

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73254 sseth
Email: sseth@mcco-us.com
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 18 Secs
City: CHARLOTTE
State: North Carolina
Country: UNITED STATES

Chat Transcript

sseth	Hello, I am your Acebuddy
Acebuddy	Hello Sseth, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sseth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sseth	I'd like to report an Issue
Acebuddy	Please select an option!
sseth	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
sseth	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resoln
	Was that helpful?
sseth	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

Acebuddy (bot) forwarded the chat request	
Sharath Kumar accepted the chat transfer request.	
sseth	Hi Sharath
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
sseth	I didn't work
Sharath Kumar	Hello Swati, sorry to hear that. Let me remote in once again and check some of the remote desktop setting on your comp
	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/4352322890
	Swati, are we connected here?
	Swati, as discussed remotely, the issue appears to be with your Antivirus, please have the following unblocked from Local Server: McFarland.myrealdata.net Gateway: RDG.myrealdata.net Port:443
	please let me know if you need any further assistance
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Sharath Kumar has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71836 Test Account

Email: test@test.com 📞 +917878787878

Department: Support(QB & App Hosting)

Operator: ACH Staging (Vishal)

Website: https://vishaldharan.me/chatbot/chatbot.html

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

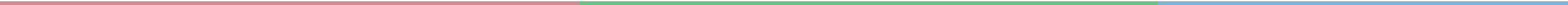
City: NEW DELHI

State: Delhi
Country: INDIA

Chat Transcript

Test Account	Hello, I am your Acebuddy
ACH Staging (Vishal)	Hello Test Readonly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Test Account	Chamber of Secrets
ACH Staging (Vishal)	Please describe your issue in a few words. (eg: QuickBooks Issue, Server not connecting, Password expired etc)
Test Account	how to update payroll in quickbooks
ACH Staging (Vishal)	Do you need any further assistance on the topic?
Test Account	No
ACH Staging (Vishal)	Thank you for contacting Ace Support. Have a nice day!

ACH Staging (Vishal) has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72530 Christie Morrison
Email: cmorrison@plastair.com ☎ 14503759129
Department: Support(QB & App Hosting)
Operator:
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 44 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Christie Morrison	Hello, I am your Acebuddy
Acebuddy	Hello Christie Morrison, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Christie Morrison	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christie Morrison	I'd like to report an Issue
Acebuddy	Please select an option!
Christie Morrison	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Christie Morrison	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Christie Morrison	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Christie Morrison	Hello Sharath
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Christie Morrison	I am having a very bad day in the Cloud today there is a lag, outlook and QB are very slow.
	Hi Sharath
Sharath Kumar	Hi Christie, sorry to hear that
	Could you let me know if this is an issue with just you or other experiencing the same issue?
Christie Morrison	All of us, but I use QB alot.
	When I send out an invoice or sales order by email through QB, if I go to change anything, it freezes and crashes Outlook.
	Makes my work very hard to do.
Sharath Kumar	could you also confirm if it is just QB that you are having issues with
Christie Morrison	Outlook is also very slow.
	Nothing is working as normally it does.
Sharath Kumar	

	could you open this link on your remote desktop and share a screenshot of the result
	Speedtest by Ookla - The Global Broadband Speed Test
Christie Morrison	What does remote desktop mean? the cloud one or my local one?
Sharath Kumar	remote desktop means cloud
Christie Morrison	Sorry Sharath is that seemed like a dumb question.
Sharath Kumar	but I will require for both actually
Christie Morrison	<i>3:05:03 AM</i> <i>Christie Morrison is sharing a file with you</i> Speed test.PNG - (Size:80.59 KB)
	that is cloud
	this looks fine
	i am not able to paste the capture from my local.
Christie Morrison	the numbers are
	Download: 94.75
	Upload: 56.43
Sharath Kumar	what about the ping
	the numbers just below download and upload
Christie Morrison	Ping:
	Ping ms 17 179 27
Sharath Kumar	that is odd
	can you check once again
Christie Morrison	sure, on the local?
Sharath Kumar	correct
Christie Morrison	download: 94.73 upload: 56.41 ping: 12 178 21
Sharath Kumar	those numbers are too high
Christie Morrison	how about you log into my local to see for yourself.
	and what do you mean that they are too high? what problem does that cause?
Sharath Kumar	https://assist.acecloudhosting.com/join/2012121025
	use this link on your local
	Prior providing the access, I would suggest you to close any important documents at your end.
	christie, the number shows that latency you are facing
	it should be less than 50 ms
Christie Morrison	i do not understand what that means. What am I to do please?

#72129 Anais Dilger
Email: ezrad@rortax.com
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 42 Secs
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript -----

Anais Dilger	Hello, I am your Acebuddy
Acebuddy	Hello Ezrad, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anais Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anais Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Anais Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Anais Dilger	Lacerte 2023 and 2024 need updates
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
Anais Dilger	Hi, Yash
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Anais Dilger	Server is RORTax Username is RT_Anais
Yash Kalra	Kindly allow me two minutes to check the same.
	Ezra, please stay connected while we are making some changes from the backend,
Anais Dilger	Ok!

Yash Kalra	Ezra, As we can see some users are currently active on the server, we kindly request all users to log out for a duration of 30-40 minutes. Alternatively, if it's more convenient, we can schedule the update during the night hours. Please confirm your preference
Anais Dilger	Ok, I am checking with the group now
Yash Kalra	Sure, please take your time
Anais Dilger	Ok, please do the update now
Yash Kalra	Okay, I'll schedule the update after this chat ends and inform you once the update is complete.
	Is there anything else I may help you with ?
Anais Dilger	Will you notify me by email?
Yash Kalra	Yes, we will notify you via email. (Edited)
Anais Dilger	Thanks!
	Updates for 23 and 24 are all we need
Yash Kalra	Yes, we have noted your request.
Anais Dilger	Thank you!
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link below
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach out to me at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Kalra has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#73177 charles ezechukwu

Email: comsectralimited@yahoo.com 📞 2348033337705

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Mozilla Firefox

Device: Mobile

City: LAGOS

State: Ogun

Country: NIGERIA

Chat Transcript

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



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73248 Fenil Shah

Email: tax@sktaxaddison.com 📞 8473508121

Department: Support(QB & App Hosting)

Operator: Rohit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

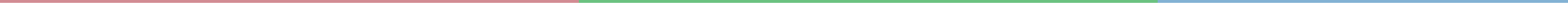
Device: Desktop
Average Response Time: 15 Secs
City: MUMBAI
State: Maharashtra
Country: INDIA

Chat Transcript

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Kamlesh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fenil Shah	I'd like to report an Issue
Acebuddy	Please select an option!
Fenil Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Fenil Shah	Server Lagging
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	Hi Kamlesh
Fenil Shah	HI
Rohit Kumar	My name is Rohit Kumar. I will be assisting you today.
	I believe our other chat was disconnected
Fenil Shah	If we want to increase the space, than what are the option.
	So, we don't face the lagging issue
Rohit Kumar	You will have increase both RAM and space.
	I would like to inform you that your main server SKtaxaddison1 is also running low on space.
Fenil Shah	Can you please provide the existing ram and space
Rohit Kumar	Existing RAM on server SKTAXADDISON3 is 4 GB
Fenil Shah	If we want to go for 8 GB

	and Space?
Rohit Kumar	C Drive space is mentioned below:
	<i>1:10:46 PM</i> Rohit Kumar is sharing a file with you <i>image.png</i> - (<i>Size:4.32 KB</i>)
Fenil Shah	If we want to increase 10 GB in space
Rohit Kumar	to upgrade RAM to 8 GB to server SKTAXaddison3 it will be 80 GB but you can get a discount of \$10/month so it will be \$7
	sir 10 GB space is not an option you can go with 20 GB at \$15/month as this is the minimum
Fenil Shah	and what about space discount.
Rohit Kumar	For a better performance overall, we recommend to add space to Server 1 as well as that is the emain server.
	if you add any higher amount of space like 40-40 GB each to Server 1 and 3 then total space amount will be \$50/month a
	or you may split is like: 60 GB to server 1 and 20 GB to server 3
	The space plans are as follows: Plan1: 100GB: \$60/Month Plan2: 80 GB: \$50/Month Plan3: 60 GB: \$40/Month Plan4: 40 GB: \$28/Month Plan5: 20 GB: \$15/Month
Fenil Shah	Can you please let me know the space and RAM for Server 1?
Rohit Kumar	server 1 have 82 GB space in C Drive and only 7.57 GB is free
	total RAM allocated to server 1 is 6 GB
Fenil Shah	Okay will get back to you. Thank you!
Rohit Kumar	I have already emailed you the information.
Fenil Shah	Thank you!

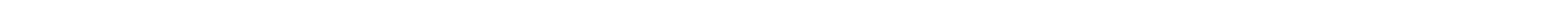
Kamlesh has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details



*1:10:46 PM*Rohit Kumar is sharing a file with you

#71923 ricky pais

Email: ricky@brannanhessel.cpa

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript -----

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

	Yes, I'm facing issues with my server
Acebuddy	Do you need any further assistance on the topic?
ricky pais	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
ricky pais	Hello, I need some help installing the Adobe TicTie Calculate add-on to our Adobe 64-Bit program on the remote server.
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Ricky, could you please help me with your server name
ricky pais	HSProSeries.myrealdata.net
Sharath Kumar	allow me one moment while I look into your account
ricky pais	ok
Sharath Kumar	could you confirm that the this request is for Heroic Solutions
ricky pais	it should be yes, Heroic Solutions is our parent company. HSProSeries.myrealdata
	is our florida location server
Sharath Kumar	Got it, Ricky.
	Before we proceed with the integration of those applications, an email request is required from either Ian or Marci as they
	Ian Hessel ian@heroic.cpa Marci Marci@heroic.cpa
ricky pais	ok, please email marci. Ian if necessary, but he is the CEO and very busy.
Sharath Kumar	I will ask them to approve this
ricky pais	thank you
	i let her know to expect the email
Sharath Kumar	anything else that I can assist you with at this moment?
ricky pais	no, did you receive the attachment of the download?
Sharath Kumar	unfortunately, no! could you try sending it once again
ricky pais	resent. if it still does not come through could you provide me an email to send it as an attachment that way?
	https://admin.tictiecalculate.com/activationComplete/c2hhcm9uQGJyYW5uYW5oZXNzZWwuY3Bh
Sharath Kumar	I got it this time
ricky pais	not sure if you can select the 64-bit acrobat download from the webpage without being the "user"

	ok good
Sharath Kumar	I was able to download the 64 bit version
ricky pais	perfect
Sharath Kumar	We'll send an email to Marci to approve this task and will proceed with the installation. We will let you know once that has been done or in case your assistance is required with the integration
ricky pais	if a server restart is needed please wait until 12am EST tonight to do so.
Sharath Kumar	noted!
	anything else that I may assist you with?
ricky pais	no this should be all, thank you!
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide feedback on your experience. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me at quality@acecloudhosting.com. Thanks! Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72078 CASIMIR JEUNE

Email: casimirjeune@reckonpro.com 📞 19789146282

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: 7 Secs

City: HAVERHILL

State: Massachusetts
Country: UNITED STATES

Chat Transcript

CASIMIR JEUNE	Hello, I am your Acebuddy
Acebuddy	Hello Casimir Jeune, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
CASIMIR JEUNE	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
CASIMIR JEUNE	I'd like to raise a Request
Acebuddy	Please select your request type.
CASIMIR JEUNE	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
CASIMIR JEUNE	Drake
Acebuddy	Kindly download the Drake setup file from your application portal and save it on your server desktop.
	Once done, Please email us at support@acecloudhosting.com, and we will provide you with an update via email.
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need any downtime.
	Do you need any further assistance on the topic?
CASIMIR JEUNE	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Casimir, how may I assist you today?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73090 Nilay Patel
Email: nilay@priorware.com 📞 12294570732
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: 30 Secs
City: PATERSON
State: New Jersey
Country: UNITED STATES

Chat Transcript

Nilay Patel	Hello, I am your Acebuddy
Acebuddy	Hello Nilay, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nilay Patel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nilay Patel	I'd like to report an Issue
Acebuddy	Please select an option!
Nilay Patel	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Nilay Patel	MS office license not working
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 Nilay
	Are we still connected here?
Nilay Patel	hi
	yes
Anurag Sharma	Thanks for the confirmation !
Nilay Patel	Hello Aurag
	I have issue while creating ms office license
	5:04:41 AMNilay Patel is sharing a file with you image.png - (Size:51.01 KB)
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?
Nilay Patel	if you can let malkeet know
	or sailesh know this
	it will be gr8
	this is Nilay from Priorware solutions
Anurag Sharma	Okay
	Kindly allow me 2-3 minutes.
	Please stay connected. I am checking with the escalation team regarding this issue.
	Nilay, I just checked with the escalation team regarding this.
	Please let us know how many licenses you want to issue for the users. We will do that from our end.
	And will update you via email once it is done.
	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 Transcript

Hello, I am your Acebuddy

Visitor Details

#72952 Glynda
Email: glynda@yourgolfpackage.com 📞 843-743-6084
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
City: THOMASVILLE
State: North Carolina
Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72820 Test Account
Email: test@test.com 📞 +917878787878
Department: Support(QB & App Hosting)
Operator: ACH Staging (Vishal)
Website: https://vishaldharan.me/chatbot/chatbot.html
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
ACH Staging (Vishal)	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Test Account	Chamber of Secrets
ACH Staging (Vishal)	Please describe your issue in a few words. (eg: QuickBooks Issue, Server not connecting, Password expired etc)
Test Account	quickbooks frozen
ACH Staging (Vishal)	Do you need any further assistance on the topic?

test has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72730 Jackie Marin
Email: jmarin@cadre-usa.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: 36 Secs
City: AUSTIN
State: Texas
Country: UNITED STATES

Chat Transcript

Jackie Marin	Hello, I am your Acebuddy
Acebuddy	Hello Jackie Marin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jackie Marin	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
Acebuddy (bot) forwarded the chat request	
Suneetha Barre accepted the chat transfer request.	
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?
Jackie Marin	Gaurav Kumar has been trying to reach me about ticket # 629064. I need assistance with the SQL Server Configuration M
Suneetha Barre	Thank you for providing details with us
	Kindly allow me to transfer this chat to concerned team.
Suneetha Barre is transferring the chat to Support(QB & App Hosting).	
Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Suneetha

Jackie Marin	Hi Manish. Thank you. In Sage Contractor 100, they told me to get the IT support to change a box in the SQL Server Mana
Manish Singh	Checking please wait.
	May I take the remote access of your local computer?
	So that I can check the issue.
Jackie Marin	Yes
Manish Singh	https://assist.acecloudhosting.com/join/9392393811
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
	We will arrange a callback accordingly.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72660 n.ahmed

Email: n.ahmed@innercircle.cpa ☎ 9901023289

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 43 Secs

City: BANGALORE

State: Karnataka

Country: INDIA

Chat Transcript

n.ahmed	Hello, I am your Acebuddy
Acebuddy	Hello N.ahmed, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
n.ahmed	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
n.ahmed	I'd like to report an Issue
Acebuddy	Please select an option!
n.ahmed	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
n.ahmed	Ultra tax not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
n.ahmed	I was talking to Malkeet Nagpal
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
n.ahmed	Can u connect me to him
Sharath Kumar	certainly, but could you let me know the ticket number for reference
n.ahmed	641723
Sharath Kumar	thank you
	I checked and found that Malkeet has already shared with you a new user account credentials with you
n.ahmed	Yes we need to login to new rdp?
Sharath Kumar	that it correct
	Please let me know if you need any help with signing into the new account
n.ahmed	Password shared in link is not working for RDP
Sharath Kumar	I see
n.ahmed	Can u better call 9890597987 (Indian mobile no) this is of Atul who was on call with your team for 2 hours
	It will be quick

	You have taken our entire day to fix it but yet we do not have the solution
Sharath Kumar	I can have someone reach out to you as soon as they are available.
n.ahmed	Sharath please understand it's very urgent. We have client call in sometime we need to give update
	Vikranth had called me so ask him atleast to connect atul
Sharath Kumar	I understand your urgency, however, the ticket is already with a higher team and the best I can do is take remote of your
n.ahmed	Will u help with RDP password as well
Sharath Kumar	absolutely
n.ahmed	Ok how to proceed
Sharath Kumar	let me send you the link for remote session, one moment please
	here you go
	https://assist.acecloudhosting.com/join/2162284304
	Prior providing the access, I would suggest you to close any important documents at your end.
n.ahmed	Ok
	Done
Sharath Kumar	thank you, we are connected.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Once the issue is resolved, kindly give your confirmation on this chat.
	we helped you sign into the server with your new credentials
	anything else that I can help you with?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Sharath Kumar has ended this chat session</i>

Chat Transcript

I just got my quickbooks onto another computer but all my aren't showing up. what do i need to do?

Visitor Details

#72138 jhofstetter0905

Email: jhofstetter0905@gmail.com 📞 3028582342

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: RICHMOND

State: Virginia

Country: UNITED STATES

Chat Transcript

jhofstetter0905	I just got my quickbooks onto another computer but all my entries aren't showing up. what do i need to do?
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.
	Could you please confirm your Business Name or CID Number?
jhofstetter0905	Liberty Arms
Dev Dubey is transferring the chat to Support(QB & App Hosting).	
Shashwat Verma accepted the chat transfer request.	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
jhofstetter0905	Hi
Shashwat Verma	I will surely help you with this issue.
jhofstetter0905	You helped me just a little bit ago
Shashwat Verma	Yes
jhofstetter0905	but now that i have it on my computer all the entries aren't showing current
Shashwat Verma	What entries do you refering?
	QB files or any other data?
jhofstetter0905	all my bank entries. my checks and my deposits.
Shashwat Verma	So you earlier you can access this information from server or old pc?
jhofstetter0905	only back from 2020 and I have entires all the way to 2022
Shashwat Verma	Okay
	May I take the remote access of your local computer?

jhofstetter0905	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/7632037638
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
	as per remote session, we have suggested you connect with Intuit for Company file issue
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app quality@acecloudhosting.com. Thanks! Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
Shashwat Verma has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72795 Angela Thompson
Email: angie@sabsinc.com ☎ 19317640049
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
City: CUMBERLAND FURNACE
State: Tennessee
Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71817 Kendall DuFour
Email: faithwayfinancial@gmail.com ☎ 5154086237
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: WIXOM

State: Michigan
Country: UNITED STATES

Chat Transcript -----

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#73168 Robert Zeigen
Email: rzeigen@szcpa.tax 📞 15613920620
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: BOCA RATON
State: Florida
Country: UNITED STATES

Chat Transcript -----

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#72978 Asif Ali
Email: admin@qscpa.com 📞 16145587724
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: NEW YORK
State: New York

Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72847 Mohita Chadha
Email: mohita@kaurtax.com ☎ 19097099000
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: LAS VEGAS
State: Nevada
Country: UNITED STATES

Chat Transcript -----

Mohita Chadha	Hello, I am your Acebuddy
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mohita Chadha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mohita Chadha	I'd like to raise a Request
Acebuddy	Please select your request type.
Mohita Chadha	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate op
Mohita Chadha	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!
	<i>Acebuddy has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#72712 Fenil Shah
Email: tax@sktaxaddison.com ☎ 8473508121
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 -----

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fenil Shah	I'd like to raise a Request
Acebuddy	Please select your request type.
Fenil Shah	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you wi once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Fenil Shah	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#72238 christi.hard
Email: christi.hard@squyres.cpa
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 20 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript -----

christi.hard	Hello, I am your Acebuddy
Acebuddy	Hello Christi.hard, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
christi.hard	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
christi.hard	I'd like to report an Issue
Acebuddy	Please select an option!
christi.hard	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
christi.hard	I cannot open Lacerte 24. Please reset it.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assi
	Hello Christi, give me one quick moment to sign into the server
	could you please try the application once again and let me know if it works now
	Are we still connected here?
christi.hard	yes
Sharath Kumar	great! Please let me know if the issue still persists for you

	christi.hard	Yes,m I cannot open Lacerte 23
		There is no display
	Sharath Kumar	I see, no worries
		let me reset if for you
		done
		Try Lacerte 23 again
	christi.hard	still no luck. I tried using the Lacerte Hub to reset the display, but I cannot select a sp
	Sharath Kumar	let me check once again
		may I take remote control of your screen
	christi.hard	yes
	Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at :
		taking remote now
		that is strange
		I think the services are not loading for your account
		could you quickly sign out and sign back in
	christi.hard	okay
	Sharath Kumar	use the log off option on the desktop
		am disconnecting from the remote session now
		hopefully, when you sign back in to your profile all the services for Lacerte must start
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		<i>Sharath Kumar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#72649 n.ahmed
Email: n.ahmed@innercircle.cpa 📞 9901023289
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 1 Min 28 Secs
City: BANGALORE
State: Karnataka
Country: INDIA

Chat Transcript -----

n.ahmed	Hello, I am your Acebuddy
Acebuddy	Hello N.ahmed, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
n.ahmed	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
n.ahmed	I'd like to report an Issue
Acebuddy	Please select an option!
n.ahmed	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
n.ahmed	Setback
Acebuddy	Please select an option!
n.ahmed	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
n.ahmed	Ultra tax is not working
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 assist
n.ahmed	Yes Manish i spoke to you sometime back

		U took the access as well. What next
	Manish Singh	Yes, I am still active on your server.
	n.ahmed	It got closed on our screen
	Manish Singh	I request to login again and test again. Also, I have one further solution to try it at yo
	n.ahmed	Ok
		We have logged in
	Manish Singh	May I take the remote access of your local computer?
		I need to setup the new profile to test.
	n.ahmed	I need to check with our IT team on that
		Give me a min
	Manish Singh	Alright
	n.ahmed	Which profile?
		I'm on call with our IT team so please answer the queries. We can move forward acco
	Manish Singh	Alright, we need to try using new profile if the application is working fine with other p reset your profile if the issue is with yours.
		If the issue is not with your profile need to reinstall the application.
		For that we need the access of your local computer.
		The application is working fine now.
		Kindly check.
	n.ahmed	Sure go ahead
		But how will u take the access
	Manish Singh	Kindly check your screen, Nawaz.
		Application is working.
	n.ahmed	You mean ultra tax is working?
	Manish Singh	Yes
	n.ahmed	Same screen
		If u are there u will see
	Manish Singh	Alright
		https://assist.acecloudhosting.com/join/2012495203
		Kindly join this link on your local computer.
		Prior providing the access, I would suggest you to close any important documents at :
	n.ahmed	1min

	5:48:52 PMn.ahmed is sharing a file with you 1739794706844854483463708729887.jpg - (Size:491.25 KB)
	It's not downloading
Manish Singh	Let me arrange a callback for you, as I have already cleared the temporary files on yc repaired the application. I'll have my Senior assist you further.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.
	Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73058 David Weinstein
Email: david@davidweinsteincpa.com ☎ 19149071180
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 24 Secs
City: FT LAUDERDALE
State: Florida
Country: UNITED STATES

Chat Transcript

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

		Whom Would You Like to Connect With?
	David Weinstein	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	David Weinstein	I'd like to report an Issue
	Acebuddy	Please select an option!
	David Weinstein	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	David Weinstein	On the DavidWein VPS, firefox and chrome isn't working. Can you fix that?
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Yadav accepted the chat transfer request.</i>
	Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be ass
		I will be surely assisting you with this. Kindly help me with your server name and user
	David Weinstein	DavidWein David@davidweinsteincpa.com
		THank you
	Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
		David as I can check on back end. The applications are working.
		Can you please let me know what issues are you facing ?
		Are we still connected here?
	David Weinstein	when I log into https://getcnaopy it says the browser isn't compatible
	Shubham Yadav	Kindly allow me two minutes to check the same.
		David can you please confirm if link is correct ? It is not working on our end.
		You can also check opening it on your Local computer.
		David are we still connected here?
		Are we still connected here?
	David Weinstein	Yes
		I had to log out, my vps was frozen, I'm logging back in
	Shubham Yadav	Alright David, please confirm once you are logged in again.
	David Weinstein	Ok I'm logged in
		The problem is when I log into https://getcanopy.com
	Shubham Yadav	David this is link is not working anywhere. I checked it.

	David Weinstein	The vps is frozen
		nothing is working
		Please fix
	Shubham Yadav	Let me check
		David do you want me to sign out if you are facing freezing issue ?
		Please confirm
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73253 sseth
Email: sseth@mcco-us.com
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 39 Secs
City: CHARLOTTE
State: North Carolina
Country: UNITED STATES

Chat Transcript

	sseth	Hello, I am your Acebuddy
	Acebuddy	Hello Swati Seth, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	sseth	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	sseth	I'd like to raise a Request
	Acebuddy	Please select your request type.
	sseth	Password Reset
	Acebuddy	Please select an option below
	sseth	Not Enrolled to Selfcare Portal
	Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for password needs to be reset and we'll share an update once the request is processed.
		Do you need any further assistance on the topic?
	sseth	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you.
	sseth	Hi Sharath
	Sharath Kumar	Hi Swati, How may I assist you today
	sseth	I recently joined this company and got access but I am unable to login
	Sharath Kumar	No worries, let me help you with that. Could you let me know what is the error message you receive while signing in.
		Do you have the username, password and the RDP file (to sign into the server)
	sseth	Yes I do have Username and Password set up but it's not letting me login
		Regarding RDP, idk
	Sharath Kumar	RDP is the remote desktop file where you put the credentials
	sseth	Ok, I have that
	Sharath Kumar	Is this the first time that you are signing into the server?
	sseth	Yes
	Sharath Kumar	Let me quickly check your account and make sure you have the appropriate access to the server.
	sseth	Sure

Sharath Kumar	Thank you for your patience. I found your account was in a locked status. I have unlo could you please try signing in again with the same credentials that you have.
	Do let me know the result.
sseth	Ok, let me try
Sharath Kumar	sure, take your time
sseth	Still not working
	I can share my screen if that helps
Sharath Kumar	sure, let me send you the link for the same!
	Prior providing the access, I would suggest you to close any important documents at :
sseth	Ok
Sharath Kumar	https://assist.acecloudhosting.com/join/2922911319
	Swati, as discussed remotely, Please restart your computer and reinitiate the chat if t doesn't work (Edited)
	as you restarting the computer, I am disconnecting the chat for now
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72258 Nicholas Gagon
Email: nick@dpgnpf.com
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 24 Secs
City: LEHI
State: Utah

Country: UNITED STATES

Chat Transcript -----

Nicholas Gagon	Hello, I am your Acebuddy
Acebuddy	Hello Nicholas Gagon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nicholas Gagon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nicholas Gagon	I'd like to raise a Request
Acebuddy	Please select your request type.
Nicholas Gagon	Change in Users
Acebuddy	Please select your desired option!
Nicholas Gagon	User Replacement
Acebuddy	Kindly email us at support@acecloudhosting.com from your registered email address existing username that needs to be replaced along with the new user's Full Name.
	Do you need any further assistance on the topic?
Nicholas Gagon	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be ass
Nicholas Gagon	Thank you.
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user
Nicholas Gagon	myrealdata\okelso
Shubham Yadav	Thanks for the confirmation
Nicholas Gagon	NPFTax.myrealdata.net
Shubham Yadav	Nicholas can you please specify the issue ?
Nicholas Gagon	The previous manager of our account is no longer with our company, and never expla manager our account(s)/user(s). I'd like to see which users are in place, and add 2 mc
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
Nicholas Gagon	how we manage*

	Shubham Yadav	Nicholas you can use My Portal to add new users and manage them.
	Nicholas Gagon	Where do I access "My Portal"?
	Shubham Yadav	http://myportal.acecloudhosting.com/
		You can use the following link to use My Portal.
		Enter username as your CID70387
		You can tap on forget password if you don't have the password.
	Nicholas Gagon	I don't and it just sent to the registered Email ID. I'm unsure of the email address that registered admin.
		We have deactivated his company email addresses, which I'm afraid is the one that it is tied to.
	Shubham Yadav	Alright Nicholas if that's the case we can change the email address for My Portal.
		We need a mail for that stating to change My Portal email address.
		Please send us an email from the registered email address at support@acecloudhosting.com we could proceed further with the request.
		Nicholas are you there ?
	Nicholas Gagon	Yes, just sent the request from admin@bpsg.com
	Shubham Yadav	Mr. Jeremy Gao jgao@npftax.com (626) 898-1892 Oliver Kelso okelso@npftax.com (808) 225-0917
		Nicholas these are the registered contacts with us.
		Please send the mail from these mail.
	Nicholas Gagon	Jeremy Gao is still with us. Oliver is no longer with us. We need to change the registered contact for Kelso. I will do that now
	Shubham Yadav	Sure please also mention that on the mail.
		For changing POC
		Nicholas are you there ?
	Nicholas Gagon	Yes working on it
	Shubham Yadav	Thanks for the confirmation
		Nicholas have you sent the mail?
	Nicholas Gagon	I'm on the phone with Jeremy working on this.
	Shubham Yadav	Alright please confirm when it's done
	Nicholas Gagon	He's sending email now
	Shubham Yadav	

	Sure Nicholas
Nicholas Gagon	He sent that email just now to support@accecloudhosting.com
Shubham Yadav	Thanks for the confirmation Nicholas
	We will be proceeding with your request and will update you on the mail
	Is there anything else I may help you with ?
Nicholas Gagon	Yes, how long before I will have the manager access? Also, will there be instructions for login/passwords?
Shubham Yadav	Yes Nicholas once the mail changes we will send you instructions to use My Portal
Nicholas Gagon	Okay, when should I expect that?
Shubham Yadav	Nicholas we will be updating you up to 2 hours.
	Is there anything else I may help you with ?
Nicholas Gagon	Thank you, that is all.
Shubham Yadav	Welcome Nicholas
	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can be working. I will appreciate that. or you may send your feedback at quality@accecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
	<i>Shubham Yadav has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72375 Saurav
Email: saurav.raval@datastub.in
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: GOTHVA
State: Gujarat
Country: INDIA

Chat Transcript

Saurav	Hello, I am your Acebuddy
Acebuddy	Hello Saurav, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Saurav	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Saurav	I'd like to raise a Request
Acebuddy	Please select your request type.
Saurav	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate op
Saurav	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Saurav	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Saurav	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
	Was that helpful?
Saurav	Yes

Acebuddy

I'm glad to hear that! Should you need further assistance, please do not hesitate to re

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71782 Kara Abram
Email: abramsglassinc@gmail.com ☎ 4797500042
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: ROGERS
State: Arkansas
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73204 Bhavin
Email: bookkeeping@sandiegocpasteve.com ☎ +1 646 661 2865
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 31 Secs
City: AHMEDABAD
State: Gujarat
Country: INDIA

Chat Transcript

Bhavin	Hello, I am your Acebuddy
Acebuddy	Hello Bhavin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bhavin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bhavin	I'd like to report an Issue
Acebuddy	Please select an option!
Bhavin	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Bhavin	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow

		help you with resolving the issue
		Was that helpful?
	Bhavin	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Anurag Sharma accepted the chat transfer request.</i>
	Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you with this.
		Hello Bhavin
	Bhavin	Hi Anurag
		When i try to open one of the QB file QB showing this error
		<i>10:52:08 PM</i> Bhavin is sharing a file with you 1_image.png - (Size:7.48 KB)
	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
	Bhavin	Username: myrealdata\ShubhamJarecha
	Anurag Sharma	Thanks for the confirmation !
		May I take the remote access of your server?
	Bhavin	Okay
	Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at the moment
	Bhavin	Okay
	Anurag Sharma	Before that, could you please try to log off and re-login again on the server?
	Bhavin	okay
	Anurag Sharma	As I have made some changes at the backend. And I believe it should resolve your issue
		Please login and confirm if the issue is now resolved.
		Bhavin, Is it working now?
	Bhavin	Yes , It is working
	Anurag Sharma	Thanks for the confirmation !
		Is there anything else I may help you with ?
	Bhavin	Yes, I am facing the same issue with other QB file
		Can you please assist me with the same?
	Anurag Sharma	Okay, I will surely assist you with that. May I take the remote access of your local computer?
	Bhavin	Yes Please

Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at :
Bhavin	okay
Anurag Sharma	https://assist.acecloudhosting.com/join/2932702138
	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 or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	I have rebooted the server in order to resolve this issue.
	I believe it will resolve your issue. But in case the issue still persist. I would request yc us again.
	And we will be happy to assist you with the issue.
	Is there anything else I may help you with ?
Bhavin	No Thanks
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
	Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71821 krisika
Email: krisika@hkidata.com 📞 7383092838
Department: Support(QB & App Hosting)
Operator: Varun Bisht
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 41 Secs
City: BORSAD
State: Gujarat
Country: INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Varun Bisht accepted the chat transfer request.</i>
krisika	Hi
Varun Bisht	Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht. I will be assistin
	please confirm your business name that is registered with ACE.
krisika	Quickbook not open in all pc
	U can proceed the server reboot
Varun Bisht	Kindly help us with the business name please

	krisika	Priorware
	Varun Bisht	Kindly allow me two minutes to check the same.
	krisika	Ok
		U can proceed the server reboot
	Varun Bisht	Thank you for your patience.
		we have rebooted the server
	krisika	Okay
	Varun Bisht	Server is up and running now, kindly try to open QuickBooks now
		Are we still connected here?
	krisika	Quickbook now working in all pc
		Thank you
	Varun Bisht	Thanks for the confirmation !
		Is there anything else I may help you with ?
	krisika	No
		Thank you
	Varun Bisht	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		<p>You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can be working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)</p>

Varun Bisht has ended this chat session

Chat Transcript

I need to have a program uninstalled and re-installed on our server

How do I go about getting this done?

Visitor Details

#72432 dave
Email: dave@vlsusa.com 📞 18016764983
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 40 Secs
City: SALT LAKE CITY
State: Utah
Country: UNITED STATES

Chat Transcript

dave	I need to have a program uninstalled and re-installed on our server. How do I go about getting this done?
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you.
	Hello Dave
	I will be surely assisting you with this. Kindly help me with your server name and user details.
dave	The server name is VehicleLS.myrealdata.net
Shashwat Verma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	Kindly confirm the Application you want to Re-install
dave	Pioneer Designer
Shashwat Verma	Okay. Kindly email us on support@acecloudhosting.com authorizing the same from dave@vlsusa.com
dave	Will do, thank you.
Shashwat Verma	We usually do the installation task in night hours, we have noted your request, will do the same after authorization.
	Are we still connected here?
dave	I just sent an email. I actually just need to program removed. The new version is an online version.

	Shashwat Verma	Okay, noted
		Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
		Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71838 Matthew Bell
Email: matt.bell@southjerseycpas.com ☎ 16093509776
Department: Support(QB & App Hosting)
Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 30 Secs
City: JUPITER

State: Florida
Country: UNITED STATES

Chat Transcript -----

Matthew Bell	Hello, I am your Acebuddy
Acebuddy	Hello Matt.bell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Matthew Bell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Matthew Bell	I'd like to report an Issue
Acebuddy	Please select an option!
Matthew Bell	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Matthew Bell	ticket ID 633409
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be ass
	I will be surely assisting you with this. Kindly help me with your server name and user
Matthew Bell	I am on hold, on phone for support, i cant run updates on lacerte
	and i am an admin can you share screen
	DolanbellMCPA
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Matt can you please confirm the version of Lacerte application ?
Matthew Bell	2024
Shubham Yadav	Thanks for the confirmation
Matthew Bell	Can you just share my screen ill show you the error
	you can also call me at 609-350-9776
Shubham Yadav	Matt I am checking the update from the back end. Kindly allow me 2 minutes
	Matt as I can check, users are logged in to the server. For update users need to log ou for 15-20 minutes.

Matthew Bell	no one is in lacerte, you need everyone off the entire server??
Shubham Yadav	Alright let me check
Matthew Bell	why for so long? Update should only take a couple minutes and we never have to get
	someone finally picked up phone
	i am going to go ahead and work with them so i can show him the error
Shubham Yadav	Yes matt you are now connected with one of our engineer.
	He will be helping you troubleshoot the problem.
	Is there anything else I may help you with ?
	Are we still connected here?
Matthew Bell	I will work with him. All set thank you!
Shubham Yadav	Thanks for the confirmation
	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
	Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72472 Cesar Diaz

Email: cesardiaz98776@gmail.com 📞 150499420028

Department: Support(QB & App Hosting)

Operator: Gurwinder Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 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 raise a Request
Acebuddy	Please select your request type.
Cesar Diaz	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address with the reason for server reboot and the support team will be happy to update you on the task.
	Do you need any further assistance on the topic?
Cesar Diaz	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gurwinder Singh accepted the chat transfer request.</i>
Cesar Diaz	please reboot both servers intercentro and intercentnew
Gurwinder Singh	Thank you for contacting Ace Cloud Hosting. My name is Gurwinder Singh. I will be assisting you.
	Sure Cesar, give me 2-3 mints. I will be rebooting your servers.
Cesar Diaz	thanks
Gurwinder Singh	Cesar, I can see there are few users login on both servers. Let me ask them to logout from the server.

	Cesar Diaz	i ready told that to log off
		but the servers is ready reboots?
	Gurwinder Singh	We have rebooted both servers, both servers are up and running as well. Kindly try to confirm if you are able to login.
	Cesar Diaz	can i try to access
	Gurwinder Singh	Sure try to access now please.
	Cesar Diaz	now it working thanks
		can u send a email to telvir@intercentrohn.net with price to increase space from the c
	Gurwinder Singh	Sure Cesar, however the final approval would require to come from your email ID only
		Cesar, Is there anything else I may help you with?
	Cesar Diaz	nothing else
		thanks so much
		I appreciate it, your help
	Gurwinder Singh	Once this chat ends, I will be sharing a separate email to Telvir and you will be in cc o space requirement.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.

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

Thanks!

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

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

cesar.diaz has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72578 Phil Barnett
Email: pbarnett@stonebrookmedia.com ☎ 15019844150
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 53 Secs
City: NASHVILLE
State: Tennessee
Country: UNITED STATES

Chat Transcript

Phil Barnett	Hello, I am your Acebuddy
Acebuddy	Hello Pbarnett, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Phil Barnett	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Phil Barnett	I'd like to report an Issue
Acebuddy	Please select an option!
Phil Barnett	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Phil Barnett	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Phil Barnett	Ticket 641734
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 as
	Hello
	Kindly allow me two minutes to check the same.
	I will surely help you with this issue.

	Phil Barnett	thanks
	Shashwat Verma	Do you want us to initiate the Qb update right now or schedule it for night hours as it get log off?
	Phil Barnett	Now please
		I am the only user.
		I just signed off
	Shashwat Verma	sure, we'll update you on email once we are done in 10 min max.
		Is that work for you?
	Phil Barnett	yes. If this does not repair the problem should I reopen the chat?
	Shashwat Verma	Sure, you can but we assure you that we'll do that complete
	Phil Barnett	I do not doubt that you will complete it. Im just not sure that the process will fix my u connecting to Regions and Chase banks.
		I trust your team more than the banks or Quickbooks :)
	Shashwat Verma	Okay, thanks for the trust, let me do the needful over the chat only.
		It might take 10mins.
	Phil Barnett	I'll be here.
	Shashwat Verma	Okay
		We are trying to do that but your C drive is very low for the update.
		Let me clear some un-necessary files
	Phil Barnett	I've been getting that notice and am unable to find what is causing the bloat.
	Shashwat Verma	To check that, open RUN, type c:, you'll get in C drive and you can check that.
	Phil Barnett	There is a program called Tax ? that will only operate with files on the C drive. That cc problem.
	Shashwat Verma	let me check
		Your both drive are running low
		<i>12:42:52 AMShashwat Verma is sharing a file with you</i> <i>image.png</i> - (<i>Size:10.06 KB</i>)
	Phil Barnett	I know how to reduce the D drive. I need to remove some of the dropbox files.
	Shashwat Verma	Okay.
	Phil Barnett	I will work on that later today.
	Shashwat Verma	Yes, there is application called Tax act 2023
	Phil Barnett	Tax Act 2023, 2024, etc.
	Shashwat Verma	I can see that there is only 2022 and 2023 version with different flavor of taxact on th

		Shall I share you the list?
	Phil Barnett	they need to stay on there. Can we increase the size of C:?
	Shashwat Verma	Yes, we can, let me share the packages price
		Plan1 : 200GB : \$120/Month Plan2 : 100GB : \$60/Month Plan3 : 80 GB : \$50/Month Plan4 : 60 GB : \$40/Month Plan5 : 40 GB : \$28/Month
		Here are prices for the packages
	Phil Barnett	Plan 5 should be enough.
	Shashwat Verma	Okay, just drop an email from philbarnett2@gmail.com or pbarnett@stonebrookmedia.com or support@acecloudhosting.com, to authorize the same
		We 'll do the needful now only.
		Kindly mention the Plan5 : 40 GB : \$28/Month
	Phil Barnett	I just authorized the plan 5.
	Shashwat Verma	Got it.
		Kindly allow me 2 mins to do the needful
		We have initiated the update, might take 4-5 mins.
		Thank you for your patience.
	Phil Barnett	yes
	Shashwat Verma	QB got updated.
		Kindly login and check now.
	Phil Barnett	ok
		standby
	Shashwat Verma	Yes, you can check if the bank feed issue is still there?
	Phil Barnett	checking
	Shashwat Verma	Sure, please take your time
	Phil Barnett	we have success!!! Even the Chase account that hasn't work for 18 months!
	Shashwat Verma	Great!
	Phil Barnett	thank you
	Shashwat Verma	Is there anything else I may help you with ?
	Phil Barnett	That is all! I appreciate the help!
	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.

Phil Barnett	sure
Shashwat Verma	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
	Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72474 lauro lopez
Email: laurojr@me.com 📞 19567237245
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: 1 Min 6 Secs
City: LAREDO
State: Texas
Country: UNITED STATES

Chat Transcript

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

	lauro lopez	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	lauro lopez	I'd like to report an Issue
	Acebuddy	Please select an option!
	lauro lopez	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	lauro lopez	Ace Cloud is hosting SAGE 50 Accounting for our firm. Recently, last couple of days, n online has been lagging when I click my mouse to respond. In other words I do not ge response when entering in a number or enter key
	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 assist
	lauro lopez	Thank you
	Manish Singh	I will surely help you with this issue.
		As I can check Sage 50 is working fine on the server.
		Okay, Is this the first time you are facing this issue and is the issue faced by other us
	lauro lopez	I faced this issue around September 2024. I contacted Ace Cloud and was told my me Cloud needed to be increased. This was done for an extra fee. I had no trouble with th few days ago.
		I do not know if this is happening with other machines. I have only noticed it on comp changes to my computer
	Manish Singh	Alright
		let me check once.
	lauro lopez	356.52
		my bad, sorry
	Manish Singh	What is it?
	lauro lopez	I typed something by mistake.
	Manish Singh	Try to access now.
		We have made some changes.
	lauro lopez	It seems to be working better. Let me try it during the day and see if it operates well.
	Manish Singh	Sure, please let us know if the issue persists.

Is there anything else I may help you with ?

lauro lopez

no that is all. I appreciate your time. have a good day

Manish Singh

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

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

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71952 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

info

Hello, I am your Acebuddy

	Acebuddy	Hello Daniel Han, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	info	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	info	I'd like to report an Issue
	Acebuddy	Please select an option!
	info	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	info	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	info	I am getting Bank feeds error non-printable characters in quickbook names
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Anurag Sharma accepted the chat transfer request.</i>
	Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be ass
		Hello Daniel
	info	hello
	Anurag Sharma	I deeply apologize for the inconvenience caused to you.
		I will be surely assisting you with this. Kindly help me with your server name and user
	info	myrealdata\Daniel_BK and the server name is Bongryong.myrealdata.net
	Anurag Sharma	Thanks for the confirmation !
		May I take the remote access of your server?
	info	Can you wait a little bit
	Anurag Sharma	Okay
		Please let me know once you are ready.
	info	Now you can
	Anurag Sharma	Thanks for the confirmation !
		Prior providing the access, I would suggest you to close any important documents at :
	info	ok
	Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is

	give your confirmation on this chat.
info	sorry could you resend that
	oh I thought i hit no nvm
Anurag Sharma	Yes
	https://assist.acecloudhosting.com/join/2292578086
	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 or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
info	How do I end the session?
Anurag Sharma	The bank feed issue seems to be an application specific issue which we can't resolve kindly request you to please contact the intuit support regarding this issue. They can with this issue.
	I am ending the session.
	Is there anything else I may help you with ?
info	no
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
	Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#72929 Zach Hollman
Email: zach@alphaprimeusa.com 📞 19547565945
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 1 Min 6 Secs
City: FT LAUDERDALE
State: Florida
Country: UNITED STATES

Chat Transcript -----

Zach Hollman	Hello, I am your Acebuddy
Acebuddy	Hello Zach Hollman, 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	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Zach Hollman	SPS Connection and installation
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be as
	I will be surely assisting you with this. Kindly help me with your server name and user
Zach Hollman	AlphaPrime.myrealdata.net

	Tushar Pharswan	This message has been deleted
		Kindly allow me two minutes to check the same.
	Zach Hollman	I am trying now
	Tushar Pharswan	As I can see SPS Commerce sync manager is already installed on the server.
		May I know what the actual issue is ?
	Zach Hollman	Can we install the latest SPS commerce app
	Tushar Pharswan	Sure we can do that.
	Zach Hollman	Or reinstall it? It's in the download folder
	Tushar Pharswan	Kindly allow me a minute to check if it is possible to update directly from the applicat
		You have the latest updated setup file in download folder?
	Zach Hollman	Ok, there is a downloaded file in the download folder
	Tushar Pharswan	May I know the user profile name on which the file is stored in download folder.
	Zach Hollman	Autologin
		This has to be installed on the Autologin and always running
	Tushar Pharswan	I found it I will install it as it is the latest updated one.
		You will have to log off from the server so that I can proceed with the reinstallation, w once its completed.
		Is there anything else I may help you with ?
	Zach Hollman	Loging off now
	Tushar Pharswan	Yes
	Zach Hollman	I am off the server
	Tushar Pharswan	Okay we will proceed with the reinstallation and also as we can see there is a QuickBx request which will take around 20 -25 to update.
	Zach Hollman	ok thank you just email me once its complete
	Tushar Pharswan	Sure.
		Kindly share your feedback by clicking the smiley icons at the end of this chat. It mea
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
		Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73013 Glen Wolgemuth
Email: glen@drdcf.ca ☎ 16136392226
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Glen Wolgemuth	Hello, I am your Acebuddy
Acebuddy	Hello Glen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Glen Wolgemuth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Glen Wolgemuth	I'd like to raise a Request
Acebuddy	Please select your request type.
Glen Wolgemuth	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you

	technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate op
Glen Wolgemuth	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

#72499 Becky Kenworthy
Email: bkenworthy@raderandrader.com
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 37 Secs
City: AVON
State: Indiana
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Please select an option!
	Becky Kenworthy	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	Becky Kenworthy	when trying to access Sage , it repeatedly freezes and won't allow progress and requi multiple times
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assi
		Could you please confirm me your server name and your user name
	Becky Kenworthy	this is new to us, so i'm not sure - this is a remote desktop connection - how do i find our RDP is called "NewJeremiahRDP"
		rader.myrealdata.net
	Sharath Kumar	got it, allow me a moment to look into your account
		Thank you for your patience, Becky
		Am on the server and tried accessing Sage 50
		There appears to be payroll update that is pending
		this could be causing the issues
	Becky Kenworthy	so i should run the payroll update? i'm in sage and just clicked Sage 50 Subscription Updates and it said it's up to date - i place i should be looking?
	Sharath Kumar	one moment
		<i>11:54:59 PMSharath Kumar is sharing a file with you</i> <i>image.png - (Size:13.66 KB)</i>
		This is what I am seeing
	Becky Kenworthy	i logged out and went back in - i don't see that, but i was able to open my company, c without it freezing... maybe something updated? not sure.
	Sharath Kumar	must be a glitch or could be possible that it may happen again
		would you like to get the payroll update done tonight during after hours
	Becky Kenworthy	sure, thank you. not sure why it's working now, but i tried opening several different co was fine.
		thanks for your help,
	Sharath Kumar	glad to know that

Is there anything else I may help you with ?

Becky Kenworthy

no thank you!

Sharath Kumar

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

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

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

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72946 amy.crowell
Email: amy.crowell@carymso.com
Department: Support(QB & App Hosting)
Operator:
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 43 Secs
City: CARY
State: North Carolina
Country: UNITED STATES

Chat Transcript

amy.crowell

Hello, I am your Acebuddy

	Acebuddy	Hello Amy.crowell, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	amy.crowell	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	amy.crowell	I'd like to report an Issue
	Acebuddy	Please select an option!
	amy.crowell	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	amy.crowell	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	amy.crowell	Setback
	Acebuddy	What type of QuickBooks Issue are you facing?
	amy.crowell	QuickBooks Update
	Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when iss might get delayed due to unforeseen circumstances.
		If you're also getting an update popup, please grab a screenshot of the error message support@acecloudhosting.com. Our engineers will manually check and implement the be and share a confirmation via email.
		Do you need any further assistance on the topic?
	amy.crowell	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assi
	amy.crowell	Good morning
	Sharath Kumar	Hello Amy, How may I assist you today
	amy.crowell	This morning our QB files are being updated and now I cannot perform bank feeds an that were released, there was an error with "the location set for the shared download
	Sharath Kumar	Understood. Allow me a moment to look into this for you. I am connecting to the serv
		In the meantime, could you confirm if this is happening with your particular account c also facing the same issue
	amy.crowell	This is happening with all our QB files

Sharath Kumar	there appears to be QB update that did not install properly, we will have to reinstall tl again
	could you sign back in an hour and I will update QB by then
amy.crowell	Ok...that will work....does that also fix the bank feed issue that I am having?
Sharath Kumar	yes, I have seen other instances where updating QB has fixed this. I will email you as update is complete and then you can confirm whether your concern is resolved or rec assistance
amy.crowell	ok thank you
Sharath Kumar	Is there anything else I may help you with ?
amy.crowell	No thank you...I am out of QB as well as my co-worker
Sharath Kumar	Noted! Starting the update now.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc</p> <p>Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72084 Erika Collins
Email: ecollins@rooftechconsulting.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: 40 Secs
City: ST LOUIS
State: Missouri
Country: UNITED STATES

Chat Transcript -----

Erika Collins	Hello, I am your Acebuddy
Acebuddy	Hello Erika Collins, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Erika Collins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erika Collins	I'd like to report an Issue
Acebuddy	Please select an option!
Erika Collins	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Erika Collins	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Erika Collins	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist :
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>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 assist
	I will surely help you with this issue.
Erika Collins	My QBS is frozen again
	okay
Manish Singh	Is the issue faced by other users too?
Erika Collins	no
	just me
	keeps saying my ace needs updated too and wont update'

	Manish Singh	Are you using any specific company file which is causing this freezing issue?
	Erika Collins	I need to force quite QBs this happened yesterday im unsure
		just need it closed so i can re open it
	Manish Singh	Kindly try to access now.
	Erika Collins	Okay
		I think it works so how to i update my ace connect?
	Manish Singh	Great!
		Is there anything else I may help you with ?
		Onboarding team can assist you regarding this case.
	Erika Collins	I asked how I can update my Ace
		it keeps prompting me but wont let me update
		<i>Erika Collins has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72811 Avinandan
Email: abctaxavinandan@gmail.com 📞 12025319519
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 33 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

	Avinandan	Hello, I am your Acebuddy
	Acebuddy	Hello Avinandan, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Avinandan	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Avinandan	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Avinandan	Other Request
	Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
		If you are facing any issue/problem with your server, Please select the appropriate op
	Avinandan	Yes, I'm facing issues with my server
	Acebuddy	Please select an option!
	Avinandan	Setback
	Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
		If you are facing any issue/problem with your server, Please select the appropriate op
	Avinandan	Yes, I'm facing issues with my server
	Acebuddy	Please select an option!
	Avinandan	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	Avinandan	agent
	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 assist
	Avinandan	Hi, I'm trying to extend my screen but it doesn't give me to extend
	Manish Singh	I will surely help you with this issue.
		May I take the remote access of your local computer?
	Avinandan	sure
	Manish Singh	https://assist.acecloudhosting.com/join/8102231894

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

Avinandan

THIS DOESNOT GIVE ME TO DOWNLOAD

Manish Singh

Are you using MAC, Avinandan?

Avinandan

NO, ITS DESKTOP RIGHT NOW

Manish Singh

May I know which Windows version you are using because it will take some time to lo

Avinandan

Edition Windows 11 Home Version 24H2

Manish Singh

Let me share you with the new link.

<https://assist.acecloudhosting.com/join/1652398826>

Avinandan

CONTINUOUSLY SAYING UNVERIFIED DOWNLOAD BLOCKED

I DID

Manish Singh

Maybe it's with the firewall restriction issue, this link is legitimate.

Avinandan

PREVIOUSLY I'M IN CLOUD, I DID FROM LOCAL COMPUTER

Manish Singh

Try accessing and send us with the Screenshot of the issue.

Avinandan

YOU ARE ALREADY IN

Manish Singh

Yes

Avinandan

I'M WAITING

Manish Singh

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

Is there anything else I may help you with ?

Avinandan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72552 Tony Lee

Email: support@claccounting.tax ☎ 19097189780

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 47 Secs
City: EL MONTE
State: California
Country: UNITED STATES

Chat Transcript -----

Tony Lee	Hello, I am your Acebuddy
Acebuddy	Hello Tony Lee, 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 an available support re
Tony Lee	Lacerte needs to be updated and it says I am not admin and cannot do it
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be as
	I will be surely assisting you with this. Kindly help me with your server name and user
Tony Lee	Lacerte says "the current user, tonylee, is not within the adminstrators group. Only us
	administrator equivalent may iinstall lacerte programs
	TonyLee
	CLAccounting.myrealdata.net
Tushar Pharswan	I will updated the application for you it will take around 10-15 minutes kindly log of til
	confirm the Lacerte version is it 23 or 24.
Tony Lee	ok
	25

		14
		sorry i mean 24
	Tushar Pharswan	Thank you for the details I will email you once it is updated.
		Is there anything else I may help you with ?
	Tony Lee	thats it
		thanks
	Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It mea
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
		Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowl

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73149 KEITH
Email: ks.partsfast@gmail.com ☎ 7133203009
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 24 Secs

City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript -----

KEITH	Hello, I am your Acebuddy
Acebuddy	Hello Keith, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
KEITH	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
KEITH	I'd like to report an Issue
Acebuddy	Please select an option!
KEITH	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
KEITH	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when iss might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and email it to support@acecloudhosting.com. Our engineers will manually check and implement the fix and share a confirmation via email.
	Do you need any further assistance on the topic?
KEITH	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you with this.
	I will be surely assisting you with this. Kindly help me with your server name and user name.
KEITH	SERVER IS : PARTSFAST,MYREALDATA.NET
Yash Kalra	Kindly allow me two minutes to check the same.
KEITH	SALESp
	UPDATE IS NOT WORKING ON QUICKBOOKS. LAST TIME I HAD TO GET WITH YOU AND BACK END

ITS WORKING. SOME UPDATES WENT IN, SHOWS 2 DID NOT GO IN

ERROR CODE 15202

Yash Kalra

Keith,
As we can see from the backend, some users are currently logged into the server. For QuickBooks, we'll need to reboot the server once.
Could you please ask the users to log out for **15-20 minutes** ? Alternatively, we can task for **night hours** if that's more convenient. Let us know your preference!

KEITH

LETS DO IT NOW. I AM TROUBLESHOOTING OTHER ISSUES ABND NEED UPDATES TO B
KINDLY GIVE ME 2 MINUTES TO GET EVERYONE OFF

Yash Kalra

Sure, please take your time

KEITH

EVERYONE IS LOGGED OUT EXC3EPT FOR ME
LOGGING OUT NOW

Yash Kalra

Please stay connected in this chat while I am making some changes from the backend

Are we still connected here?

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72959 Michael Hutchinson
Email: michael@chinsonsgrillshack.com ☎ 16494326543
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 42 Secs
City: BOCA RATON
State: Florida
Country: UNITED STATES

Chat Transcript		
	Michael Hutchinson	Hello, I am your Acebuddy
	Acebuddy	Hello Michael Hutchinson, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Michael Hutchinson	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Michael Hutchinson	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Michael Hutchinson	Setback
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Michael Hutchinson	I'd like to report an Issue
	Acebuddy	Please select an option!
	Michael Hutchinson	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Michael Hutchinson	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
		Was that helpful?
	Michael Hutchinson	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you
		<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 Shubham Kataria.</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.
	Michael Hutchinson	Hello
		I am trying to open a premier file in enterprise and it is saying i need administrative rights
	Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name
	Michael Hutchinson	Myrealdata\Admin_PT

	Shubham Kataria	Thank you for the information
		I'm transferring your chat to the concerned person, who will be able to assist you with
		<i>Shubham Kataria is transferring the chat to Sharath Kumar.</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Hello Michael, sorry we got disconnected earlier. Let me quickly sign into the server to see what's happening
	Michael Hutchinson	ok thanks
	Sharath Kumar	You're accessing QuickBooks 23, is that correct?
	Michael Hutchinson	yes
	Sharath Kumar	I found the services for QuickBooks were in a stopped state, I have made the appropriate changes so that it automatically starts whenever QuickBooks is started
		This should hopefully resolve your concern, could you please try application once again and let me know if this works
	Michael Hutchinson	let me try now
		thanks
		its all good now thanks
	Sharath Kumar	My pleasure, anything else that you need assistance with
	Michael Hutchinson	this was done for all the sessions right?
	Sharath Kumar	yes sir, it is
	Michael Hutchinson	ok thanks
	Sharath Kumar	You're welcome
		You may end this chat now. Once you end this chat, you will receive an email from us with details of this conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can improve their working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
		Thanks!
		Note: You may change/reset your server password on your own by registering on our portal (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		<i>Sharath Kumar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73005 megan
Email: megan@martinenterprisesheatingandac.com ☎ 8474381203
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 39 Secs
City: LAKE ZURICH
State: Illinois
Country: UNITED STATES

Chat Transcript

megan	Hello, I am your Acebuddy
Acebuddy	Hello Megan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
megan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
megan	I'd like to report an Issue
Acebuddy	Please select an option!
megan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
megan	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
	Was that helpful?
megan	No

	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you.
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Yash Ahi accepted the chat transfer request.</i>
	Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you.
		Hi Megan. How are you doing today?
	megan	Hello. Good, thanks.
		There was a login created for my accountant under Brian Daly recently and he's unable to login.
	Yash Ahi	I will surely help you with this issue.
		Could you please help me with your server name or business name?
	megan	Thank you.
		Martin Enterprises Heating and AC
		There is one user, Martin2
		Then there is a temp login under BrianD
		That is supposed to be active for one month.
	Yash Ahi	So, BrianD is not able to login. Correct?
	megan	Yes
	Yash Ahi	Do you have his login information?
	megan	He's telling me he can get into the remote but Quickbook's is telling him someone else's password.
		Maybe can you reset Quickbooks?
	Yash Ahi	OKay let me access the server
		Kindly allow me 2-3 minutes.
		Thank you for your patience.
		Please ask him to check now.
	megan	I asked him, please stand by.
	Yash Ahi	Sure Megan.
	megan	He's in, thank you very much.
	Yash Ahi	You're welcome.
		Is there anything else I may help you with ?
	megan	Nope, all good.
		Thanks again.
	Yash Ahi	I would greatly appreciate if you could spare a minute to give your valuable feedback on this chat.

After this chat you will get the reference ticket ID

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

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

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

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

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

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72739 ryan
Email: ryan@aspensvalleypropane.com 📞 15096848877
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: COLVILLE
State: Washington
Country: UNITED STATES

Chat Transcript

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

Whom Would You Like to Connect With?

ryan

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

ryan

I'd like to report an Issue

Acebuddy

Please select an option!

ryan

Password Reset

Acebuddy

Please select an option below

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72423 Jason Knickerbocker
Email: jason@taxscoutusa.com ☎ 14803305885
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: Illinois
Country: UNITED STATES

Chat Transcript

Jason Knickerbocker

Hello, I am your Acebuddy

Acebuddy

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

	Whom Would You Like to Connect With?
Jason Knickerbocker	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jason Knickerbocker	I'd like to report an Issue
Acebuddy	Please select an option!
Jason Knickerbocker	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	As we haven't got any response from your end, We are closing this chat. If you still ne Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73047 Remote
Email: remote@momiiitrass.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: KUWAIT
State: Al Ahmadi
Country: KUWAIT

Chat Transcript

Remote	Hello, I am your Acebuddy
Acebuddy	Hello Fatema, 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	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	Remote	I have already raised a ticket 646634 Cant able to open the lacerte after updating the backend
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Chat request was not picked up by the operators</i>
	Remote	ok

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72124 Daniel Twait
Email: dtwait@acmealliance.com ☎ 18476569601
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 52 Secs
City: LINCOLNSHIRE
State: Illinois
Country: UNITED STATES

Chat Transcript		
	Daniel Twait	Hello, I am your Acebuddy
	Acebuddy	Hello Dtwait, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Daniel Twait	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Daniel Twait	I'd like to report an Issue
	Acebuddy	Please select an option!
	Daniel Twait	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	Daniel Twait	Unable to connect to server
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assi
	Daniel Twait	Hi Sharath
	Sharath Kumar	Hello, coul you please let me know the server name that you are having issues with
	Daniel Twait	It looks like it just went through...similar to the last instance of this issue (unable to c
		once I reached out to start a chat, it was successful
		Other than starting a support chat, is there anything I can do from a self-support pers
		am next unable to connect?
	Sharath Kumar	Could you let me know how often does this happen?
	Daniel Twait	It last occurred last Friday. 2/2 of my last attempts
	Sharath Kumar	I see, and once you are signed into the server are there any lags or disconnections?
	Daniel Twait	no
		at least none that I've noticed
	Sharath Kumar	and when you close your session do you simply X of the server or you log off from the
		on the desktop?
	Daniel Twait	log off from the icon
	Sharath Kumar	that's good
	Daniel Twait	thanks

		so...anything I can do when the next instance arises?
	Sharath Kumar	I still have to figure out why it is taking so long for you to sign in
	Daniel Twait	its not a sign in, so much as it fails trying to find the server
	Sharath Kumar	It has to be either the unstable internet connection or your previous instance is in dis stastus
		Oh, understood
		what is the error message that you receive?
	Daniel Twait	I didn't save it
	Sharath Kumar	It could be possible that the authentication might not be going through the first time, multiple tries to let you in
		We still need to make sure about this, therefore, I request you to send in a screenshot message next time that happens
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

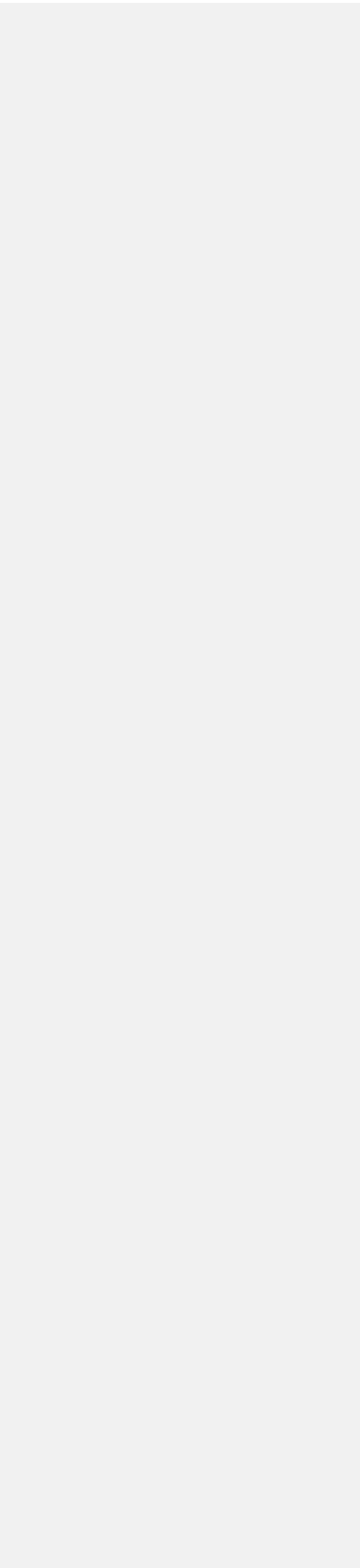
Visitor Details

#72184 David Garza
Email: david@davidgarza.net ☎ 15627167160
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: 28 Secs
City: WHITTIER
State: California

Country: UNITED STATES

Chat Transcript -----

David Garza	Hello, I am your Acebuddy
Acebuddy	Hello David Garza, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Garza	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Garza	I'd like to report an Issue
Acebuddy	Please select an option!
David Garza	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
David Garza	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The f steps might help you with resolving the issue
	Was that helpful?
David Garza	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd as further.
Acebuddy (bot) forwarded the chat request	
David Garza	636982
Shashwat Verma accepted the chat transfer request.	
Shashwat Verma is transferring the chat to Manish Singh.	
Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be a today.
David Garza	636982
	please review my case
Manish Singh	We have arranged a call back
	But you didn't answered, David.
David Garza	I thought it was a fake call



	we get lots of those fake calls here
Manish Singh	Let me arrange a callback now.
	Kindly pick up the call.
	As you are connected over the call with Gaurav Kumar he will assist you further v issue.
	Disconnecting this session for now.
	This message has been deleted
	We are disconnecting the chat now. You may re-initiate the chat or call us at (1-8 5240) if any further assistance is required.

Manish Singh has ended this chat session

