

Chat Trans

Hello, I am your Ac

Visitor Details

#72088 Farhan Feroz

Email: farhansorathia50@gmail.com ☎ 03122887958

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: KARACHI

State: Sindh South

Country: PAKISTAN

Chat Transcript

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

	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need any further assistance on the topic?
Farhan Feroz	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Farhan Feroz	Hello, my quickbooks companies are not updating in Quickbooks on my remote server
Sharath Kumar	Hi Farhan, could you please confirm whether you are referring to the QuickBooks application or is it a particular company
Farhan Feroz	particular company in quickbooks
Sharath Kumar	understood, could you help me with the following details - 1. the error that occurs 2. Company name and file location 3. server name
Farhan Feroz	RAS19.myrealdatal.net company name rayya investment basically taxes are not deducting on QB
Sharath Kumar	got it, let me check that for you Farhan, there are important updates missing for QuickBooks 2022 that is on the server. I have seen instances where updating the application resolves the issue related to company file. Please let me know when an appropriate time will be to update it and do note that you will have to sign out from the server. This typically takes 30-40 minutes
Farhan Feroz	you can go with this
Sharath Kumar	Let me know when you are logged off from the server so that we can proceed with the installation
Farhan Feroz	Logged off done
Sharath Kumar	Thank you, I will send you an update email once the application has been updated successfully anything else that I may assist you with?
Farhan Feroz	No
Sharath Kumar	Ok Farhan, I will keep you posted on the email You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a link to a survey. 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. Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)

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

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

Sharath Kumar has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#71784 Lucy

Email: lucy@mizfashions.com ☎ 12245678680

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 23 Secs

City: IRVINE

State: California

Country: UNITED STATES

Chat Transcript

Lucy Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Lucy Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Lucy I'd like to report an Issue

Acebuddy Please select an option!

Lucy QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
Lucy	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Lucy	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>
Lucy	server freeze
	ok4
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Lucy
Lucy	hello
	I cannot use my quickbook on your server. When I click the server, it's automatically logged into my quickbook. and freez
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	<i>5:25:30 AM Lucy is sharing a file with you</i>
	<u>2025-01-31_15_50_53.png</u> - (Size:27.41 KB)
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Lucy	Recently I was advised to use a new server
	LucyS@myrealdata.net
Anurag Sharma	Okay
	Kindly allow me 4-5 minutes to check the same.
Lucy	thanks
Anurag Sharma	Please allow me few more minutes.
Lucy	ok no problem
Anurag Sharma	Lucy, as I can check. The RAM utilization on the server is very high and you also don't have much disk space in C drive.
	Might be this is the reason of this Qb freezing.
	I have logged you out from the server for now to resolve this QB freezing issue.
Lucy	thank you
Anurag Sharma	But if you need to resolve this issue permanently. Then you need to add some RAM and disk space in the server. I hope I v
Lucy	How can I add Ram and disk space in the server?
Anurag Sharma	We can add the RAM and disk space in the server for you. But I just want to inform you that it is chargeable.

	I am sharing you the pricing.
	Plan 1: 200 GB - \$120/month
	Plan 2: 100 GB - \$60/month
	Plan 3: 80 GB - \$50/month
	Plan 4: 60 GB - \$40/month
	Plan 5: 40 GB - \$28/month
Lucy	Then, can I ask why my server doesn't have enough space now?
Anurag Sharma	These are the pricing for disk space.
Lucy	I have been using Ace cluding server several years.
Anurag Sharma	Your C drive is low in disk space. This drive contains critical components such as user profiles, application folders, Window
Lucy	I think that my current plan also has some server spaces
Anurag Sharma	Yes, allow me 2-3 minutes to check.
Lucy	yes
	Storage 10 GB per user
Anurag Sharma	Please stay connected.
	I need 3-4 minutes.
Lucy	ok
	<i>5:55:46 AM Anurag Sharma is sharing a file with you image.png - (Size:13.16 KB)</i>
Anurag Sharma	Please refer to the image shared above for disk space.
	Whereas, I am also sharing your server's RAM utilization. You can check that too.
Lucy	I just deleted some folders in Clients Data drive that will help
Anurag Sharma	Okay
Lucy	And I have a quick question about the pricing. for this, I need to talk to billing department?
Anurag Sharma	Yes
	If you wish I can transfer this chat to the billing department.
Lucy	Ok Thanks i'll email my question to the billing department
	No worries
	Thanks for your help today
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#71891 Michael Hutchinson

Email: michael@chinsonsgrillshack.com  16494326543

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: 24 Secs

City: GRAND TURK

State: Turks And Caicos Islands

Country: TURKS AND CAICOS ISLANDS

Chat Transcript

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

Michael Hutchinson	I'd like to report an Issue
Acebuddy	Please select an option!
Michael Hutchinson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Michael Hutchinson	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Michael Hutchinson	I am trying to send an email from quickbooks and it tells me to sign in. When I try to so so it says I need to update the sof
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Michael Hutchinson	Hi
	Thanks
Anurag Sharma	Hello Michael
	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Michael Hutchinson	myrealdatalan_Jasper
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
	Michael, are you there?
Michael Hutchinson	yes
Anurag Sharma	May I take the remote access of your server?
Michael Hutchinson	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Michael Hutchinson	yes its good
Anurag Sharma	Please accept the remote session request on the server.
	Michael, are you there?
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.
Michael Hutchinson	Ok I will try again in the mornign
	Thanks

Anurag Sharma	As I can check there is a QB update pending on the server.
	Okay
	Is there anything else I may help you with ?
	Are we still connected here?
Michael Hutchinson	That is it thansk
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#72169 Anita Morland

Email: anita@internationalfilterproducts.com  18189179538

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Anita Morland	Hello, I am your Acebuddy
Acebuddy	Hello Anita, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anita Morland	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anita Morland	I'd like to raise a Request
Acebuddy	Please select your request type.
Anita Morland	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Anita Morland	Other Application
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server de Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com. Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you nee Do you need any further assistance on the topic?
Anita Morland	Yes
Acebuddy	Please wait while we connect you to our Support Representative <i>Acebuddy (bot) forwarded the chat request</i> <i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Anita
Anita Morland	HI Shashwat
Shashwat Verma	How can I help you?
Anita Morland	We have a payment terminal program that needs to be uninstalled and reinstalled on two of the personal servers.
Shashwat Verma	I will surely help you with this issue.
	Kindly confirm the server name IFPI.myrealdatal.net?
Anita Morland	Server IFPI Anita and IFPI Beatriz
Shashwat Verma	Thanks for the confirmation !
	Kindly share or download the setup file of the application with us.
Anita Morland	The program is called Verosa payment terminal

Shashwat Verma	OKay
Anita Morland	The link to download the program is below https://verosa.com/financial.html
Shashwat Verma	Okay
	Kindly allow me two minutes to check the same.
Anita Morland	okay
Shashwat Verma	Anita, we have noted your request and are scheduling the re-installation during the night hours. Additionally, we require a authentication of the same.
	Have you emailed the same?
Anita Morland	I just sent an email. you should receive it shortly.
Shashwat Verma	Let me check
	Yes, we got the email.
	Thanks for your efforts, will let you know on email, when we are done with it.
	Is there anything else I may help you with ?
	Are we still connected here?
Anita Morland	no not at the moment
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.aceclou
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#73295 Test

Email: support@acecloudhosting.com ☎ 000000000

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: MALPURA

State: Haryana

Country: INDIA

Chat Transcript

Test	Hello, I am your Acebuddy
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Test	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Test	I'd like to report an Issue
Acebuddy	Please select an option!
Test	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Test	other
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Test mesgaa (Edited)
	<i>Test has ended this chat session</i>

Chat Trans

Hello, I am your Ac

Visitor Details

#72855 Daniel Twait

Email: dtwait@acmealliance.com  18476569601

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min

City: ARLINGTON HEIGHTS

State: Illinois

Country: UNITED STATES

Chat Transcript

Daniel Twait	Hello, I am your Acebuddy
Acebuddy	Hello Dtwait, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Daniel Twait	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Daniel Twait	I'd like to report an Issue
Acebuddy	Please select an option!
Daniel Twait	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Daniel Twait	No connectivity to remote server
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Tushar Pharswan accepted the chat transfer request.

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

	I will be surely assisting you with this. Kindly help me with your server name and user name?
Daniel Twait	hi
Tushar Pharswan	Hello Dtwait
Daniel Twait	lovejoy.myrealdata.net
	DanielTwait
	<i>10:43:51 AMDaniel Twait is sharing a file with you image.png - (Size:15.8 KB)</i>
	<i>The error message received</i>
Tushar Pharswan	Thank you for the details.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
	<i>10:45:35 AMDaniel Twait is sharing a file with you image.png - (Size:35.41 KB)</i>
	<i>what alternate server name can I try? Every time I have had this issue, this field's prefix has been</i>
	Kindly click on edit and remove ATL from the server name and save.
	keep it just rdg.myrealdata.net (Edited)
	Kindly let me know once you are able to login to the server.
Daniel Twait	I am attempting now with RDG as the prefix
Tushar Pharswan	Okay do let me know if this fixes the issue, also as I can see this is an ongoing issue which has occurred multiple times we
Daniel Twait	It lagged out. I do need to verify password as it was working and remembered before. I use the self service portal for this,
Tushar Pharswan	Yes, if you are able to login to self-care portal with your existing password then it should work for the server login as well.
Daniel Twait	I was successful logging into the self care portal
	However, with that password, the connection has not been successful
	ok, let's do remote
	remote access
Tushar Pharswan	Okay.
	https://assist.acecloudhosting.com/join/4592142945
	Kindly Click on the link and open the downloaded file.
	It worked this time.
	normally
	as I can see this is an ongoing issue which has occurred multiple times we will discuss this matter with our team later on.
Daniel Twait	i mean, i happy its working, but it wasn't until just then
	could you advise some alternate prefixes that I can try the next time this issue occurs?

	later, via email would be great
Tushar Pharswan	The normal rdg one is the best as it connects you to the best server available other prefixes are location specific which ca
Daniel Twait	that makes sense, but why might others work better sometimes?
Tushar Pharswan	If the issue arises again kindly mention to the next engineer that this is ongoing and then at the time of issue it will help u
Daniel Twait	I suppose that regardless, I would like this to work regardless of the prefix
	ok, i will do that
	ty. bye bye
Tushar Pharswan	I deeply apologize for the inconvenience caused to you by this.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

dtwait has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#72438 mwelsh

Email: mwelsh@irontoncapital.com

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 16 Secs

City: AURORA

State: Colorado

Country: UNITED STATES

Chat Transcript

mwelsh	Hello, I am your Acebuddy
Acebuddy	Hello Mwelsh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mwelsh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mwelsh	I'd like to report an Issue
Acebuddy	Please select an option!
mwelsh	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mwelsh	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mwelsh	No data in QuickBooks when I login
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
mwelsh	melody.w@realdata
	CID73443
	Irontoncapital.myrealdata.net
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
mwelsh	I am a new user on the account. I am able to login to the server and into the QuickBooks. When I open the QuickBooks the
Shubham Yadav	Since when are you facing the issue ?
	Alright
	May I take the remote access of your local computer?
mwelsh	Monday
	Yes go ahead.

Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/2262994969
	Kindly Click on the link and open the downloaded file.
mwelsh	Go ahead, I think I downloaded it
Shubham Yadav	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in the chat.
	As per remote session you are now able to access the company file
	Is there anything else I may help you with ?
mwelsh	No, thank you for all your help
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Account Manager.

Visitor Details

#71758 Colleen tilp

Email: customerservice@rvlandscape.com  16234650061

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 47 Secs

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

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

	Please specify the issue you are facing before I connect you to an available support representative!
Colleen tilp	ticket 632406 we need to get this fixed ASAP
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Colleen tilp	thank you, this is Colleen Tilp and we have been trying to get Ashley Olaiz back on the server and into QB. We have the s
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Colleen tilp	where would I find that as I am not at work
	We are RV Landscape Inc
Anurag Sharma	Okay
	Kindly allow me two minutes to check the same.
	As I can understand. Ashley is able to enter into the server. But she can't find the RV Landscape file.
	Please confirm if I am correct.
Colleen tilp	Right, I clicked into QB and it wants to setup a new company file
Anurag Sharma	Okay
	May I take the remote access of your server?
Colleen tilp	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Colleen tilp	ok im ready
Anurag Sharma	Seems like there is a technical error. I am sending you a link. Please use that link to connect remotely.
	Make sure to close any important document before joining.
	https://assist.acecloudhosting.com/join/5482794242
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.
	Is there anything else I may help you with ?
Colleen tilp	that's it today
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the resolution details.

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

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

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

Anurag Sharma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#72562 David Weinstein

Email: david@davidweinsteincpa.com  19149071180

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

David Weinstein Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

David Weinstein Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

David Weinstein I'd like to report an Issue

Acebuddy

	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	I'd like to add microsoft onedrive to the VPS Dwein. If I do I want to know if other users will have access
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar has not responded for the transfer request.</i>
David Weinstein	Also I'd like to know if I can have an icon that closes it. I need it for microsoft copilot
Acebuddy	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Trans

Hello, I am your Ac

Visitor Details

#72671 Arron Forbes

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

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 21 Secs

City: KWAKWANI

State: Demeraramahaica

Country: GUYANA

Chat Transcript

Arron Forbes	Hello, I am your Acebuddy
Acebuddy	Hello Irzad Zamal, 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	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution Was that helpful?
Arron Forbes	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>Sharath Kumar accepted the chat transfer request.</i>	
<i>Sharath Kumar is transferring the chat to Anurag Sharma.</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Irzad
Arron Forbes	Hi I'd like to follow up on ticket 642318
Anurag Sharma	Okay, Please allow me 2 minutes to check the same.
Arron Forbes	Ok
Anurag Sharma	Please stay connected. I am working on your request.
Arron Forbes	Ok
Anurag Sharma	Irzad, could you please help me with the server name? (Edited)
	Please confirm if the request is for the server: OMNIHelicopters ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#73091 Tiffany

Email: tiffany@mixware.net ☎ 8185784030

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: VICTORVILLE

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy

Please select an option!

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

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ac

Visitor Details

#73163 hemrrennee

Email: hemrrennee@gmail.com  5412527076

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: COQUILLE

State: Oregon

Country: UNITED STATES

Chat Transcript

hemrrennee Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

hemrrennee Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

hemrrennee I'd like to report an Issue

Acebuddy Please select an option!

hemrrennee QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
hemrrnee	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?
hemrrnee	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>4:16:25 AMhemrrnee is sharing a file with you image.png - (Size:14.64 KB)</i>
	<i>Following the prompt, I get the "file doctor" message</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
hemrrnee	thank you
Shubham Yadav	Are we still connected here?
hemrrnee	yes
	HEMR Industrial Contractors LLC
	Renee Rowe
Shubham Yadav	Can you please confirm if both the users getting the same error ?
hemrrnee	No, just me
Shubham Yadav	May I take the remote access of your server?
hemrrnee	of course
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
	As per remote session you are now able to access the QB company file.
	Is there anything else I may help you with ?
hemrrnee	no, but what was the problem?
Shubham Yadav	TLG file got reset and it worked after that,
hemrrnee	Okay. Still don't know why this happened, but thank you for fixing it
Shubham Yadav	Welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

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

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

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

Shubham Yadav has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#72539 Michele Prestowitz

Email: mprestowitz@truckeeriverwc.org  17757452503

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 57 Secs

City: TRUCKEE

State: California

Country: UNITED STATES

Chat Transcript

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

	Please select your request type.
Michele Prestowitz	Change in Users
Acebuddy	Please select your desired option!
Michele Prestowitz	User Replacement
Acebuddy	Kindly email us at support@acecloudhosting.com from your registered email address mentioning the existing username to be replaced and the new user details.
	Do you need any further assistance on the topic?
Michele Prestowitz	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	How may I assist you today
Michele Prestowitz	I have been added as an authorized user (mprestowitz@truckeeriverwc.org), but I cannot login because I do not have a user name and password.
Sharath Kumar	Hi Michele, could you please let me know if you are signing into the server or MyPortal
Michele Prestowitz	https://myportal.acecloudhosting.com/login
	Is there somewhere else I should be creating a username and password?
Sharath Kumar	You are on the correct portal
	for signing into this, please try the username as CID74448
	and for the password you need to select forgot password
Michele Prestowitz	ok. Then click on forgot password?
Sharath Kumar	that is correct
Michele Prestowitz	OK, waiting for verification code
Sharath Kumar	sure!
Michele Prestowitz	It keeps telling me the password format is invalid even though I am meeting the criteria
Sharath Kumar	I see, could you try that on a different web browser
Michele Prestowitz	ok, working on it
	Same problem. Previously on Firefox, now on MS Edge
Sharath Kumar	I see, let me transfer you to someone who can take remote of your system and help accordingly
	one moment please
Michele Prestowitz	ok, meanwhile trying on chrome
	didn't work on chrome either

Sharath Kumar is transferring the chat to Shashwat Verma.

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Michele
	I will surely help you with this issue.
	May I take the remote access of your local computer?
Michele Prestowitz	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/1302244919
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.
	Issue resolved on remote session, as we assisted you to login myportal
	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 cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Account Manager.

Visitor Details

#72422 Michelle Robinson

Email: mrobinson@gammaq.com ☎ 6144879550

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: SAN ANTONIO

State: Texas

Country: UNITED STATES

Chat Transcript

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

Hello, I am your Ac

Visitor Details

#72982 Anais Dilger

Email: ezrad@rortax.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Anais Dilger	Hello, I am your Acebuddy
Acebuddy	Hello Ezra Dilger, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anais Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anais Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Anais Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Anais Dilger	Lacerte 2024 needs an update
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Anais Dilger	Hi Sharath
Sharath Kumar	Hello, am looking into your request, kindly allow me 2 minutes to quickly sign into the server
Anais Dilger	Ok!
Sharath Kumar	Thank you for your patience.
	could you please confirm the version that requires the update
Anais Dilger	Lacerte 2024
Sharath Kumar	thank you, working on it

Ezra, In order to update the application we need to sign into the application since you are already signed into it, I am going to provide you with the permissions to update the application please bear with me for a moment while I set the appropriate settings

Anais Dilger Support normally updates Lacerte and resets the server from the back end I normally am not given permissions to update the program, plus the server needs a reset usually

Sharath Kumar that is correct, however, the latest update for lacerte won't let us install it, unless we are signed into the application

Anais Dilger Oh, I see! Would you like me to sign back into the server?

Sharath Kumar A workaround for this would be for you to provide us with the credentials of this application, but since we treat that as a s

Anais Dilger Okay!

Sharath Kumar sure, please do

Anais Dilger Doing so now

Sharath Kumar are you signed in with the RT_Anais username

Anais Dilger I am Logging into Lacerte now Ok, I'm in

Sharath Kumar try updating the application now

Anais Dilger Ok It's in progress

Sharath Kumar glad to hear that

Anais Dilger "Update successful"

Sharath Kumar that's it

Anais Dilger Looks like we might be good? Ok, thanks!

Sharath Kumar Is there anything else I may help you with ?

Anais Dilger No, that will be all. Thanks again!

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

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

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

Sharath Kumar has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#73269 antony.wu

Email: antony.wu@snrtea.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: ROWLAND HEIGHTS

State: California

Country: UNITED STATES

Chat Transcript

antony.wu Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

antony.wu Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

antony.wu I'd like to raise a Request

Acebuddy Please select your request type.

antony.wu Reboot your Server

Acebuddy Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re

	Do you need any further assistance on the topic?
antony.wu	Restart
Acebuddy	Hello Antony.wu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
antony.wu	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
antony.wu	I'd like to raise a Request
Acebuddy	Please select your request type.
antony.wu	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
antony.wu	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
antony.wu	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
antony.wu	I am facing a blue screen when logging on to the remote desktop, please reboot our server, Server name: SunrightCorp.m
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Antony, I am connecting to the server to reboot it
antony.wu	Hi Sharath, thanks for the assistance
Sharath Kumar	I saw your account was in a disconnected state on the server
	I have just logged you off from the server
	Could you please sign back in and let me know the result
antony.wu	awesome looks like i was able to get past the blue screen now
	thank you!
Sharath Kumar	Glad to hear that.
	Is there anything else I may help you with ?
antony.wu	no, that was all i needed, thank you again!
Sharath Kumar	My pleasure, Sir

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

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

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

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

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

antony.wu has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#72538 Daniel Lee

Email: daniel.lee@jhlcpainc.com  18189269644

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 9 Secs

City: EDMONTON

State: Alberta

Country: CANADA

Chat Transcript

Daniel Lee Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Daniel Lee Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
Daniel Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Daniel Lee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Daniel Lee	Server very slow
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Could you please let us know since when you are experiencing the issue
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#72514 HARSHIL SHAH

Email: harshil@ambitsol.co

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: 41 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

HARSHIL SHAH	Hello, I am your Acebuddy
Acebuddy	Hello Harshil, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
HARSHIL SHAH	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
HARSHIL SHAH	I'd like to raise a Request
Acebuddy	Please select your request type.
HARSHIL SHAH	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server rebo
	Do you need any further assistance on the topic?
HARSHIL SHAH	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
HARSHIL SHAH	call me 9726173943
	Remote is working very slow
	hi
	hello
	<i>Yash Kalra accepted the chat transfer request.</i>
	hi
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
HARSHIL SHAH	bookkeeper 1
	hello
Yash Kalra	Please let me know the issue you are facing so that I can assist you further.
HARSHIL SHAH	working very slow
Yash Kalra	Harshil, Have you checked your internet connection? Is it working properly? Let us know so we can assist you further!
HARSHIL SHAH	

	it working fine
	last night we face same issue
	can you check once
Yash Kalra	May I take the remote access of your local computer?
HARSHIL SHAH	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
HARSHIL SHAH	done
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/2302009048
	Are we still connected here?
	Harshil, We've assisted you with the server slowness issue . Is there anything else we can help you with? Let us know!
	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 Trans

Hello, I am your Ac

Visitor Details

#72101 Kevinder

Email: k.singh@innercircle.cpa

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 39 Secs

City: LUDHIANA

State: Punjab

Country: INDIA

Chat Transcript

Kevinder	Hello, I am your Acebuddy
Acebuddy	Hello Kevinder Singh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kevinder	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kevinder	I'd like to report an Issue
Acebuddy	Please select an option!
Kevinder	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kevinder	I am unable to get in to server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Kevinder	ICA/Kevinder
Yash Kalra	Kindly allow me two minutes to check the same.
Kevinder	Sure, The issue I am facing of multiple connection in queue, due to that I am unable to open RDP server. It gets stuck on k
Yash Kalra	Kevinder, please allow us some time while we are making some changes from the backend,
	May I take the remote access of your local computer?
Kevinder	sure
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.aceclouddhosting.com/join/9352278302
Kevinder	It worked
Yash Kalra	Is there anything else I may help you with ?
Kevinder	No it worked, thank you
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on

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

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

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

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

Yash Kalra has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#72163 ERICA DOVER

Email: erica.dover@hrblock.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: 1 Min 29 Secs

City: CHATTANOOGA

State: Tennessee

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
ERICA DOVER	I'd like to report an Issue
Acebuddy	Please select an option!
ERICA DOVER	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ERICA DOVER	UNABLE TO RETRIEVE DATA FROM THE SERVER BACK UP
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
ERICA DOVER	PLEASE SEE TICKET NUMBER 630055
	SEE IF YOUR ABLE TO REMOTE IN NOW THAT I AM BYPASSING THE FIREWALLS AND ASSIST ME IN LOCATING THE NECESSA LINK TO THE COMPUTER
Manish Singh	I will surely help you with this issue.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Manish Singh has ended this chat session</i>

Chat Trans

Hello, I am your Ac

Visitor Details

#71962 Patrick Wiesner

Email: pwiesner@maxmar.com  720-626-2229

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: ARVADA

State: Colorado

Country: UNITED STATES

Chat Transcript

Patrick Wiesner	Hello, I am your Acebuddy
Acebuddy	Hello Patrick Wiesner, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Patrick Wiesner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Patrick Wiesner	I'd like to raise a Request
Acebuddy	Please select your request type.
Patrick Wiesner	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Patrick Wiesner	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
Patrick Wiesner	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Patrick Wiesner	The server requires important updates. Please apply them
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Patrick Wiesner	The server requires important updates. Would you please apply them
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Patrick Wiesner	Server name: Gysinamerica.myrealdata.net
	Patrick_GAI@myrealdata.net
Tushar Pharswan	Kindly allow me two minutes to check the same. Till then if you can share the screenshot of the updates required would h
	Are we still connected here?

Patrick Wiesner	yes
Tushar Pharswan	May I take the remote access of your server? So that I can see which updates are required.
Patrick Wiesner	access the server but I don't want to install any software
Tushar Pharswan	Yes I get that. I just want to confirm which updates are required so that we can apply them. (Edited) or as I said earlier if you can share the screenshot of the updates required would be helpful.
Patrick Wiesner	I don't know how to screenshot access that server. I need to work This is your server, not ours
Tushar Pharswan	Okay we will apply the server windows update. May I know when we can proceed with the updates as you are currently w
Patrick Wiesner	I can log off I am out. Please apply the updates
Tushar Pharswan	Okay it will take around 1-2 hours the update process has begun. We will email you once its done. Is there anything else I may help you with ?
Patrick Wiesner	Ok, please update now. Thank you

Patrick Wiesner has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#72942 Jennifer Snyder

Email: jsnyder@saratogaconstruction.net **Phone:** 15185870100

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: SARATOGA SPRINGS

State: New York

Country: UNITED STATES

Chat Transcript

Jennifer Snyder	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer Snyder	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Snyder	I'd like to report an Issue
Acebuddy	Please select an option!
Jennifer Snyder	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jennifer Snyder	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?
Jennifer Snyder	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>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Jennifer Snyder	Thank you, my username is Username: myrealdatalJenniferSn.q14
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Jennifer Snyder	I can not log into QB. I get the message, "Hold tight, we're updating quickbooks. It could take a few minutes".
	It has been about 25 minutes. The other Quickbook user is not in today so I do not know if she is affected.
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Please try now.
	Are we still connected here?

Jennifer Snyder	ok
	it is working now
	thank you
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Manish Singh has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#72028 glenda

Email: glenda@xlcpas.com  16268935837

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: PASADENA

State: California

Country: UNITED STATES

Chat Transcript

glenda Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

glenda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
glenda	I'd like to raise a Request
Acebuddy	Please select your request type.
glenda	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
glenda	Restart
Acebuddy	Hello Glenda, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
glenda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
glenda	I'd like to raise a Request
Acebuddy	Please select your request type.
glenda	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
glenda	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
glenda	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
glenda	sorry. we are facing urgent need to restore an app
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
glenda	Hello Shubham. It's actually an app restoration
	XLCPA.myreldata.net

	user name: GlendaYLang
Shubham Yadav	Thanks for the confirmation
glenda	my staff by accident overwrote an app data
Shubham Yadav	Can you please let me know which application are you referring to ?
glenda	we would need to restore that app (AME) to yesterday if possible.
Shubham Yadav	Kindly allow me two minutes to check the same. Glenda is there any file for this application ?
glenda	this is a payroll software, so we need data file for 02/04 or early morning 02/05. let me find the directory if i can
Shubham Yadav	Yes please let me know the location of the file
glenda	C:\Ame 3.0 i am still looking for data file
Shubham Yadav	Let me check
glenda	probably here? C:\Ame 3.0\Data do you know what day/time was the last backup?
Shubham Yadav	Thank you for the information let me check from back end Glenda give me 5 minute, I am making a snap shot of the server, so that changes we will make can reverse. Glanda can you please confirm the dates which can work for back up
	<i>2:18:18 AM Shubham Yadav is sharing a file with you</i> <u>image.png</u> - (Size:4.82 KB)
	Time is in PST
	Glenda are you there ?
glenda	yes question today is 02/05 may I know what time is 02/05/2025 7:30pm in terms of PST?
Shubham Yadav	Glenda it is of data till 7:30 pm PST
glenda	I mean today is 02/05/2025 and now is 12:51PM PST, it has 6 hours till 7:30 PM PST if you convert the time in the picture above, what day/time is 02/05 7:30PM, in terms of PST?
Shubham Yadav	It is of wednesday
glenda	Wednesday what time in PST ?
Shubham Yadav	Wednesday till 7:30 PM
glenda	we are not yet 7:30

	we are around noon time now, it is 12:51
	we have not yet reach 7:30 PM
Shubham Yadav	Can you please let me know your time zone ?
glenda	Pacific. It is 02/05/2025; 12:55PM, 55 minutes past noon time
Shubham Yadav	Glenda I confirmed, It is of 6:00 AM PST
glenda	great. Very helpful!! let's have 6:00 AM PST data
Shubham Yadav	Thanks for the confirmation
	let me do that
	Glenda I have restored data kindly check now
glenda	great thank you
Shubham Yadav	Is it okay now?
glenda	give me two minutes please
Shubham Yadav	Sure take your time
glenda	sorry still checking
Shubham Yadav	no worries take your time
glenda	looks good to me. thank you so much. you have saved our life
Shubham Yadav	That's great glenda
	Ace is always there for you
	Is there anything else I may help you with ?
	Glenda are you there?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shubham Yadav has ended this chat session

Visitor Details

#72744 Blake Reid

Email: itadmin@americanirrigation.com  14786279730

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 31 Secs

City: AILEY

State: Georgia

Country: UNITED STATES

Chat Transcript

Blake Reid	Hello, I am your Acebuddy
Acebuddy	Hello David Luvin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Blake Reid	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Blake Reid	I'd like to raise a Request
Acebuddy	Please select your request type.
Blake Reid	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Blake Reid	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Blake Reid	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Blake Reid	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Blake Reid	Ticket ID: 643077 Issue: Reidbros server

Acebuddy	Please wait while we connect you to a Support Representative <i>Acebuddy (bot) forwarded the chat request</i>
Shubham Yadav	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
Blake Reid	hi
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
Blake Reid	ok
	just so you know, i have 10 or so users in tthe same company file that are not getting this error
Shubham Yadav	Thanks for the confirmation David
	We need to take the remote access of the user's server
Blake Reid	ok
Shubham Yadav	Yes David
	Is user available right now ? (Edited)
Blake Reid	yes
Shubham Yadav	May I take the remote access of local computer?
Blake Reid	yes
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/9332638526
Blake Reid	ok
Shubham Yadav	Kindly Click on the link and open the downloaded file.
Blake Reid	joining now
Shubham Yadav	Yes please join the session
	David looks like it ended
	I am sharing you a new link
	https://assist.acecloudhosting.com/join/7622917297
Blake Reid	yes sorry
Shubham Yadav	Kindly Click on the link and open the downloaded file.
	No problem
Blake Reid	you should be in
Shubham Yadav	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.
Blake Reid	ok

Shubham Yadav As per remote session we have reset the Intuit profile of the user and it will resolve the problem.

Is there anything else I may help you with ?

Blake Reid no

David Luvin has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#72735 Dee Annechino

Email: dee@livingbeach.com  5857370139

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 20 Secs

City: MYRTLE BEACH

State: South Carolina

Country: UNITED STATES

Chat Transcript

Dee Annechino Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Dee Annechino Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Dee Annechino I'd like to report an Issue

Acebuddy Please select an option!

Dee Annechino	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Dee Annechino	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution.
	Was that helpful?
Dee Annechino	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Dee Annechino	LBLLC
	Tara is user name for QB
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Dee can you please elaborate the issue Tara is getting ?
Dee Annechino	She is trying to log into the CRG Companies QB file and received a message that stated: The QuickBooks Administrator is editing the user information for user "Tara". You can either try to log in as a different user or wait until the administrator finishes editing the user information. When any other person in our office attempts to login to the same company, we are given the error message that it is set to prevent multiple users from logging in at the same time.
Shubham Yadav	Thanks for the confirmation
	May I take the remote access of local computer to access tara's login ?
Dee Annechino	Yes
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/191205432
	Kindly Click on the link and open the downloaded file.
Dee Annechino	All private items are closed
Shubham Yadav	As per remote session you are now able to login in QB company file
	Is there anything else I may help you with ?
Dee Annechino	Not at this time. Again, THANK YOU!!!
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of the discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.

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

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

Shubham Yadav has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#72588 Daniel Emert

Email: support@arrowheadtechnologies.com  817-989-9722

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: ODESSA

State: Texas

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ac

Visitor Details

#72459 Betty Ramos

Email: customercare@executiverefreshments.com ☎ 12146960205

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

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

Betty Ramos	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Betty Ramos	issues 637880
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Chat request was not picked up by the operators</i>
Betty Ramos	i have a ticket open- 637880- I need for someone to call me about it- 469-628-1053

Chat Trans

Hello, I am your Ac

Visitor Details

#72315 Lewisville

Email: lewisville@eaglefintax.com  4696098829

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: 48 Secs

City: HYDERABAD

State: Telangana

Country: INDIA

Chat Transcript

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

	Please chose an option :
Lewisville	I'd like to report an Issue
Acebuddy	Please select an option!
Lewisville	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lewisville	can you update th e software drake 2024
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
	In this case i need your Username and Password to proceed with the update of the application.
Lewisville	lewisvilleeagle1 : user server : eaglefintax myrealdata
Manish Singh	Of Drake
Lewisville	yes can you take my screen access
Manish Singh	Sure Prior providing the access, I would suggest you to close any important documents at your end.
Lewisville	okay
Manish Singh	As i can check you are not logged in yet
Lewisville	yes just logged out
Manish Singh	Login to the server please
<i>9:08:06 PM Manish Singh is sharing a file with you image.png - (Size:28.99 KB)</i>	
<i>Can I get your username and password so that i can update the application from my end?</i>	
	Are we still connected here?
Lewisville	hi

SUPERVISOR has ended this chat session

Chat Trans

Am I am to make a Quickbooks bac
Quickbooks is in th

Visitor Details

#72678 crang1019

Email: crang1019@hotmail.com

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

Website: https://www.acecloudhosting.com/hosting/quickbooks/?utm_source=Bing&utm_medium=cpc&utm_campaign=QB_Bottom_Funnel_Search_USA&utm_term=Quickbooks%20For%20The%20Cloud&utm_adgr

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 29 Secs

City: LANCASTER

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

crang1019 Am I am to make a Quickbooks backup to an flashdrive if my Quickbooks is in the cloud?

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

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

crang1019 Hi

Shubham Yadav accepted the chat transfer request.

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

crang1019 Hi

Shubham Yadav Hello crang

crang1019 Hi

Shubham Yadav Crang can you please elaborate the issue ?

crang1019 I would like to create a local backup to my flashdrive since my Quickbooks has been in the cloud, I can't locate the locatio

Shubham Yadav Thank you for the information and allow 2 minutes to check the same.

crang1019 Absolutely

Shubham Yadav	May I take the remote access of your local computer?
crang1019	No thank you. I thought maybe you would have a quick answer either way
Shubham Yadav	Crang that needs to checked on rdp. By clicking right click on rdp and click on edit.
	So I will have to check that.
	Or also you can check and let me know
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shubham Yadav has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#72299 eminer

Email: eminer@kegtechnologies.net ☎ NA

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 51 Secs

City: MARINE CITY

State: Michigan

Country: UNITED STATES

Chat Transcript

eminer Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
eminer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
eminer	I'd like to raise a Request
Acebuddy	Please select your request type.
eminer	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your requ
	If you are facing any issue/problem with your server, Please select the appropriate option below
eminer	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
eminer	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
eminer	2 issues. 1. We received a notice -LOW DISK SPACE IN C DRIVE. How do we look at the C drive and update our QB?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Testing declined the transfer request.</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Sharath Kumar.</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
eminer	2 issues. 1. We received a notice -LOW DISK SPACE IN C DRIVE. How do we look at the C drive and update our QB?
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you.
eminer	hello, 2 issues. 1. We received a notice -LOW DISK SPACE IN C DRIVE. How do we look at the C drive and update our QB?
Sharath Kumar	Hello Erin, Both these tasks are something only Support team has access to.
	1. I can provide you a detailed usage of C drive 2. Let me know the time and I can reboot the server for you
eminer	The email says to review the files and remove what is not needed
	2. reboot the server tonight at midnight. Thanks
Sharath Kumar	Understood, that was supposed to be for the users on the server
	We will do that tonight

eminer	I'm confused. I am a user. what do I need todo?
Sharath Kumar	It will take me a while to provide you the details regarding C drive utilization. I will share the same once I have the details.
eminer	OK, will our IT person be able to make decisions on what needs to be removed?
Sharath Kumar	just check your files in folders such as Desktop, Documents and downloads to see if there is any unnecessary file.
	You can definitely share that info with your IT team, consult with them what can be deleted.
eminer	ok, so this is for the person (my boss) who received the email.
	Not the whole company.
Sharath Kumar	It is actually for the server, I will have to check and see what user profile are taking space on the server.
	I will keep you posted on email
eminer	ok, thank you!
Sharath Kumar	anything else that I may assist you with in the meantime?
eminer	no that is it! Thanks!
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding the same.
	I request you to kindly spare a moment to fill that out for me so that my managers can know about your experience at ACE cloud hosting. You can send an email to quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal.
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Account Manager.

Visitor Details

#71826 krisika

Email: krisika@hkidata.com  7383092838

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: 34 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 represe
krisika	Hi
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 yo
krisika	Quickbook very slow in all pc
Manish Singh	I will surely help you with this issue.
krisika	Yes
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too
krisika	U can proceed the server reboot
	Quickbook slow in all user
Manish Singh	Users are logged into the server right now.
	We are restarting the services once.
krisika	Ok

	U can proceed the server reboot
Manish Singh	Kindly try to login after 2 minutes.
	Services restarted and server reboot done.
krisika	Ok
Manish Singh	Try now.
krisika	Ok
	Quickbook working now in all pc
Manish Singh	Is there anything else I may help you with ?
krisika	Thank you
	No
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on the link below.
krisika	Thank you
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 your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal.
	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 Account Manager.

Visitor Details

#72097 janaka

Email: janaka@haranwatson.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: JAFFNA

State: Uturu Palata

Country: SRI LANKA

Chat Transcript

janaka Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

janaka Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

janaka I'd like to raise a Request

Acebuddy Please select your request type.

janaka Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your requ

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

janaka No, That'll be all!

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

Acebuddy has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#71909 Fiona Welch

Email: fiona@corporateclasssolutions.com

Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: KARACHI
State: Punjab
Country: PAKISTAN

Chat Transcript

Fiona Welch Hello, I am your Acebuddy

Hi, If you are looking for a reliable cleaning company with an extremely low attrition rate, w
clean, but making a proactive investment in the safety and health of your customers and st
day! Fiona Welch Sales Development Representative Corporate Class Solutions fiona@corpc

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

Whom Would You Like to Connect With?

You have chosen an Invalid Option. Please try Again!

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 ass

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ac

Visitor Details

#73202 Bhavin
Email: bookkeeping@sandiegocpsteve.com ☎ +1 646 661 2865
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

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

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ac

Visitor Details

#72566 Samantha Roberts
Email: sroberts@budgetblinds.com 7272769300
Department: Support(QB & App Hosting)
Operator:
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 50 Secs
City: PARRISH
State: Florida
Country: UNITED STATES

Chat Transcript

Samantha Roberts	Hello, I am your Acebuddy
Acebuddy	Hello Samantha Roberts, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Samantha Roberts	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Samantha Roberts	I'd like to raise a Request
Acebuddy	Please select your request type.
Samantha Roberts	Password Reset
Acebuddy	Please select an option below
Samantha Roberts	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password
	Do you need any further assistance on the topic?
Samantha Roberts	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you
Samantha Roberts	Thanks
Sharath Kumar	Hi Samantha, how may I assist you today?
Samantha Roberts	it seems my account has been blocked. Maybe I tried to log in too many times. I'm hoping a
	I believe the shortcut I have saved to my browser is still active
Sharath Kumar	could you confirm that you are able to sign into the server, but it is QuickBooks application
	Are we still connected here?
	Are we still connected here?
Samantha Roberts	yes
	No I cant log in to server
Sharath Kumar	understood, one moment while I quickly check your account
Samantha Roberts	Thanks
Sharath Kumar	Samantha, I found your account status to be in a restrictive status due to inactivity

Samantha Roberts	Ah ok thanks
Sharath Kumar	I have just activated the account, please try signing in with your last known password
	that should do the trick
Samantha Roberts	Yes that worked thank you!
Sharath Kumar	glad to know that, anything else that I may assist you with?
Samantha Roberts	Thats it thanks!
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding your account activation.
	I request you to kindly spare a moment to fill that out for me so that my managers can know more about you. You can send me an email at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal.
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Account Manager.

Visitor Details

#71958 Kristin D Cooper

Email: kristin@kristincoopertaxprep.com **Phone:** 3605099456

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 HADLOCK

State: Washington

Country: UNITED STATES

Chat Transcript

Kristin D Cooper	Hello, I am your Acebuddy
Acebuddy	Hello Kristin D Cooper, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kristin D Cooper	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kristin D Cooper	I'd like to raise a Request
Acebuddy	Please select your request type.
Kristin D Cooper	Change in Applications
Acebuddy	Please select your desired option!
Kristin D Cooper	Application Addition
Acebuddy	Please select your Application
Kristin D Cooper	ATX
Acebuddy	<p>Please send us an email at support@acecloudhosting.com from your registered email address.</p> <ul style="list-style-type: none"> • ATX Version/Year • Activation Code (If Any) <p>• Please download the latest ATX Setup/Installer file from the Wolters Kluwer Application Point.</p>
	Do you need any further assistance on the topic?
Kristin D Cooper	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit Kumar has not responded for the transfer request.</i>
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, please let us know.
	<i>Ended due to chat idle timeout</i>

Chat Trans

trying to sign into m

Visitor Details

#72418 Michael Alfano

Email: mike@cesfence.com ☎ 9739453972

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 42 Secs

City: EAST HANOVER

State: New Jersey

Country: UNITED STATES

Chat Transcript

Michael Alfano trying to sign into my account

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

Hello Michael!

Michael Alfano hi

Rishabh Gogia May I confirm your account name registered with us?

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

Sharath Kumar accepted the chat transfer request.

Sharath Kumar Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting y

Hello Michael, how may I assist you today

Michael Alfano want to sign into my server

Sharath Kumar I can help you with that

let me know the server name and user name

Michael Alfano server name CESFence.mytealdata.com

Mike_CES

server is .net not .com

hello

Sharath Kumar apologies, I was checking your account details

could you let me know if this is the first time that you are signing into the server

Michael Alfano

no im setting up a new field computer

i can sign in on old field computer and my office computer

Sharath Kumar

got it

Michael Alfano

CESFence.myrealdata.net

Sharath Kumar

and you already have the RDP file from which you connect to the server

Michael Alfano

not on new pc

Sharath Kumar

let me quickly send you that, since the settings are all pre loaded on that one, I am hoping t

could you confirm if you are on a Windows computer or is it Mac that you are using

Michael Alfano

windows

12:49:23 AM Sharath Kumar is sharing a file with you

[Mike_CES@myrealdata.net.zip](#) - (Size:784 Bytes)

RDP file is in this zipped folder

Sharath Kumar

extract this folder and you will find the RDP file there (Edited)

simply put in your password and you should be good to go

Michael Alfano

think we are good

thank you

Sharath Kumar

glad to hear that.

whenever you are on a new computer, you will need this file to login

anything else that I may assist you with, Michael?

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate the chat c

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

Sharath Kumar has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#72178 bryan

Email: bryan@finnex.net ☎ 16303527661

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

bryan	Hello, I am your Acebuddy
Acebuddy	Hello Bryan Lowe, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
bryan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bryan	I'd like to raise a Request
Acebuddy	Please select your request type.
bryan	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your Operating System
bryan	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator" on your Windows PC
	Do you need any further assistance on the topic?
bryan	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar and I will be assisting you today.
bryan	Great! I appreciate your help. Have a nice day!

	Hello Sharath
Sharath Kumar	Hello Bryan, how may I assist you today
bryan	My accountant "user name Accounting" would like to ins can you send the correct file and his password?
Sharath Kumar	One moment while I look into the user account details
bryan	thank you
Sharath Kumar	Bryan, are your familiar with the MyPortal?
bryan	I'm not, sorry
Sharath Kumar	basically, you can manage your user accounts and you Only authorized contacts have the access to Myportal. I highly recommend signing into it, you can download the password for accounting from there
	Let me share with you a detailed document regarding I <i>12:28:02 AM Sharath Kumar is sharing a file with you (My Portal) How to Manage ACE Server Users.pdf - (Size</i>
bryan	Thanks, I'm in https://selfcare.acecloudhosting.com/ ok I got it
	thanks
Sharath Kumar	Yes, that is a different portal. the RDP file can only be found in MyPortal
	Are we still connected here?
	Is there anything else I may help you with ?
bryan	Thanks It saying it's having troubles connecting to remote serv
Sharath Kumar	when exactly does this error occur?
bryan	downloaded the RDP it requests the password entering the password that message appears
Sharath Kumar	I see, one more moment please the account was locked out, I have just unlocked it. Ple
bryan	log in failed let me try resetting the password

	Ok we're good
	logged in
	Thank you Sharath
Sharath Kumar	glad to hear that
	anything else that I may assist you with, sir
bryan	That'd be all, thank u

Bryan Lowe has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#72051 carolina reyes

Email: contact@ssadvancecpa.com ☎ 3472829145

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: FLUSHING

State: New York

Country: UNITED STATES

Chat Transcript

carolina reyes	Hello, I am your Acebuddy
Acebuddy	Hello Contact, I'm your Ace Buddy. I'll be happy to assis
	Whom Would You Like to Connect With?
carolina reyes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

	Please chose an option :
carolina reyes	I'd like to report an Issue
Acebuddy	Please select an option!
carolina reyes	Other Issue
Acebuddy	Please specify the issue you are facing before I connec
carolina reyes	RDp connection
Acebuddy	Please wait while we connect you to a Support Represe
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name
	I will be surely assisting you with this. Kindly help me v
carolina reyes	Hi Tushar, can we chat over phone?
Tushar Pharswan	We have other team for a call session but if you wish w session.
carolina reyes	I twon't happen, need it over a call
	Can you give their number
Tushar Pharswan	Yes
carolina reyes	or have them call me at 347-282-9145
Tushar Pharswan	You may contact us on our 24/7 helpline on 888-415-52
carolina reyes	ok
Tushar Pharswan	I have noted this as this chat ends, I will schedule a cal document this.
	Is there anything else I may help you with ?
carolina reyes	I am good, thank you
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a
	You may end this chat now. Once you end this chat, yo conversation, along with a ticket number and survey fe
	I request you to kindly spare a moment to fill that out f working. I will appreciate that. or you may send your fe Thanks!
	Note: You may change/reset your server password on y (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://w

Tushar Pharswan has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#71791 Eduardo

Email: corporateit@sdf-itc.com  15125169214

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Eduardo	Hello, I am your Acebuddy
Acebuddy	Hello Eduardo, I'm your Ace Buddy. I'll be happy to assi
	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 raise a Request
Acebuddy	Please select your request type.
Eduardo	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance

	If you are facing any issue/problem with your server, Pl
Eduardo	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Eduardo	Other Issue
Acebuddy	Please specify the issue you are facing before I connec
Eduardo	Remove the disconection by inactivity. I'm waiting for S log out of the session
Acebuddy	Please wait while we connect you to a Support Represe
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name
	Hello Eduardo, how are you doing today ?
Eduardo	Hello, I'm fine thanks
Rohan Prajapati	That's Great
Eduardo	I've been running a process in sage that connects to th
Rohan Prajapati	I will surely help you with this.
Eduardo	So I would like the remote server to not disconnect while
Rohan Prajapati	Kindly allow me 5-6 minutes to check the same.
	May i know your server name once ?
Eduardo	Sure is SDFInterTrading
Rohan Prajapati	Thanks for the confirmation !
	Kindly allow me 5-6 minutes to check the same.
Eduardo	I would like to double check as well that firewall or anti with Aatrix
Rohan Prajapati	Eduardo, should I increase the disconnect session limit
Eduardo	Does this apply for all the sessions or just my session?
Rohan Prajapati	Yes it will be applied to all users
Eduardo	In that case, I will request to increase to 12 hours, and
	is that possible?
Rohan Prajapati	This means that if a user remains in a disconnected sta out from the server after 8 hours.
	Yes, we can do that. We would also request that you ki once you are done with your task.

	Should I proceed with the same ?
Eduardo	Yes please
	I'll make sure to request to change back to 15 minutes
Rohan Prajapati	Thank you Eduardo.
	It has been done.
Eduardo	can we take a look at this please?
	thanks
Rohan Prajapati	Sure, Kindly allow me few minutes.
Eduardo	here's the address and ports that should be allowed: https://us-kb.sage.com/portal/app/portlets/results/view solutionid=222924750023252&hypermediatext=null# t%20uses%20port%20443%20for%20secure%20HTTP%20 ilereceiver.aatrix.com%2C%20efileserver.aatrix.com%20
Rohan Prajapati	Yes, I have checked Both Ports (80 and 443) are allowed
	Is there anything else I may help you with ?
Eduardo	The urls as well? The Aatrix eFiling component uses ports 80 and 443. efile.aatrix.com, efilereceiver.aatrix.com, efileserver.aatrix.com
Rohan Prajapati	Yes Eduardo
Eduardo	Okok, so I'll keep waiting
Rohan Prajapati	Let me double check it
	Kindly allow me few more minutes to confirm the same
Eduardo	Sure, thanks
Rohan Prajapati	Eduardo, would it be okay if I update you via email regarding the server, so I need to check with the team first.
Eduardo	In that regards, once they are open the process I'm running again?
Rohan Prajapati	Eduardo, I think you'll need to do it again, as a few URLs are noted, then please let me know so I can start over once the urls are open in the server
Eduardo	noted, then please let me know so I can start over once the urls are open in the server
Rohan Prajapati	Sure Eduardo, We will update you via email shortly.
	Is there anything else I may help you with ?
Eduardo	Not for now, thanks
	I'll wait for the email
Rohan Prajapati	Thanks for the confirmation !

Eduardo	I would request you to please give your Valuable feedb sure
Rohan Prajapati	Thank you for choosing ACE cloud Hosting, you have a You may end this chat now. Once you end this chat, yo conversation, along with a ticket number and survey fe
	I request you to kindly spare a moment to fill that out f working. I will appreciate that. or you may send your fe Thanks!
	Note: You may change/reset your server password on y (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://w
	<i>Rohan Prajapati has ended this chat session</i>

Chat Trans

Hello, I am your Ac

Visitor Details

#71861 IT

Email: it@saiflight.com ☎ 8649912566

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: COLUMBIA

State: South Carolina

Country: UNITED STATES

Chat Transcript

IT Hello, I am your Acebuddy

Acebuddy	Hello Sean Merrell, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
IT	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
IT	I'd like to report an Issue
Acebuddy	Please select an option!
IT	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
IT	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connec
IT	new user setup, click on QB icon, it launches with no co
Acebuddy	Please wait while we connect you to a Support Represe
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name
IT	Hey Sharath
	So basically new user for SAI Flight Services, Nick S.
Sharath Kumar	Hi Sean, could you please assist me with the user acco
IT	sure
	one sec
	User Name: myrealdata\Nick.S
Sharath Kumar	thank you, looking into this
	may I take remote session of this user?
IT	Sure
Sharath Kumar	one more moment please
	I am sending the request for remote connection
	Prior providing the access, I would suggest you to close
	Sean, what version of QB is Nick going to use?
IT	Everything is closed, honestly I am the IT guy, I have n shortcuts for enterprise solutions and QB pro 2020
	I am going to guess it is the QB pro 2020

Sharath Kumar	I understand
	The client data shortcut provided on the desktop is what we need to navigate to that shortcut via QB to access a file.
IT	understood, I am opening that
	<i>1:01:51 AM IT is sharing a file with you</i> <u>1_image.png</u> - (Size:77.45 KB)
Sharath Kumar	yes, I saw that
	checking for permissions for Nick
	<i>1:02:21 AM IT is sharing a file with you</i> <u>1_image.png</u> - (Size:131.26 KB)
	The shortcut is correct, although Nick does not have access.
IT	LOL
Sharath Kumar	We will require an email request from you to provide him access.
IT	do I email it to the support email or another one?
Sharath Kumar	the support email. i.e. support@acecloudhosting.com
	I have disconnected from the remote session for now.
IT	okay, email will go out in 10 seconds
Sharath Kumar	alright, I will have someone from the team provide Nick access and keep you informed
IT	sounds good thank you
Sharath Kumar	anything else that I may assist you with?
IT	I have sent the email
	No, that is it, I got all other steps done
Sharath Kumar	okay Sean, wish you have a good day.
	You may end this chat now. Once you end this chat, you can still access our self-care portal to view this conversation, along with a ticket number and survey feedback.
	I request you to kindly spare a moment to fill that out for us. We would appreciate your feedback. or you may send your feedback to us via email. Thanks!
	Note: You may change/reset your server password on your self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
	Thank you for choosing ACE cloud Hosting, you have a great day!
<i>Sharath Kumar has ended this chat session</i>	

Chat Trans

Hello, I am your Ac

Visitor Details

#71939 Bongryong Kim

Email: kevin@brkimcpa.com ☎ 19729724930

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: 53 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Bongryong Kim	Hello, I am your Acebuddy
Acebuddy	Hello Kevin, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
Bongryong Kim	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep Kumar.
Bongryong Kim	I want to discuss for upgrading my cloud server.
	just before i was taking one of agents
	my web Brower freezed
Pradeep Kumar	Alright, Let me transfer the ticket to the concerned team.

Pradeep Kumar is transferring the chat to Support(QB & S)

Anurag Sharma accepted the chat transfer request.

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name
	Hello Kevin
Bongryong Kim	helllo again
	brower was freezed
Anurag Sharma	Okay, no problem.
	I will share the pricing again to you here.
Bongryong Kim	please show me your suggenstion
	what is C drive size of our server? and Ram
	what is available option?
	as you know we have 10 users
Anurag Sharma	Okay
	Kindly allow me two minutes to check the same.
Bongryong Kim	ok
	<i>1:57:42 AM Anurag Sharma is sharing a file with you image.png - (Size:41.74 KB)</i>
	if chat is disconneted then call me 214-616-1013 or 97
Anurag Sharma	Please check the disk space of your server.
	Okay
	Plan 1: 200 GB - \$120/month Plan 2: 100 GB - \$60/month Plan 3: 80 GB - \$50/month Plan 4: 60 GB - \$40/month Plan 5: 40 GB - \$28/month
	These are the pricing for the disk space addition.
Bongryong Kim	disk means C Drive?
Anurag Sharma	As I can see, RAM utilization of the server is also very h
	Yes
	Right now you have 77 GB RAM on the server. And the
Bongryong Kim	ok show me the pricing
Anurag Sharma	The pricing for RAM addition is:
	Plan 1: 1 GB RAM - \$20/Month Plan 2: 2 GB RAM - \$40/Month

Plan 3: 3 GB RAM - \$60/Month
Plan 4: 4 GB RAM - \$80/Month
Plan 5: 5 GB RAM - \$100/Month
Plan 6: 6 GB RAM - \$120/Month
Plan 7: 7 GB RAM - \$140/Month
Plan 8: 8 GB RAM - \$160/Month
Plan 9: 9 GB RAM - \$180/Month
Plan 10: 10 GB RAM - \$200/Month

Bongryong Kim	then you can say no more system down or computer fr
Anurag Sharma	Yes, for sure this will improve the server's performance
Bongryong Kim	why is so high ram pricing?
	can you give more affordable pricing we have 10 empl
Anurag Sharma	Can I know how much RAM you want to add on the ser
Bongryong Kim	total 100 GB
Anurag Sharma	Okay
	Let me check, what I can do for you.
Bongryong Kim	Actual 96GB
	actually 96gb, which is a multiple of 8
Anurag Sharma	Okay
	Give me a minute.
Bongryong Kim	ok
Anurag Sharma	Kevin if you wish to add 20GB of RAM on the server. Af
Bongryong Kim	I can't calculate \$17.00
Anurag Sharma	That's make it to \$340
Bongryong Kim	what does it mean
Anurag Sharma	1 GB RAM addition will cost you \$17 after the discount.
Bongryong Kim	system is does not matter even if our user add
	Currently i pay for \$776.00 for 10 user
Anurag Sharma	Okay
Bongryong Kim	ram is so high
Anurag Sharma	Could you kindly confirm the price at which you'd like t
Bongryong Kim	one time installed then we pay monthly forever. ram co
	it just my thought
	can give the price \$200.00 for 20 gb add?
	budget is so tight. already almost around 1000.00

Anurag Sharma	I am so sorry Kevin. I cannot give that much discount.
	I deeply apologize for the inconvenience caused to you
	I can really understand your concern.
Bongryong Kim	is it onetime charge?
	or monthly charge?
Anurag Sharma	It is a monthly charge.
Bongryong Kim	hard drvie \$50 per 100GB
	but i do not expand ram
	i mean previously
	I did not expand ram
Anurag Sharma	Okay, we can surely proceed with that.
Bongryong Kim	My suggestion \$100 per 200 GB (hard drive) and RAM :
	Can you do that for me
Anurag Sharma	Okay
Bongryong Kim	total \$150.00 increasing per month
Anurag Sharma	I will do that for you. But I would request you to please efforts after this chat.
Bongryong Kim	ok
	i appreciate your effort.
	finally can you confirm my suggestion?
Anurag Sharma	Yes, after this chat I will send you an email mentioning approval.
	So that we can proceed with the request.
Bongryong Kim	1. C drive use 512 GB after 200 gb added 2. Ram will b
	monthly amount 250.00
	when are you going to upgrade?
Anurag Sharma	Yes, I will send you the snapshot on the mail after addi
	Just after this chat I will send you an email. Please reve the request as soon as possible.
Bongryong Kim	ok immediaterly
Anurag Sharma	Okay
	Is there anything else I may help you with ?

Bongryong Kim	thank you
	send me email
Anurag Sharma	Okay
	I would greatly appreciate if you could spare a minute to chat.
	Thank you for choosing ACE cloud Hosting, you have a
	You may end this chat now. Once you end this chat, your conversation, along with a ticket number and survey feedback will be saved.
	I request you to kindly spare a moment to fill that out for working. I will appreciate that. or you may send your feedback. Thanks!
	Note: You may change/reset your server password on your control panel (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/support-chat.php).

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Account Manager.

Visitor Details

#73191 Joseph Scarpa

Email: joseph@scarpacpa.com **Phone:** 1-6313936457

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 49 Secs

City: LINDENHURST

State: New York

Country: UNITED STATES

Chat Transcript

Joseph Scarpa	Hello, I am your Acebuddy
Acebuddy	Hello Joseph Scarpa, I'm your Ace Buddy. I'll be happy t
	Whom Would You Like to Connect With?
Joseph Scarpa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joseph Scarpa	I'd like to report an Issue
Acebuddy	Please select an option!
Joseph Scarpa	Other Issue
Acebuddy	Please specify the issue you are facing before I connec
Joseph Scarpa	ATX on server needs to be upgraded asap
Acebuddy	Please wait while we connect you to a Support Represe
	<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
	Joseph, would you like to upgrade ATX to newer versior
Joseph Scarpa	Rita Server needs to be updated
	The other 2 servers have been upgraded
	JSCPAPC4 is the one that ATX needs to be updated. Car
Manish Singh	May I take the remote access of your server?
Joseph Scarpa	ok
Manish Singh	Prior providing the access, I would suggest you to close
Joseph Scarpa	ok
	OK now what?
Manish Singh	Kindly accept the remote session.
Joseph Scarpa	i do not see it
	JSCPAPC4
Manish Singh	I am sending the request to JosephS_JS
Joseph Scarpa	ok do it again but ATX works on this server
Manish Singh	Sent

Joseph Scarpa	NO ATX 2024 not payroll and on Rita's server not mine
Manish Singh	JSCPAPC1.myrealdata.net this is the server of Rita's?
Joseph Scarpa	no JSCPAPC4 is Rita
Manish Singh	Checking please wait
	This message has been deleted
	Kindly ask Rita to connect to server once.
Joseph Scarpa	ok
Manish Singh	So that we can update the application in real time.
Joseph Scarpa	ok she is in
Manish Singh	We are connected now.
Joseph Scarpa	NOT PAYROLL ATX
Manish Singh	Working on it.
Joseph Scarpa	You need to do this on your end. This happens every up
Manish Singh	Alright we need Admin credentials for that
Joseph Scarpa	you can log into JSCPAPC1 and then go into Rita?
	Please research how to solve the problem. This is tax ti
Manish Singh	But don't you want to run updates on server JSCPAPC4?
	Alright, let me check
Joseph Scarpa	Thank you
Manish Singh	We have successfully updated ATX 2024 on JSCPAPC4!
	Is there anything else I may help you with ?
Joseph Scarpa	OK Thank you! It worked. Enjoy your day
Manish Singh	I would greatly appreciate if you could spare a minute to smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a
	You may end this chat now. Once you end this chat, you conversation, along with a ticket number and survey fe
	I request you to kindly spare a moment to fill that out for working. I will appreciate that. or you may send your feedback. Thanks!
	Note: You may change/reset your server password on your account (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 Trans

Hello, I am your Ac

Visitor Details

#72484 Julie Rodriguez

Email: julie@arutilitiesllc.com **Phone:** 2103107890

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: 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
	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	Password Reset
Acebuddy	Please select an option below
Julie Rodriguez	Not Enrolled to Selfcare Portal
Acebuddy	

Please drop an email on support@acecloudhosting.com
password needs to be reset and we'll share an update.

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ac

Visitor Details

#71996 admin

Email: admin@maxwellproductioneqpt.com

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select your request type.
admin	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscri
admin	I wish to buy the license from Ace
Acebuddy	Office 365 is a subscription based application and there
	For better understanding of the features and functional plan, Kindly refer to the attached link below.
	(Please Note: O365 E1 Plan is "web only")
	Once you find your desired plan, Kindly email us the details, request will be processed within 24 hours.
	Do you need any further assistance on the topic?
admin	Yes
Acebuddy	Please wait while we connect you to our Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav.
	I will be surely assisting you with this. Kindly help me with the details.
admin	Hello, my company would install Excel on our server or standalone? What other options can my company choose?
	My name is Sandy
	company name: Gulf Petro Services
	USER NAME: GPS_Houston
	GulfPetro.myrealdatal.net
	this is the computer address
Shubham Yadav	Sandy, could you please confirm if you only want the software or per user per month?
admin	what other options can my company choose?
Shubham Yadav	Let me share you the plans.
	Excel Standalone - \$5.99 per user
	Word Standalone - \$5.99 per user
	Office Standard 2016 - \$14.99 per user
	Office Pro Plus 2016 - \$19.99 per user
	O365 Apps for Enterprise - \$12 per user
	O365 E3 - \$23 per user
	O365E5 - \$38 per user

	This is the plan we are offering.
admin	pls give me a few minutes to think
Shubham Yadav	Sure sandy, Office 365 is a suite containing all the Micr
admin	WHAT does 365 enterprise include?
Shubham Yadav	Word, Excel, PowerPoint, and Outlook
admin	ok...
	we have QB installed on server. if we want to use QB to outlook?
Shubham Yadav	Yes sandy you can have Outlook for that
admin	what's the difference between enterprise version and s
	we'll go ahead with excel only for now.
	Thank you.
Shubham Yadav	Also it is not mandatory to have outlook to use mail.
	Alright sandy
	Please confirm the user names you want to have Excel
admin	for 2 users: GPS_houston, GPS_account,
Shubham Yadav	Thanks for the confirmation.
	Also please mail us the same so that we can proceed w
	Please send us an email from the registered email addi we could proceed further with the request.
admin	OK. what infor. should i include in that email ?
Shubham Yadav	You can include to provide excel standalone for users o
admin	ok.
Shubham Yadav	Yes sandy
admin	ok. we're sending it now.
Shubham Yadav	Alright sandy
	Is there anything else I may help you with ?
admin	roughly, for how many days should i wait for the install
Shubham Yadav	Sandy, we will install it till the next working day at last.
admin	oh, thank you so much!
Shubham Yadav	Is there anything else I may help you with ?
admin	That's it .Thank you.
Shubham Yadav	I would greatly appreciate if you could spare a minute t

chat.

Thank you for choosing ACE cloud Hosting, you have a

You may end this chat now. Once you end this chat, yo
conversation, along with a ticket number and survey fe

I request you to kindly spare a moment to fill that out f
working. I will appreciate that. or you may send your fe
Thanks!

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

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

Shubham Yadav has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#72326 Ali Wynn

Email: ali.wynn@montesanogroup.com ☎ 18056981608

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: 47 Secs

City: SANTA BARBARA

State: California

Country: UNITED STATES

Chat Transcript

Ali Wynn

Hello, I am your Acebuddy

Acebuddy

Hello Ali.wynn, I'm your Ace Buddy. I'll be happy to ass

Whom Would You Like to Connect With?

Ali Wynn Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Ali Wynn I'd like to report an Issue

Acebuddy Please select an option!

Ali Wynn QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Ali Wynn Other QB related issue

Acebuddy Please specify the issue you are facing before I connec

Ali Wynn Excel not working

Acebuddy Please wait while we connect you to a Support Represe

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

Anurag Sharma Thank you for contacting Ace Cloud Hosting. My name

Hello Ali

Ali Wynn Hi! One of our users, Tyler, does not have access to exec subscription. It's working for everyone but him

Anurag Sharma I deeply apologize for the inconvenience caused to you

I will be surely assisting you with this. Kindly help me v

Ali Wynn Our server name is MontesanoGroup.myrealdata.net

Tyler's new username is myrealdata\Tyler.V

Anurag Sharma Thanks for the confirmation !

Kindly allow me 3-4 minutes to check the same.

Ali Wynn thank you!

Anurag Sharma Could you please confirm if it is Tyler.L@myrealdata.ne

Ali Wynn myrealdata\Tyler.V is what is in his email

from ace cloud

Anurag Sharma Could you please share the ticket ID?

Ali Wynn where can I find that?

I think this is it? #71598

Anurag Sharma	Yes, please allow me 2-3 minutes to check.
	Okay thankyou for the confirmation.
	Ali I would like to inform you that currently two of your
	Ali and Jessie
Ali Wynn	Do you need us to exit?
Anurag Sharma	If you wish to add excel access for the user myrealdata revert back to the email which I will send to you after t contact.
	No, that's not required. Thankyou
Ali Wynn	Ian needs to email support just giving tyler permission
Anurag Sharma	Also, I would like to inform you that it is chargeable at
Ali Wynn	Why are Jessie and I able to use it and not Tyler? isn't it
Anurag Sharma	Okay
	As I can check on our records. Only these two users ha
	Maybe it was included in your package. I deeply apologize this. If you want to consult regarding your package. I can who has the better expertise on this.
	Please confirm if you wish to transfer this chat to the S
	Are we still connected here?
	Are we still connected here?
Ali Wynn	Hi yes sorry I don't need to be reconnected. thanks for
Anurag Sharma	Thanks for the confirmation.
	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 ch (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a

Anurag Sharma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#72628 Randy McCall

Email: randy@randymccallcpa.com  12146007495

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: ARLINGTON

State: Texas

Country: UNITED STATES

Chat Transcript

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

Chat Trans

Hello, I am your Ac

Visitor Details

#73300 mary

Email: makins0907@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: DECATUR

State: Alabama

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ac

Visitor Details

#72475 ricky pais

Email: ricky@brannanhessel.cpa

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 31 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
ricky pais	Something is wrong with our remote service. trying to connect to it is EXTREMELY SLOW for every single person in the office. It's like moving between programs, EVERYTHING.
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
ricky pais	and it has been this way for 2 DAYS now
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar.
ricky pais	thank you
	hello?
Sharath Kumar	my apologies Ricky, I got disconnected there.
	Sir, could you please let me know if you are working on Windows or Mac computers?
ricky pais	Windows computers, windows 11 primarily. Also, we have some Mac users as well.
Sharath Kumar	understood, could it be possible to take remote session?
ricky pais	sure
Sharath Kumar	Prior providing the access, I would suggest you to close all the browser tabs.
ricky pais	we should be fine
Sharath Kumar	https://assist.acecloudhosting.com/join/6812666350
	On remote we did some troubleshooting, please let us know if you still face any issues.
	Thank you for choosing ACE cloud Hosting, you have a great day!

Sharath Kumar has ended this chat session

Chat Transferee

Hello, I am your Account Manager.

Visitor Details

#72052 Kristin D Cooper

Email: kristin@kristincoopertaxprep.com  3605099456

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: PORT HADLOCK

State: Washington

Country: UNITED STATES

Chat Transcript

Kristin D Cooper	Hello, I am your Acebuddy
Acebuddy	Hello Kristin D Cooper, I'm your Ace Buddy. I'll be t
	Whom Would You Like to Connect With?
Kristin D Cooper	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kristin D Cooper	I'd like to raise a Request
Acebuddy	Please select your request type.
Kristin D Cooper	Application Update
Acebuddy	Please send us an email at support@acecloudhost update once the task has been completed.
	Typically, the application update is performed over
	Do you need any further assistance on the topic?
Kristin D Cooper	Yes
Acebuddy	Please wait while we connect you to our Support R
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request</i>
Kristin D Cooper	634894
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Kristin D Cooper	Hello Tushar
Tushar Pharswan	Kindly allow me two minutes to check the same.

Kristin D Cooper	I reached out yesterday regarding downloading 20 downloaded the installer to the remote desktop bu
Tushar Pharswan	Hello Kristin.
	We will do that for you we just wanted the instal
	Kindly allow me a minute to check the installer file
Kristin D Cooper	The installer is in the chrome app on the remote d yes please see if you can find it and if not I will foll place
Tushar Pharswan	I just got to server end kindly allow me moment tc
Kristin D Cooper	okay thank you
Tushar Pharswan	I found it and I will install it for you It will be ready from the server until you receive my email.
	Is there anything else I may help you with ?
Kristin D Cooper	I logged off. I am curious about the OneDrive fold how do I make it mirror my files that are on my de
Tushar Pharswan	Just login with the same login email that you are lo will then sync.
Kristin D Cooper	okay thank you
Tushar Pharswan	I would greatly appreciate if you could spare a mir clicking on smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you ha
Kristin D Cooper	yes I will
Tushar Pharswan	You may end this chat now. Once you end this cha regarding this conversation, along with a ticket nu
	I request you to kindly spare a moment to fill that how I am working. I will appreciate that. or you ma quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Tushar Pharswan has ended this chat session

