anything else I may help you with ?
johnathon	That will be all. Thank you.
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback on 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 summarizing the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
	<i>Anurag Sharma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79259 Kathlynn PAck

Email: kathlynn@lomnesscpa.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 49 Secs

City: OAK BROOK

State: District Of Columbia

Country: UNITED STATES

Chat Transcript

Kathlynn PAck Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Kathlynn PAck Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Kathlynn PAck I'd like to raise a Request

Acebuddy Please select your request type.

Kathlynn PAck Change in Applications

Acebuddy Please select your desired option!

Kathlynn PAck Application Addition

Acebuddy Please select your Application

Kathlynn PAck Other Application

Acebuddy Kindly email us the below mentioned information on support@acecloudhosting.com f registered email address and we will update you via email.

• Application name and version

	<ul style="list-style-type: none"> • Setup/Installer download link (if any) • Activation Code / License information • Any other info/guide needed to install the application.
	We will update you via email once the installation is complete.
	Application Addition usually takes 1-2 Hour(s)
	Do you need any further assistance on the topic?
Kathlynn PAck	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be available today.
	Hello Kathlynn
Kathlynn PAck	Hi I have a current ticket 731082
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
Kathlynn PAck	our 8x8 application is not working. I am on the phone with 8x8 right now. They need to install a new application and I need help to do so.
Sujeet Kumar Suman	Sure.
Kathlynn PAck	https://assets.contentstack.io/v3/assets/blte621f0a2bd0e9f69/blt358b1a93e62c0eb93d7aaa2592/netutil-win_2.3.1359_2024-08-08_installer.zip
	This is the application I need to download
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name ?
Kathlynn PAck	LomnessCPA1
	Will the server have to be restarted to add the application?
Sujeet Kumar Suman	We need confirmation via email to proceed with installing the application on the server.
Kathlynn PAck	what email do I send it to>
	we need this done asap
Sujeet Kumar Suman	simply reply to the same email/ticket to provide your confirmation.
Kathlynn PAck	It was sent
Sujeet Kumar Suman	Thanks for the confirmation !
	Let me check!
Kathlynn PAck	if the server does need to be restarted please give me a warning before you do so. I will let the support team know.
Sujeet Kumar Suman	Sorry to inform you, but we were unable to locate the application download link in the provided link.

	provide the link and install the application on the server so we can assist you prompt
Kathlynn PAck	https://support-portal.8x8.com/hc-pages/8x8/helpcenter/viewArticle.html?d=f05077a90c1-a3cc4de5a62f&q=network%20utility%20test&hl=en&c=1_40_60_62_7568_
Sujeet Kumar Suman	Sure, I will let you know.
Kathlynn PAck	Its the windows downloads installer
	<i>9:34:32 PMSujeet Kumar Suman is sharing a file with you image.png - (Size:18.14 KB)</i>
	<i>The application has been successfully installed on the server.</i>
Sujeet Kumar Suman	There is no need to reboot the server. (Edited)
	Is there anything else I may help you with ?
Kathlynn PAck	we are not seeing it on there.
	I found it
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
	<i>9:37:18 PMSujeet Kumar Suman is sharing a file with you image.png - (Size:4.9 KB)</i>
	<i>For reference application is installed</i>
Kathlynn PAck	thank you. Do you mind standing by while we see if it works?
Sujeet Kumar Suman	Sure
	Kindly inform us once the task is completed.
Kathlynn PAck	Yes will do. Its loading right now but I will let you know once it has been completed.
Sujeet Kumar Suman	Thank you for the update. Please take your time, and let us know once the loading is be ready to assist further if needed.
	Could you please confirm if your issue has been resolved?
Kathlynn PAck	I apologize it is still loading but we can disconnect for now. If i need further assistance into the chat.
Sujeet Kumar Suman	Sure Kathylnn
	Is there anything else I may help you with ?
Kathlynn PAck	No that is it
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can working. I will appreciate that. or you may send your feedback at quality@acecloudhost.com Thanks!
	Note: You may change/reset your server password on your own by registering on our

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

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

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79376 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

info Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

info Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

info I'd like to raise a Request

Acebuddy Please select your request type.

info Other Request

Acebuddy	Please drop an email to support@aceclouddhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option
info	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we regularly perform application updates at the backend and apply the necessary patches as and when issues arise, they might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and drop it at support@aceclouddhosting.com. Our engineers will manually check and implement the required changes and share a confirmation via email.
	Do you need any further assistance on the topic?
info	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
info	QB UPdate
	QB update
	Can I request a QB update at midnight today?
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you with your query.
	Sure, please provide us the name of your server, so that we can schedule this update.
info	Server name : Bongryong.myrealdatal.net.
	Could you update all servers, not just mine?
Yash Kalra	This update will be reflected for all the users.
info	thank you.
Yash Kalra	Is there anything else I may help you with ?
info	no that was all.
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback about 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 confirming the same.

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

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

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

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

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79453 Tami Linton

Email: accounting@starchase.com  757-802-4434

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Tami Linton Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Tami Linton Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Tami Linton I'd like to report an Issue

Acebuddy Please select an option!

Tami Linton QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Tami Linton QuickBooks Login Issue

Acebuddy I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue

Was that helpful?

Tami Linton No

Acebuddy No issues, please wait while I connect you to one our support engineers who'd assist

Acebuddy (bot) forwarded the chat request

Sujeet Kumar Suman accepted the chat transfer request.

Sujeet Kumar Suman Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will k today.

Tami Linton Hello

Sujeet Kumar Suman Hi

Tami Linton I received the following error when logging into Q
QB

Sujeet Kumar Suman Our apologies for the inconvenience.

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

Tami Linton did you get the image I sent

Computer: StarChaseLLC.myrealdatalnet

Sujeet Kumar Suman No

Tami Linton User name: MYREALDATA\TamiLi

Sujeet Kumar Suman Thank you for the information and allow 2 minutes to check the same.

Thank you for your patience.

Tami Linton Well it also looks like my shared folder between the remote server and my desktop d

Sujeet Kumar Suman Could you please let us know what kind of error you're encountering in QuickBooks?

Tami Linton I was going to attach it

Error -6189, -816

	<p>Unable to open company file</p> <p>fix suggestions:</p> <p>Restart your computer and your server</p> <p>intall the QB Database Manager on your server</p>
Sujeet Kumar Suman	I will surely help you with this issue.
Tami Linton	<p>I was able to open QB, upon login this is what was prompted</p> <p>I have never seen that one before</p>
Sujeet Kumar Suman	May I take the remote access of your server?
Tami Linton	yes
Sujeet Kumar Suman	<p>Thanks for the confirmation !</p> <p>Kindly approve for remote.</p>
	We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	Thank you for your patience.
Tami Linton	the QB issue is resolved, but can I check the second issue I had
Sujeet Kumar Suman	As per discussion over the remote session, The issue is resolved
	Sure, could you please let us know what kind of error?
Tami Linton	I am unable to access the ACE shared folder from the remote sever
Sujeet Kumar Suman	Let me check.
	When was the last time you were able to access this drive?
Tami Linton	I was on vacation.....Thrusday of last week
	I know on our server they had to do something on Monday for Fisbowl, not sure if tha
Sujeet Kumar Suman	no worry , let me check
	Since this file location is on your local computer, we'll need to take remote access of
Tami Linton	ok
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2102975185
	We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	As we haven't got any response from your end, We are closing this chat. If you still ne Kindly re-initiate the chat.

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79076 ar.partsfast

Email: ar.partsfast@gmail.com ☎ 12817500340

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: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

ar.partsfast Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

ar.partsfast Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

[]

We are currently experiencing higher than normal contact volume related to server connectivity issues.

Are you also experiencing issues related to server connectivity?

ar.partsfast Yes

Acebuddy Please refer to our status page for further updates on the issue status.

Thank you contact Ace Support. Have a wonderful day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79778 Lindsey Vela

Email: admin@beaconmarineelectronics.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: OXNARD

State: California

Country: UNITED STATES

Chat Transcript

Lindsey Vela Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Lindsey Vela Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Lindsey Vela I'd like to report an Issue

Acebuddy Please select an option!

Lindsey Vela QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Lindsey Vela Other QB related issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Lindsey Vela	card reader is not showing up when I try to process a credit card.
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 with your issue.
Lindsey Vela	Hi, I'm Randi
Manish Singh	Hii Randi
	I will surely help you with this issue.
	May I take the remote access of your local computer?
Lindsey Vela	yes
Manish Singh	https://assist.acecloudhosting.com/join/3332036018
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at this time.
Lindsey Vela	ok
	is it working?
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting of the issue. At this time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will re-activate the chat and give your confirmation on this chat.
	As we haven't got any response from your end, We are closing this chat. If you still need further assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79116 ERICAJOHNS

Email: ericajohns@southernwoodframing.com **Phone:** 3017512317

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: PORT TOBACCO
State: Maryland
Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79077 Matt Ates

Email: matthewates@gmail.com **Phone:** 5127619988
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 11 Secs
City: AUSTIN
State: Texas
Country: UNITED STATES

Chat Transcript

Matt Ates	Hello, I am your Acebuddy
Acebuddy	Hello Matt Ates, 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.
	[]
	We are currently experiencing higher than normal contact volume related to server connectivity issues.
	Are you also experiencing issues related to server connectivity?
Matt Ates	No, I'd like to report another Issue
Acebuddy	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	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Matt Ates	QB still isn't working
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sujeet Kumar Suman accepted the chat transfer request.

Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I assisting you today.
Matt Ates	I called in earlier to report I couldn't open QB. I was told it would be working a wl still isn't opening.
Sujeet Kumar Suman	Hello Matt
	I deeply apologize for the inconvenience caused to you.
	We're still in the process of resolving the issue. Thank you for your patience.
Matt Ates	ok, thanks
Sujeet Kumar Suman	We will respond to you within 30 minutes-1 hours
	Matt Ates, Is there anything else I may help you with?
Matt Ates	That's it
Sujeet Kumar Suman	Thanks for the confirmation !
	You may end this chat now. Once you end this chat, you will receive an email from regarding this conversation, along with a ticket number and survey feedback for
	I request you to kindly spare a moment to fill that out for me so that my manager how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Sujeet Kumar Suman has ended this chat session

