

Hello, I

Visitor Details

#80716 Lilly Narducci

Email: lilly@chacetech.com ☎ 17134898138

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: CYPRESS

State: Texas

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat

Hello, I

Visitor Details

#80237 Emma Gandler

Email: romagen@yahoo.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 43 Secs

City: SAN MATEO

State: California

Country: UNITED STATES

Chat Transcript

Emma Gandler	Hello, I am your Acebuddy
Acebuddy	Hello Emma Gandler, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Emma Gandler	Managed Security
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Priyanshu accepted the chat transfer request.</i>	
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?
Emma Gandler	case # 746690 Hello, I have set up my profile in the Selfcare Portal and changed the password. Please let me know if other
Priyanshu	Thank you for sharing the associated ticket with your case. Please allow me a minute to go through the ticket once.
	Thank you
	I have reviewed the ticket and it's seems that the case was being handled different team.
	Please let me transfer your this chat to the concerned team so that they may better assist you further.
Emma Gandler	OK, thanks

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

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	<p>Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.</p> <p>Hello Emma</p> <p>I will surely help you with this issue.</p> <p>Emma, I would like to inform you that users registered on the server have access to their own self-care portal, where they Hope this answers your question asked in the above statement</p> <p>Also, please note that the credentials used to log in to the server are the same as those used for the self-care portal.</p>
Emma Gendler	<p>In that case, how could Jeff L, for example, receive a temporary password to initiate access to the server?</p> <p>Can 2 people have access to the same server but have different selfcare accounts?</p>
Shashwat Verma	<p>No, one user by one rdp file can access the server at once.</p> <p>Here are the steps to reset the password through selfcare portal</p> <p>To reset the password using Selfcare Portal, please follow the simple steps outlined below:</p> <ol style="list-style-type: none">1. Visit Selfcare Portal https://selfcare.acecloudhosting.com Click "*Forgot your password*".2. Enter your Server Username.3. Enter the CAPTCHA verification and Click Continue .4. In the window that opens, choose an authentication method from the list.5. Enter your new password and click Reset to finish. <p>In the same email, where they have got the password, file is also attached for the login</p>
Emma Gendler	<p>OK, I think I understand. Thank you for your help</p>
Shashwat Verma	<p>Do you need any assistance on remote session, so that I can show you the working of selfcare portal?</p>
Emma Gendler	<p>No, thank you, I am good for now.</p>
Shashwat Verma	<p>Perfect</p> <p>It would be great if you could share your feedback after this chat ends. Thanks in advance!</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.aceclou</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Shashwat Verma has ended this chat session

Chat

Hello, I

Visitor Details

#80266 Ganesh

Email: infocothenassociates@gmail.com  +91 8447018372

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: GAUTAM BUDDHA NAGAR

State: Uttar Pradesh

Country: INDIA

Chat Transcript

Ganesh	Hello, I am your Acebuddy
Acebuddy	Hello George, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ganesh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ganesh	I'd like to raise a Request
Acebuddy	Please select your request type.
Ganesh	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 :
Ganesh	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat

Hello, I

Visitor Details

#80198 info

Email: info@brkimcpa.com ☎ 9729724930

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: 26 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Daniel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
info	I was in the middle of getting help when the person I was talking to hit the log off button and ended the session
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello again Daniel
info	Hello
Anurag Sharma	Daniel as I can see you initiated the chat from the server.
info	Yes
Anurag Sharma	I request you to please log off from the server and then initiate the chat, as I would need to log you off multiple times in case you have multiple tabs open.
info	Very well then. Is it ok if I do it later today?
Anurag Sharma	Yes, of course. You can reach out to us anytime. We are 24/7 available for your help.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat

Hello, I

Visitor Details

#80119 Beth Florestal

Email: orders@luckygoatcoffee.com ☎ +1

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 12 Secs

City: LEESBURG

State: Florida

Country: UNITED STATES

Chat Transcript

Beth Florestal	Hello, I am your Acebuddy
Acebuddy	Hello Orders, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Beth Florestal	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Beth Florestal	I'd like to report an Issue
Acebuddy	Please select an option!
Beth Florestal	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Beth Florestal	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Beth Florestal	Constant freezing/unresponsiveness
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Shubham Maurya has ended this chat session</i>

Visitor Details

#80109 LESLIE STEPHENS

Email: stephenshardwood@highland.net ☎ 14236632564

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 28 Secs

City: PINE KNOT

State: Kentucky

Country: UNITED STATES

Chat Transcript

LESLIE STEPHENS	Hello, I am your Acebuddy
Acebuddy	Hello Leslie Stephens, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
LESLIE STEPHENS	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
LESLIE STEPHENS	I'd like to report an Issue
Acebuddy	Please select an option!
LESLIE STEPHENS	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
LESLIE STEPHENS	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?
LESLIE STEPHENS	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

Acebuddy (bot) forwarded the chat request

Vignesh Arul declined the transfer request.

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
LESLIE STEPHENS	I got kicked out of Quickbooks on Friday and now when I try to open the company file to sign in it says I do not have sufficient permissions.
Manish Singh	I will surely help you with this issue. May I know what error code you are getting.
	Also, are any other users affected, or is it limited to your account only?
LESLIE STEPHENS	The error that I do not have sufficient permissions and I am the only one having the issue.
Manish Singh	May I know in which company file you are getting this error? (Edited)
LESLIE STEPHENS	STEPHENS HARDWOOD, LLC
Manish Singh	Try to access now.
LESLIE STEPHENS	It's still saying the same.
Manish Singh	May I take the remote access of your server?
LESLIE STEPHENS	If it will allow you to.
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
LESLIE STEPHENS	Okay.
Manish Singh	May I know your username on server?
LESLIE STEPHENS	SH_Admin.NENT1@myrealdata.net
Manish Singh	Is this the first time you're experiencing this issue other than Friday? Kindly accept the session.
LESLIE STEPHENS	Yes
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you through the steps.
LESLIE STEPHENS	It still gives the same message after logging back in.
Manish Singh	Kindly accept the session again.
LESLIE STEPHENS	Okay. It hasn't prompted me yet. Can you open a notepad on the other?
	I don't want to download a backup if it's from May because I would lose nearly three months of work.
Manish Singh	Noted, we have created a test folder in Z:/ drive from where you can access your company file Stephens Hardwood LLC.
	Is there anything else I may help you with ?
LESLIE STEPHENS	I think this is all
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.

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

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

Manish Singh has ended this chat session

Chat

Hello, I

Visitor Details

#80180 Josh Norby

Email: joshn@sentrynd.com  17012610551

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: 43 Secs

City: WATFORD CITY

State: North Dakota

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Josh Norby	I'd like to raise a Request
Acebuddy	Please select your request type.
Josh Norby	Change in Users
Acebuddy	Please select your desired option!
Josh Norby	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the User Addition section of the MyPortal documentation for more information.
	Do you need any further assistance on the topic?
Josh Norby	Yes
Acebuddy	Please wait while we connect you to our 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?
Josh Norby	Sentry ND - Josh.N
Yash Kalra	Kindly allow me two minutes to check the same.
	Josh, Could please confirm if your request is to create a new user? (Edited)
Josh Norby	yes, but firstly Lauren, the account owner was trying to grant me admin access with my portal credentials to manage user.
Yash Kalra	Okay, for granting admin access to my portal we will be requiring an authorization mail from account owner using the mail id.
Josh Norby	where does she sent it?
Yash Kalra	She can mail this to us on our mail id: support@acecloudhosting.com (Edited)
Josh Norby	any special verbiage needed?
Yash Kalra	Yes, please ask her to mention your full name, mail id and phone no. (Edited)
Josh Norby	thanks
Yash Kalra	Is there anything else I may help you with ?
Josh Norby	no thanks
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this conversation.
	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/>)

Yash Kalra has ended this chat session

Chat

Hello, I

Visitor Details

#80504 Shad Allen

Email: shad@allenandassociatescpa.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: PEKIN

State: Kentucky

Country: UNITED STATES

Chat Transcript

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

Shad Allen	"Waiting for Printer Connection" notification
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Shad
Shad Allen	Hello. I'm just needing the name of the software that I had installed previously to allow me to use local printers while usin
Shashwat Verma	To use the printer through remote desktop you can use the uniprint application
	May I know the issue you are facing?
	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)

Shashwat Verma has ended this chat session

Chat

I want to connect my Qui

Visitor Details

#80767 ADELANTE

Email: franzel.adelante@plywoodsource.com  09512531940

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 25 Secs

City: KATIPUNAN

State: North Cotabato

Country: PHILIPPINES

Chat Transcript

ADELANTE	I want to connect my Quick book to my outlook email for me to send forms.
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
	Hello
	Kindly help me with your Business name or the CID?
ADELANTE	Plywood source LLC
	<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
ADELANTE	FranzPS
Shubham Maurya	Thank you for sharing details. We tried searching it but it's not showing any account, Please can you share the business n
ADELANTE	I'm sorry, my username is DanA
Shubham Maurya	Adelante, we tried with this user name but multiple account are getting fetched, Please can you share exact business nan
ADELANTE	My server name is http://Plywood.myrealdata.net
Shubham Maurya	Thank you for the information.
	"Plywood Source" is it correct full business name?
ADELANTE	yes
Shubham Maurya	May I take the remote access of your server?
ADELANTE	Username : DanA Password: User\$%92
	Here
Shubham Maurya	Please do not share your password here.
ADELANTE	oh sorry
Shubham Maurya	We will be taking remote session through our system you just have to accept the prompt on your screen.
ADELANTE	Okay
Shubham Maurya	Kindly close all important tabs and documents for not to breach any security concern.
ADELANTE	Done
Shubham Maurya	Please accept the remote session request.
ADELANTE	done
Shubham Maurya	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti

ADELANTE	okay, thank you.
Shubham Maurya	Please try to perform the same action now.
ADELANTE	what action?
Shubham Maurya	Have you disconnect the remote session?
ADELANTE	No
Shubham Maurya	Please reconnect.
ADELANTE	okay
Shubham Maurya	We are making some changes from back end. Kindly allow me a moment.
ADELANTE	okay
Shubham Maurya	Thank you for your patience.
	We are still working from backend please stay connected on chat. once done we will let you know.
ADELANTE	Okay, thank you.
Shubham Maurya	Thanks for the patience Dana, We do appreciate it.
	It's almost 60-70 % done for outlook but for Quickbooks we can see there's a critical update is pending but many other us
	Can we perform a server reboot if you can ask other users to logout for a while?
ADELANTE	user of the remote or the Quick book only?
Shubham Maurya	We might need server reboot but hold on let me try if we can make it work with reboot.
ADELANTE	So I dont need to ask other users to logout anymore?
Shubham Maurya	Please try to use send mail option now and check, in case if it's still not working then we need to perform a server reboot
ADELANTE	Okay, I will try.
	It's still not working
Shubham Maurya	Yes, we can see it's still showing same error, So we have downloaded few QB updates on your server but Installation is as But there are multiple users logged in at the moment.
	<i>9:41:56 PM Shubham Maurya is sharing a file with you image.png - (Size:6.62 KB)</i>
	<i>These users are still working right now.</i>
ADELANTE	I will try to ask them
Shubham Maurya	Do you have a time frame when we can perform this server reboot?
ADELANTE	Please check how many hours will it take for the reboot?
	<i>9:48:56 PM Shubham Maurya is sharing a file with you image.png - (Size:26.45 KB)</i>

Shubham Maurya	which email do you use in outlook to send email via QB
ADELANTE	Levybrands email
Shubham Maurya	okay, could you please log into QB again
ADELANTE	done
Shubham Maurya	Looks like it's working after fixing cache mode in outlook, Try to check once again for confirmation.
ADELANTE	It works. Thank you
Shubham Maurya	Most welcome Dana, we do greatly appreciate your patience with us while working on this issue. Is there anything else I may help you with ?
ADELANTE	No more. Thank you.
Shubham Maurya	We will also schedule QB update in off shift hours. to avoid further issues. 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 in this regard.
	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.

Shubham Maurya has ended this chat session

Chat

Hello, I

Visitor Details

#80308 Amanda Moore

Email: amanda@paramountstreetlight.com **Phone:** 4802562334

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: 1 Min

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

Amanda Moore	Hello, I am your Acebuddy
Acebuddy	Hello Amanda Moore, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amanda Moore	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amanda Moore	I'd like to report an Issue
Acebuddy	Please select an option!
Amanda Moore	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Amanda Moore	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?
Amanda Moore	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>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 Amanda
Amanda Moore	I put in an email already and have a ticket open 748021 I just can't wait I need help now we can't get in at all
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	We have checked your issue and let us make the required changes.
Amanda Moore	thanks
Shashwat Verma	We have made the changes and to implement at user end, would like to reboot the server, shall we proceed with the sam

Amanda Moore	yes
Shashwat Verma	Kindly try now to access the server and access the file again
Amanda Moore	OK hang on for me
Shashwat Verma	Sure
Amanda Moore	It wont let me in it says someone is in there i single user mode.
	<i>11:00:19 PM Amanda Moore is sharing a file with you</i> <u>Screenshot 2025-08-08 103006.jpg</u> - (Size:53.09 KB)
	Is that you?
Shashwat Verma	Thats the different error prompt, most probably another user on the server using the same file, may be Brett, kindly ask t
	<i>11:02:07 PM Shashwat Verma is sharing a file with you</i> <u>image.png</u> - (Size:10.27 KB)
	Let me know if you need any assistance from our side
Amanda Moore	OK yes it was brett sorry I didn't tell him he could get back in yet
Shashwat Verma	Do you want me forcefully close the file at Brett end?
Amanda Moore	Not unless you need to, he changed to single user and I was able to get in
Shashwat Verma	Most probably, once he changed to multi user, you'll in.
	Is there anything else I may help you with ?
Amanda Moore	Is there any particular reason you can give me for the issue we had this morning?
Shashwat Verma	Amanda, Quickbooks use database services for data storage, hence these services sometimes clash with the other versio released by us.
	Hope I answered your question!
Amanda Moore	OK I was just making sure it wasn't something that we did.
	While I have you I think that when we upgraded to the 24.0 version of QB we had left the older 23.0 version file on the se
Shashwat Verma	Amanda, Older version files and their data gets upgraded and they are no longer taking any space on server, moreover, i
	Whenever Qb gets upgraded to new version it keeps getting updates from the older services.
Amanda Moore	OK I think that answers all of the questions I have for today thank you for the assistance
Shashwat Verma	We assure you that these services are no longer taking space and does not let you cost anything extra
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
Amanda Moore	OK thank you have a nice day
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Chat

Hello, I

Visitor Details

#80732 Loreta Gonzalez

Email: lgonzalez@ipgholding.com ☎ 14073741365

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: FLORIDA

State: Buenos Aires

Country: ARGENTINA

Chat Transcript

Loreta Gonzalez	Hello, I am your Acebuddy
Acebuddy	Hello Lgonzalez, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Loreta Gonzalez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Loreta Gonzalez	I'd like to raise a Request
Acebuddy	Please select your request type.
Loreta Gonzalez	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
<i>The visitor's name was changed from Igonzalez to Loreta Gonzalez.</i>	
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat

Hello, I

Visitor Details

#80334 Angelo Bocacao

Email: info@clmqbp.com ☎ 639157602689

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: SANTO NINO

State: Rizal

Country: PHILIPPINES

Chat Transcript

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

	Please chose an option :
Angelo Bocacao	I'd like to raise a Request
Acebuddy	Please select your request type.
Angelo Bocacao	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Angelo Bocacao	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Angelo Bocacao	Hello.
Shubham Kataria	Hello Angelo
Angelo Bocacao	We already have the license for QB for installation.
Shubham Kataria	Kindly confirm if you would like to install QB on your server?
Angelo Bocacao	hold on
	yes
Shubham Kataria	Alright, I will surely assist you with this.
Angelo Bocacao	CID75344
Shubham Kataria	It appears that this is your new account.
Angelo Bocacao	yes it is.
	I've sent an email already containing the license
Shubham Kataria	Let me check, please allow me a minute.
Angelo Bocacao	okay
Shubham Kataria	Yes, we have received the email.
Angelo Bocacao	When it will be installed?
Shubham Kataria	Kindly allow us sometime to install it on the server. Once the task completed we will inform you via email
	It will be done in next 45 minutes.
Angelo Bocacao	Okay thank you.
Shubham Kataria	You're welcome.

	Is there anything else I may help you with ?
Angelo Bocacao	None. ill wait for your email
Shubham Kataria	Sure
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Angelo Bocacao	bye
	ok
Shubham Kataria	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 appri
	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 Kataria has ended this chat session

Chat

Hello, I

Visitor Details

#80439 joshua

Email: joshua@meinekecpa.com ☎ 17075426411

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: BUENA PARK

State: California

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat

Hello, |

Visitor Details

#81022 jaime

Email: jaime@finfrocktax.com ☎ 115866468296

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: FARWELL

State: Michigan

Country: UNITED STATES

Chat Transcript

jaime	Hello, I am your Acebuddy
Acebuddy	Hello Jaime, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jaime	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jaime	I'd like to report an Issue
Acebuddy	Please select an option!
jaime	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jaime	I'm trying to connect to the Remote Desktop, but I'm getting a message that says the Remote Desktop can't find the com
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Jaime
jaime	Hello Sujeet
	I'm unable to connect to the Remote Desktop.
	I'm getting an error message that says it cannot be found.
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
	When was the last time you were able to access the server?
jaime	I was just connected yesterday and I've never had this error message before.
Sujeet Kumar Suman	Are you the only one experiencing this issue, or are others affected as well?
	No worries, I will definitely assist you with this.

	May I take the remote access of your local computer?
jaime	I'm the only user on this server.
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
jaime	Yes, you can take remote access.
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/8412634797
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.
jaime	ok
Sujeet Kumar Suman	Thank you for your patience.
	As per discussion over the remote session, The issue is resolved.
jaime	yes, it appears to be resolved now, thanks.
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
jaime	that's all, thanks
Sujeet Kumar Suman	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	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/)
jaime	thanks, you too

Sujeet Kumar Suman has ended this chat session

Chat

Hello, I

Visitor Details

#80353 JAE P CHANG**Email:** ammy@morethancpa.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:** NAPERVILLE**State:** Illinois**Country:** UNITED STATES**Chat Transcript**

JAE P CHANG	Hello, I am your Acebuddy
Acebuddy	Hello Jae P Chang, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
JAE P CHANG	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
JAE P CHANG	I'd like to report an Issue
Acebuddy	Please select an option!
JAE P CHANG	Password Reset
Acebuddy	Please select an option below
JAE P CHANG	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-set.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
<i>Ended due to chat idle timeout</i>	

Visitor Details

#80049 CARLOS BELOZERCOVSKY

Email: carlos@eternal-cosmetics.com ☎ 13052625355

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: 31 Secs

City: ANNAPOLIS

State: Maryland

Country: UNITED STATES

Chat Transcript

CARLOS BELOZERCOVSKY	Hello, I am your Acebuddy
Acebuddy	Hello Carlos Belozercovsky, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
CARLOS BELOZERCOVSKY	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
CARLOS BELOZERCOVSKY	I'd like to report an Issue
Acebuddy	Please select an option!
CARLOS BELOZERCOVSKY	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
CARLOS BELOZERCOVSKY	HELLO I NEED A LINK OR A LOCATION WHERE TO DOWNLOAD THE APPLICATION FOR THE REMOTE DESKTOP
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Carlos
CARLOS	

BELOZERCOVSKY HELLO

I NEED HELP

Server Name: EternalCLLS.myrealdata.net

I NEED A LINK OR A LOCATION WHERE TO DOWNLOAD THE APPLICATION FOR THE REMOTE DESKTOP

I CHANGED MY COMPUTER

Anurag Sharma Thanks for the confirmation.

I will surely help you with this request.

*9:05:48 PM Anurag Sharma is sharing a file with you
[image.png](#) - (Size:13.63 KB)*

Could you please confirm your username to us ?

CARLOS BELOZERCOVSKY YES

mstanley

Anurag Sharma Thanks for the confirmation !

Carlos, we request you to please use Myportal to download the RDP of the user.

*9:07:43 PM Anurag Sharma is sharing a file with you
[How to Manage ACE Server Users 4.pdf](#) - (Size:1.33 MB)*

You can refer to this SOP to download the RDP by yourself.

Is there anything else I may help you with ?

Are we still connected here?

CARLOS BELOZERCOVSKY yes

one moment

Anurag Sharma Okay

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

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

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

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

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/>)

Anurag Sharma has ended this chat session

Chat

Hello, I

Visitor Details

#80431 shirley

Email: shirley@mgvinc.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: VICTORIA

State: British Columbia

Country: CANADA

Chat Transcript

shirley	Hello, I am your Acebuddy
Acebuddy	Hello Shirley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shirley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shirley	I'd like to raise a Request
Acebuddy	Please select your request type.
shirley	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
shirley	Microsoft Windows
Acebuddy	

Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC

Do you need any further assistance on the topic?

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

Hello, I

Visitor Details

#80366 Okechukwu Divine

Email: divine@imperialpainting.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: ROOSENDAAL

State: Noordbrabant

Country: NETHERLANDS

Chat Transcript

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

Okechukwu Divine	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Okechukwu Divine	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?
Okechukwu Divine	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>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
Okechukwu Divine	Good Day
Sanyam Madan	Hello, how are you doing
	Can you please explain your issue
Okechukwu Divine	My QB was frozen for a bit so i turned off my internet and restarted my system to force close it
	Now im trying to log back in and its been like this for hours
Sanyam Madan	Kindly allow me two minutes to check the same.
	Kindly allow me some more time, this is taking longer then usual
Okechukwu Divine	hello
Sanyam Madan	Are you able to logged in to the QuickBooks ?
Okechukwu Divine	No i am not
	<i>11:20:34 PM Okechukwu Divine is sharing a file with you</i>
	<i>image.png - (Size:40.07 KB)</i>
Sanyam Madan	May I take the remote access of your local computer? (Edited)
Okechukwu Divine	okay
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/1922438926
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Is there anything else I may help you with ?
Okechukwu Divine	no, thank you
Sanyam Madan	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.

Sanyam Madan has ended this chat session

Chat

Hello, I

Visitor Details

#80723 leahbeth

Email: leahbeth@earlebmosher.com ☎ 617-755-8433

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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: FRAMINGHAM

State: Massachusetts

Country: UNITED STATES

Chat Transcript

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

Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
leahbeth	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>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
leahbeth	Hi - QB suddenly had to close while I was working. When I tried to re-open it, it is saying that I'm already logged in as the
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?
leahbeth	Server: WhitneyG.NENT@myrealdata.net
	I log into QB as "Admin"
Vikas Singh Chauhan	Thanks for the confirmation !
	Kindly allow me 3-5 minutes to check the same.
leahbeth	thanks!
Vikas Singh Chauhan	Could you please re-try and check.
leahbeth	I'm back in, thank you!!
	Have a great day!

Leah Beth Allekian has ended this chat session

Chat

Hello, I

Visitor Details

#80368 Lewisville

Email: lewisville@eaglefintax.com  4696098829

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: RAJENDRANAGAR

State: Telangana

Country: INDIA

Chat Transcript

Lewisville Hello, I am your Acebuddy

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

Lewisville hi

11:11:26 PM Lewisville is sharing a file with you

[image.png](#) - (Size:37.73 KB)

please look into this issue

Anjainay Singh I understand your concern Lewisville.

As I have gone through image and found that your Drake account has been locked or disabled.

Lewisville yea

Anjainay Singh I request you to please contact the Drake Account admin at your end , and they will be able to unlock your account.

Lewisville okay can you share dreae support contact

dreak

Anjainay Singh You may contact them either through call at (828) 524-8020 or on email Support@DrakeSoftware.com.

Please mention to them my account is locked and assist me in unlocking the account.

I will also share the ticket id with you over the mail once this chat is disconnected.

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

Lewisville okay

thankyou

Anjainay Singh I will keep this ticket under observation.

Thankyou for contacting ACE cloud hosting , have a wonderful day. (Edited)

I am disconnecting the chat.

Anjainay Singh has ended this chat session

Visitor Details

#80724 Jeannine Peregrine

Email: jperegrine@successioncp.com  17576307386

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: SUFFOLK

State: Virginia

Country: UNITED STATES

Chat Transcript

Jeannine Peregrine	Hello, I am your Acebuddy
Acebuddy	Hello Jeannine Peregrine, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jeannine Peregrine	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jeannine Peregrine	I'd like to report an Issue
Acebuddy	Please select an option!
Jeannine Peregrine	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jeannine Peregrine	How do I find my CID number?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.

Jeannine Peregrine	Thank you
Sanyam Madan	Hello Jeannine . how are you doing
Jeannine Peregrine	I'm well and hope you are too
Sanyam Madan	Can you please explain your issue ?
Jeannine Peregrine	I need to add a user and was given instructions to use the portal but it says I need a CID number and I have no idea what
Sanyam Madan	No worries, I will help you out with your CID number (Edited) Kindly allow me two minutes to check the same.
Jeannine Peregrine	Ok. Also I've never used the portal before, it's asking for log in password, so I need to figure that out too
Sanyam Madan	Your CID number is CID60887 Regarding the password, i can help you out in resetting it
Jeannine Peregrine	I'm sorry. I just found it!
Sanyam Madan	You got the password too Jeannine?
Jeannine Peregrine	I'm not sure. One moment
Sanyam Madan	You can reset it in MyPortal itself by clicking the "Forgot password" button (Edited)
Jeannine Peregrine	Well, I reset it and then it asked me to reset it again.
Sanyam Madan	May I take the remote access of your local computer?
Jeannine Peregrine	I'm in now!
Sanyam Madan	Thats great Is there anything else I may help you with ?
Jeannine Peregrine	Not right now, but thank you for your help!
Sanyam Madan	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.
Jeannine Peregrine	Of course.

Sanyam Madan has ended this chat session

Chat

Hello, |

Visitor Details

#80828 Lisa

Email: lisa@hemrindustrial.com **Phone:** 541-396-4674

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 33 Secs

City: BANDON

State: Oregon

Country: UNITED STATES

Chat Transcript

Lisa	Hello, I am your Acebuddy
Acebuddy	Hello Lisa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lisa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lisa	I'd like to report an Issue
Acebuddy	Please select an option!
Lisa	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Lisa	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?
Lisa	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>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
Lisa	Good afternoon. I cannot sign on to Quickbooks. I get the "Welcome! Opening QB Desktop..." and that is where it is froz
Vikas Singh Chauhan	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?
Lisa	My name is Lisa and I am with HEMR Industrial Contractors, LLC
Vikas Singh Chauhan	And, this is for account HEMR Industrial Contractors , Right ?
	Thanks for the confirmation !
	Kindly allow me 4-5 minutes to check the same.
Lisa	It just let me enter my password. I am waiting to see if it lets me in yet.
	still nothing
Vikas Singh Chauhan	Okay
	Are you using Quickbook Premier 2023 ?
Lisa	Premier Contractor Edition 2023
Vikas Singh Chauhan	Okay
	Are you disconnected from the server ?
Lisa	I am.
Vikas Singh Chauhan	Could you please log back in.
Lisa	I just logged back in
Vikas Singh Chauhan	Thank you !!
	May I take the remote access of your server?
Lisa	yes
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.
Lisa	done
Vikas Singh Chauhan	Please accept the prompt on the server screen.
	I am connected to your server screen but I see the Quickbook is open.
Lisa	Everything is either frozen or taking a VERY long time to open up
Vikas Singh Chauhan	Okay, allow me to check the same.
	I have checked from backend on the server and services are stuck and will need a reboot.
Lisa	While I have you on here... last Friday I had called in and asked for a backup copy of our company files to be emailed to me
Vikas Singh Chauhan	Let me check on this.
	Shall I proceed with the reboot now ?
Lisa	yes please
Vikas Singh Chauhan	The email with backup files already sent 3 days back and it was sent to renee@hemrindustrial.com
Lisa	Did that have the company backup attached to it?
	I am getting a message that "this computer cannot connect to the remote computer"

Vikas Singh Chauhan	Yes, there is link in the email which includes the backup files in it.
Lisa	Now it just let me in. (third try!)
Vikas Singh Chauhan	Yes, the server was rebooting and takes 2-4 minutes to get back. It is up and running now.
Lisa	It has let me back in again!
Vikas Singh Chauhan	Okay, so is Quickbook working now ?
	I see it is open on my end without any issues.
Lisa	yes it is. Thank you
Vikas Singh Chauhan	Is it working on your end ?
	Great !!
	Is there anything else I may help you with ?
Lisa	That is all. Thank you.
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	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/)

Vikas Singh Chauhan has ended this chat session

Chat

Hello, I

Visitor Details

#80302 Jenny Jin

Email: jenny@morethancpa.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: NAPERVILLE

State: Illinois

Country: UNITED STATES

Chat Transcript

Jenny Jin	Hello, I am your Acebuddy
Acebuddy	Hello Jenny Jin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jenny Jin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jenny Jin	I'd like to raise a Request
Acebuddy	Please select your request type.
Jenny Jin	Password Reset
Acebuddy	Please select an option below
Jenny Jin	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-set.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat

Hello, |

Visitor Details

#80467 MeLinda Matsumoto

Email: mmatsumoto@bishopdiego.org

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: SANTA BARBARA

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat

Hello, |

Visitor Details

#80935 venk

Email: venk@dogracpa.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: CHENNAI

State: Tamil Nadu

Country: INDIA

Chat Transcript

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

Acebuddy has ended this chat session

Chat

My quickbooks keep freez
when I try to download a re

Visitor Details

#80341 Anderson

Email: nicole@intendanceinc.com 15418406008

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: <https://www.acecloudhosting.com/knowledgebase/qb-instance-kill-to-end-frozen-quickbooks-session/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: CENTRAL POINT

State: Oregon

Country: UNITED STATES

Chat Transcript

Anderson My quickbooks keep freezing up. I had excel installed and now when I try to download a report it freezes up and I cant get

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

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

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 Anderson

I will surely help you with this issue.

Kindly allow me two minutes to check the same.

Anderson of course

Shashwat Verma Kindly try now

We have made some changes from the backend

Anderson i also read there is a qb kill switch that can be installed?

Shashwat Verma Yes, there is app called QB reset

We can get you that, will paste the shortcut on your desktop once this chat ends

Anderson thanks

Shashwat Verma	Is the freezing issue resolved?
Anderson	I am back in and trying to download something now
Shashwat Verma	Sure
	Try to use Qb as well the Excel related function
	Is the issue resolved?
Anderson	It works
Shashwat Verma	Perfect
	Is there anything else I may help you with ?
Anderson	Nope. Thank you
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Chat

Hello, I

Visitor Details

#80396 James T Murray III

Email: jt@jtmurraycpa.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 19 Secs

City: FAIRHOPE

State: Alabama

Country: UNITED STATES

Chat Transcript

James T Murray III	Hello, I am your Acebuddy
Acebuddy	Hello James T Murray III, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
James T Murray III	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
James T Murray III	I'd like to raise a Request
Acebuddy	Please select your request type.
James T Murray III	Password Reset
Acebuddy	Please select an option below
James T Murray III	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset.
	Do you need any further assistance on the topic?
James T Murray III	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello James
	How are you doing?
James T Murray III	i am a new user. user name is not recognized.
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?
James T Murray III	user name is jtcpa.m@myrealdatal.net
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.
	When was the last time you were able to access the server?
James T Murray III	never
	first time
Sujeet Kumar Suman	Okay.
	May I take the remote access of your local computer?
James T Murray III	ok
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
James T Murray III	

	ok
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2552850674
James T Murray III	i should be in now
Sujeet Kumar Suman	Thanks for the confirmation !
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.
	Thank you for your patience.
	As per discussion over the remote session, The issue is resolved.
James T Murray III	thank you . I see what I need now.
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
James T Murray III	nothing else. Thank you
Sujeet Kumar Suman	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/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sujeet Kumar Suman has ended this chat session

Chat

Hello, I

Visitor Details

#80536 David Kelley

Email: david@kelleydistribution.com ☎ 954 465-3946

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: HOLLYWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat

Hello, |

Visitor Details

#80259 Ronald L Burmeister

Email: ronburmeister@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: ELDRIDGE

State: Iowa

Country: UNITED STATES

Chat Transcript

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

Chat

Hello, I

Visitor Details

#80469 Silvina Aguirre

Email: saguirre@ezmetal.com  18322470466

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: 56 Secs

City: SPRING

State: Texas

Country: UNITED STATES

Chat Transcript

Silvina Aguirre	Hello, I am your Acebuddy
Acebuddy	Hello Silvina Aguirre, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Silvina Aguirre	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Silvina Aguirre	I'd like to report an Issue
Acebuddy	Please select an option!
Silvina Aguirre	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Silvina Aguirre	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't connect to the remote computer for one of t
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?
Silvina Aguirre	Server Name: MetalOnline.myrealdatal.net Username: SilvinaAguirre
Yash Kalra	Thank you, kindly allow me two minutes to check the same.
Silvina Aguirre	I am trying to transfer the rdp file to a new computer but it doesn'y connect
Yash Kalra	Okay, could you please let me know how you are transferring the RDP? Are you using any transfer application? (Edited)
	Or more better way is you can download the RDP through our website.
Silvina Aguirre	I am downloading from an email that I used to connect on my last computer
Yash Kalra	Please follow the below link Downloads - Ace Cloud Hosting Resources and Tools
	<i>2:06:24 AM Yash Kalra is sharing a file with you</i>

[image.png](#) - (Size:41.01 KB)

Click on RDP generator

Silvina Aguirre	I don't have access to the website, can I still download it?
Yash Kalra	Its a open website for all you, Please click on the link provided and if there is any issue you encounter please let us know. We will look for some other way to assist. (Edited)
Silvina Aguirre	[Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your r 08/13/25 08:38:45 PM Press Ctrl+C to copy.
	this is the error i encounter
Yash Kalra	May I take the remote access of your local computer?
Silvina Aguirre	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end. Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/5692672819
Silvina Aguirre	ok
Yash Kalra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting
	<i>The visitor's phone number was changed from 8322470466 to 18322470466.</i>
	Silvina, we will be moving this case to the escalation team.
	They can reach you via email or by calling back on the provided number: 832-247-0466. (Edited)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	We will reach back to you soon.
	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.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Kalra has ended this chat session

Chat

Hello, I

Visitor Details

#80288 Rob Riss/ Go West

Email: rob@justgowest.com  19704938441

Department: Support(QB & App Hosting)

Operator: Shubham Gupta

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: LOVELAND

State: Colorado

Country: UNITED STATES

Chat Transcript

Rob Riss/ Go West	Hello, I am your Acebuddy
Acebuddy	Hello Rob, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rob Riss/ Go West	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rob Riss/ Go West	I'd like to raise a Request
Acebuddy	Please select your request type.
Rob Riss/ Go West	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?
Rob Riss/ Go West	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Gupta accepted the chat transfer request.</i>
Shubham Gupta	Thank you for contacting Ace Cloud Hosting. My name is Shubham Gupta. I will be assisting you today.
	Hello Rob, Hope you are doing good today.
Rob Riss/ Go West	hi shubham, hope you are well. Rob from go west here again, looking for a server reboot
Shubham Gupta	I too am doing good, thank you.

Rob Riss/ Go West	Rob, ilwill proceed ahead with the server reboot, In the meanwhile could you please help me with the reason as to why the users did not log out at end of day. When in QB I choose "switch to single user, give other users that are logged in 0 mins
Shubham Gupta	<p>Thank you for the reason.</p> <p>Kindly allow me 1-2 minutes.</p> <p>I will inform you once the reboot is done.</p>
	<p>Please be informed that the server is rebooted successfully,</p> <p>Kindly log back in.</p>
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
Rob Riss/ Go West	I'm in single! Thanks Shubham. Always appreciate ya.
Shubham Gupta	<p>You're welcome</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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/)

Shubham Gupta has ended this chat session

Chat

Hello, I

Visitor Details

#80040 info

Email: info@brkimcpa.com  9729724930

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: 17 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Jeongin Choi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to raise a Request
Acebuddy	Please select your request type.
info	Other Request
Acebuddy	Please drop an email to support@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 :
info	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh
	Do you need any further assistance on the topic?
info	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<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.
info	hello,
Manish Singh	Hii Jeongin, would you like to update QuickBooks?
info	Could you update the QB today midnight?
	yes please.

Manish Singh	May I know the version name of QuickBooks you would like to update?
info	latest one?
Manish Singh	Its QuickBooks Enterprise 2023, right?
info	yes
Manish Singh	Alright, once the application is updated we will inform you via email.
	Is there anything else I may help you with ?
info	No, that was all. thank you.
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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/)

Manish Singh has ended this chat session

Chat

Hello, I

Visitor Details

#80801 William Mays

Email: it@grafbro.com  17404643070

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 50 Secs

City: SOUTH SHORE

State: Kentucky

Country: UNITED STATES

Chat Transcript

William Mays	Hello, I am your Acebuddy
Acebuddy	Hello It, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
William Mays	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
William Mays	I'd like to report an Issue
Acebuddy	Please select an option!
William Mays	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
William Mays	When attempting to export an excel file via quickbooks receiving error stating "Excel cannot open the file because the file
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.
William Mays	Hello
Manish Singh	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
William Mays	So far only one user. I have not tested it with another user yet. I have tested the file on the users account and my own account.
Manish Singh	May I know what error you are getting and please let me know if other files are opening fine. (Edited)
William Mays	"Excel cannot open the file because the file format is not valid. Verify the file has not been corrupted and that the file extension is .xlsx."
	I have tried exporting as XLSM and XLSX and the error persists
Manish Singh	Is user able to open other Excel files?
William Mays	Yes. It's only exported file via quickbooks
Manish Singh	Try to open it in CSV
	May I know the username who is having issue while accessing file? (Edited)
William Mays	yes one moment
	I am able to open as CSV but it changes the formatting and is basically nonsense
Manish Singh	Alright!

	May I know the username ?
William Mays	username is BrittanyMader
Manish Singh	Kindly allow me two minutes to check the same.
William Mays	Thank you
Manish Singh	May I take the remote access of user server?
William Mays	One moment. Let me make sure.
Manish Singh	Yes, please take your time.
William Mays	Okay you are good to proceed
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
William Mays	We have already done this
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting
William Mays	Thank you
Manish Singh	May I take the remote access of user local computer?
William Mays	yes
Manish Singh	https://assist.acecloudhosting.com/join/3492831341
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
William Mays	one moment
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting
	As the issue is with QuickBooks, we will run updates in night hours to minimize disruption in business hours.
William Mays	That is fine. Could you please do it around 12 AM EST?
Manish Singh	Alright, once updated we will notify you over the email.
William Mays	Thank you Manish
Manish Singh	Is there anything else I may help you with ?
William Mays	that is it.
Manish Singh	No worries we will do our best to resolve this issue.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

it has ended this chat session

Visitor Details

#80776 amanda

Email: amanda@cartercpatax.com ☎ 19703907348

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

amanda	Hello, I am your Acebuddy
Acebuddy	Hello Amanda, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
amanda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
amanda	I'd like to report an Issue
Acebuddy	Please select an option!
amanda	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
amanda	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
amanda	file will not open, code ERROR 6123,0
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Amanda
	Is that issue resolved?
amanda	i was logged into the server, you kicked me. Tried again, same error
Shashwat Verma	We have rebooted the server to implement the changes
	I will surely help you with this issue.
	May I take the remote access of your server?
amanda	sure
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
amanda	ok
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our IT team.
	Kindly try now
	Amanda, we have checked the issue and need to install the Qb file doctor from backend
	Let me do the needful
	Allow me 5 mins
amanda	ok
Shashwat Verma	Kindly select the file
	Kindly enter the admin password of the file
	Try now
	Once the file is updated, you are good to go!
	Perfect
	Is there anything else I may help you with ?
amanda	Thank you very much
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.

Shashwat Verma has ended this chat session

Visitor Details

#80567 brandy

Email: brandy@bamaccountingtaxservices.com 15713641914

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 57 Secs

City: ELIZABETH CITY

State: North Carolina

Country: UNITED STATES

Chat Transcript

brandy Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

brandy VDI/DaaS Support

Acebuddy Please wait while we connect you to an available Representative.

Acebuddy (bot) forwarded the chat request

brandy Thank you

Sushant accepted the chat transfer request.

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

brandy Hi

Hi, I cannot connect to my remote desktop and I'm not sure why this keeps happening.

The error I get is "Remote Desktop can't find the computer "BAMATSLLC.myrealdatal.net."

Sushant Can you please let me know your company name.

brandy BAM Accounting & Tax Services, LLC

Sushant Please wait while we connect you to our concern team.

brandy ok

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

Abhay Kumar Saraswat accepted the chat transfer request.

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

brandy okay

Abhay Kumar Saraswat I deeply apologize for the inconvenience caused to you.

I will be surely assisting you with this.

brandy okay

thank you

Abhay Kumar Saraswat Could you please confirm when you first started experiencing this issue?

brandy It has been an ongoing issue with me having to reach out to you guys to assist in being able to log in. This time it started

Abhay Kumar Saraswat Thank you for the information and allow 2 minutes to check the previous tickets.

brandy ok

Abhay Kumar Saraswat I apologize for any delay.

brandy Its okay

Abhay Kumar Saraswat Please allow me a few more minutes, as I can see multiple tickets raised by you for the same issue. I need to review them

brandy okay

Abhay Kumar Saraswat Thank you for your patience.

brandy No problem

Abhay Kumar Saraswat I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.

May I take the remote access of your local computer?

brandy sure

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

brandy done

Abhay Kumar Saraswat <https://assist.acecloudhosting.com/join/5852115649>

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

Thank you for your patience.

As per discussion over the remote session, The issue is resolved.

Thank you for your patience

As per discussion over the remote session, The issue is resolved.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Abhay Kumar Saraswat has ended this chat session

Chat

Hello, I

Visitor Details

#80448 krisika

Email: krisika@hkidata.com  7383092838

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

krisika Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

Hello, I

Visitor Details

#80342 test

Email: test@gmail.com  +16887849764

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 5 Secs

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

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

Test has ended this chat session

Chat

Hello, |

Visitor Details

#80425 Matt

Email: matt@3aclean.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Matt Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Welcome to Ace Support.

Please chose an option :

Matt Technical Support (QB & App Hosting)

I'd like to raise a Request

Acebuddy

	Please select your request type.
Matt	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Matt	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer. Do you need any further assistance on the topic? As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat

Hello, I

Visitor Details

#80242 William Mims

Email: wmimscpa@old-towne.com ☎ 13095508513

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: LACON

State: Illinois

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
William Mims	I'd like to raise a Request
Acebuddy	Please select your request type.
William Mims	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat

Hello, I

Visitor Details

#80136 Calvin McClammy

Email: cmcclammy@techmd.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: VESTAL

State: New York

Country: UNITED STATES

Chat Transcript

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

	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Calvin McClammy	I'd like to raise a Request
Acebuddy	Please select your request type.
Calvin McClammy	Password Reset
Acebuddy	Please select an option below
Calvin McClammy	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat

Hello, I

Visitor Details

#80555 diane

Email: diane@hfhmsc.org  5593103654

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 57 Secs

City: FLUSHING

State: Ohio

Country: UNITED STATES

Chat Transcript

diane	Hello, I am your Acebuddy
Acebuddy	Hello Diane Gregg, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
diane	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
diane	I'd like to report an Issue
Acebuddy	Please select an option!
diane	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
diane	I set up my laptop while in the office last week and now need to set up my home PC for Ace Connect. I installed it and ent
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
diane	Hi Sanyam!
Sanyam Madan	Hi Diane , how are you doing
diane	Good! How are you?
Sanyam Madan	I am doing good too 😊
	I will be surely assisting you with this. Kindly help me with your server name and user name?
diane	Server name: HabitatHMSC.myrealdata.net
	User Name: Diane_HHMSC
Sanyam Madan	Kindly allow me two minutes to check the same.
diane	Sure!
Sanyam Madan	May I take the remote access of your local computer?
diane	Yes!
Sanyam Madan	Kindly close all important tabs and documents for not to breach any security concern.
	https://assist.acecloudhosting.com/join/5402914376
	Kindly paste this link in the browser of local computer and join the session.
	Diane
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
diane	ok

	Ok
Sanyam Madan	Is there anything else I may help you with ?
diane	I think that's all! Thank you.,
Sanyam Madan	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.

Sanyam Madan has ended this chat session

Chat

Hello, I

Visitor Details

#80225 Christopher Facendola

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

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: 48 Secs

City: RAMSEY

State: New Jersey

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Christopher Facendola	I'd like to report an Issue
Acebuddy	Please select an option!
Christopher Facendola	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Christopher Facendola	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Christopher Facendola	Ticket Parameter Error
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Tushar.</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	Hello Christopher
Christopher Facendola	Tushar I'm having the same issue I have every day where Avatax and QB won't connect and I get a ticket parameter error.
	Can you please add yourself to my server so I can show you what is happening.
	airmarketing.myrealdatal.net user - christopherf
Tushar	Apologies for the recurring issue you are facing with QuickBooks, kindly allow me two minutes to check your server first fr
	Prior providing the access, I would suggest you to close any important documents at your end.
Christopher Facendola	sure
Tushar	https://assist.acecloudhosting.com/join/3392976319
Christopher Facendola	I need to keep Quickbooks open so I can show you the error though
Tushar	Kindly Click on the link and open the downloaded file.
Christopher Facendola	I'm not using this chat on the server this chat is on my primary machine you'll have to send me a prompt to take remote access
Tushar	Kindly give access to local system.
	I want the access of your primary machine through which you connect to server.
Christopher Facendola	I don't want to give you access to my machine, just take control of the server so I can show you the error.
	The issue isn't my machine I can connect the the server without an issue the issue is the connection between quickbooks

Tushar	okay let's connect directly to the server, if there will be need to connect to primary machine, we will do that later. Kindly accept the prompt on the server.
Christopher Facendola	Thank you for accepting. YOu can see the error I keep getting. CB-231
Tushar	I can see it. (Edited) Kindly allow me two minutes to check the same. Kindly show me how you get to this error.
Christopher Facendola	All I did was save the estimate, if it's working properly it usually loads avatax and an avatax window pops up which it proc All i'm doing is saving the estimate and it gives the error. I also get that error when logging into QB I'll show you that is a new error i've never seen before
Tushar	Let me upgrade Ava and update Webgility. as they are prompting upgrade and update. (Edited)
Christopher Facendola	what do you mean upgrade, I dont want to upgrade for an additional cost to me
Tushar	We will see after that errors appear or not. NO there is no additional cost It's just an application updates which the company's provide to their applications. So to resolve errors. It is prompting for a server reboot to complete the updates.
Christopher Facendola	yeah go ahead.
Tushar	Kindly log off from the server, and also if possible, ask HowardY to log of as well. Also, I will be sending a prompt pop up to HowardY to log off. Are other users facing this issue as well?
Christopher Facendola	Just me go ahead and log everyone off I notified him it was happening
Tushar	Everyone is logged off the update is in progress.
Christopher Facendola	Please let me know when it is complete
Tushar	Sure I will.

It is updated.

Kindly try to login again and check if the issue is still there or not.

Christopher Facendola

it seems as though it's working now hopefully this solved the issue.

thank you

Please disconnect and I will close this chat.

Tushar

Okay.

Is there anything else I may help you with ?

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.acecloudhosting.com/>)

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

Tushar has ended this chat session

Chat

I can't connect to my

Visitor Details

#80236 Anthony Divito

Email: adivito@rca-cpa.com  8478031252

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Anthony Divito	I can't connect to my clients computer for some reason.
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
<i>Akash is transferring the chat to Support(QB & App Hosting).</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Anthony
Anthony Divito	Hey Shashwat. The following is error that I'm getting.
	The remote resource can't be reached. Check your connection and try again or ask your network administrator for help.
Shashwat Verma	I will surely help you with this issue.
	Kindly help me with your server name and user name? (Edited)
Anthony Divito	Can you hang on a minute? I'm trying to get my IT guy on the phone because I'm not sure I know the server name.
	Just FYI, the error code is 0x300000d
Shashwat Verma	No problem, let me know if we can get into remote session, we'll check the details from the RDP file saved on your local p
	Okay, will get this fixed.
	May I take the remote access of your local computer?
Anthony Divito	if you can remote into my computer that'd be great
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/4872749676
	Kindly Click on the link and open the downloaded file.
Anthony Divito	You should be in now.
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	As per the remote session, we will follow up with the login issue later as per your request
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Hello, |

Visitor Details**#80429 shari****Email:** shari@jkservicesinc.com 18054079440**Department:** Support(QB & App Hosting)**Operator:** Harsh Bhardwaj**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Mozilla Firefox**Device:** Desktop**Average Response Time:** 32 Secs**City:** MERIDIAN**State:** Idaho**Country:** UNITED STATES**Chat Transcript**

shari Hello, I am your Acebuddy

Acebuddy Hello Shari, I'm your Ace Buddy. I'll b

Whom Would You Like to Connect Wi

shari Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

shari I'd like to report an Issue

Acebuddy Please select an option!

shari QuickBooks Issue

Acebuddy What type of QuickBooks Issue are y

shari Other QB related issue

Acebuddy Please specify the issue you are faci

shari on the Enterprise server. I have a QE

Acebuddy Please wait while we connect you to

Acebuddy (bot) forwarded the chat room to another operator

Gurwinder Singh accepted the chat invitation

Gurwinder Singh is transferring the chat to Harsh Bhardwaj

Harsh Bhardwaj accepted the chat invitation

Harsh Bhardwaj: Thank you for contacting Ace Cloud Support.

shari: Hi Shari

shari: Hope you are well!

shari: I will surely help you with this issue.

shari: May I take the remote access of your computer?

shari: yes

Harsh Bhardwaj: Thanks for the confirmation !

shari: We are connected on the remote session.

shari: Let me try to re-add it

shari: Can you please ask the users to close the application?

shari: So I can make certain changes.

shari: yes one sec

Harsh Bhardwaj: Sure, please take your time

shari: they should be off

Harsh Bhardwaj: Thanks for the confirmation !

shari: Please login as the QB Admin

shari: Please try now

shari: Can you please login

shari: Please login as the QB Admin

shari: Please type the password for the Web Connector.

shari: is this an ace issue of QB

Harsh Bhardwaj: Shari, I think there is some connectivity issue.

shari: as we have reinstalled the Web Connector.

shari: ok let me get with time

shari: and have them troubleshoot the issue.

Harsh Bhardwaj: Sure

shari: I appreciate your understanding.

shari: And as I checked, you are an admin user. I will handle the administrative tasks.

shari also can you shut off the server disc

so they don't get automatically logged

Harsh Bhardwaj Yes

shari only at tehe evening for reboots

also will the windows get activated

and the update and to QB

so they don't get the errors

Harsh Bhardwaj Yes

We will take care of those tasks

shari and QB time had something on their

Harsh Bhardwaj I see

Hopefully they resolve it

shari yes it is fixed now

Harsh Bhardwaj Okay that sounds good

shari ok anything else you need from me?

Harsh Bhardwaj Shari, we will take care of the Windo

No, that would be all

shari thank you!

Harsh Bhardwaj Thank you Shari for your understand

I wish you a great day!

You may end this chat now. Once you have completed our conversation, along with a ticket number, you can end the session.

I request you to kindly spare a moment before ending the session. I will appreciate that. or you can end the session after completing the task.

Thanks!

Note: You may change/reset your session password at any time.
<https://selfcare.acecloudhosting.com>

For self-help, check out our Knowledge Base.

Harsh Bhardwaj has ended this chat

Hello, I

Visitor Details

#80183 mike.redner**Email:** mike.redner@mastercraftusa.com**Department:** Support(QB & App Hosting)**Operator:** Abhay Kumar Saraswat**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 29 Secs**City:** NEWBURGH**State:** New York**Country:** UNITED STATES

Chat Transcript

mike.redner	Hello, I am your Acebuddy
Acebuddy	Hello Michael Redner, I'm your Ace E
	Whom Would You Like to Connect Wi
mike.redner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mike.redner	I'd like to report an Issue
Acebuddy	Please select an option!
mike.redner	Other Issue
Acebuddy	Please specify the issue you are faci
mike.redner	Printing issue - When printing Incorrect page
Acebuddy	Please wait while we connect you to
	<i>Acebuddy (bot) forwarded the chat to Abhay Kumar Saraswat</i>
	<i>Abhay Kumar Saraswat accepted the chat</i>
Abhay Kumar	Thank you for contacting Ace Cloud

Saraswat today.

mike.redner Hello Abhay

The user that is affected is named D

Abhay Kumar Saraswat Hello Michael

Sure.

Is this for account: **Onfloor Techno**

mike.redner Yes it is

Abhay Kumar Saraswat Thanks for the confirmation !

May I take the remote access of his I

mike.redner Yes you can

Abhay Kumar Saraswat Is this issue occurring only for him, c

And since when he's facing this issue

mike.redner I think the issue is only directly affect experience this issue on my instance Sharath. That ticket number was 745

Abhay Kumar Saraswat Thank you for the information and al

mike.redner No problem, thank you

Abhay Kumar Saraswat Thank you for your patience.

Yes, I checked the ticket.

So, I need to take the remote access

mike.redner Sounds good

Abhay Kumar Saraswat Prior providing the access, I would si

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

Ask her to paste this link in the brow

We are connected on the remote ses the time, I am putting the chat on hc give your confirmation on this chat.

mike.redner Thank you

Abhay Kumar Saraswat Can you please provide me the comp

Not be able to work on remote sessi

mike.redner One moment, I need to find my adm

Abhay Kumar Saraswat	Sure.
	<i>10:31:47 PMAbhay Kumar Saraswat</i> <u>image.png</u> - (Size:60.14 KB)
	<i>I'm getting this pop-up. Once you approve it, I can wor</i>
	Thank you for your patience.
	As Dawn confirmed on remote sessio
mike.redner	Awesome! Thank you for your help
Abhay Kumar Saraswat	The was with the printer settings on
	Which we have fixed.
	Is there anything else I may help you
mike.redner	That will be it today
Abhay Kumar Saraswat	I would greatly appreciate if you cou chat.
	You may end this chat now. Once you conversation, along with a ticket number.
	I request you to kindly spare a moment working. I will appreciate that. or you Thanks!
	Note: You may change/reset your self (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledgebase
	Thank you for choosing ACE cloud Hostin
<i>Abhay Kumar Saraswat has ended the chat</i>	

Chat

Hello, I

Visitor Details

#80173 Grace Dellefave**Email:** grace.dellefave@asgsolutions.us  3527482333**Department:** Support(QB & App Hosting)**Operator:** Sujeet Kumar Suman**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 55 Secs**City:** WILDWOOD**State:** Florida**Country:** UNITED STATES**Chat Transcript** -----

Grace Dellefave	Hello, I am your Acebuddy
Acebuddy	Hello Grace Dellefave, I'm your Ace I
	Whom Would You Like to Connect Wi
Grace Dellefave	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Grace Dellefave	I'd like to report an Issue
Acebuddy	Please select an option!
Grace Dellefave	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are y
Grace Dellefave	Other QB related issue
Acebuddy	Please specify the issue you are faci
Grace Dellefave	I can not scan from Quick books
Acebuddy	Please wait while we connect you to
	<i>Acebuddy (bot) forwarded the chat to Sujeet Kumar Suman</i>
Sujeet Kumar Suman	<i>Sujeet Kumar Suman accepted the c</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud today.
	Hello Grace
	How are you doing?
Grace Dellefave	I can not scan from quickbooks . I ne

Sujeet Kumar Suman No worry, I can help with that.

I will be surely assisting you with thi

Grace Dellefave thank you

server name is ASG Solutions LLC us

Sujeet Kumar Suman Thank you for the information and al

Thank you for your patience.

May I take the remote access of you

Grace Dellefave yes

Sujeet Kumar Suman kindly approve.

Grace Dellefave approved

Sujeet Kumar Suman As the previous prompt was denied,
Please let us know once approved sc

Grace Dellefave approved

Sujeet Kumar Suman As we are encountering an error, ma
further?

Grace Dellefave yes please

Sujeet Kumar Suman Kindly close all important tabs and d

Grace Dellefave No important tabs are open

Sujeet Kumar Suman Kindly paste this link in the browser
<https://assist.acecloudhosting.com/jc>

We are connected on the remote ses
the time, I am putting the chat on hc
give your confirmation on this chat.

Thank you for your patience. We are

Thank you for your patience.

As we got disconnected from the rer

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are di
(1-888-415-5240) if any further assis

Sujeet Kumar Suman has ended this

Chat

Hello, I

Visitor Details

#80379 bobi

Email: bobi@courtsense.com ☎ 12012861318

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: SKOPJE

State: Gjorce Petrov

Country: MACEDONIA

Chat Transcript

bobi Hello, I am your Acebuddy

Acebuddy Hello Bobi, I'm your Ace Buddy. I'll be

Whom Would You Like to Connect Wi

bobi Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

bobi I'd like to report an Issue

Acebuddy Please select an option!

bobi Other Issue

Acebuddy Please specify the issue you are faci

bobi Restricted account

Acebuddy Please wait while we connect you to

Acebuddy (bot) forwarded the chat request to Tushar Pharswan

Tushar accepted the chat transfer request

Tushar Thank you for contacting Ace Cloud

bobi Hi.. My server is CourtSense.myrealm
went to myportal and saw that is de
login to selfportal as Kim_Court@my

Tushar Thank you for the detailed information

Kindly allow me two minutes to chec

It is taking time Kindly allow me som

bobi ok

Tushar Bobi I checked from back end everyt

After you activated the account did yo

bobi yes

because even after activation she cc

Tushar Are you able to login to the user prof

bobi I tried to login on selfcare with her n
contact the administrator.

Tushar After user is disabled and reenable it

Kindly let me know if the user profile

bobi she can't

Tushar May I know the new password that

You can reset the password afterwar

bobi iEjdecE1&inLrFG%7

Tushar We checked it our end and it worked

<https://we.tl/t-7ujbmpefuD>

Kindly download the file from this lin

bobi she just told me hse is in.. maybe it

thanks you

Tushar Great.

Is there anything else I may help you

bobi no, thanks

Tushar Kindly share your feedback by clickir

Thank you for choosing ACE cloud Ho

You may end this chat now. Once you
conversation, along with a ticket nur

I request you to kindly spare a moment working. I will appreciate that. or you
Thanks!

Note: You may change/reset your self-care session
(<https://selfcare.acecloudhosting.com>)

For self-help, check out our Knowledge Base

Tushar has ended this chat session

Chat History

Hello, I am your Acebuddy

Visitor Details

#80823 amciver

Email: amciver@nfppartners.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: TOWACO

State: New Jersey

Country: UNITED STATES

Chat Transcript

amciver Hello, I am your Acebuddy

Acebuddy Hello Amciver, I'm your Ace Buddy. I am here to help you.

Whom Would You Like to Connect With?

amciver Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

amciver I'd like to report an Issue

Acebuddy Please select an option!

amciver Password Reset

Acebuddy Please select an option below

amciver Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@ac password needs to be reset and we'll

Do you need any further assistance?

As we haven't got any response from Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat

Hello, I

Visitor Details

#80888 Stephanie Sun

Email: evergrowfin2022@gmail.com  13144581609

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: ST LOUIS

State: Missouri

Country: UNITED STATES

Chat Transcript

Stephanie Sun Hello, I am your Acebuddy

Acebuddy Hello Stephanie Sun, I'm your Ace Bu

Whom Would You Like to Connect With

Stephanie Sun Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please choose an option :

Stephanie Sun I'd like to report an Issue

Acebuddy Please select an option!

Stephanie Sun Password Reset

Acebuddy Please select an option below

Stephanie Sun Already Enrolled to Selfcare Portal

Acebuddy Please follow the process mentioned

Do you need any further assistance?

As we haven't got any response from you.
Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat

Hello, |

Visitor Details

#80432 Katie Brock

Email: katie@tridentcpa.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 11 Secs

City: MILLEDGEVILLE

State: Georgia

Country: UNITED STATES

Chat Transcript

Katie Brock	Hello, I am your Acebuddy
Acebuddy	Hello Katie, I'm your Ace Buddy.
	Whom Would You Like to Connect?
Katie Brock	Technical Support (QB & App Help)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Katie Brock	I'd like to report an Issue
Acebuddy	Please select an option!
Katie Brock	Other Issue
Acebuddy	Please specify the issue you are representative!
	<i>1:22:46 AMKatie Brock is sharing:</i> <u>1_image.png</u> - (Size:53.26 KB)
	Please wait while we connect you...
	<i>Acebuddy (bot) forwarded the chat to Gaurava Tyagi</i>
	<i>Gaurava Tyagi declined the transfer</i>
	<i>Manish Singh accepted the chat</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting.
	I will surely help you with this issue.
	Is this the first time you're experiencing this issue limited to your account only?
Katie Brock	Just my account only
Manish Singh	May I know your username?
Katie Brock	KatieBrock
Manish Singh	Kindly allow me two minutes to setup the remote access.
	May I take the remote access of your account?
Katie Brock	Yes
Manish Singh	https://assist.acecloudhosting.com
	Kindly paste this link in the browser and click on it.
	Prior providing the access, I would like to ask few questions.

Is there anything else I may help you with?

Katie Brock

No. Thank you!

Manish Singh

I would greatly appreciate if you could click on smileys at the end of your message.

Thank you for choosing ACE cloud hosting.

You may end this chat now. Once again, thank you for your time regarding this conversation, also.

I request you to kindly spare a few moments to share how I am working. I will appreciate your feedback at quality@acecloudhosting.com.

Note: You may change/reset your password from Self-care Portal (<https://selfcare.acecloudhosting.com>)

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

Manish Singh has ended this chat.

