

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#74336 Jim.tuton

Email: jim.tuton@nexfazeco.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: SCOTTSDALE

State: Arizona

Country: UNITED STATES

Chat Transcript

Jim.tuton Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jim.tuton Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jim.tuton I'd like to raise a Request

Acebuddy Please select your request type.

Jim.tuton 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 Transcri

Hello, I am your Acebuddy

Visitor Details

#73615 Yvette Guillory

Email: bookkeeper@presidiodoors.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: SAN ANTONIO

State: Texas

Country: UNITED STATES

Chat Transcript

Yvette Guillory	Hello, I am your Acebuddy
Acebuddy	Hello Yvette Guillory, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Yvette Guillory	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Yvette Guillory	I'd like to report an Issue
Acebuddy	Please select an option!
Yvette Guillory	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Yvette Guillory	I can not log in to remote desktop.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Yadav has not responded for the transfer request.</i>	
<i>Chat request was not picked up by the operators</i>	

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#74612 okaganova

Email: okaganova@fpdsolutions.com  15032721036

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: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

okaganova Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

okaganova Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

okaganova I'd like to raise a Request

Acebuddy Please select your request type.

okaganova Change in Applications

Acebuddy Please select your desired option!

okaganova Application Replacement

Acebuddy To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of th

Additionally, please provide us with the name and version of the new application along with any license details that may l

We request you to download the setup file for the new application from its respective website or portal and save it on you
Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the in
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 Transcri

Hello, I am your Acebuddy

Visitor Details

#74037 sharath.kumar

Email: sharath.kumar@myrealdataln

Department: Support(QB & App Hosting)

Operator: Gaurava Tyagi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 9 Secs

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

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

	I'd like to report an Issue
Acebuddy	Please select an option!
sharath.kumar	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
sharath.kumar	test2
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi accepted the chat transfer request.</i>
Gaurava Tyagi	test
sharath.kumar	Hi Test
	<i>sharath.kumar has ended this chat session</i>

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#74064 kyla

Email: kyla@humblebrands.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Mins 7 Secs

City: RANCHOS DE TAOS

State: New Mexico

Country: UNITED STATES

Chat Transcript

kyla Hello, I am your Acebuddy

Acebuddy	Hello Kyla Hortareas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kyla	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kyla	I'd like to raise a Request
Acebuddy	Please select your request type.
kyla	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
kyla	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?
kyla	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vignesh Arul accepted the chat transfer request.</i>
	<i>Vignesh Arul is transferring the chat to Anurag Sharma.</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Kyla
kyla	Hi there - we are having an issue with remote connecting.
	We put in all the credentials and it seems to not be connecting.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
kyla	HumbleBrandsInc.myreldata.net
	Kyla.H@myreldata.net
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 5-6 minutes to check the same.
kyla	Thank you!
Anurag Sharma	Thank you for your patience.
	May I take the remote access of your local computer?
kyla	Yes please!

	Thank you!
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/9132527878
	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 confirmation on this chat.
kyla	Confirmed
Anurag Sharma	Please stay connected
	The issue seems to be resolved now.
	Is there anything else I may help you with ?
kyla	I think we got it all! Thanks so much
Anurag Sharma	Thank you so much Kyla for such a wonderful remote session. (Edited)
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74241 Chad Harlow

Email: chad@mobile-maintenance.com  113252126924

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: GEORGE TOWN

State: Cayman Islands

Country: CAYMAN ISLANDS

Chat Transcript

Chad Harlow	Hello, I am your Acebuddy
Acebuddy	Hello Chad Harlow, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chad Harlow	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chad Harlow	I'd like to raise a Request
Acebuddy	Please select your request type.
Chad Harlow	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Chad Harlow	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
Chad Harlow	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#74266 Chetan Dogra

Email: dogracpa@gmail.com  16464779369

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: 17 Secs

City: PLAINSBORO

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chetan Dogra	Hello, I am your Acebuddy
Acebuddy	Hello Chetan Dogra, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chetan Dogra	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chetan Dogra	I'd like to report an Issue
Acebuddy	Please select an option!
Chetan Dogra	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Chetan Dogra	Can't access cloud
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.
Chetan Dogra	I am getting the message: As a security precaution - the user account has been lock.
Shashwat Verma	Hello Chetan
	I will surely help you with this issue.
Chetan Dogra	Man, I have tax deadline today.
Shashwat Verma	Sure

	Kindly allow me two minutes to check the same.
Chetan Dogra	I cant afford the interruption of services. The company name is DOGRA CPA LLC user: cdogra
Shashwat Verma	User get locked, when you attempt to login with wrong password, let me unlock for you.
Chetan Dogra	please call me at 646.4773.9369 to assist asap.
	Its working now.
	thanks!
Shashwat Verma	Okay
Chetan Dogra	what happened ?
Shashwat Verma	We have just unlock the user as per your email request. Is there anything else I may help you with ?
Chetan Dogra	thanks.
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance! Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	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/)

Shashwat Verma has ended this chat session

Chat Transcri

Hello, I am your Acebus

Visitor Details

#74751 ROBERT EIERMAN

Email: robert@enscpny.com  718-835-1978

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 49 Secs

City: CUTCHOGUE

State: New York

Country: UNITED STATES

Chat Transcript

ROBERT EIERMAN	Hello, I am your Acebuddy
Acebuddy	Hello Robert Eierman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ROBERT EIERMAN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ROBERT EIERMAN	I'd like to report an Issue
Acebuddy	Please select an option!
ROBERT EIERMAN	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ROBERT EIERMAN	ULTRA TAX
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
ROBERT EIERMAN	Hi. My name is Robert Eierman, My account is ESAssocInc username RobertE
	I am having trouble logging into my Ultra tax on my server
Anjainay Singh	Please allow me two minutes so that I can look into the issue
ROBERT EIERMAN	sorry. we fixed it
	thanks anyway
Anjainay Singh	It great to hear that your issue has been resolved
ROBERT EIERMAN	bye
Anjainay Singh	Have a great day robert

Anjainay Singh has ended this chat session

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#73546 justin carpenter

Email: jcarpenter1906@gmail.com ☎ 14432203368

Department: Support(QB & App Hosting)

Operator: Rohit Kumar

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 29 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

justin carpenter	Hello, I am your Acebuddy
Acebuddy	Hello Jcarpenter1906, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
justin carpenter	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
justin carpenter	I'd like to raise a Request
Acebuddy	Please select your request type.
justin carpenter	Password Reset
Acebuddy	Please select an option below
justin carpenter	

	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
justin carpenter	Setback
Acebuddy	Please select an option below
justin carpenter	Setback
Acebuddy	Please select your request type.
justin carpenter	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 :
justin carpenter	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
justin carpenter	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
justin carpenter	I need my staff to be able to login
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohit Kumar accepted the chat transfer request.</i>
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.
justin carpenter	Hi how are you
	I have an urgent request
Rohit Kumar	Thank you for asking. I am doing Good. How are you?
	Please let me know how can I help you.
justin carpenter	I need to confirm my server is active
Rohit Kumar	Let me check that for you.
	May I confirm if the server name is CarpenterTA.myrealdatal.net?
justin carpenter	Yes
	i also need you to send Sophia Taylor password reset link
	ASAP
Rohit Kumar	Thank you. Your server is active.
justin carpenter	Please send Sophia temp password her password isn't working
Rohit Kumar	Please allow me 2-3 minutes to check if Sophia Taylor is enrolled to self care portal or not.

	She is not enrolled on self care portal.
	May I send an email to you after this chat to seek your approval on email to reset her password?
justin carpenter	Want me send an email to you all now.?
Rohit Kumar	Yes, You can send an email.
justin carpenter	email sent
	Please confirm you received
Rohit Kumar	We will forward the password to you withing next 5 minutes.
justin carpenter	ok can you cc her
Rohit Kumar	Please share her email address so we can cc her.
	We received your email.
justin carpenter	Staylor@carpentertaxaccounting.com
Rohit Kumar	Thank You.
	Is there anything else I may help you with ?
justin carpenter	nope that's it thanks
	Please confirm when email is sent
Rohit Kumar	Please check if you received the email.
	I have included her in email.
	May I know if you received the email?
justin carpenter	One second
Rohit Kumar	Sure
	Are you able to login with the password.
	Are we connected?

Rohit Kumar has ended this chat session

Chat Transcri

Hello, I am your Acebus

Visitor Details

#74500 Rgreenberg

Email: rgreenberg@szcpa.tax

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 30 Secs

City: LAKE WORTH

State: Florida

Country: UNITED STATES

Chat Transcript

Rgreenberg	Hello, I am your Acebuddy
Acebuddy	Hello Rgreenberg, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rgreenberg	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rgreenberg	I'd like to report an Issue
Acebuddy	Please select an option!
Rgreenberg	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rgreenberg	I keep on trying to log onto Ace Cloud. I have tried 6 times. I have this issue everyday. Every time I contact you say it is fi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you are not able to connect to Ace Servers.
Rgreenberg	yes
	same problem everyday
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Rgreenberg	have no idea

Ashutosh Mishra	Please help me with your account name with Ace
Rgreenberg	Schaffer Zeigen
Ashutosh Mishra	Thanks for the confirmation !
	I have checked that server is accessible on our end and other users are also logged in.
	May I take the remote access of your local computer?
Rgreenberg	i know. it is always this computer.
	yes you may
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Rgreenberg	done
Ashutosh Mishra	I am sending an invite over rgreenberg@szcpa.tax
	Please join the session by clicking on the invite.
	I have sent the invite.
Rgreenberg	ok done
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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.acebook.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcri

Hello, I am your Acebus

Visitor Details

#74204 audiobookadmin

Email: audiobookadmin@johnmarshallmedia.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: DAR ES SALAAM

State: Daressalaam

Country: TANZANIA

Chat Transcript

audiobookadmin	Hello, I am your Acebuddy
Acebuddy	Hello Audiobookadmin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
audiobookadmin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
audiobookadmin	I'd like to report an Issue
Acebuddy	Please select an option!
audiobookadmin	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
audiobookadmin	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?
audiobookadmin	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham 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.
audiobookadmin	Hello, I'm having issues logging into quickbooks. I'm using the windows App for Mac. This is what I see when I click on QB
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
	<i>12:58:00 PM audiobookadmin is sharing a file with you</i>
	<i>Screenshot 2025-03-17 at 10.28.56 AM.png - (Size:3.51 MB)</i>
	Kindly provide your business name or server name
audiobookadmin	sending in a sec

Shubham Kataria	Sure, please take your time
audiobookadmin	JMM.myrealdata.net
	Username: Cynthia.Ma@myrealdata.net
Shubham Kataria	Thank you for the information.
	Are you currently logged onto the server?
audiobookadmin	Yes
Shubham Kataria	May I take the remote access of your server?
audiobookadmin	sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
audiobookadmin	ok
Shubham Kataria	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
audiobookadmin	ok
Shubham Kataria	Thank you for your patience
	https://assist.acecloudhosting.com/join/5332512613
	Please join this link after closing important document opened on your local computer
audiobookadmin	ok
Shubham Kataria	Kindly paste this link in the browser of local computer and join the session.
audiobookadmin	it says establishing connection
Shubham Kataria	okay
audiobookadmin	do you see my screen?
Shubham Kataria	yes
audiobookadmin	the video shows what my QB should look like
Shubham Kataria	Kindly ask the account owner for the company file location and the credentials
	Once the company file will open, you will get the same screen on your end as well
audiobookadmin	I will enter my QC credentials, right?
Shubham Kataria	Apologies, Could you please confirm if QC credentials is QuickBooks company file credentials
audiobookadmin	Yes, I meant QB
Shubham Kataria	Because In order to open the company file you should have the location of the file where it is saved in server's drive and I
audiobookadmin	ok, I'll ask the admin.
	thanks
Shubham Kataria	Yes, please. After that, you can simply click on the "Open or restore an existing company" then choose open a company fi

Are we still connected here?

As you are disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-41

Shubham Kataria has ended this chat session

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#73643 Mark Sizemore

Email: mark@firstcoastcpa.com ☎ 9043344651

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: JACKSONVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mark Sizemore	The Tax Server is not connected for both tax servers on SizemoreATX1.myrealdata.net for user account myrealdata\Rebec
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Sharath Kumar accepted the chat transfer request.</i></p>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Mark Sizemore	I'm logged into Rebecca's desktop
Sharath Kumar	let me share with you the server name that needs to be put in on the ATX application
Mark Sizemore	I'll need it for both the ATX Tax software for 2024 and the Payroll Compliance software for 2024
Sharath Kumar	I see, let me take Rebeca's remote session for this, One moment while I share the request on the server Prior providing the access, I would suggest you to close any important documents at your end.
Mark Sizemore	there is nothing open. You are good to go
Sharath Kumar	I have sent the request
Mark Sizemore	You want me to log in
Sharath Kumar	It seems to be connected Yes, please go ahead
Mark Sizemore	So now the payroll compliance app
Sharath Kumar	Yes, I have also added the primary server to Payroll So you are good to sign in there as well
Mark Sizemore	Thanks!!!
Sharath Kumar	anything else that I may assist you with ?
Mark Sizemore	That was it. Thanks!!!
Sharath Kumar	my pleasure, I have disconnected from your session 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.	
<p><i>Sharath Kumar has ended this chat session</i></p>	

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#74254 dilanglais

Email: dilanglais@gmail.com ☎ 9787667342

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: 13 Secs

City: DANVERS

State: Massachusetts

Country: UNITED STATES

Chat Transcript

dilanglais	Hello, I am your Acebuddy
Acebuddy	Hello Dilanglais, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
dilanglais	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
dilanglais	I'd like to report an Issue
Acebuddy	Please select an option!
dilanglais	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
dilanglais	Cannot log into one of my accounts. Lenny!
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
dilanglais	looking for credentials for RDG.myrealdatal.net
Shashwat Verma	I will surely help you with this issue.
	When you have last login to server?
dilanglais	friday
	I can get into DianeML
Shashwat Verma	Okay, do you want to reset the password, let me remote access to check any potential other reason?
dilanglais	yes you can remote
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/7282767912
	Kindly Click on the link and open the downloaded file.
dilanglais	all set
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
	Issue resolved by configuring the RDP and resetting the password by selfcare.
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your 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/)
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcription

Hello, I am your Acebus...

Visitor Details

#74482 Sjtbadm10

Email: sjtbadm10@gmail.com

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: 22 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Sjtbadm10	Hello, I am your Acebuddy
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Sjtbadm10	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sjtbadm10	I'd like to raise a Request
Acebuddy	Please select your request type.
Sjtbadm10	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 :
Sjtbadm10	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Sjtbadm10	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sjtbadm10	My ATX and Payroll server is not working
Acebuddy	Please wait while we connect you to a 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.
Sjtbadm10	ok
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Sjtbadm10	skt8
Shubham Kataria	Could you please confirm your business name which is associated with ACE
Sjtbadm10	Sk tax Addison CPA
Shubham Kataria	Thank you for the information. Could you please confirm the username you're using to log into the server?
	Also, could you clarify if you're unable to log into the server itself, or if you're specifically having trouble accessing the ATC?
Sjtbadm10	you can connect with my Server?
Shubham Kataria	Okay
	May I take the remote access of your local computer?
Sjtbadm10	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Sjtbadm10	ok
Shubham Kataria	https://assist.acecloudhosting.com/join/5732571143
	Please join this link
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
	Are we still connected here?
	As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-

Shubham Kataria has ended this chat session

Chat Transcri

Hello, I am your Acebus

Visitor Details

#74652 Brianna

Email: brianna.brosna@gmail.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: NYACK

State: New York

Country: UNITED STATES

Chat Transcript

Brianna	Hello, I am your Acebuddy
Acebuddy	Hello Brianna, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brianna	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brianna	I'd like to report an Issue
Acebuddy	Please select an option!
Brianna	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brianna	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?
Brianna	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>
Brianna	my Ticket ID: 665398
	i sent an email as well
	<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.
	Kindly allow me two minutes to check the same.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
	Regarding Server Accessibility

Brianna	just me
Manish Singh	Alright
	May I take the remote access of your local computer?
Brianna	yes
Manish Singh	https://assist.acecloudhosting.com/join/8862736199
	Prior providing the access, I would suggest you to close any important documents at your end.
Brianna	ok
	did it work?
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
	Brianna, we will share a new RDP with you over the email.
	Kindly try that to access Server.
Brianna	what was the issue?
Manish Singh	It was with the Remote Desktop application.
	No worries, we will help you to resolve the issue as soon as possible
	Is there anything else I may help you with ?
Brianna	ok
Manish Singh	We will share the RDP over the shared email.
	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 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/)
	<i>Manish Singh has ended this chat session</i>

Chat Transcription

My workstation at Market Group Ventures,

now to MGVInc.myreldata.net since this r
connect to our Quickbooks hosted

Visitor Details

#73593 Trevor Brien

Email: trevor@mgvinc.com  250-743-1222

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

Website: <https://www.acecloudhosting.com/quickbooks-hosting/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: DUNCAN

State: British Columbia

Country: CANADA

Chat Transcript

Trevor Brien My workstation at Market Group Ventures, Inc. is not connecting now to MGVInc.myreldata.net since this morning, and I

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

Hi Trevor , I am transferring this chat to the support team.

Trevor Brien Thanks

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

Shubham Yadav accepted the chat transfer request.

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

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

May I take the remote access of your local computer?

Trevor Brien okay

Shubham Yadav <https://assist.acecloudhosting.com/join/8682317397>

Kindly Click on the link and open the downloaded file.

As per remote session you are now able to login into the server

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)

Shubham Yadav has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74642 Brandon Brunkow

Email: brandon.brunkow@rjwgroup.com ☎ 00000000

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: ST PAUL

State: Minnesota

Country: UNITED STATES

Chat Transcript

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

Hello, I am your Acebuddy

Visitor Details

#74469 carmel.hamerenterprisespllc

Email: carmel.hamerenterprisespllc@outlook.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: MISSOULA

State: Montana

Country: UNITED STATES

Chat Transcript

carmel.hamerenterprisespllc Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

carmel.hamerenterprisespllc Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

carmel.hamerenterprisespllc I'd like to raise a Request

Acebuddy Please select your request type.

carmel.hamerenterprisespllc Setup Ace Server

Acebuddy

If you would like to configure the server access link on your computer, Kindly select your desired Operating System

carmel.hamerenterprise Setback

Acebuddy Please select your request type.

carmel.hamerenterprise 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

Typically, the application update is performed overnight.

Do you need any further assistance on the topic?

carmel.hamerenterprise No

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

Acebuddy has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74589 Kimberly

Email: kimberly@stokescm.com  3524456069

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 42 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

kimberly Hello, I am your Acebuddy

Acebuddy

	Hello Kimberly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kimberly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kimberly	Restart
Acebuddy	Hello Kimberly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kimberly	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Mohit accepted the chat transfer request.</i>
Mohit	Hi Kimberly, how can I help you?
kimberly	i am needing to sign in under admin onto our server and i dont know how to do that it doesnt give me the option to login to another user name
Mohit	Sure, can you please help me with your registered business name?
kimberly	Stokes Construction & Maintenance our new name is Southern Site & Power Construction
Mohit	Perfect, Kimberly. Someone from our technical support team will help you with this. Transferring your chat to my team right away.
	<i>Mohit is transferring the chat to Support(QB & App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	May I know the CID number of the new account?
kimberly	whats that we are a DBA doing business as so everything is the same
Manish Singh	As I can check your account name is Stokes Construction and Maintenance LLC (Edited)
kimberly	yes
Manish Singh	Are you not able to access server?
kimberly	yes, under my login, but apparently there is another login that is for Admin we are trying to do an update for quickbooks and i have to be logged into the server as admin

Manish Singh	Alright
	May I take the remote access of your local computer?
kimberly	yes
Manish Singh	https://assist.acecloudhosting.com/join/7892831648
	Prior providing the access, I would suggest you to close any important documents at your end.
kimberly	wait i need to be on the server on a webpage right?
	for you to gain access
	hang on i figured it out
Manish Singh	If you want to login to another user we have to take your local PC access.
	If you want the QuickBooks update, we can do that for you.
kimberly	ok im going to show you the error code
	are you onm?
	on
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further.
	Regarding The Admin Access
	Is there anything else I may help you with ?
kimberly	ok i sent the email
	but when i get the login, how do i login to that
	because it doesnt give me the option to switch accounts
Manish Singh	You do not need to use different login credentials; current credentials will provide you with access to admin rights.
kimberly	oh ok
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Manish Singh has ended this chat session

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#74519 jessica.ward.cpa

Email: jessica.ward.cpa@outlook.com ☎ 435-294-2769

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: HERRIMAN

State: Utah

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
jessica.ward.cpa	I'd like to raise a Request
Acebuddy	Please select your request type.
jessica.ward.cpa	Change in Applications
Acebuddy	Please select your desired option!
jessica.ward.cpa	Application Addition
Acebuddy	Please select your Application
jessica.ward.cpa	QuickBooks
Acebuddy	<p>Request you to kindly share the following information with us via email on support@acecloudhosting.com so we can process your request.</p> <ul style="list-style-type: none"> • QuickBooks Version (Pro/Premier/Enterprise) with year • License Number and Product Code
	An email update will be shared once the request is completed.
	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 Transcri

Hello, I am your Acebuddy.

Visitor Details

#73746 Jamie Graham

Email: j.graham@premiergroupmgmt.com **Phone:** 17862365364

Department: Support(QB & App Hosting)

Operator: Sandeep Kumar

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: NEW BRAUNFELS

State: Texas

Country: UNITED STATES

Chat Transcript

Jamie Graham	Hello, I am your Acebuddy
Acebuddy	Hello Jamie Graham, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jamie Graham	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jamie Graham	I'd like to report an Issue
Acebuddy	Please select an option!
Jamie Graham	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jamie Graham	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?
Jamie Graham	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>Sandeep Kumar accepted the chat transfer request.</i>
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.
	Hi Jamie, How are you doing today?
Jamie Graham	Good-thank you. I am just having an error issue when opening just one of quickbooks files
Sandeep Kumar	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jamie Graham	PremierMGMT.myrealdatal.net
	username: JamieGraham
Sandeep Kumar	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to check the same and connect with the server.
	Thank you for waiting.
	I do not see you connected to the server.
	Can you please log back in?

Jamie Graham	ys
Sandeep Kumar	Ok, please log back in so that we can check the issue on your end.
Jamie Graham	i am on now
Sandeep Kumar	I'm sending the remote prompt on your end, please accept.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
Jamie Graham	also before we get started is this free space warning an issue
Sandeep Kumar	I have rebooted the server and let you know when we can log back in.
Jamie Graham	ok thank you
Sandeep Kumar	Thank you for your patience.
	The server is up now, lets log back in and check again.
Jamie Graham	ok
	yes its working! thank you!
Sandeep Kumar	Great!
	As for the low space message, I will run a disk cleanup and share the update with you over the email as it will take some time.
Jamie Graham	sounds good-thank you so much!
Sandeep Kumar	You are welcome!
	Is there anything else I may help you with ?
Jamie Graham	no thanks-that was it
Sandeep Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Sandeep Kumar has ended this chat session

Chat Transcri

Visitor Details

#74597 jbarbersingh

Email: jbarbersingh@biofluidica.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: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74604 bwhite

Email: bwhite@cfbhomes.com  14074178737

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 20 Secs

City: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

bwhite	Hello, I am your Acebuddy
Acebuddy	Hello Bwhite, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
bwhite	Technical Support (QB & App Hosting)
Welcome to Ace Support.	
Please chose an option :	
bwhite	I'd like to report an Issue
Acebuddy	Please select an option!
bwhite	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
bwhite	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
bwhite	export excel report
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 Bwhite
bwhite	I am not able to export a report to excel
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
bwhite	QBlivepro1.myrealdta.net finance
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 2-3 minutes to check the same.
	Could you please confirm since when you are facing this issue?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74107 jon

Email: jon@sundackcpa.com ☎ 6314999437

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: 38 Secs

City: FARMINGDALE

State: New York

Country: UNITED STATES

Chat Transcript

jon	Hello, I am your Acebuddy
Acebuddy	Hello Jon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jon	I'd like to report an Issue
Acebuddy	Please select an option!
jon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jon	looking for a 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.
jon	hi manish
Manish Singh	Hii Jon
jon	apparently a file was deleted from one of my softwares
	are you able to recover
Manish Singh	Have you emailed us regarding the backup?
jon	no
Manish Singh	Kindly email us with the location and date of the file you want to backup of
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
jon	how quickly does that happen
Manish Singh	Kindly mention the urgency of the situation we will prioritize accordingly.
jon	sure but are we looking at days or hours

Manish Singh	It will be hours, Jon
jon	ok thank you
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
	This message has been deleted
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Manish Singh has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#73440 martha

Email: martha@wootoncpa.com  14058505592

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: NORMAN

State: Oklahoma

Country: UNITED STATES

Chat Transcript

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

	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
martha	I'd like to report an Issue
Acebuddy	Please select an option!
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#73351 Zach Hollman

Email: zach@alphaprimeusa.com  19547565945

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 30 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Zach Hollman	I'd like to report an Issue
Acebuddy	Please select an option!
Zach Hollman	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Zach Hollman	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Zach Hollman	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 zach
Zach Hollman	Happy Friday... We have several new users on our account. The system is freezing upon login or while they are working
Shashwat Verma	I will surely help you with this issue.
	Do you facing freezing issue with QuickBooks or from whole server?
	Or also with any other applications too?
Zach Hollman	Quick Books just freezes or crashes
Shashwat Verma	Got it.
Zach Hollman	We can't really use other applications, server can't handle it
Shashwat Verma	Okay
	Kindly try now to access the Qb
Zach Hollman	k
	Remoting in
Shashwat Verma	We would like to inform you that your C drive is very low, looks like the reason behind the slowness is the shortage of C d
Zach Hollman	What is the price for more storage.
Shashwat Verma	Let me share you the plans
	Plan1 : 200GB : \$120/Month
	Plan2 : 100GB : \$60/Month
	Plan3 : 80 GB : \$50/Month
	Plan4 : 60 GB : \$40/Month
	Plan5 : 40 GB : \$28/Month

Zach Hollman	Is that per user
	<i>3:55:22 AM Shashwat Verma is sharing a file with you image.png - (Size:9.69 KB)</i>
	<i>Current space</i>
Shashwat Verma	For whole server
Zach Hollman	Which account is consuming the most storage
Shashwat Verma	Its not about the account, its for the whole server that include user data of all users.
Zach Hollman	What do you recommend we upgrade too
	One of our employees may have 5 emails tied to their outlook account and taking up 100GB in email alone
Shashwat Verma	Outlook have its own cloud storage, it doesn't save emails on server
	As per the above screenshot your whole server have 99GB as whole in used way
	We recommend you to go with either plan 1 or plan 2 as you have multiple users.
	We can give you the plan 1 at \$115/Month as discounted rate.
	Thats is Plan1 : 200GB : \$115/Month
Zach Hollman	Is there anyway we can package up a better deal for our users too? We are growing and it's starting to get crazy
Shashwat Verma	So if you want to move with Plan1, we can check from the team.
Zach Hollman	Plan 2
	Sorry plan 1
	Yes Plan 1.
Shashwat Verma	Sure, let me check for the final pricing for the Plan1.
	Zach, We can last give the discounted rate of Plan1 : 200GB : \$112/Month
Zach Hollman	Sounds good. Please proceed
Shashwat Verma	Kindly email the same request to support@acecloudhosting.com from zach@alphaprimeusa.com
	Kindly mention the plan in the email, Plan1 : 200GB : \$112/Month
	You can also mentioned my name for reference, that is Shashwat!
	Have you emailed the same?
	Zach, have you emailed us about the same?
Zach Hollman	am jow
	I am now
Shashwat Verma	Yes
Zach Hollman	Done
Shashwat Verma	Let me check the email

	We have not received the email yet.
	Email us on support@acecloudhosting.com
Zach Hollman	Just sent again
Shashwat Verma	Got it
	Let me do the needful
Zach Hollman	?
Shashwat Verma	Just let me show you the space after increment
Zach Hollman	k
	<i>4:34:57 AM Shashwat Verma is sharing a file with you image.png - (Size:6.81 KB)</i>
Shashwat Verma	Here is the space now
	Is there anything else I may help you with ?
Zach Hollman	no will test it out
	ty
Shashwat Verma	Sure
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcri

How can I use "alternate control delete" in environment?

#74370 jaycru

Email: jaycru@me.com  9148379521

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

Website: https://www.acecloudhosting.com/?s=how+to+%22alt+ctr+del%22+in+Ace+Cloud+Hosting+&post_type=knowledgebase&kb_search_nonce=c51e31b394&wp_http_referer=%2F%3I

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 32 Secs

City: STAFFORD

State: Texas

Country: UNITED STATES

Chat Transcript

jaycru How can I use "alternate control delete" feature in Ace Cloud environment?

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

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

Ashutosh Mishra accepted the chat transfer request.

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

Please let me know if you are able to use on screen keyboard for Ctrl + Alt +Del

jaycru Hi,

Not sure what your mean by "screen Keyboard"

Ashutosh Mishra By on screen keyboard i mean there is virtual keyboard in Windows OS that shows a keyboard layout on the monitor that

There should not be any issue using Ctrl+Alt+Del function on your server.

jaycru When I type in the command on my keyboard it goes to my PC's desktop. It wont do it for the Ace environment.

Ashutosh Mishra I see, are you running the server in full screen mode?

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)

Ashutosh Mishra has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74826 Becky Rivard

Email: becky@beckyrivardcpa.com **Phone:** 15304489276

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 36 Secs

City: TRUCKEE

State: California

Country: UNITED STATES

Chat Transcript

Becky Rivard	Hello, I am your Acebuddy
Acebuddy	Hello Becky, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Becky Rivard	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Becky Rivard	I'd like to report an Issue
Acebuddy	Please select an option!
Becky Rivard	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Becky Rivard	I'd like to raise a Request
Acebuddy	Please select your request type.
Becky Rivard	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and

once the task has been completed.

Typically, the application update is performed overnight.

Do you need any further assistance on the topic?

Becky Rivard

Yes

Acebuddy

Please wait while we connect you to our Support Representative.

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra

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

Becky Rivard

Hi. I was just chatting with another agent and he installed an update on my server. It says a newer version is available and won't let me open the server.

Ashutosh Mishra

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

Becky Rivard

It's ticket number 668828

Ashutosh Mishra

May I take the remote access of your server?

Becky Rivard

yes

Ashutosh Mishra

Prior providing the access, I would suggest you to close any irrelevant windows.

I will send prompt on the server please accept that once you are ready.

Becky Rivard

I'm ready

Ashutosh Mishra

I will update again please allow me few minutes.

I have rebooted server now after updates are complete, please log back on.

Becky Rivard

Okay. Can I log back on?

Ashutosh Mishra

Sure login again.

Becky Rivard

I am all set. Let me log on. Thank you.

Ashutosh Mishra

Is there anything else I may help you with?

Becky Rivard

No that's it.

Ashutosh Mishra

I would greatly appreciate if you could spare a minute to give me feedback about this chat.

You may end this chat now. Once you end this chat, you will receive a summary of the conversation, along with a ticket number and survey feedback.

I request you to kindly spare a moment to fill that out for me so that I can work on it. I will appreciate that. or you may send your feedback to us. Thanks!

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

Ashutosh Mishra has ended this chat session

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#74089 Tony Lee

Email: support@claccounting.tax  19097189780

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: EL MONTE

State: California

Country: UNITED STATES

Chat Transcript

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

Tony Lee I am trying to update my 2024 lacerte, but i dont have admin i

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

Shubham Kataria Thank you for contacting Ace Cloud Hosting. My name is Shub today.

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

Tony Lee user name tonylee

CLAccounting.myrealdata.net

Shubham Kataria Thank you for the information and allow 2 minutes to check th

Thank you for your patience.

I've initiated the update and will reboot the server once the up

Would you prefer to stay connected via chat, or should I notify complete (Edited)

Tony Lee email

thanks

Shubham Kataria You're welcome, I'll update you via email

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

As you're disconnected from the chat, we are ending the session. Please call us at (1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#74295 Chad Harlow

Email: chad@mobile-maintenance.com  113252126924

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: GEORGE TOWN

State: Cayman Islands

Country: CAYMAN ISLANDS

Chat Transcript

Chad Harlow	Hello, I am your Acebuddy
Acebuddy	Hello Chad Harlow, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
Chad Harlow	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chad Harlow	I'd like to raise a Request
Acebuddy	Please select your request type.
Chad Harlow	Change in Users
Acebuddy	Please select your desired option!
Chad Harlow	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable user owner, Please refer to the following link for a detailed guide or
	Do you need any further assistance on the topic?
Chad Harlow	Yes
Acebuddy	Please wait while we connect you to our Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh.
	I understand you want to add user in the account, is that correct?
	Are we still connected here?
Chad Harlow	yes, i keep getting an error

Ashutosh Mishra

I will surely help you with this issue.

Chad Harlow

Please share screenshot of the error to pinpoint issue.

Ashutosh Mishra

i need to log back in

Sure, please take your time.

The visitor's email address was changed to chad@mobile-mair

Chad Harlow has initiated a remote assistance session. Would screen?

If you want to start remote session, please go to following link
<https://assist.acecloudhosting.com/join/7752218036>

Chad Harlow

can you see my screen

Can you see my screen?

Ashutosh Mishra

Yes

I see the error, we will try from our end to add the user.

Chad Harlow

i need to add myself as a user and then i'll need assistance to

Ashutosh Mishra

We would require an email from your email address **[chad@m
(mailto:chad@mobile-maintenance.com)]** to add user.

also i will send all the required details to connect to server

Chad Harlow

Where do i need to send the email?

Ashutosh Mishra

You can end this chat now so that the ticket is generated and i it over and i will take care of the rest.

Chad Harlow

i'll wait for your email

Ashutosh Mishra

Sure, is there anything else i may help you with?

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

Ashutosh Mishra has ended this chat session

Chat Transcri

Hello, I am your Acebus

Visitor Details

#74083 Cesar Diaz**Email:** cesardiaz98776@gmail.com  150499420028**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:** 23 Secs**City:** ?**State:** Honduras**Country:** HONDURAS**Chat Transcript** -----

Cesar Diaz	Hello, I am your Acebuddy
Acebuddy	Hello Cesar.diaz, I'm your Ace Buddy. I'll be happy to assist you
	Whom Would You Like to Connect With?
Cesar Diaz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cesar Diaz	I'd like to report an Issue
Acebuddy	Please select an option!
Cesar Diaz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to
Cesar Diaz	Retrasar
Acebuddy	Please select an option!
Cesar Diaz	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Cesar Diaz	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks c help you with resolving the issue
	Was that helpful?
Cesar Diaz	No
Acebuddy	No issues, please wait while I connect you to one our support e

Acebuddy (bot) forwarded the chat request

Cesar Diaz

hello support

can u reboot intercentnew server

we have some error with QB licence, can helpus

Anurag Sharma accepted the chat transfer request.

Anurag Sharma

Thank you for contacting Ace Cloud Hosting. My name is Anura

Cesar Diaz

We contact Quickbooks Intuit, they told us to try again Quickbo

but we did it, but doesnt show a error only log off the user

Anurag Sharma

I deeply apologize for the inconvenience caused to you.

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

Cesar Diaz

intercentnew server

inter39

Anurag Sharma

Thanks for the confirmation

Do you want to reboot the server?

Cesar Diaz

yes, please reboot

Anurag Sharma

Okay

I would like to inform you that there are active users on the se

Do you still want me to proceed with the server reboot?

Cesar Diaz

send them a message please, on my part i ready did it

Anurag Sharma

Okay

I have initiated a script which will inform them to log off from t

The script will automatically reboot the server in 5 minutes

Cesar Diaz

thanks

Anurag Sharma

Is there anything else I may help you with ?

Cesar Diaz

nothing else

Anurag Sharma

Thanks for the confirmation !

I would greatly appreciate if you could spare a minute to give y chat.

Thank you for choosing ACE cloud Hosting, you have a wonder

You may end this chat now. Once you end this chat, you will re conversation, along with a ticket number and survey feedback

I request you to kindly spare a moment to fill that out for me s working. I will appreciate that. or you may send your feedback Thanks!

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73387 William George

Email: wwg@verizon.net 508-612-3495

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: PALM BEACH

State: Aruba

Country: ARUBA

Chat Transcript

William George Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

William George Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

William George I'd like to report an Issue

Acebuddy Please select an option!

William George

	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
	As we haven't got any response from your end, We are closing Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#73609 Bright Tax Solutions LLC

Email: cathleenmanning@gmail.com  12142436574

Department: Support(QB & App Hosting)

Operator: Varun Bisht

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: PROSPER

State: Texas

Country: UNITED STATES

Chat Transcript

Bright Tax Solutions LLC	Hello, I am your Acebuddy
Varun Bisht	Thank you for contacting Ace Cloud Hosting. My name is Varur
Bright Tax Solutions LLC	Hi again. My staff said they want to know what path to use for now?
Varun Bisht	It will be D Drive
	Kindly give me Couple of mins to check
Bright Tax Solutions LLC	Ok.

Varun Bisht	Thank you for your patience.
	It will be C Drive
	I have cross checked it
	and the current data which team is downloading that is also in
Bright Tax Solutions LLC	They said there isn't a C drive visable
	Will there be after the update?
Varun Bisht	We usually keep C Drive hidden; however we can still access it
Bright Tax Solutions LLC	Ok, so when we added the software, we mapped it to C when I information.
Varun Bisht	However, we believe that onboarding team will be the correct initial setup is still in progress
Bright Tax Solutions LLC	ok
Varun Bisht	It should be like this only; however, we are not sure at a moment up the server
Bright Tax Solutions LLC	ok, let me know when you know.
Varun Bisht	Onboarding team will be available around 7:30 AM EST I can answer all the queries.
Bright Tax Solutions LLC	Wait, do you recall that my staff is online at 11pm CST and we
	You said 1-2 hours earlier.
	Is it tomorrow after 7:30 or will it be in a couple of hours?
Varun Bisht	That is for the data download which will be done in the given time
Bright Tax Solutions LLC	What happens after the data download?
Varun Bisht	Onboarding Team will do configuration over the server
Bright Tax Solutions LLC	Ok...
	If we work tonight, will the data be ok?
	Or should we wait?
	Like, for returns that weren't started in the old environment
Varun Bisht	We suggest you to kindly wait, let onboarding team connect with us
	Team has asked us to download your data which includes Lace DDM
	We will inform you via email once it is completed
Bright Tax Solutions LLC	I sent an email for escalation, but if there is anyway to complete

	Thanks!
	If not, then we won't.
Varun Bisht	Alright I will inform the onboarding team to speed up the process.
Bright Tax Solutions LLC	ok
<i>Cathleen Manning has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74164 Amanda Wright

Email: awright@wrightchoiceinc.com ☎ 19705657469

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: 7 Secs

City: GREELEY

State: Colorado

Country: UNITED STATES

Chat Transcript

Amanda Wright	Hello, I am your Acebuddy
	Hello, Les on our account is inactive looking at the admin port; an option to reactive him. Would you be able to assist>
	?
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.
	Hello Amanda
	I will surely help you with this issue.

Amanda Wright	Thank you.
Shashwat Verma	Let me do the needful.
	Thank you for your patience
	Kindly try now
Amanda Wright	I see he is active now. Would his password be the same as before?
Shashwat Verma	Yes
Amanda Wright	Wonderful thank you again!
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful choice.
	You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey feedback.
	I request you to kindly spare a moment to fill that out for me so that we can work on it. I will appreciate that. or you may send your feedback. Thanks!
	Note: You may change/reset your server password on your own at selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#74821 Laurie Tyre

Email: laurie@applied-adventure.com **Phone:** 19708333139

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Laurie Tyre	Hello, I am your Acebuddy
Acebuddy	Hello Laurie Tyre, I'm your Ace Buddy. I'll be happy to assist yo
	Whom Would You Like to Connect With?
Laurie Tyre	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Laurie Tyre	I'd like to raise a Request
Acebuddy	Please select your request type.
Laurie Tyre	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from yo reason for server reboot and the support team will be happy to
	Do you need any further assistance on the topic?
Laurie Tyre	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#73728 Long Doan

Email: accounting@realtygroupmn.com ☎ 19522049081

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 35 Secs

City: SAN JOSE

State: Cavite

Country: PHILIPPINES

Chat Transcript

Long Doan	Hello, I am your Acebuddy
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist yo
	Whom Would You Like to Connect With?
Long Doan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Long Doan	I'd like to report an Issue
Acebuddy	Please select an option!
Long Doan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Long Doan	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to
Long Doan	Deluxe Echecks issue in Quickbooks still not resolved
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Long Doan	ticket ID 654421
	<i>Ashutosh accepted the chat transfer request.</i>
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashut
Long Doan	thank you
Ashutosh	I will surely help you with this issue.
	Do you have any existing ticket open for this issue?
Long Doan	yes ticket ID 654421
Ashutosh	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Long Doan	ok
Ashutosh	May I take the remote access of your server?

Long Doan	yes
Ashutosh	Please confirm if your username is myrealdata\LesterCruz
Long Doan	Correct
Ashutosh	Kindly close all important tabs and documents for not to breac
	Please confirm so i can send you prompt for remote session.
Long Doan	sure
	ready
Ashutosh	Please perform the task with DPX to check for the issue.
Long Doan	done
Ashutosh	Kindly allow me few minutes to make some changes from back
Long Doan	sure
Ashutosh	We have identified that this is an internal application issue and related to server end hence it cannot be of any assistance to r
	We would recommend contacting Intuit support for accurate re regarding this concern.
Long Doan	Ok will reach out to them then
Ashutosh	Is there anything else I may help you with ?
Long Doan	all good
Ashutosh	Thank you for choosing ACE cloud Hosting, you have a wonder
	You may end this chat now. Once you end this chat, you will re conversation, along with a ticket number and survey feedback
	I request you to kindly spare a moment to fill that out for me s working. I will appreciate that. or you may send your feedback Thanks!
	Note: You may change/reset your server password on your own (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acec

Ashutosh has ended this chat session

Chat Transcri

We currently have the ACE cloud service.
regarding back up ? How often is our

Visitor Details

#74220 jennifer

Email: jennifer@millersautomotiveservice.com ☎ 17048658827

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: <https://www.acecloudhosting.com/quickbooks-hosting/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: GASTONIA

State: North Carolina

Country: UNITED STATES

Chat Transcript

jennifer	We currently have the ACE cloud service. We have a question i data backed up ?
Rahul	Thank you for contacting ACE. My name is Rahul. I will be assis
	Hi Jennifer, how are you doing today?
jennifer	great !
Rahul	Good to hear
	please ler me know, how may I assist you today?
	we take daily backups
jennifer	ok thank you !!!
Rahul	anything else I can help you with?
jennifer	Im asking regarding back because per our QB the last local ba different from the back up that you do ?
Rahul	Let me transfer you to our support team, they would be the rig
	I am transferring you now, have a great day ahead.

Rahul 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 am here to assist you with your query.
	Hello Jennifer
	We would like to inform we take backup of whole server.
	On the daily basis, and can provide you backup of last 45 days
	All QB files and other data will be backup automatically.
	Are we still connected here?
jennifer	yes ! thank you so much for the information
Shashwat Verma	No problem (Edited)
	Is there anything else I may help you with ?
jennifer	not at this time thank you
Shashwat Verma	It would be great if you could share your feedback after this chat session.
	Thank you for choosing ACE cloud Hosting, you have a wonderful experience with us.
	You may end this chat now. Once you end this chat, you will receive a summary of the conversation, along with a ticket number and survey feedback.
	I request you to kindly spare a moment to fill that out for me so that I can use it for my internal analysis. I will appreciate that. or you may send your feedback via email. Thanks!
	Note: You may change/reset your server password on your own by logging in to the self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebus support agent.

Visitor Details

#74875 mike

Email: mike@backstoptax.com ☎ 6026867247

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

Chat Transcript

mike	Hello, I am your Acebuddy
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mike	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mike	I'd like to report an Issue
Acebuddy	Please select an option!
mike	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to
mike	Our system is very slow today and only a few users are in it.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
mike	Hello?
	<i>Chat request was not picked up by the operators</i>

Chat Transcri
Hello, I am your Acebuc

Visitor Details

#74006 accounting

Email: accounting@gracehillmedia.com  8187620000

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: VALENCIA

State: California

Country: UNITED STATES

Chat Transcript

accounting	Hello, I am your Acebuddy
Acebuddy	Hello Kristie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
accounting	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
accounting	I'd like to report an Issue
Acebuddy	Please select an option!
accounting	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
accounting	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfr
	Was that helpful?
accounting	No
Acebuddy	No issues, please wait while I connect you to one our support e
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati.
accounting	My quickbooks is frozen.
Rohan Prajapati	Hello Kristie, How are you doing today?

accounting	My QB is frozen. user = Kristie.NENT1 server = QBNXTENT1.m
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
accounting	sure
Rohan Prajapati	Kindly check now and let me know the status
accounting	It's working now. Thanks
Rohan Prajapati	Thanks for the confirmation !
	Is there anything else I may help you with ?
accounting	nope. I'm all good now.
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonder
	You may end this chat now. Once you end this chat, you will re
	conversation, along with a ticket number and survey feedback
	I request you to kindly spare a moment to fill that out for me s
	working. I will appreciate that. or you may send your feedback
	Thanks!
	Note: You may change/reset your server password on your own (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acec

Rohan Prajapati has ended this chat session

Chat Transcri

Hello, I am your Acebus

Visitor Details

#73806 Kerry Durkin

Email: kerrydurkincpa@lynndurkincpa.com **7813781845**

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: 21 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Kerry Durkin	Hello, I am your Acebuddy
Acebuddy	Hello Kerrydurkincpa, I'm your Ace Buddy. I'll be happy to assis
	Whom Would You Like to Connect With?
Kerry Durkin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kerry Durkin	I'd like to report an Issue
Acebuddy	Please select an option!
Kerry Durkin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to
Kerry Durkin	very slow computer
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 Shash
	Hello Kerry
Kerry Durkin	hi there
Shashwat Verma	I will surely help you with this issue.
Kerry Durkin	the memory on my comp is high 80s
	right now 85%
	not sure if that is why
Shashwat Verma	Okay
	Kindly allow me two minutes to check the same.
	Kerry, we have checked the same, as of now we are adding 5G

	Currently your usage is 88%
	Are we still connected here?
Kerry Durkin	hi yes
	how long until I see the effects of that?
Shashwat Verma	Around 10-15 mins
	We'll let you know on email.
	Is that work for you?
Kerry Durkin	ok sure that's fine
Shashwat Verma	Is there anything else I may help you with ?
Kerry Durkin	is there anything that can be done to avoid this issue
	this is just unsustainable to have issues every week
Shashwat Verma	Looks like it'll resolve your issue.
	Moreover, if you face the same issue again, then kindly let us know if slowness is the high usage of RAM of the server
	Is there anything else I may help you with ?
Kerry Durkin	I understand that's the problem, but the thing is we have this issue
	is there anything that can be done to fix this?
	or prevent it
Shashwat Verma	Okay, lets investigate the every aspects of the slowness and we will share the same
	We'll share you the whole last month usage and statistics for the same and kindly keep that checked from our end too.
	Shall we proceed like that?
Kerry Durkin	yes thats great
	thanks!
Shashwat Verma	Okay, we'll let you know.
	It would be great if you could share your feedback after this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful experience with us.
	You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey feedback.
	I request you to kindly spare a moment to fill that out for me so that we can improve our services. I will appreciate that. or you may send your feedback directly to us. Thanks!
	Note: You may change/reset your server password on your own.

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

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

Shashwat Verma has ended this chat session

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#73874 hanumeshqb

Email: hanumeshqb@gmail.com ☎ 8142143613

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 42 Secs

City: KANEKAL

State: Andhra Pradesh

Country: INDIA

Chat Transcript

hanumeshqb Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

hanumeshqb Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

hanumeshqb I'd like to report an Issue

Acebuddy Please select an option!

hanumeshqb

	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to
hanumeshqb	While Posting of Checks Am getting some error
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjai
	<i>6:01:18 PMhanumeshqb is sharing a file with you</i>
	<i>Screenshot 2025-03-11 180049.jpg - (Size:36.89 KB)</i>
hanumeshqb	While Posting Checks Am getting the above error popup
Anjainay Singh	Please allow me two minutes so that I can observe the issue a
hanumeshqb	ya sure
Anjainay Singh	We are discussing it with senior team member please be on hc
hanumeshqb	ya sure
Anjainay Singh	We request you to please contact Intuit support as they will as check which is running low
	Is there anything else I may help you with ?
	Are we still connected here?
hanumeshqb	nothing
Anjainay Singh	I would greatly appreciate if you could spare a minute to give us a chat.
hanumeshqb	okay Thank you
	<i>hanumeshqb has ended this chat session</i>

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#73709 Test Account

Email: test@test.com  +917878787878
Department: Support(QB & App Hosting)
Operator: Rohan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript

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

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74859 Cindy Holloway

Email: qualityquicktaxoffice@gmail.com ☎ 13346460662

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: VALLEY

State: Alabama

Country: UNITED STATES

Chat Transcript

Cindy Holloway	Hello, I am your Acebuddy
Acebuddy	Hello Qualityquicktaxoffice, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
Cindy Holloway	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cindy Holloway	I'd like to report an Issue
Acebuddy	Please select an option!
Cindy Holloway	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to
Cindy Holloway	Can not connect to Cloud
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
	Hello
	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.
(1-888-415-5240) if any further assistance is required.

Thank you for choosing ACE cloud Hosting, you have a wonder

Anurag Sharma has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#73486 Sony Vasu

Email: sony.vasu@analytix.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 58 Secs

City: CHENNAI

State: Tamil Nadu

Country: INDIA

Chat Transcript

Sony Vasu Hello, I am your Acebuddy

Acebuddy Hello Sony Vasu, I'm your Ace Buddy. I'll be happy to assist yo

Whom Would You Like to Connect With?

Sony Vasu Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Sony Vasu Restart

Acebuddy Hello Sony Vasu, I'm your Ace Buddy. I'll be happy to assist yo

	Whom Would You Like to Connect With?
Sony Vasu	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sushant accepted the chat transfer request.</i>	
Sushant	Thank you for choosing ACE cloud Hosting, my name is Sushant. How may I help you
Sony Vasu	I want to connect with Rohit Kumar regarding the #652278
Sushant	Ok let me check.
	Can you please confirm your company name.
Sony Vasu	It is for Bright Financial.
Sushant	Please wait while we connect you to our concern Representative.
<i>Sushant is transferring the chat to Rohit Kumar.</i>	
<i>Rohit Kumar accepted the chat transfer request.</i>	
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Hello Sony
	Hello Sony
	How Can I help you?
Sony Vasu	Hi Rohit This is regarding #652278
	For setting up RDP for Bright Financial.
Rohit Kumar	I am transferring the Chat to my colleague who will assist you
<i>Rohit Kumar is transferring the chat to Shubham Kataria.</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	
Sony Vasu	You have sent email right?
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham today.
Sony Vasu	Okay
Shubham Kataria	I will surely help you with this issue.
	Kindly allow me two minutes to check this.
Sony Vasu	Okay
Shubham Kataria	Kindly confirm if you would like to set up the server login
Sony Vasu	Yes please

Shubham Kataria	I will surely help you with this issue.
	May I take the remote access of your local computer?
Sony Vasu	Yes
Shubham Kataria	Prior providing the access, I would suggest you to close any im
	https://assist.acecloudhosting.com/join/7612285971
	Kindly paste this link in the browser of local computer and join
Sony Vasu	Whose name it is asking?
Shubham Kataria	You can enter your name
Sony Vasu	Done
	<i>12:47:53 PM Shubham Kataria is sharing a file with you image.png - (Size:52.83 KB)</i>
	<i>Unfortunately, we are not connected yet. Could you p</i>
	I think I need to select the monitor.
	To share
Shubham Kataria	Yes, please select it
	<i>12:49:07 PM Sony Vasu is sharing a file with you image.png - (Size:12.36 KB)</i>
	Its seems that there is a connectivity issue
	Let me share a another link
Sony Vasu	Okay
Shubham Kataria	https://assist.acecloudhosting.com/join/5002765045
	Try to join this one
Sony Vasu	I did
Shubham Kataria	try to access this link - https://www.zoho.com/assist/join/
	And enter this session ID 500-276-5045 and your name
	Are you able to connect?
Sony Vasu	Yes I did
	<i>12:56:35 PM Shubham Kataria is sharing a file with you image.png - (Size:55.39 KB)</i>
	<i>But it seems we are not connected yet</i>
	It is showing as unable to contact our server.
Shubham Kataria	Could you please provide me with your username for login? I w steps for login, so you can follow those steps to logon on to the

	Are we still connected here?
Sony Vasu	yes
Shubham Kataria	Please provide your username for server login. This will help me with login steps (Edited)
Sony Vasu	Can you try to connect again?
Shubham Kataria	Sure
	We are connected on the remote session and will proceed with the time, I am putting the chat on hold, please do not disconnect give your confirmation on this chat.
Sony Vasu	Okay
Shubham Kataria	Thank you for your patience.
	As per our remote conversation Your RDP set up has been successful
	Is there anything else I may help you with ?
	As you're disconnected from the chat, we are ending the session. call us at (1-888-415-5240) if any further assistance is required

Shubham Kataria has ended this chat session

Chat Transcri

Hello, I am your Acebuddy

Visitor Details

#74151 Efigenia Van Meter

Email: effieacctng@gmail.com **Phone:** 19185771113

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: DASMARINAS

State: Cavite

Country: PHILIPPINES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74719 Jennifer

Email: jennifer@usstuccosupply.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 14 Secs

City: CLOVER
State: South Carolina
Country: UNITED STATES

Chat Transcript

Jennifer	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Johnson, I'm your Ace Buddy. I'll be happy to ass
	Whom Would You Like to Connect With?
Jennifer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer	I'd like to report an Issue
Acebuddy	Please select an option!
Jennifer	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jennifer	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to
Jennifer	QB will not open
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 Manis
	Hii Jennifer
	I will surely help you with this issue.
Jennifer	Hello, my QB will not open when clicking to open
Manish Singh	Okay, Is this the first time you are facing this issue.
Jennifer	No
Manish Singh	So, when was the last time you have faced this issue? (Edited)
Jennifer	last week, it looks like it's trying to open now but extremely slo
Manish Singh	Kindly check now.
	QuickBooks was freezed due to multiple attempts.
Jennifer	no it will not open

Manish Singh	Restarted the services please check now.
Jennifer	No still will not open
Manish Singh	May I take the remote access of your server?
Jennifer	Yes
Manish Singh	Prior providing the access, I would suggest you to close any im
	We are connected on the remote session and will proceed with the time, I am putting the chat on hold, please do not disconnect give your confirmation on this chat.
	Need to reboot the server once.
Jennifer	thank you
Manish Singh	Rebooting in 5 minutes.
	Kindly check now.
Jennifer	Ok looks like I can get back on now
Manish Singh	Great!
	Is there anything else I may help you with ?
Jennifer	That's all thanks!
Manish Singh	I would greatly appreciate if you could spare a minute to give me some smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day!
Jennifer	ok
Manish Singh	You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey feedback.
	I request you to kindly spare a moment to fill that out for me so that I can use it for my internal tracking. I will appreciate that. or you may send your feedback directly to me. Thanks!
	Note: You may change/reset your server password on your own by logging in to the self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).

Manish Singh has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#74768 Suzanne Evennou

Email: cafenormandie@gmail.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 54 Secs

City: ANNAPOLIS

State: Maryland

Country: UNITED STATES

Chat Transcript

Suzanne Evennou	Hello, I am your Acebuddy
Acebuddy	Hello Suzanne Evennou, I'm your Ace Buddy. I'll be happy to as
	Whom Would You Like to Connect With?
Suzanne Evennou	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Suzanne Evennou	I'd like to report an Issue
Acebuddy	Please select an option!
Suzanne Evennou	Password Reset
Acebuddy	Please select an option below
Suzanne Evennou	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and m password needs to be reset and we'll share an update once the
	Do you need any further assistance on the topic?
Suzanne Evennou	Yes
Acebuddy	Please wait while we connect you to our Support Representativ

	<i>Acebuddy (bot) forwarded the chat request</i>
Suzanne Evennou	Already have Ticket 667669, but need to get in immediately. O
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashut
Suzanne Evennou	Thanks
Ashutosh Mishra	Allow me a minute I am transferring you to another agent who
	<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shiva
Suzanne Evennou	ok
Shivam Singh	Allow me 2 minutes to check the Ticket number - 667669
Suzanne Evennou	thanks
Shivam Singh	As I checked the ticket, I would like to inform you that we requ
	Let me share the email for the password reset authorization
Suzanne Evennou	From who?
Shivam Singh	Kindly get it approved by any of the POC
Suzanne Evennou	Haven't received anything
Shivam Singh	I will share the email right away
	Kindly allow me 2 minutes to share the same
Suzanne Evennou	Thanks. Working on approval
Shivam Singh	Authorization Mail has been shared. Please check
	great
	As soon as we receive the reply, we will go on and provide you
Suzanne Evennou	I see it has been approved
Shivam Singh	Great
	Allow me 3-5 minutes to do it.
Suzanne Evennou	thanks
Shivam Singh	HI Suzanne, kindly check the mail.
	I have shared the password.
Suzanne Evennou	i see it thanks
Shivam Singh	Could you please check and confirmed, if that worked?
	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.
(1-888-415-5240) if any further assistance is required.

Shivam Singh has ended this chat session

Chat Transcri

Hello, I am your Acebuc

Visitor Details

#73953 fady.hocheimy

Email: fady.hocheimy@mfhgroup.com ☎ +2207751010

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: FAJARA

State: Banjul

Country: GAMBIA

Chat Transcript

fady.hocheimy Hello, I am your Acebuddy

Acebuddy Hello Fady.hocheimy, I'm your Ace Buddy. I'll be happy to assis

Whom Would You Like to Connect With?

fady.hocheimy Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

fady.hocheimy I'd like to report an Issue

Acebuddy	Please select an option!
fady.hocheimy	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
fady.hocheimy	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to
fady.hocheimy	not opening
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	
fady.hocheimy	hi
<i>Shubham Kataria is transferring the chat to Sharath Kumar.</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I am here to help you with your issue.
	Hi Fady, please allow me a moment to sign into the server and check the issue.
fady.hocheimy	ok
	MFH GROUP
Sharath Kumar	Thank you for the patience
fady.hocheimy	ok
	now saying there is a critical update
	critical
Sharath Kumar	Yes, I see that too
	Am working on it
fady.hocheimy	here is the error
	<i>2:27:16 PM fady.hocheimy is sharing a file with you</i> <u>Screenshot 2025-03-12 at 8.56.57 AM.png</u> - (Size:466.36 KB)
	<i>2:28:04 PM fady.hocheimy is sharing a file with you</i> <u>Screenshot 2025-03-12 at 8.57.51 AM.png</u> - (Size:167.89 KB)
Sharath Kumar	That was helpful, thank you! Could you please close quickbook for a few minutes
	I will quickly update QB and install the pending updates
fady.hocheimy	ok

	1 sec
Sharath Kumar	was there any recent changes made to QBs that you are aware of?
fady.hocheimy	ok i am out
	we had an issue yesterday with our file. so we restored from B
	all worked fine till we closed at 10pm.. and i did a backup
Sharath Kumar	Got it, for some reason the QuickBooks service did not start. I will be checking to see if that did the trick
fady.hocheimy	ok
Sharath Kumar	Allright, I have made appropriate changes on the server. You may proceed by clicking ok
	Try opening QB and let me know the result
fady.hocheimy	ok
	still shows there is a critical update
	<i>2:34:39 PM fady.hocheimy is sharing a file with you Screenshot 2025-03-12 at 9.04.28 AM.png - (Size:373.15 KB)</i>
	i am loggin in
Sharath Kumar	that is just an information, you may proceed by clicking ok
fady.hocheimy	let me check fot updatess
Sharath Kumar	This should be a glitch as I checked the updates already and it
fady.hocheimy	let me log out and back and see
Sharath Kumar	sure, take your time
fady.hocheimy	says pending updates.. let me restart QB
Sharath Kumar	could you provide a screenshot of this too
fady.hocheimy	one sec
	seems ok now
Sharath Kumar	glad to hear that, anything else that I may assist you with?
fady.hocheimy	let me confirm one more time
	seems ok now
	thanks
Sharath Kumar	alright! I am going to keep a ticket open for you anyway,
fady.hocheimy	thanks
Sharath Kumar	If anything happens you can simply reply to my email that you have the issue
	You may end this chat now. Once you end this chat, you will re

conversation, along with a ticket number and survey feedback

I request you to kindly spare a moment to fill that out for me so I can work on it. I will appreciate that, or you may send your feedback. Thanks!

Note: You may change/reset your server password on your own at <https://selfcare.acecloudhosting.com>.

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

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

fady.hocheimy

take care

bye

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74227 Maureen Gaerlan

Email: maureenpgaelan@gmail.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: SAN ROQUE

State: Pampanga

Country: PHILIPPINES

Chat Transcript

Maureen Gaerlan

Hello, I am your Acebuddy

Acebuddy	Hello Maureen Gaerlan, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
Maureen Gaerlan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maureen Gaerlan	I'd like to report an Issue
Acebuddy	Please select an option!
Maureen Gaerlan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
Maureen Gaerlan	RDP screen blacked out
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati.
	Hello Maureen, How are you doing today ?
	I will surely help you with this issue.
Maureen Gaerlan	Hi Rohan, I am doing well today. Regarding my issues, I was using RDP and my screen is blacked. The last time I experienced this was last year and it went back normal after 15hrs of checking.
Rohan Prajapati	Maureen, So, you have faced the same issue last year right ?
Maureen Gaerlan	yes
Rohan Prajapati	Thanks for the confirmation !
	Kindly allow me 4-5 minutes to check the same.
	May I know if any other user is facing the same issue or its just you.
Maureen Gaerlan	it looks like it just me just like last year
Rohan Prajapati	Thanks for the confirmation !
Maureen Gaerlan	i already shut down the laptop but nothing changes
Rohan Prajapati	Please try to login back
	Have you logged in back ?
Maureen Gaerlan	yes but it just the same
Rohan Prajapati	May I take the remote access of your local computer?
Maureen Gaerlan	no problem, but how will you do that? is there anything needed from my side?
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local Computer.

	https://assist.acecloudhosting.com/join/9832552645
	Prior providing the access, I would suggest you to close any im
Maureen Gaerlan	were you able to get in?
Rohan Prajapati	Not yet. Please download the file and double click on the dowr
	<i>9:15:32 PM Rohan Prajapati is sharing a file with you image.png - (Size:21.16 KB)</i>
	Please confirm the request
	We are connected on the remote session and will proceed with the time, I am putting the chat on hold, please do not disconnect give your confirmation on this chat.
	Is there anything else I may help you with ?
Maureen Gaerlan	nothing
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonder
	You may end this chat now. Once you end this chat, you will receive a summary of the conversation, along with a ticket number and survey feedback
	I request you to kindly spare a moment to fill that out for me so that I can update it in our system. I will appreciate that. or you may send your feedback Thanks!
	Note: You may change/reset your server password on your own at https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Rohan Prajapati has ended this chat session

Chat Transcri

Hello, I am your Acebus

Visitor Details

#74632 Remote

Email: remote@momiitrass.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: AL AHMADI
State: Hawalli
Country: KUWAIT

Chat Transcript

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

Acebuddy has ended this chat session

