

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73680 help

Email: help@triadcybersolutions.com ☎ 3362999989

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 44 Secs

City: HIALEAH

State: New York

Country: UNITED STATES

Chat Transcript

help	Hello, I am your Acebuddy
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
help	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
	<i>Pradeep Kumar is transferring the chat to Himanshu.</i>
	<i>Himanshu accepted the chat transfer request.</i>
Himanshu	Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.
help	Hi I;m using topaz signature pad but its not communicating inside the session
Himanshu	Surly i assist you in the issue
help	TPCCSVR.myreldata.net username Anne.g
Himanshu	May i know your company name or CID number ?

	ok, I am connecting you with the concerned department.
help	please asap <i>Himanshu is transferring the chat to Support(QB & App Hosting).</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello, How are you doing today?
help	ok please guide me
Rohan Prajapati	I will surely try to help you with this issue.
	Kindly allow me two minutes to check the same.
help	ok
	it says com port issue
Rohan Prajapati	May I take the remote access of your local computer?
help	sure
Rohan Prajapati	This message has been deleted
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session:
	https://assist.aceclouddhosting.com/join/7252533485
help	ok
	do I need to install app?
Rohan Prajapati	Yes, Please Download the file and Launch the exe file (Edited)
help	chat here always
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	It would be more effective to chat on the remote session
	Hey i need your direct contact number as well ?
help	can you create a case
Rohan Prajapati	You have disconnected the remote session
help	so I can continue tomorrow
	what is the problem probably
Rohan Prajapati	Sure I will send an email along with the ticket number once this chat session ends.
help	ok
Rohan Prajapati	Not sure right now but we will try our best to resolve it

I have scheduled the callback for tomorrow at 10:00AM EST. However I would still need the direct contact number

We have only Will Casterlow's direct contact number.

help sending you wait

please have a search so you dont take that much time in the session tomorrow

(336) 299-9989

Rohan Prajapati I will update the notes on the ticket for the same However we will try all the Possible solutions one by one.

Thanks for the confirmation !

Is there anything else I may help you with ?

help there is a com port issue

which is not redirecting to rdp

Rohan Prajapati We will check this what could be Possible solutions for this issue over the call.

help ok Will wait for a call at 10

can leave

Rohan Prajapati Thanks for the confirmation !

May I disconnect the chat session now ?

Are we still connected here?

help yes

you can disconnect

Rohan Prajapati 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 feedback form.

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

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74505 Brian Walters

Email: sales@ensafeco.com  17137250386

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: KATY

State: Texas

Country: UNITED STATES

Chat Transcript

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

#73970 jon

Email: jon@sundackcpa.com ☎ 6314999437

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: 24 Secs

City: FARMINGDALE

State: New York

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
jon	that didnt help
Sharath Kumar	Hi Jon, I was on the server and I found that the CPU utilization was way too much
jon	ok so what does that mean
Sharath Kumar	It was One Drive that is taking up 25%
	I have just closed it out, lets wait for a couple more minutes to see if it improves anything
jon	ok
Sharath Kumar	could you confirm if that is an application that you use frequently
jon	yes it is
Sharath Kumar	understood.
	The CPU utilization is now back to normal., 35-40%
	Please let me know if the latency is still there
jon	im frozen right now
	still latent
Sharath Kumar	checking further
	do you remember how to do the speedtest on your local computer?
	Speedtest by Ookla - The Global Broadband Speed Test
	Open this on your local computer
	send in a screenshot so that I can make sure that it is not a problem due to your network
jon	i was just disconnected from server
Sharath Kumar	Yes, I see that
	but the problem is you did not sign out correctly, i.e. the logout option from the desktop
	but since it is frozen I understand you wouldn't be able to do that
jon	its not allowig me back in
Sharath Kumar	I logged you off this time
	try once again
	<i>8:09:58 PM</i> jon is sharing a file with you
	image.png - (Size:86.5 KB)
jon	ok logging back
Sharath Kumar	this is great! minimal latency.
jon	thats on my local machine
	opening a couple of applications

	on server,
Sharath Kumar	I would suggest waiting for a minute or so because since you signed in the utilization again went to 100% This is expected as the server loads several services when you sign in and usually takes a minute to come back down CPU utilization is now back to normal!
jon	ok looks like everything is working thank you!
Sharath Kumar	awesome! glad to know that it is working now and it should stay that way One thing that I would like to emphasize is to only logout using the icon provided on the desktop
jon	got it, i have never done that before but thank you
Sharath Kumar	If you X out of the server from the top bar that just leaves you in a disconnected state, when you sign back in all the things was
jon	understood
Sharath Kumar	Alright sir, Anything else that I may assist you with?
jon	thats all thank you!
Sharath Kumar	My pleasure! You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

jon has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

#73733 Stephen Riddle**Email:** stephen@focusalesinc.com  9196143076**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:** 10 Secs**City:** RALEIGH**State:** North Carolina**Country:** UNITED STATES**Chat Transcript**

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

Acebuddy	What type of QuickBooks Issue are you facing?
Stephen Riddle	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Stephen Riddle	Electronic payment connection to melio is missing within QB's
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Yadav accepted the chat transfer request.</i>	
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
Stephen Riddle	hi
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?
Stephen Riddle	I'm not sure if you can help or if I need to contact intuit.
QBlive06N	
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
Stephen, it seems this query would be better addressed by Intuit. Please reach out to them for assistance with the issue.	
Stephen Riddle	Ok
Shubham Yadav	Is there anything else I may help you with ?
Stephen Riddle	no
Shubham Yadav	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 feedback form.	
I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!	
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)	
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Shubham Yadav has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73690 Susan Walker

Email: susan@watsworks.com  8013726051

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: JUNCTION CITY

State: Kansas

Country: UNITED STATES

Chat Transcript

Susan Walker	Hello, I am your Acebuddy
Acebuddy	Hello Susan Walker, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Susan Walker	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Susan Walker	I'd like to report an Issue
Acebuddy	Please select an option!
Susan Walker	Password Reset
Acebuddy	Please select an option below
Susan Walker	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-update once the request is processed.
	Do you need any further assistance on the topic?
Susan Walker	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

#74284 Susan DeVries

Email: sdevries@patriotmfs.com **Phone:** 13156901056

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: 34 Secs

City: MOORESVILLE

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi Susan, could you please let me know more about your concern
Susan DeVries	I am trying to log into quickbooks. It won't let me in. I have the correct log in and password.
Sharath Kumar	Just to confirm, you are able to access the server but unable to sign into the QuickBooks application, is that correct?
Susan DeVries	yes
Sharath Kumar	Understood, please send a screenshot of the error message that you receive
	<i>7:14:24 PM Susan DeVries is sharing a file with you 1_image.png - (Size:11.88 KB)</i>
	Okay, and is this QuickBooks 2024 that you are signing into
	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) 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

#73698 Rebecca Wright

Email: rebecca@orendagroup.com  16023806900

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 26 Secs

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

Rebecca Wright	Hello, I am your Acebuddy
Acebuddy	Hello Rebecca, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rebecca Wright	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rebecca Wright	I'd like to report an Issue
Acebuddy	Please select an option!
Rebecca Wright	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>10:32:10 AMRebecca Wright is sharing a file with you image.jpg - (Size:5.31 MB)</i>
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Rebecca Wright	I am getting this error message when I try to open my Taxwise 2024 desktop software
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
	<i>10:33:16 AMRebecca Wright is sharing a file with you image.jpg - (Size:4.47 MB)</i>
	Thank you for the information and allow 2 minutes to check the same.
	Could you please try to access now
Rebecca Wright	No
Shubham Kataria	Are you still getting the same error?
Rebecca Wright	yes
Shubham Kataria	May I take the remote access of your server?
Rebecca Wright	sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.

Rebecca Wright	Ok are you able to send the request to my email?
Shubham Kataria	Sure
	But before that I would suggest you log off and log back into the server to try again, as I have made some necessary changes.
Rebecca Wright	it works thank you so much
Shubham Kataria	you're welcome
	Is there anything else I may help you with ?
Rebecca Wright	no thank you very much
Shubham Kataria	You're welcome, Happy to assist you
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73730 egoldsworthy

Email: accountingctlr.us@redecam.com  803-361-2216

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript

egoldsworthy	Hello, I am your Acebuddy
Acebuddy	Hello Egoldsworthy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
egoldsworthy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
egoldsworthy	I'd like to raise a Request
Acebuddy	Please select your request type.
egoldsworthy	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
egoldsworthy	RAM/Memory
Acebuddy	We understand that you want to increase the memory on your Ace Server.
	Based on your Request, Please share the amount of RAM you would like us to increase on your server by sending an email support@acecloudhosting.com
	Do note that adding additional memory is usually required only when you experience server performance issues or if you intensive application/tasks at the same time.
	Hence, It is advised to connect with our support representatives before you decide to add additional memory so we can a utilization and suggest options accordingly.
	Do you need any further assistance on the topic?
egoldsworthy	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh accepted the chat transfer request.</i>
egoldsworthy	Re: ticket #652611
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.
egoldsworthy	RE: ticket 3652611. We requested this morning an increase to RAM and C Drive disc space. I am following up to find out if completed.
Ashutosh	I will surely help you with this issue.

	Kindly allow me two minutes to check the same.
	Thank you for your patience. We have added RAM on the server, we are in the process of adding storage now.
egoldsworthy	OK, thank you for checking. How long before the addition of storage be completed?
Ashutosh	I am adding storage right now.
	Kindly allow me two minutes to complete the addition.
egoldsworthy	No worries. I can wait.
Ashutosh	I have added the storage now.
	Is there anything else I may help you with ?
egoldsworthy	Wonderful. Please wait as I am testing our system now to make sure the original performance issue has been corrected from the upgrade.
	Does it take a certain amount of time for the upgrades to be effective?
Ashutosh	Sure, please take your time.
	It shouldn't take much time.
	You can check in 30 minutes or restart your applications to verify if the issue persists.
egoldsworthy	I restarted and got an error code 0x3000066
Ashutosh	Please confirm if your username is Accountant2.
egoldsworthy	I am Accountant1
	Do I need to have Accountant2 get out of the system?
Ashutosh	May I reboot the server, so that any required changes can take effect.
	Sure, that would be helpful as we can then reboot the server.
egoldsworthy	I just asked them to exit and confirm when they are out. Give me a minute.
	Yes. Please go ahead and reboot.
Ashutosh	Ok, i am rebooting now.
egoldsworthy	Ok. Let me know when you think it ok for me to go back on and check the effects of the upgrade.
Ashutosh	Server is rebooted now, please connect again and check.
egoldsworthy	Ok
	The upgrade does not seem to have solved our original performance issue.
Ashutosh	May I take the remote access of your server?
egoldsworthy	yes
Ashutosh	Kindly close all important tabs and documents for not to breach any security concern.
	Please confirm once done.
egoldsworthy	I can't close out of the Quick books without exiting the Remote Desktop entirely. I would then have to log back in and close the application.
Ashutosh	Since this issue would require senior level assistance, we would like to schedule a callback for you regarding this issue. What would be a good time for you?

	contact details and preferred time to contact you. Our dedicated Engineer would contact you and assist you with the best
	I will email you from the ticket ID you provided, please reply to that and i will arrange the callback for quick assistance.
egoldsworthy	Ok. I am accountingcntlr.us@redecam.com. I will respond to the email when it is received.
Ashutosh	Sure, you will receive the email in few minutes and accordingly we will arrange callback.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
egoldsworthy	Thank you for your assistance, Ashutosh.
Ashutosh	It was my pleasure to assist, you may end this chat now. Once you end this chat, you will receive an email from us regard 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 know how I am working. I will appri your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73457 suzanne r rodriguez

Email: suzanne@vintage-elevator.com  16507404315

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: 21 Secs

City: BELMONT

State: California

Country: UNITED STATES

Chat Transcript

suzanne r rodriguez	Hello, I am your Acebuddy
Acebuddy	Hello Suzanne Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
suzanne r rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
suzanne r rodriguez	I'd like to raise a Request
Acebuddy	Please select your request type.
suzanne r rodriguez	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
suzanne r rodriguez	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
suzanne r rodriguez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
suzanne r rodriguez	I can't map my network drive - used to transfer files from my personal computer to the server:
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>
suzanne r rodriguez	https://vintagees.myrealdata.net/webdav/
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
suzanne r rodriguez	I map the network drive to drag and drop files. I can connect via a web browser but can not connect via mapped drive
	this has happened before
	user name Suzanne_VES
Manish Singh	Alright
	Is this issue occurring only for you, or are other users on the server also experiencing it?
suzanne r rodriguez	I'm the only user
Manish Singh	May I take the remote access of your local computer?
suzanne r rodriguez	yes

Manish Singh

<https://assist.acecloudhosting.com/join/7042922593>

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 putting do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

Is there anything else I may help you with ?

suzanne r rodriguez

no - i will just remember to use: Suzanne_VES@myrealdata.net

Manish Singh

Great!

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of

suzanne r rodriguez

done

Manish Singh

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

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

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74712 zulma.argueta1

Email: zulma.argueta1@gmail.com ☎ 17048080362

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: 25 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript

zulma.argueta1	Hello, I am your Acebuddy
Acebuddy	Hello Zulma Argueta, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
zulma.argueta1	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
zulma.argueta1	I'd like to raise a Request
Acebuddy	Please select your request type.
zulma.argueta1	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
zulma.argueta1	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
zulma.argueta1	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
zulma.argueta1	can't log into portal
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii zulma!
	I will surely help you with this issue.
	Is this the first time you are accessing My portal?
zulma.argueta1	THANK YOU
	i've tried resetting password and no good result
Manish Singh	May I take the remote access of your local computer?

zulma.argueta1	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/8352738574
zulma.argueta1	ok how do i give you access
Manish Singh	Kindly join this link
	Are we still connected here?
	Have you ended the session, Zulma?
	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) required.

Manish Singh has ended this chat session

Chat Transcript

I am having a problem with syncing with Handifox

Visitor Details

#74313 Melanie Cole

Email: accounting@rondopoolstn.com  77077785400

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: THOMPSONS STATION

State: Tennessee

Country: UNITED STATES

Chat Transcript

Melanie Cole	I am having a problem with syncing with Handifox
Akash Majumdar	Thank you for contacting ACE. My name is Akash Majumdar. I will be assisting you further. <i>Akash Majumdar is transferring the chat to Support(QB & App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Melanie Cole	ty CID70068 for Rondo Pools my username is Melanie_RPLLC
Manish Singh	I will surely help you with this issue. May I take the remote access of your server?
Melanie Cole	yes
Manish Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
Melanie Cole	i'm the only one currently using the server
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Melanie Cole	yes
Manish Singh	Kindly accept the session We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Kindly check now.
Melanie Cole	ok i will log back in to qb and try to sync
Manish Singh	Sure
	Is it working now?
Melanie Cole	doesnt look promising no it is the same error do i need to reach out to Handifox? maybe the error is on their side
Manish Singh	Kindly allow me two minutes to check the same.
Melanie Cole	it is odd that it is trying to read vendors and not items / inventory
Manish Singh	Try now Or in last we have to update the QuickBooks to resolve this issue.
Melanie Cole	ok

	same error
Manish Singh	Let me update QuickBooks it will take 20-25 minutes once the QuickBooks is updated we will email you.
	Kindly revert us back if the issue is resolved or not.
Melanie Cole	ok and i will have to be out of qb right?
Manish Singh	Yes
	Is there anything else I may help you with ?
Melanie Cole	no thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73407 Ravi Shah

Email: ravi@yourtaxadvisor.com  +1 9739609951

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: Maryland

Country: UNITED STATES

Chat Transcript

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

#74154 srinivas

Email: srinivas@taxgeeks.com  2252847776

Department: Support(QB & App Hosting)

Operator: Sandeep Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 28 Secs

City: IRVING

State: Texas

Country: UNITED STATES

Chat Transcript

srinivas	Hello, I am your Acebuddy
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
srinivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
srinivas	proseries crashing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sandeep Kumar accepted the chat transfer request.</i>
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.
	Hi Srinivas, How are you doing today?
srinivas	hi
	657110
	server is not working
	proseries is still crashing
	this is the third day we are having software issues
Sandeep Kumar	Sir, there is a repair task scheduled for this issue.
srinivas	now also it crashed for me and my colleague
Sandeep Kumar	Once its done, we can check again.
srinivas	I got a ticket that the repair was done during the day time
	server was unable almost for one hour today
	we cannot accept such downtime during our busy season

	we need to know what is causing the issue
Sandeep Kumar	I totally understand your concerns sir, but we will have to try the further troubleshooting steps to rectify the issue.
srinivas	as soon as the cpu on the server is going past 60% i feel that it is crashing
	are we on a shared server or dedicated server?
Sandeep Kumar	You are on a dedicated server.
srinivas	ok
	Is the cpu on the server is unable to handle it
Sandeep Kumar	Sir, correction on this. There is an server update and also .NetFramework update that needs to be done.
	I'm sure that it's not the server resources like CPU or RAM
srinivas	ok
	what is the plan now
	we have work again from 6am tomorrow
	monday is deadline
Sandeep Kumar	This will be done today, and you will get an update over the ongoing ticket.
srinivas	ok
	we should be done in next 2 hours
	I will send an email update once all my staff log off and I want you to finish all updates on the server
Sandeep Kumar	Thanks for the heads-up. We will make sure it's done and you will get informed as soon as it's done.
srinivas	thanks
	please update the server so that we don't face any issues
	please add CPU power so that in case if there is a demand it will not crash
Sandeep Kumar	We will make sure if there is need of additional CPU or RAM then it will be added
	Is there anything else apart from this I may help you with ?
	Are we still connected here?
srinivas	yes
	please do what it takes
	all my team is mad
	they have already warned me
	so I am making sure that I take all the steps
	tonight
Sandeep Kumar	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.

srinivas	thanks
	will send an email and you can get started
Sandeep Kumar	Thanks.
	We will share the updates once everything is done.
	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 survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Sandeep Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74018 Steven Ashby

Email: steve@hawkeyesaccounting.com **Phone:** 18586921448

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 9 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Steven Ashby	Hello, I am your Acebuddy
Acebuddy	Hello Steve, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Steven Ashby	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Steven Ashby	I'd like to raise a Request
Acebuddy	Please select your request type.
Steven Ashby	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Steven Ashby	Setback
Acebuddy	Please select your request type.
Steven Ashby	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Steven Ashby	I'd like to raise a Request
Acebuddy	Please select your request type.
Steven Ashby	Password Reset
Acebuddy	Please select an option below
Steven Ashby	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Steven Ashby	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Steve
Steven Ashby	Hi Shashwat.
Shashwat Verma	Kindly allow me two minutes to check the same.

	I will surely help you with this issue.
	Do you have the access of myportal? (Edited)
Steven Ashby	sorry.. Ankit just called me as well so on the phone with him
Shashwat Verma	Okay
	We are disconnecting this chat then.
Steven Ashby	i h ope he works for Ace?
Shashwat Verma	Yes, ofcourse
	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 survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.aceclou
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Chat Transcript

I can only get a black screen when I remote in. I've logged off, restarted etc but no luck.

Visitor Details

#74787 mike

Email: mike@backstoptax.com **☎** 6026867247

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary-Lt9LN7GXbpzYokZfA&gclid=CjwKCAjwp8--BhBREiwAj7og15y_RRqaZrzJ4Y2z_-m-R-Z40Xi9nEYWr9NVwuP0J_edZJcIFTJ1MhoC8hAQAvD_BwE

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 42 Secs

City: SEASIDE

State: Oregon

Country: UNITED STATES

Chat Transcript

mike I can only get a black screen when I remote in. I've logged off, restarted etc but no luck.

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

Hi Mike. May I have the company name or the CID?

mike Thank you

Backstop Tax LLC

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

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 Mike

mike 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 name?

mike Backstop Tax LLC

My email is mike@backstoptax.com

Anurag Sharma Thanks for the confirmation !

May I take the remote access of your local computer?

mike Yes

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

<https://assist.acecloudhosting.com/join/7222135641>

Kindly paste this link in the browser of local computer and join the session.

mike No problem, can't get into the system to open anything

I'm in contact with you via my phone

Anurag Sharma So you are already connected with us?

mike I can only get a black screen

Anurag Sharma Could you please confirm with whom you are connected with?

mike I think I'm connected yes

What do you mean?

	BackStopTax.myrealdata.net
Anurag Sharma	Are you connected with us on call?
mike	no
	im typing to you via my phone
Anurag Sharma	Okay
	Please connect on the remote session using this.
	I would request you to please re-initiate another chat from your device so that we can assist you with the issue.
	If your system is not working properly please try to restart your device or contact your IT team so that they can help you
mike	I did that already
Anurag Sharma	Are you now on your device?
mike	im on my laptop that I use to remote in. My laptop is fine. When I log in I have only a black screen
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your local computer?
mike	sure
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/7222135641
	Kindly paste this link in the browser of local computer and join the session.
mike	I'll type it in...
Anurag Sharma	Okay
	Please let me know once you are connected
mike	connected
Anurag Sharma	I can't see you connected. Please refresh your session tab once.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	The issue seems to be resolved now
	Is there anything else I may help you with ?
mike	Explain why
Anurag Sharma	You were on a disconnected state which is why your screen was showing a black screen.
	You can use the log off button present on your desktop to avoid this in future.
	Are we still connected here?
mike	i think we're done.
Anurag Sharma	Thank you so much Mike for such a wonderful chat session.

I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

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

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

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

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74331 Chris Daniels

Email: cdaniels@acsycom.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: EAST STROUDSBURG

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Chat Details

Chris Daniels

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Chris Daniels	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chris Daniels	I'd like to report an Issue
Acebuddy	Please select an option!
Chris Daniels	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chris Daniels	I'd like to raise a Request
Acebuddy	Please select your request type.
Chris Daniels	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chris Daniels	I'd like to report an Issue
Acebuddy	Please select an option!
Chris Daniels	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Chris Daniels	opened ticket 661325,
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Chris Daniels	Hi Shivam
Shivam Singh	Hi Chris
Chris Daniels	SLCEDBAOSL user ccinerar@oslmusic.org
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.
Chris Daniels	of course
Shivam Singh	Could you please provide more details about the issue you're experiencing? Any additional information you can share will help us better understand the situation and assist you more effectively.
Chris Daniels	just that she was connected and working in QuickBooks and saw an alert for malware. She got out quickly. I checked and saw nothing. limited as a standard user though.
Shivam Singh	thanks for the information.

As you mentioned it gave her the Malware prompt.

was she getting the prompt more often or is this the first time ?

As she has been kicked out of the server, did it happen right after that prompt, or it happened after some time.

Chris Daniels

First time, she exited logically and was not kicked out.

she got worried, closed QB and exited.

She is not sure of what it said exactly except malware alert

she has not used a browser in a month on that server so she was not in chrome or edge.

Shivam Singh

Did she mention whether the issue is happening on the server side or locally on your end?

Chris Daniels

Server. I checked her local computer. I

run sentinelone and no alerts.

running a local scan but nothing is alerting.

Shivam Singh

Exactly Chris, I'd like to inform you that the server has been hardened with CrowdStrike Falcon to detect any suspicious activity.

Chris Daniels

great. I don't know what she saw unfortunately.

Shivam Singh

Still just reassure you we will have security team run the server scan for possible threats.

Chris Daniels

sounds good.

Shivam Singh

that's alright.

Rest assured, you are safe. Any upcoming threats are neutralized before they can reach the server.

Chris Daniels

her machine appears to be clean.

Shivam Singh

Is there anything else I may help you with ?

that's great.

Is there anything else I may help you with ?

Chris Daniels

no, I assume I will get a follow up email?

Shivam Singh

Sure. After the chat we will share the email with the chat summary.

Chris Daniels

ok thank you Shivam.

Shivam Singh

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

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.

Chris Daniels

you as well.

Shivam Singh

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.

Chris Daniels has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74389 antony.wu

Email: antony.wu@snrtea.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Chat D

antony.wu Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

antony.wu Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

antony.wu I'd like to raise a Request

Acebuddy Please select your request type.

antony.wu Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your request and technicians will connect with you for further assistance.

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

antony.wu

	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
antony.wu	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
antony.wu	Hi, i am facing issues with a blue screen when logging onto remote desktop, please reboot my user session Server name: SunrightCorp.myreldata.net User Name: myreldata\Antony.W
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Antony
antony.wu	Hi Anurag
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?
antony.wu	Server name: SunrightCorp.myreldata.net User Name: myreldata\Antony.W
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
antony.wu	I just need my user session to be restarted from your end
Anurag Sharma	Okay
antony.wu	I've had this issue before and previous agents were able to just reboot my session
Anurag Sharma	Please allow me 2 minutes to help you with this.
antony.wu	alright thanks
Anurag Sharma	I have successfully logged you off from the screen.
	Please check and confirm if the issue is now resolved.
antony.wu	alright i was able to get through the blue screen now, thank you!
	it has been resolved
Anurag Sharma	Thankyou so much Antony
	This message has been deleted
	Is there anything else I can help you with? (Edited)
antony.wu	no that was all i needed, thank you again
Anurag Sharma	Thanks for the confirmation.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of our conversation.

chat.

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how you are 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 Selfcare Portal (<https://selfcare.acecloudhosting.com>).

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73708 Test Account

Email: test@test.com  +917878787878

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat

Test Account

Hello, I am your Acebuddy

Acebuddy

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

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74685 monique

Email: monique@qps4u.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 2 Mins 8 Secs

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

monique	Hello, I am your Acebuddy
Acebuddy	Hello Monique, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
monique	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
monique	I'd like to report an Issue
Acebuddy	Please select an option!
monique	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
monique	I cannot email invoices, PO's etc from QB
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
monique	ok
Rohan Prajapati	Hello, How are you doing today ?
monique	fine thanks
	I cannot email invoices, PO's etc from QB, can you help me with that?
Rohan Prajapati	I will surely try to help you with this issue.
	Kindly allow me 5-6 minutes to check the Previous tickets. (Edited)
monique	yes, 2 users had this issue earlier and now i am having the same problem
Rohan Prajapati	Thank you for info
	May I take the remote access of your server?
monique	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
monique	everything is closed
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

monique	ok
Rohan Prajapati	Thank you. email is working now
	Thanks for the confirmation !
	Is there anything else I may help you with ?
monique	no thanks
Rohan Prajapati	Thanks for the confirmation !
	You may end this chat now. Once you end this chat, you will receive an email from us regarding the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how 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 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.

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74929 Rubens S Jacob

Email: seflglass@gmail.com ☎ 13058233097

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 35 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Rubens S Jacob	Hello, I am your Acebuddy
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rubens S Jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rubens S Jacob	I'd like to report an Issue
Acebuddy	Please select an option!
Rubens S Jacob	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Rubens S Jacob	I need someone please help us with the Combo account the printer is not working in the cloud. It is working the local pc
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today
Rubens S Jacob	Hi
	Thank you so much!!
Sharath Kumar	Hi there, I remember that we worked on this earlier as well
	Please allow me a couple minutes to check what was done on the ticket
Rubens S Jacob	Thank you
Sharath Kumar	Thank you for your patience. It appears my colleague is already working on your issue, could you please let me know what time are you available today so that he can call you
Rubens S Jacob	Quick question? When we call you, you speak english. There is anyone who speaks Spanish? Thank you
	1. The call is for other issue: the bank fee connection in QB 2. He told me that start a new chat about the printer so I did it
Sharath Kumar	Unfortunately, no! We are all located in India, No one in our team speaks Spanish
	Could you confirm the ticket number for this, what I have for printing concern is -#666208
Rubens S Jacob	I did not create a new ticket because he told me that start a new chat, so all I spoke with him is about the call and QB and bank fee

Sharath Kumar	The reason of this new chat is because he told create a new chat. So, can you please go to our system and take remote in order to see if you could help us with our printer?thanks
Rubens S Jacob	definitely, allow me a moment to do that
Sharath Kumar	Thank you so much!!
	I will share with you a link for the remote access, you can open it on the local computer where the printer issue is happening
	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/8052379437
Rubens S Jacob	Thank you
Sharath Kumar	Here is the link that you need to access on your local computer
	https://assist.acecloudhosting.com/join/8052379437
	are we still connected?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call (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

Cannot setup UPS shipping manager in quickbooks - error message states "missing or invalid password (9570011)" +

Visitor Details

#73430 scottw

Email: scottw@forwardcomponents.com ☎ 9492802939

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: LAKE FOREST

State: California
Country: UNITED STATES

Chat Du

Chat Transcript

scottw	Cannot setup UPS shipping manager in quickbooks - error message states "missing or invalid passsword" (9570011)"+
Riten	Thank you for contacting ACE. My name is Riten. I will be assisting you further.
	Hi Scott, let me transfer you to support to help you here!
scottw	thanks
	<i>Riten is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
scottw	great
Sharath Kumar	Hi Scott, could you let me know whether this is the first time you are experiencing this issue.
scottw	yes, have not been able to get shipping manager connected since we onboarded with ACE and QB
Sharath Kumar	understood, let me look into this for you
scottw	thank you
Sharath Kumar	thank you for your patience, am just checking a couple of settings on the server
scottw	thx
Sharath Kumar	Scott, May I take a remote session to understand more about your concern
scottw	sure
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.
scottw	ok
Sharath Kumar	Thank you
	Could you show me how exactly you use the Shipping manager in QuickBooks
scottw	can you see the registration wizard on my screen
Sharath Kumar	yes, I do
scottw	ok, so i've entered all the correct info and when i click next....
	i get that
Sharath Kumar	I see
scottw	corrupt db?
Sharath Kumar	I am unsure about what exactly is causing this, allow me a couple more minutes to research

scottw	ok
Sharath Kumar	still working on it, need some more time. Thank you for your patience.
scottw	no worries
Sharath Kumar	could you show me how you open this shipping manager
	Are we still connected here?
scottw	yes
	i open it by going to file>shipping>ship UPS package
	this is a 1st time use setup
Sharath Kumar	Understood, there are couple of updates that did not install correctly for QuickBooks. I am hoping updating QuickBooks should resolve your concern.
scottw	ok
Sharath Kumar	Otherwise, the only option would be to connect with Intuit support team as they have the expertise on this matter.
scottw	ok, so let's re-install the updates then?
Sharath Kumar	correct, that would be the first thing to do!
scottw	so, what do you need me to do?
Sharath Kumar	Please let me know a convenient time for me to update QuickBooks. I see that both you and Tamr are currently signed into the server, and I will need you both to sign out for 30 minutes to complete the update.
scottw	you can do it now
	do you need me to log out of QB?
Sharath Kumar	alright, I will start the update process as soon as you log out
	anything else that I may assist you with in the meantime?
scottw	no, that's fine. should i stay on this chat until you are done?
Sharath Kumar	I will keep you posted on email once the update is downloaded and installed
	You may end this chat now. Once you end this chat, you will receive an email from us regarding 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 know how you are 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 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

#73963 zbashir

Email: zbashir@braeden.com ☎ 7138221521

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 16 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat ▾

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

	If you are facing any issue/problem with your server, Please select the appropriate option below :
zbashir	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
zbashir	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
zbashir	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps m help you with resolving the issue
	Was that helpful?
zbashir	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Tushar Pharswan.</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	<p>Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you t</p> <p>I will be surely assisting you with this. Kindly help me with your server name and user name?</p> <p>As this chat session is disconnected from your end and there was no response, we are disconnect the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance required.</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>
	<i>Tushar Pharswan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74569 joshua

Email: joshua@jacobscpas.com ☎ 5012866003

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 16 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Du

joshua	Hello, I am your Acebuddy
Acebuddy	Hello Joshua, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
joshua	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
joshua	I'd like to report an Issue
Acebuddy	Please select an option!
joshua	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
joshua	i am trying to upload data to One Drive per my support ticket 655920 and i cannot get the files to upload.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
joshua	ok.
Shubham Kataria	Kindly allow 2 minutes to check the same.
	Could you please confirm if you're receiving any error while uploading files in One Drive
joshua	i have a link that was emailed to me, but i cant get the files to upload to One Drive. it says it can't upload the files in One Drive.
Shubham Kataria	I will surely help you with this issue.
	May I take the remote access of your local computer?

joshua

yes

Shubham Kataria

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

<https://assist.acecloudhosting.com/join/1912355719>

Kindly join this link

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

Thank you for your patience.

As discussed in our remote conversation, the data is currently downloading. Once the download is complete, you'll be able to upload it to OneDrive.

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 (1-888-415-5240) if any further assistance is required.

joshua

thank you

Shubham Kataria

You're welcome

Is there anything else I may help you with ?

joshua

no

Shubham Kataria

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how 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 Selfcare Portal (<https://selfcare.acecloudhosting.com>).

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74098 Missy DiNunno

Email: mdinunno@thechildrensmuseumct.org  18607264007

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: 44 Secs

City: WEST HARTFORD

State: Connecticut

Country: UNITED STATES

Chat Transcript

Chat Dl

Missy DiNunno	Hello, I am your Acebuddy
Acebuddy	Hello Missy Dinunno, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Missy DiNunno	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Missy DiNunno	I'd like to raise a Request
Acebuddy	Please select your request type.
Missy DiNunno	Password Reset
Acebuddy	Please select an option below
Missy DiNunno	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Missy DiNunno	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Tushar Pharswan accepted the chat transfer request.

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Missy DiNunno	Good morning Tushar
Tushar Pharswan	Good morning Missy
Missy DiNunno	My organization's outsourced accounting firm (Accounting Resources, Inc) utilizes Ace to provide me access to QuickBooks. Today I got a message saying my cloud server password is expired and needs changing, but I was never provided a user name or original password. It always just logged me into the cloud. Can you assist?
Tushar Pharswan	I will surely help you with this issue.
	<i>7:24:32 PM Missy DiNunno is sharing a file with you</i> <u>1_image.png</u> - (Size:293.94 KB)
	The password can be reset in generally 4 ways one by the prompt you have received, second by contacting the authorised point of contact as they have the access do password reset third by using self care portal in which a authentication code is generated to registered email address of the user profile and last by an email to us but it requires authorization by authorised person.
	May I take the remote access of your local computer?
	so that I can check your user name and server name.
	and see if it is possible to reset as of now.
	Are we still connected here?
	Are we still connected here?
Missy DiNunno	Apologies - I got distracted.
	Yes, please feel free to take remote access and I will get into my cloud screen
Tushar Pharswan	Kindly provide access of local system.
	Prior providing the access, I would suggest you to close any important documents at your end.
	<u>https://assist.acecloudhosting.com/join/4952659021</u>
	Kindly Click on the link and open the downloaded file.
Missy DiNunno	I clicked on remote access and unfortunately it's not responding
Tushar Pharswan	Let me share you a new link.
	<u>https://assist.acecloudhosting.com/join/5312618716</u>
	Kindly Click on the link and open the downloaded file.
Missy DiNunno	Trying to access it outside of my own organization's cloud to see if that helps..
Tushar Pharswan	Sure, please take your time
Missy DiNunno	I think you should be connected??

Tushar Pharswan	We are connected now I will now see the best possible solution to your issue.
	Okay your user name is MissyDiNunno let me check if self care portal helps in resetting he password not.
	Self care portal is not working as the profile is not registered and it requires password to do so.
	What you will have to do now is to contact Ms. Beth Weller , Mary Beth Colletti or Tony Zambrello.
Missy DiNunno	Ok, will do.
Tushar Pharswan	As one of them have access to MyPortal through which they can reset your password or you can email us at support@acecloudhosting.com with password reset request for user Missy DiNunno but for this we will require email approval from one of the above mentioned POC.
Missy DiNunno	Ok, thank you for taking a look, I appreciate it.
Tushar Pharswan	Once this chat end I will put all three in the cc with the chat transcript and the solution to your issue.
	Is there anything else I may help you with ?
Missy DiNunno	That's it. Thank you Tushar!
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	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 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 know how you are 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 Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74799 sharath.kumar

Email: sharath.kumar@myrealdata.in
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: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73343 carolina

Email: carolina@ptxagents.com  905317123637

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 45 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Du

Chat Transcript

carolina	Hello, I am your Acebuddy
Acebuddy	Hello Carolina, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
carolina	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
carolina	I'd like to report an Issue
Acebuddy	Please select an option!
carolina	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
carolina	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
carolina	Deleted JOurnal Entry
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
carolina	Hello Shubham, how are you?
Shubham Kataria	I'm Good. What about you?

carolina	I'm fine than you
Shubham Kataria	I want to know if you can help me with something
carolina	Yes, I will surely assist you. Kindly elaborate the issue which you're facing
	By mistake, instead overwrote on a Journal Entry and saved the changes, which means the information was there before it's gone
	Is there any change to recuperate that JE?
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
carolina	Professional Tax Agents or PTax Agents, I'm not sure and the username is CarolinaO
Shubham Kataria	Thank you for the information
	Please allow me a minute to check the same.
carolina	Ok, thanks
Shubham Kataria	I can do one thing for you, I can check for the last backup of the company file and provide you with a copy of that.
carolina	Great, it will work for me
Shubham Kataria	Could you please specify the name of the company file
carolina	The name of the company is Motroa Havana LLC
Shubham Kataria	Thank you
	<i>1:18:19 AM Shubham Kataria is sharing a file with you image.png - (Size:21.67 KB)</i>
	<i>Please refer to the screenshot and confirm if this is the file you are looking for.</i>
carolina	Yes that's the file I'm working on
	I will need a copy of the file before today
Shubham Kataria	Okay, let me check
carolina	Thanks
Shubham Kataria	Thank you for your patience
	I have obtained the backup file and will send it to you via email. After this chat, I will send it to you within 5 minutes using a WeTransfer link.
carolina	Ok, thanks a lot
Shubham Kataria	You're welcome
	Is there anything else I may help you with ?
carolina	No, thanks
Shubham Kataria	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 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 know how 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 Selfcare Port (<https://selfcare.acecloudhosting.com>).

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

carolina You too

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74192 srinivas

Email: srinivas@taxgeeks.com  2252847776

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: IRVING

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Du

srinivas Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

srinivas Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
srinivas	server crashing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
srinivas	hi
	<i>Rohan Prajapati is transferring the chat to Manish Singh.</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	TAXG1 server name
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
srinivas	hi
	TAXG1 server name
	we have pending issues
	can you check and transfer the call to next level support
Manish Singh	I will surely help you with this issue.
srinivas	Proseries is crashing
Manish Singh	Is this the first time you are facing this issue?
	And is everyone facing this same issue?
srinivas	all are facing
	everyone is fed up
	this is the 5 th day
	we have to move to a new server or find a solution
Manish Singh	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.
	TaxG1 is this your server name?
srinivas	yes
Manish Singh	Kindly allow me two minutes to check the same.

srinivas	understand but we have to take some steps here sure
Manish Singh	I am understanding your concern here, let me check please
	May I know the version of Pro series in which you are facing issue?
srinivas	2024 once we move from a client to client, or we just click on state return from the federal, it is xrashin
Manish Singh	May I take the remote access of your server?
srinivas	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
srinivas	ok hi
Manish Singh	Srinivas, we will arrange a callback kindly provide us with your callback number and preferred time to assist you.
srinivas	2252847776
Manish Singh	Alright, we will assist you and try to resolve the issue by today itself.
srinivas	thanks
Manish Singh	As we understand you are facing this issue from so many days. I apologize for the trouble you've experienced.
srinivas	we feel that we are not getting the support as expected..and cannot continue in this fashion
Manish Singh	I understand your concern. Is there anything else I may help you with ?
srinivas	when can i expect the call
Manish Singh	We will arrange a callback as this issue is reoccurring and urgent too I will try to arrange a callback within 1 hour.
srinivas	ok will be near the PC
	and phone
	thanks
	bye
Manish Singh	Sure Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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 know how 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 Selfcare Port (<https://selfcare.acecloudhosting.com>).

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73665 Ryan Kohler

Email: ryank@briteav.com ☎ 18012182461

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: RANDOLPH

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Du

Ryan Kohler Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ryan Kohler Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Ryan Kohler	I'd like to raise a Request
Acebuddy	Please select your request type.
Ryan Kohler	Password Reset
Acebuddy	Please select an option below
Ryan Kohler	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password. Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74011 Jim.tuton

Email: jim.tuton@nexfazeco.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: SCOTTSDALE

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat E

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

	Whom Would You Like to Connect With?
Jim.tuton	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jim.tuton	I'd like to report an Issue
Acebuddy	Please select an option!
Jim.tuton	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jim.tuton	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps m help you with resolving the issue
	Was that helpful?
Jim.tuton	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>
Jim.tuton	Ticket 657991
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you to
	Hello Jim, How are you doing today ?
Jim.tuton	Good, my ticket # is 657991
	New user was able to install the RDC and connect to the server, but when she opens Quickbooks, can't see any companies. When she clicks on Client Files it says she doesn't have permission.
Rohan Prajapati	Thank you for Providing the ticket Number
	I will surely help you with this issue.
	May I take the remote access of user's server?
Jim.tuton	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
Jim.tuton	Not sure who may be sign on
Rohan Prajapati	Kindly just ask the user to accept the remote session request on her/his end.
	I have sent the remote session request user to Jean
Jim.tuton	I sent her a text message
Rohan Prajapati	Jim, She is not accepting the remote session on the server
Jim.tuton	Does she need to log into the server?

Rohan Prajapati	Kindly ask her to check her Server screen and accept the Prompt
	Yes Jim. She is already login on the server
	Have you received any reply from her ?
	She is still not accepting it
Jim.tuton	She doesn't see it
Rohan Prajapati	May I confirm if the user facing the issue is Jean.G? (Edited)
Jim.tuton	yes that is correct
Rohan Prajapati	Kindly ask her to minimize everything and look for the Prompt on the server screen
	We are connected on the remote session and will proceed with the troubleshooting on the remote the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, ki give your confirmation on this chat.
	Jim, may I know if this user should have access to the entire client data folder or just a specific fol in client data folder?
Jim.tuton	Should have access just to the company that is BGA...
	its bgallc.qbw
Rohan Prajapati	Thanks for the confirmation !
	Kindly send the an email from the registered email address for this folder permission.
Jim.tuton	Just sent email
Rohan Prajapati	Thanks for the confirmation !
	She has access to only mentioned folder now "D:\Client data\BGALLC"
Jim.tuton	Great thanks
Rohan Prajapati	Jim, She has also access to Tax Folder. Is that okay ?
Jim.tuton	No, should not have
Rohan Prajapati	She already has access to it
	I didn't change it
	Should I restrict her from accessing the Tax Folder ?
Jim.tuton	Yes, please
Rohan Prajapati	Jim, As I can see all the users have access to Tax Folder which is in the D drive
Jim.tuton	OK, leave it that way and I'll research further.
Rohan Prajapati	Thanks for the confirmation !
Jim.tuton	Looks like tax folders are empty, so it OK
	Thanks for your help. Is she finished now?
Rohan Prajapati	Jim, she has multiple queries regarding the QuickBooks admin credentials. Please connect with he

we are unsure about her admin credentials for the QuickBooks application.

Jim.tuton	OK, will do
Rohan Prajapati	Is there anything else I may help you with ?
Jim.tuton	No, we're good. Thanks
Rohan Prajapati	Thanks for the confirmation !
Thank you for choosing ACE cloud Hosting, you have a wonderful day.	
You may end this chat now. Once you end this chat, you will receive an email from us regarding the conversation, along with a ticket number and survey feedback form.	
I request you to kindly spare a moment to fill that out for me so that my managers can know how 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 Selfcare Portal (https://selfcare.acecloudhosting.com).	
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74940 Terry Minkler

Email: terry@hammillconsulting.com  19259444791

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Du

Terry Minkler	Hello, I am your Acebuddy
Acebuddy	Hello Terry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Terry Minkler	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Terry Minkler	I'd like to report an Issue
Acebuddy	Please select an option!
Terry Minkler	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Terry Minkler	All of our team is experiencing lag issues with the Ace server.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Terry, How are you doing today ?
Terry Minkler	busy
Rohan Prajapati	We sincerely apologize for the inconvenience caused by the server slowness issue you reported. Please be assured that our team has escalated the case to the highest level and is working promptly to resolve it.
	Terry, Will that be Okay if we update you via email once we receive any update from the team ?
Terry Minkler	Is that the fastest way to get results?
Rohan Prajapati	Terry, the concerned team is already working on this case and will be able to resolve it shortly. I hope you understand, and your patience and cooperation are greatly appreciated.
Terry Minkler	Thank you!
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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 know how you are 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 Selfcare Port (https://selfcare.acecloudhosting.com).

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74316 assembly

Email: assembly@rortax.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat D

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

Please select an option!

assembly

Other Issue

Acebuddy

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

assembly

I am unable to print from Lacerte

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 is transferring the chat to Rohan Prajapati.

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati

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

Hello, How are you doing today ?

I will surely help you with this issue.

May I take the remote access of your local computer?

assembly

yes, thank you

Rohan Prajapati

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

assembly

okay

Rohan Prajapati

Kindly Copy and Paste the below link in any browser of your Local PC and Join the session

<https://assist.acecloudhosting.com/join/4392138336>

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

Is there anything else I may help you with ?

assembly

no, thank you

Rohan Prajapati

Thanks for the confirmation !

I would request you to please give your Valuable feedback after ending the chat.

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how you are 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 Selfcare Portal (<https://selfcare.acecloudhosting.com>).

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73542 kelly cohen

Email: kelly@bossadv.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: CHULA VISTA

State: California

Country: UNITED STATES

Chat Transcript

Chat Du

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

kelly cohen	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
kelly cohen	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
kelly cohen	I Need help to access this remote server for a client
	I got a password to cop
	copy*
	i copy and pasted it in but it didn't work for me
	<i>Shivam accepted the chat transfer request.</i>
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you today.
kelly cohen	thanks
	I am trying to get nto a sever using a password you guys gave me but its not working
Shivam	I will surely help you with this issue.
	<i>4:11:48 AMkelly cohen is sharing a file with you image.png - (Size:1.13 MB)</i>
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	<i>4:12:11 AMkelly cohen is sharing a file with you 1_image.png - (Size:48.2 KB)</i>
	Thank you for the information and allow 2 minutes to check the same.
kelly cohen	okay
Shivam	As I'm able to check you have been provided with RDP and password earlier. Did you click on the and entered the same password provided in the link ?
kelly cohen	yes
	it didn't work..
	are yuo able to remote into my computer
Shivam	As I'm able to assess that the password seems to be exceeding the standard character length.
	Surely
kelly cohen	thank you!
Shivam	Prior providing the access, I would suggest you to close any important documents at your end.
kelly cohen	okay

Shivam	Please click on the link and open the downloaded file, and follow the instruction to connect with u
kelly cohen	done
Shivam	https://assist.acecloudhosting.com/join/2032375057
kelly cohen	done
Shivam	We are connected on the remote session and will proceed with the troubleshooting on the remote the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, ki give your confirmation on this chat.
	Please give the confirmation over here, if the issue is resolved?
	Are we still connected here?
	You may end this chat now. Once you end this chat, you will receive an email from us regarding the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how 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 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.

Shivam has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73398 Blake Reid

Email: itadmin@americanirrigation.com  14786279730

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: AILEY
State: Georgia
Country: UNITED STATES

Chat Transcript

Chat Dur

Blake Reid Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73556 Larry Garcia

Email: larry@standardus.com ☎ 6302899500

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: DES PLAINES

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Dur

Larry Garcia Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
Larry Garcia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Larry Garcia	I'd like to report an Issue
Acebuddy	Please select an option!
Larry Garcia	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Larry Garcia	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps m help you with resolving the issue
	Was that helpful?
Larry Garcia	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>
Larry Garcia	I can't get into QB and I got an email from ACE saying my password was changed and I did not ch it. Please tell them to remote in to my computer it is faster and easier.
	<i>Chat request was not picked up by the operators</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73917 Jon Ruby

Email: msdn001jr@hotmail.com **Phone:** 14026701249

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: COLUMBUS

State: Ohio

Country: UNITED STATES

Chat D

Chat Transcript

Jon Ruby	Hello, I am your Acebuddy
Acebuddy	Hello Msdn001jr, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jon Ruby	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jon Ruby	I'd like to report an Issue
Acebuddy	Please select an option!
Jon Ruby	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jon Ruby	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps m help you with resolving the issue
	Was that helpful?
Jon Ruby	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you t
	Hello
Jon Ruby	When attempting to open a company file using QB Destop Pro 2023, I get a message that "action requires Windows administrator permissions". This happened a week or two ago and an associate needed to do something on the server.
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Kindly logoff and login to server, we have made some changes from backend
Jon Ruby	doing that now

Shashwat Verma	Sure
Jon Ruby	Same message
Shashwat Verma	Okay, looks like we have to reboot the server,to reflect the changes.
Jon Ruby	okay
	I have logged off
Shashwat Verma	Kindly try to login in 1 min.
Jon Ruby	okay
Shashwat Verma	Try now
Jon Ruby	okay
	taking a bit to reconnect
Shashwat Verma	Okay
Jon Ruby	working now
Shashwat Verma	Is the issue resolved?
Jon Ruby	Yes it is
Shashwat Verma	Great!
	Is there anything else I may help you with ?
	Are we still connected here?
Jon Ruby	Nothing at this time
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how 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 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

#74795 jend

Email: jend@taxproak.com  19077431040

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Dl

jend	Hello, I am your Acebuddy
Acebuddy	Hello Jend, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jend	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jend	I'd like to report an Issue
Acebuddy	Please select an option!
jend	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
jend	ATX 2024 will not open
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.

	I will be surely assisting you with this. Kindly help me with your server name and user name?
jend	TPAlaskallc
	jend
Shubham Kataria	Thank you for the information (Edited)
	Kindly confirm if you're the only user who is facing issue with ATX
jend	I'm not sure, I am the only one working right now
Shubham Kataria	Okay, no problem
	And could you please confirm if you're receiving any error while launching ATX application
jend	No error.
Shubham Kataria	May I take the remote access of your server?
jend	I am able to open 2023 atx
	yes you can take remote access
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
jend	thank you they are closed
Shubham Kataria	you're welcome
jend	do you want me to close 2023 atx
Shubham Kataria	Upon checking, I found that ATX is not launching on our end as well (Edited)
	Can I reboot the server once? (Edited)
jend	yes please reboot
Shubham Kataria	Thank you
	I've rebooted the server. will inform you here once the server will up and running. (Edited)
	Are we still connected here?
	As the chat session has been ended due to server reboot however we are still connected on remote session, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5555) if any further assistance is required.

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73528 ctrombley

Email: ctrombley@expertbizdev.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 13 Secs

City: NORTH WALES

State: Pennsylvania

Country: UNITED STATES

Chat

Chat Transcript

ctrombley	Hello, I am your Acebuddy
Acebuddy	Hello Cromium, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ctrombley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please choose an option :
ctrombley	Setback
Acebuddy	Hello Cromium, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ctrombley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please choose an option :
ctrombley	I'd like to report an issue
Acebuddy	Please select an option!
ctrombley	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
ctrombley	Can't connect with remote
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Ashutosh accepted the chat transfer request.

Ashutosh	<p>Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.</p> <p>I will be surely assisting you with this. Kindly help me with your server name and user name?</p>
ctrombley	<p>RDG.myreldata.net</p> <p>EBDL.myreldata.net is my computer</p> <p>Cyndi_EBDL is my ID</p>
Ashutosh	<p>Kindly allow me two minutes to check the same.</p>
ctrombley	<p>okay</p>
Ashutosh	<p>Server is accessible on my end.</p>
ctrombley	<p>I tried rebooting and using my mobile hotspot which usually works. My connection is good. Any suggestions?</p>
Ashutosh	<p>Are you getting any error while logging in RDP.</p>
	<p><i>1:06:14 AM ctrombley is sharing a file with you</i></p> <p><u>1_image.png</u> - (Size:11.95 KB)</p>
	<p>May I take the remote access of your local computer?</p>
ctrombley	<p>yep</p>
Ashutosh	<p>Please share your email address, you will receive an invite for remote session.</p>
ctrombley	<p>ctrombley@expertbizdev.com</p>
Ashutosh	<p>I have sent you the link to join remote session on the email.</p>
ctrombley	<p>think you're in</p>
Ashutosh	<p>Yes I have joined the session.</p>
ctrombley	<p>okay lmk if you need anything from me</p>
Ashutosh	<p>It seems the issue is resolved using different network.</p>
	<p>Is there anything else I may help you with ?</p>
	<p>Closing chat session as the assistance has been provided on the remote session.</p>

Ashutosh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74653 Patricia.freelancesolutions

Email: patricia.freelancesolutions@gmail.com  8059906090

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 2 Mins 19 Secs

City: MOORPARK

State: California

Country: UNITED STATES

Chat Transcript

Chat D

Patricia.freelancesolutic Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Patricia.freelancesolutic Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Patricia.freelancesolutic I'd like to report an Issue

Acebuddy Please select an option!

Patricia.freelancesolutic Restart

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

Whom Would You Like to Connect With?

Patricia.freelancesolutic Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Patricia.freelancesolutic I'd like to report an Issue

Acebuddy	Please select an option!
Patricia.freelancesolutic	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Patricia.freelancesolutic	Activating Microsoft office
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Patricia, How are you doing today ?
Patricia.freelancesolutic	Hello
	how do I activate office? I'm trying to use excel
	Case 663304
Rohan Prajapati	I will surely help you with this issue.
	Thank you for sharing the ticket ID
	Kindly allow me 5-6 minutes to check the same.
Patricia.freelancesolutic	ok
Rohan Prajapati	As I can see, the MS Office 365 app is installed on your server. Do you have a paid MS Office 365 subscription?
Patricia.freelancesolutic	I would assume that the client is paying Ace for the access
Rohan Prajapati	Patricia, as I can see, you are not leasing or purchasing MS Office 365 from us. We are not managing your Office 365; we have only installed the application on your server. You may contact your vendor for the person responsible for managing it. Also, please note that only the following subscriptions are compatible with Terminal Server, as per Microsoft policies:
	MS Office 365 Apps for Enterprise
	MS Office 365 E3
	MS Office 365 E5
Patricia.freelancesolutic	I had access before for this client and I recall that it was an extra charge per month.
	Extra charge
Rohan Prajapati	Patricia, as I can see, there is only MS Office 365 installed on your server.
Patricia.freelancesolutic	Doesn't that have excel?
Rohan Prajapati	Patricia, it includes all MS Office products, including Excel. However, you won't be able to use it unless you activate it. If you only need MS Excel on the server, you can lease it from us for \$5.99 per user per month, and we will uninstall MS Office 365 from the server.
	<i>9:48:35 PM Rohan Prajapati is sharing a file with you image.png - (Size: 11.94 KB)</i>

These are the Plans for MS Office 2016

Patricia.freelancesolutions@... Yes that's what I'm saying. It was paid for in the past. And I don't know why it stopped. It needs to put back on.

Just excel

Why was it removed?

Now I'm having to delay my work and communicate multiple times to resolve it

the admin is aware

Ace needs to turn it back on

Maybe Ace can call the admin. I'm having to do all the work to resolve this.

It should not have been removed

Rohan Prajapati

Okay, so you are saying that you have been paying for it in the past. If so, I will need to check with billing. Additionally, since you need it urgently, I will need some time to replace your Office 365 with MS Excel 2016, as only then will you be able to use MS Excel 2016 on the server.

Patricia.freelancesolutions@...

what ever is needed

im being asked by the admin to provide an excel report and can't do it

Rohan Prajapati

Please note that we don't remove anything from the server without the account owner's approval can see, you have only MS Office 365 on the server since you onboarded with us, and MS Office 3 requires a paid subscription to use.

Patricia.freelancesolutions@...

please contact the admin for what ever is needed. Maybe he has a paid subscription that can be used.

Rohan Prajapati

Sure, Patricia, I will contact Richard and discuss this with him, then update you via this email: patricia.freelancesolutions@gmail.com. Will that be okay?

Patricia.freelancesolutions@...

I recall that he was paying about \$5 more for me to have access to excel

yes

Rohan Prajapati

No problem, I will contact him shortly and discuss this with him.

Is there anything else I may help you with ?

Patricia.freelancesolutions@...

no. I appreciate the assistance so that I can continue with my work

Rohan Prajapati

I also appreciate your patience and thank you for your understanding

Thanks for the confirmation !

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how you are 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 Selfcare Portal.

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73582 PRATIK.G

Email: pratik.g@myrealdatalnet.rdp

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Secs

City: DUNCAN

State: British Columbia

Country: CANADA

Chat Transcript

Chat E

PRATIK.G Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

PRATIK.G Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

PRATIK.G I'd like to report an Issue

Acebuddy Please select an option!

PRATIK.G Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
PRATIK.G	ACE cloud is covering both the screens and I am unable to use my local computer side by side
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
PRATIK.G	Hello Pratik
PRATIK.G	Hello Shashwat!
Shashwat Verma	I will surely help you with this issue.
PRATIK.G	Thank you :)
Shashwat Verma	May I take the remote access of your local computer?
PRATIK.G	yes please
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
<u>https://assist.acecloudhosting.com/join/4242500152</u>	
PRATIK.G	Okay
Shashwat Verma	Kindly Click on the link and open the downloaded file.
PRATIK.G	Done
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
issue resolved on remote session	
It would be great if you could share your feedback after this chat ends. Thanks in advance!	
Thank you for choosing ACE cloud Hosting, you have a wonderful day.	
You may end this chat now. Once you end this chat, you will receive an email from us regarding the conversation, along with a ticket number and survey feedback form.	
I request you to kindly spare a moment to fill that out for me so that my managers can know how you are 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 Selfcare Portal (https://selfcare.acecloudhosting.com).	
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Shashwat Verma has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73955 Paul Sherman

Email: paul@scs.com ☎ 17814834467

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: 1 Min 2 Secs

City: SHARON

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Chat Du

Paul Sherman	Hello, I am your Acebuddy
Acebuddy	Hello Paul, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Paul Sherman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Paul Sherman	I'd like to report an Issue
Acebuddy	Please select an option!
Paul Sherman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Paul Sherman	I cannot login 2FA server not available
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

Paul Sherman

Hello

Sharath Kumar

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

Paul Sherman

Client ID - CID74744

I cannot login

it says 2FA server not available

Sharath Kumar

Hello Paul, allow me a moment to look into this for you

Paul Sherman

Thank you...

I also need help with two services and sharing a folder please

Sharath Kumar

Thank you for your patience. There is an update being applied to the 2FA server, please try signing in again after 30 minutes.

Please let me know about this

Paul Sherman

I need to connect to the server to add the service.....

The service Client Server ODBC should start automatically

and should restart if it stops

Also share the Sage 100 Workstation folder on the C drive full control all users please

Sharath Kumar

got it, let me connect to the server and do this first

Paul Sherman

ok

Sharath Kumar

Still working on it, a couple more minutes please

Paul Sherman

ok

ok

Sharath Kumar

Paul, I am unable to find this service

Paul Sherman

Sage 100 ODBC client server service?

Sharath Kumar

Oh I see it now

Sage 100 ERP Client Server ODBC Driver Service

Paul Sherman

great and also share the sage 100 2024 workstation folder on the C drive for all users full control please

finally the D:\sage folder should also be shared full control all users as well please

I have work to do why is there an update preventing login in the morning?

Sharath Kumar

For the folder permissions, I will require an email request from you

Paul Sherman

to whst email

what

Sharath Kumar

to support@acecloudhosting.com

Paul Sherman	sent
Sharath Kumar	Thank you
	I will keep you posted shortly on the folder permissions, and I was unable to start the service for (as a server restart is required
Paul Sherman	great
	let me know when I can logj again
Sharath Kumar	I will restart the server, provide users with appropriate folder permissions and update you an ema once the 2FA update is completed.
	This should not take too long
	anything else that I may assist you with?
Paul Sherman	ok, thank you
	I have urgent work to do
Sharath Kumar	absolutelty, as soon as it is done, I will send you an email
	or try in 20 minutes, it should be updated by then
Paul Sherman	Thank you
	20 more minutes... Bummer...
	Its working hours...
Sharath Kumar	totally agreed, but since it is a security related update, the team did not wait for afterhours to ins the update
Paul Sherman	ok bye
	<i>paul has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74591 Elizabeth Llamas

Email: ellamas@archwestcapital.com ☎ 19495779315

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat

Chat Transcript

Elizabeth Llamas	Hello, I am your Acebuddy
Acebuddy	Hello Ellamas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Elizabeth Llamas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Elizabeth Llamas	I'd like to raise a Request
Acebuddy	Please select your request type.
Elizabeth Llamas	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating reason for server reboot and the support team will be happy to update you on the task's completion
	Do you need any further assistance on the topic?
Elizabeth Llamas	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

#74419 Lilian Gonzales

Email: info@islaccounting.com  31639121572
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: 48 Secs
City: HAARLEM
State: Noordholland
Country: NETHERLANDS

Chat Transcript

Chat D

Lilian Gonzales	Hello, I am your Acebuddy
Acebuddy	Hello Lilian Gonzalez Diaz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lilian Gonzales	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lilian Gonzales	I'd like to report an Issue
Acebuddy	Please select an option!
Lilian Gonzales	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Lilian Gonzales	app not present on the 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>
Lilian Gonzales	Hi Sarath
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today
Lilian Gonzales	my user is LILIAN_IAC
Sharath Kumar	Hello Lillian, could you let me know the application that is missing
Lilian Gonzales	I am seeing that in my serves the app Drake Tax 2024 has been uninstalled
	I only see Drake Accounting, but I am missing Drake Tax
	last time I used it was Tuesday
Sharath Kumar	allow me two minutes to check some details

Lilian Gonzales	thank you
Sharath Kumar	Thank you for your patience.
	I have added Drake 2024 to your desktop
	could you try accessing the application and let me know the result
Lilian Gonzales	done! thank you!!
	have a nice day
Sharath Kumar	My pleasure!
	Is there anything else I may help you with ?
Lilian Gonzales	no, all good
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how you are 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 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

#74790 mike

Email: mike@backstoptax.com  6026867247

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat D

mike	Hello, I am your Acebuddy
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mike	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mike	I'd like to report an Issue
Acebuddy	Please select an option!
mike	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
mike	Explorer is still not responding.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	Hi Mike, I already know the issue.
mike	ok
Shivam Singh	Allow me to take remote access of your local
mike	Ok
Shivam Singh	Prior providing the access, I would suggest you close any important documents at your end.
mike	All good
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/3402140861
	We're currently connected through the remote session and will start troubleshooting right away. I'm placing the chat on hold while we work on the issue, so please don't disconnect. Once we've resolved everything, just let me know here in the chat.

As discussed, over the Zoho assist session, we are closing the chat.

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how 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 Selfcare Portal (<https://selfcare.acecloudhosting.com>).

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73696 zbashir

Email: zbashir@braeden.com ☎ 7138221521

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: SPRING

State: Texas

Country: UNITED STATES

Chat Transcript

Chat D

zbashir

Hello, I am your Acebuddy

Acebuddy

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

	Whom Would You Like to Connect With?
zbashir	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
zbashir	I'd like to raise a Request
Acebuddy	Please select your request type.
zbashir	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
zbashir	QuickBooks
Acebuddy	<p>Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.</p> <ul style="list-style-type: none"> • QuickBooks Year • Variant : Pro / Premier / Enterprise / Accountant • License Number • Product Code
	<p>Generally, application upgrades are completed during the night hours to avoid any downtime. Please specify if you need the request processed at a specific time.</p> <p>Do you need any further assistance on the topic?</p>
	<p>As we haven't got any response from your end, We are closing this chat. If you still need assistance Kindly re-initiate the chat.</p>

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74745 brinkhilar

Email: brinkhilar@gmail.com **Phone:** 2094031471

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 15 Secs

City: LODI

State: California

Country: UNITED STATES

Chat D

Chat Transcript

brinkhilar	Hello, I am your Acebuddy
Acebuddy	Hello Brinkhilar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brinkhilar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
brinkhilar	I'd like to report an Issue
Acebuddy	Please select an option!
brinkhilar	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
brinkhilar	I can not open on my laptop. We fixed this issue on my desktop 2 days ago.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today
brinkhilar	good morning
Manish Singh	Good Morning BrinkHilar
	How may I assist you with? (Edited)
brinkhilar	I cant seem to open the portal to get to my QB. We fixed this on the desktop 2 days ago but today have to work from home and need help being able to open on my laptop
Manish Singh	I will surely help you with this issue.
	May I take the remote access of your local computer?
brinkhilar	yes
Manish Singh	https://assist.acecloudhosting.com/join/8022203557
	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 the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, ki give your confirmation on this chat.

Is there anything else I may help you with ?

brinkhilar

thank you everything is back to normal

Manish Singh

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking smileys at the end of this chat.

brinkhilar

I will 100%

Manish Singh

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how 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 Selfcare Portal (<https://selfcare.acecloudhosting.com>).

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74703 susan

Email: ms.rsplumbing@gmail.com ☎ (251) 487-1496

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: FAIRHOPE

State: Alabama

Country: UNITED STATES

Chat Transcript

Chat C

susan	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?
susan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
susan	I'd like to report an Issue
Acebuddy	Please select an option!
susan	Password Reset
Acebuddy	Please select an option below
susan	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
susan	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>
susan	hi I need a password rest for myreldata/MeganS.npro
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
susan	ok\
Sharath Kumar	Hello Megan, one moment while I look into your account
susan	okay
Sharath Kumar	Thank you for your patience.
susan	no problem
Sharath Kumar	In order to reset your password an email will be required to be sent to support@acecloudhosting.com
susan	I did send an email
Sharath Kumar	Thank you for letting me know, let me quickly check that

susan	okay
Sharath Kumar	alright, I did find your email and I will be providing the new password to you shortly on that same email address
susan	okay
Sharath Kumar	working on resetting the password, anything else that I may assist you with in the meantime?
susan	that was all
Sharath Kumar	alright, you may end this chat as I will be sharing the password in 5 minutes. 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

#74764 bwalliser1

Email: bwalliser1@comcast.net ☎ 303-880-9556

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: SCOTTSDALE

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Du

bwalliser1	Hello, I am your Acebuddy
Acebuddy	Hello Blake Walliser, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	

bwalliser1	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bwalliser1	I'd like to report an Issue
Acebuddy	Please select an option!
bwalliser1	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
bwalliser1	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps m help you with resolving the issue
	Was that helpful?
bwalliser1	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>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you to
bwalliser1	Hello
	Quickbooks is not starting. When I double click the desktop icon nothing happens
Anjainay Singh	I am looking into the issue just allow me two minutes so that I can analyse it
bwalliser1	ok
Anjainay Singh	Could you please send the screenshot of error while trying to open QB
bwalliser1	well there was no error message. Just nothing happened. Now it looks like this is happening
	<i>9:46:37 PM bwalliser1 is sharing a file with you</i>
	<i>image.png - (Size:521.82 KB)</i>
	and it is stuck on this
	and now that just went away
Anjainay Singh	I am fixing the issue at my end just allow me some time
bwalliser1	ok
Anjainay Singh	We need to reboot the server
bwalliser1	ok I logged out
Anjainay Singh	We have rebooted the server
bwalliser1	ok trying to log back into the desktop

	new error message
Anjainay Singh	Please try to launch QB Pro 2022 once again
	Please send the screenshot of error
	<i>9:53:11 PM bwalliser1 is sharing a file with you</i> <u>1_image.png</u> - (Size:89.82 KB)
	Please try to close QB and launch it after 1 minute
bwalliser1	ok
Anjainay Singh	Please try to launch it once again
bwalliser1	yes it is working now
Anjainay Singh	Apart from this issue is there anything else I can assist you with .
bwalliser1	appreciate your help
	all good
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
bwalliser1	sure
Anjainay Singh	Please click on smile to provide your positive feedback
	You may end this chat if everything is fine at your end
bwalliser1	thank you!

Blake Walliser has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73674 zamran

Email: zamran@aghstore.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: 1 Min 2 Secs

City: SARASOTA

State: Florida

Country: UNITED STATES

Chat D

Chat Transcript

zamran	Hello, I am your Acebuddy
Acebuddy	Hello Zamran Yousaf, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
zamran	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
zamran	I'd like to report an Issue
Acebuddy	Please select an option!
zamran	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
zamran	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
zamran	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>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
zamran	Hi Yash, the server name is AGH_Staff3 User name : Zamran
Yash Kalra	Kindly allow me two minutes to check the same.
zamran	sure
Yash Kalra	Please check if the issue is resolved?
	Please try to re-login now.
zamran	So it happens whenever i hit print.

	it gets frozen
Yash Kalra	Please confirm is it's happening with all the users? (Edited)
zamran	Nope. Only on this computer
Yash Kalra	May I take the remote access of your server?
zamran	it's working now.. I just checked it
	Thanks
Yash Kalra	Is there anything else I may help you with ?
zamran	No that was it
	Thank you so much
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 Smilies.
	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 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 know how you are 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 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

#74152 Efigenia Van Meter

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

Department: Support(QB & App Hosting)

Operator: Sandeep Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 13 Secs

City: DASMARINAS

State: Cavite

Country: PHILIPPINES

Chat Du

Chat Transcript

Efigenia Van Meter	Hello, I am your Acebuddy
Acebuddy	Hello Efigenia G Van Meter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Efigenia Van Meter	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Efigenia Van Meter	I'd like to report an Issue
Acebuddy	Please select an option!
Efigenia Van Meter	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Efigenia Van Meter	Case # 650464
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sandeep Kumar accepted the chat transfer request.</i>
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.
	Hi Efigenia, How are you doing today?
Efigenia Van Meter	Ok Thank you
Sandeep Kumar	Kindly allow me 3-4 minutes to check the same.
Efigenia Van Meter	Can you please check on my outlook e-mail. The outlook app is showing a red x mark and I have tried to click the send & receive button so the email would send. It is slow, it appears in my laptop computer
	I did not try the one in the server if it is showing the same.
Sandeep Kumar	This message has been deleted
	May I take the remote access of your local computer?
	Efigenia, are you there?

Are we still connected here?

As you are already connected with us over the call, I'm ending this chat.

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

Sandeep Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74734 Colleen Tilp

Email: colleen.tilp@gmail.com ☎ 6234650061

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 51 Secs

City: NEW RIVER

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duratio

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

Colleen Tilp	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Colleen Tilp	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Colleen Tilp	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Colleen Tilp	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Colleen Tilp	We need to install our company file into a new user on her server
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Vignesh Arul accepted the chat transfer request.

Vignesh Arul is transferring the chat to Anurag Sharma.

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 Colleen
Colleen Tilp	Hello, someone just helped me setup the server but we need to import the company file to her QB
Anurag Sharma	I will surely help you with the issue.
	Kindly help me with your server name and user name?
Colleen Tilp	RVLandscape and AshleyO
Anurag Sharma	Thanks for the confirmation.
	Kindly allow me two minutes to check the same.
Colleen Tilp	ok
Anurag Sharma	Thank you for your patience.
	May I take the remote access of your local computer? (Edited)
Colleen Tilp	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.

Colleen Tilp	its good
Anurag Sharma	https://assist.acecloudhosting.com/join/2962260222
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	After this chat we will send you an email with the QB application update completion
Colleen Tilp	thanks so much for all your help
Anurag Sharma	Please try to login back to the server and recheck the issue it should be fixed after that.
	Is there anything else I may help you with ?
Colleen Tilp	no that was it
Anurag Sharma	Thank you so much Colleen for such a wonderful chat session.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

