

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74666 assembly

Email: assembly@rortax.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 6 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

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 raise a Request
Acebuddy	Please select your request type.
assembly	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?
assembly	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra is transferring the chat to Rohan Prajapati.

assembly Hello, I need to update Lacerte 24

Hello?

Rohan Prajapati has not responded for the transfer request.

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

assembly Hello

Ashutosh Mishra We apologize as there was some glitch on our end that resulted in response delay.

assembly No problem

Ashutosh Mishra I understand you want to update an application, please let us know the name and version for the same.

assembly Lacerte 24

Ashutosh Mishra I will be surely assisting you with this. Kindly help me with your server name?

assembly ROR Tax

Ashutosh Mishra Thanks for the confirmation !

Kindly allow me two minutes to check the same.

We are unable to update the program as one of the users is still logged in the server.

Would it be okay if we update during night hours.

assembly We would prefer to update now, are you able to kick them out?\

Everyone has told me they are out

Ashutosh Mishra Sure, let me check again and initiate update.

I have started the update, it will take 10-15 minutes to complete.

Is there anything else I may help you with ?

assembly Thank you, that is all

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

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

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

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73508 Stanislav Gokhman

Email: sgokhman@makeitrealplay.com  4109958569

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 YORK

State: New York

Country: UNITED STATES

Chat Transcript

Stanislav Gokhman	Hello, I am your Acebuddy
Acebuddy	Hello Stanislav Gokhman, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Stanislav Gokhman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stanislav Gokhman	I'd like to raise a Request
Acebuddy	Please select your request type.
Stanislav Gokhman	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re-completion.
	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

#74454 help

Email: help@triadcyersolutions.com ☎ 3362999989

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: 1 Min 11 Secs

City: ORANGEBURG

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>
help	hi Pradeep
Pradeep Kumar	Thank you for contacting acecloudbhosting. My name is Pradeep how may I help you for today?
	<i>12:38:58 AM help is sharing a file with you</i>
	<i>1_image.png - (Size:17.46 KB)</i>
help	facing this error when connecting to the server
Pradeep Kumar	Allow me a moment let me transfer the chat to the concerned team,

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

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
help	ok next
	go on man
	I already sent the issue
Ashutosh Mishra	I understand you are not able to connect to the server.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
help	tcssecuredsvr.myrealdata.net
	username Anne.g
	speed up
Ashutosh Mishra	Thanks for the confirmation !
	I see you are logged in the server, i will log you out. Try to reconnect and see if issue persists.
help	wait
	this issue donot comes every time
	just figure out why this popup comes??
	like this is an issue on your backend
	address me what it is
	why user face this issue again and again
Ashutosh Mishra	This is an error related to some application on the server which is missing an extension file.
help	so just figure it out
Ashutosh Mishra	Kindly allow me two minutes to check the same.
help	ok take 2 mins
Ashutosh Mishra	May I take the remote access of your server?
help	wait
	sure
	for only 2 mins
	as user is working
Ashutosh Mishra	Prior providing the access, I would suggest you close any important documents at your end.
help	nope cant close
	wait
Ashutosh Mishra	Kindly Click on the link and open the downloaded file.

	https://assist.acecloudhosting.com/join/7912113590
help	ok do one thing
	I'm calling the user
	just wait
Ashutosh Mishra	Sure, please take your time
help	ok so the user is working on some imp task so schedule it for tomorrow but stil you can investigate without taking the ses
Ashutosh Mishra	We are running a scan from the backend; we will also initiate a Windows update during night hours that should resolve th
help	Just make it sure don't do anything which can affect the sever as user is working on it right now yes late night when the server is not occupied you can do that
Ashutosh Mishra	Thanks for the confirmation !
	I will email you for the same once the chat session ends.
help	also update me with every action you take via email
	can create a case
	so what backend scan show
Ashutosh Mishra	This can take some time; however, I can inform you the issue is related to a minor Windows application. It should not affe
help	got it but make it sure that this issue should be resolved as user is using tax sofwares which is very critical so dont want any kind of error no matter if it effects the work or nor
Ashutosh Mishra	Rest assured; we will have the backups of your server. This will be completed on higher priority. Once the updates are con reoccur. Is there anything else I may help you with ?
help	got it let me know when the issue is resolved at your earliest convinence.
	nope thaats all
Ashutosh Mishra	Yes, i will send you updates once this is done. I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74615 okaganova

Email: okaganova@fpdsolutions.com  15032721036

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

okaganova Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

okaganova Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

okaganova I'd like to raise a Request

Acebuddy Please select your request type.

okaganova Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co

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

okaganova Yes, I'm facing issues with my server

Acebuddy Please select an option!

okaganova QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
okaganova	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the <i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74617 parker

Email: parker@yourgolfpackage.com ☎ 18436282839

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPad

Browser: Google Chrome

Device: Mobile

City: MYRTLE BEACH

State: South Carolina

Country: UNITED STATES

Chat Transcript

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

	Please select your request type.
parker	Password Reset
Acebuddy	Please select an option below
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the <i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73906 Test Account

Email: test@test.com  +917878787878

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: 5 Secs

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Test Account	Hello, I am your Acebuddy
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Test 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>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	<i>test has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74641 Ashlee Maitland

Email: office@sadlonandassociates.com **Phone:** 18282000079

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: 39 Secs

City: FRANKLIN

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

Ashlee Maitland	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ashlee Maitland	I'd like to report an Issue
Acebuddy	Please select an option!
Ashlee Maitland	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ashlee Maitland	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ashlee Maitland	Could not initialize license properties
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
<i>Yash Kalra is transferring the chat to Sharath Kumar.</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Ashlee Maitland	Hi Sharath my name is Ashlee
	I sent a message asking for our quickbooks to be updated to the latest version, quickbooks desktop 2024. I also sent a message asking if I could continue using quickbooks. today I logged in and there is only quickbooks desktop 2022, the version we were using. I am unable to use quickbooks
Sharath Kumar	Sorry to hear about your trouble, Ashlee.
	could you please let me know if there was a ticket number generated for your request to update QuickBooks
Ashlee Maitland	661183
Sharath Kumar	Thank you, one moment while I quickly check this
Ashlee Maitland	Product number- 953332 License number- 239163604386743
	I think the ticket was closed but I never got a resolution and we are unable to use quickbooks now
Sharath Kumar	Thank you for the information and when would you like to start working on QuickBooks Pro 2024
Ashlee Maitland	I need to use quickbooks right now so whenever I can
Sharath Kumar	Understood!
Ashlee Maitland	it may be better to reinstate the 2022 version and update to the 2024 overnight? im not sure how long the process will take
Sharath Kumar	My colleague has been taking follow ups with you but there was no response. The ticket is still open with us

	absolutely, I can do that
Ashlee Maitland	Oh Im not sure ive received any messages.
Sharath Kumar	May I take remote of your server session to check some settings
Ashlee Maitland	Please
Sharath Kumar	No worries, I will respond to the same ticket shortly
	One moment please
	may I ask what is the username that you are signed in with
Ashlee Maitland	Ashlee.npro1
Sharath Kumar	Thank you, I see your account now
	Prior providing the access, I would suggest you to close any important documents at your end.
Ashlee Maitland	okay
Sharath Kumar	I have just sent you the request, check your remote session for a prompt
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it resolved, kindly give your confirmation on this chat.
	Hi Ashlee, we got disconnected
Ashlee Maitland	I just pulled it back up
	sorry my computer went to sleep
Sharath Kumar	thanks, sending you the request again
	<i>8:33:02 PM Ashlee Maitland is sharing a file with you</i> <u>Screenshot 2025-03-25 at 11.02.57 AM.png</u> - (Size:108.35 KB)
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73795 David Weinstein

Email: david@davidweinsteincpa.com ☎ 19149071180

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: 53 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	Hi Do you have an indian number which an outsourced Indian accountant can contact you?
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 David
David Weinstein	Hello
	Chetan is joining my team and is having trouble
Manish Singh	Alright
David Weinstein	Is chat the only way he can get help?
Manish Singh	You can either share the link for instant chat with Chetan regarding the issue he's facing, or if you prefer, you can provide assistance.
	https://www.acecloudhosting.com/support-chat.php

	Link for Instant chat
David Weinstein	Ok, thank you
Manish Singh	Is there anything else I may help you with ?
David Weinstein	He said his number is 9004973014
Manish Singh	Alright, we will call back Chetan and help him with the issue.
	May I know what exactly the issue he is facing?
David Weinstein	Can you call him now. I want him to have access to 2 monitors
Manish Singh	Alright
	<i>7:14:55 PM Manish Singh is sharing a file with you image.png - (Size:32.39 KB)</i>
	<i>David Kindly ask Chetan to Check this icon in the picture of RDP settings.</i>
David Weinstein	I did it was sent in an email
	<i>7:16:32 PM David Weinstein is sharing a file with you image.png - (Size:63.05 KB)</i>
Manish Singh	Is the issue still not resolved?
	Let me share a link to the remote session ask Chetan to open that link in his local computer from where he is trying to acc
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73704 Stephanie Moore

Email: stephanie@thedeliveryauthority.com  6305423466

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 13 Secs

City: NAPERVILLE

State: Illinois

Country: UNITED STATES

Chat Transcript

Stephanie Moore	Hello, I am your Acebuddy
Acebuddy	Hello Stephanie Carter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephanie Moore	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephanie Moore	I'd like to report an Issue
Acebuddy	Please select an option!
Stephanie Moore	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Stephanie Moore	REmote desktop login
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Stephanie Moore	Good morning. I am working remote today and I don't have the login for my remote desktop because this is a new compu
	<i>Gaurava Tyagi accepted the chat transfer request.</i>
	<i>Gaurava Tyagi is transferring the chat to Rohan Prajapati.</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 Stephanie, How are you doing today ?
Stephanie Moore	i'm fine, except that I'm trying to get into my remote desktop and can't because this is a new computer and my user nam
	I'm working remote today
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.

Stephanie Moore	thanks!
Rohan Prajapati	Stephanie, I'm generating the new RDP file for you. Kindly allow me few minutes
Stephanie Moore	ok, that will not change what my password already is on my work computer correct?
Rohan Prajapati	No Stephanie, It will not change the Password. https://we.tl/t-AG6ARn715W
	I have uploaded the RDP file on it. Please download it on your new computer and login to the server using the existing Password.
Stephanie Moore	it works! Thank you so much
Rohan Prajapati	Is there anything else I may help you with ?
Stephanie Moore	nope, that's perfect. thank you.
Rohan Prajapati	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 this conversation, along with a summary of our interaction. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation and 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

#74042 Ana

Email: ana@fasttracconsulting.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 42 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Ana	Hello, I am your Acebuddy
Acebuddy	Hello Ana, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ana	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ana	I'd like to report an Issue
Acebuddy	Please select an option!
Ana	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ana	I am unable to see taskbar and desktop icons on RDP.
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.
	Hello Ana, could you please confirm if you just signed into the server or did the items disappear all of a sudden
Ana	items disappear while working
Sharath Kumar	additionally, are you able to see your cursor on the server
Ana	I restarted RDP twice but didn't work
	yes I can see cursor
Sharath Kumar	alright, one moment while I connect to your remote session
Ana	but desktop is black, nothing is visible
Sharath Kumar	do you see a prompt on the server to allow access?
Ana	nope

Sharath Kumar	what about now?
Ana	no I don't see any request from yours
Sharath Kumar	May I log you off from the server, I hope that there is nothing to be saved
Ana	you can
Sharath Kumar	Thank you for the confirmation, I have just signed you out
	Please try signing in again and let me know if everything is working now
Ana	I logged in on RDP. It never logged me out
	I am logged in Kathleen RDP
Sharath Kumar	SICB_Kathleen, is the username, right?
Ana	yes
Sharath Kumar	There you go!
Ana	Thanks a lot
Sharath Kumar	My Pleasure!
	Anything else that I may assist you with before I disconnect from the remote session?
Ana	nope we are good
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation 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

#73592 Tori Durrant

Email: tori@salestaxsolutions.us  8018921062

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Visitor Details

#74255 Greg

Email: gregf@qandstech.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Greg	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

#73415 Kerry Durkin

Email: kerrydurkincpa@lynndurkincpa.com  7813781845

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: 25 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

	I'd like to report an Issue
Acebuddy	Please select an option!
Kerry Durkin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kerry Durkin	issue with my onedrive
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 Kerry, How are you doing today ?
Kerry Durkin	great you?
Rohan Prajapati	That's Great. I'm good too, thanks for asking.
	I will surely help you with this issue.
Kerry Durkin	great
Rohan Prajapati	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
Kerry Durkin	ok
Rohan Prajapati	Thanks for the confirmation !
	<i>7:11:30 PMKerry Durkin is sharing a file with you image.png - (Size:8.59 KB)</i>
Kerry Durkin	this is the error I'm getting
Rohan Prajapati	Thanks for the information
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly accept the remote session request once you see it on your server screen.
Kerry Durkin	okay
	accepted
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting resolved, kindly give your confirmation on this chat.
	Can you open that again ?
	Kindly allow me some time to check the same (Edited)
Kerry Durkin	ok cna i use my computer in the meantime
Rohan Prajapati	Yes
Kerry Durkin	

	do you need the comp now
Rohan Prajapati	Yes I need it
	That is the file on which you are getting that message right ?
Kerry Durkin	yes
Rohan Prajapati	Kindly re-open it from the File Explorer.
	It doesn't seem to be an error; rather, it is a message indicating that it's still being uploaded, and you can close it if you w
Kerry Durkin	no it's an error this keeps happening and it's not loading the changes it will just sit on this for hours
Rohan Prajapati	Let's do one thing, just sign out from the one drive and login back once Kindly check now once May I know if the changes you're making to this specific Excel sheet are being saved, despite this message? (Edited)
Kerry Durkin	my changes are not being saved and not merging with the updates made by others
Rohan Prajapati	Okay let's open the same sheet on Excel Web
Kerry Durkin	can i do it? that's the wrong one
Rohan Prajapati	Ohh Yes sure Kindly sign in Please try to save here
Kerry Durkin	looks like it's updated here
Rohan Prajapati	Okay, so now you can work on this for now and turn off OneDrive syncing for this particular file on file explorer. (Edited)
Kerry Durkin	okay thank you
Rohan Prajapati	Is there anything else I may help you with ?
Kerry Durkin	no 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 this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74038 ymehta

Email: ymehta@accountingresourcesinc.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: TIRUPUR

State: Tamil Nadu

Country: INDIA

Chat Transcript

ymehta Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

ymehta Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

ymehta I'd like to report an Issue

Acebuddy Please select an option!

ymehta QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
ymehta	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?
ymehta	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>Gaurava Tyagi accepted the chat transfer request.</i>
	<i>Gaurava Tyagi is transferring the chat to Sharath Kumar.</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
ymehta	I had raised a ticket 656573 couple of days ago. However, the issue has recurred again.
	<i>2:57:30 PMymehta is sharing a file with you</i>
	<i>image.png - (Size:11.18 KB)</i>
Sharath Kumar	Hello Yashit, I do remember the ticket
	could you let me know if it is the same company file
ymehta	yes !
	Also, I was able to get into the original file itself the other day.
	However, I can't login today again
Sharath Kumar	Understood, and what about the other company files, are those accessible
ymehta	yes!
Sharath Kumar	Alright, looking into it, please bear with me for a few minutes
ymehta	okay
Sharath Kumar	Thank you for your patience.
	Please log out and sign back in to the server by using the logout icon provided on the desktop
	and then try accessing the company file
	Are we still connected here?
ymehta	yes
	Still can't access
Sharath Kumar	Travelers Championship QB 2023 -this is the file, right?
ymehta	yeah
Sharath Kumar	I have placed a new folder on your desktop

A restored version of this file from a couple hours ago is in it
try accessing that

Folder's name on your desktop is "New Folder"

ymehta Nope ! Still cannot access

Sharath Kumar I have places another version from yesterday, please give it a try

ymehta where is it saved

Sharath Kumar new folder on your desktop

ymehta No ! I am getting the same error

Sharath Kumar Is there anybody else who currently has access to this file

ymehta The other day one of my colleagues was able to login. However, I was able to login after they logged in yes!

I think multiple people have access.

Sharath Kumar I see, what about the applications that you use?

is it just QB Premier or you use both Premier and Enterprise

ymehta I am unaware if it is QB premier or QB enterprise.

Enterprise most likely.

Sharath Kumar got it, may I take a remote session

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

ymehta accepted

Sharath Kumar COulkd you please let me know the company file password as I need to test something

Are we still connected here?

Are we still connected here?

ymehta Hi ! Would you be able to resolve without accessing the file ?

I would need confirmation before sharing the password.

Sharath Kumar i need to open the file at my end, as i have made some changes, its fine if you are not comfortable

Please try at your end

and kindly accept my request on your server screen

ymehta okay! Seems like I have got in now

Sharath Kumar great! glad to heat that

coudl you close it out and test it once more

ymehta Can you let me know why this is a recurring issue?

Logged off and got in again

Sharath Kumar	Permission issue with QB that I have now corrected, I am pretty sure that this should not recur again
ymehta	Oh okay!
	Thanks for your assistance
Sharath Kumar	Is there anything else I may help you with ?
ymehta	Nothing else! Thank you
Sharath Kumar	My pleasure, sir!
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation 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

Hi, I need support on accessing my user list on quick hosting

Visitor Details

#73940 gabriella

Email: gabriella.gallo@lamborghini.us  9144630799

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: https://www.acecloudhosting.com/quickbooks-hosting/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=acehosting&utm_adgroup=Primary&gad_source=95xgs7SuYGsPuYaArdXEALw_wcB

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: RIDGEFIELD

State: Connecticut

Chat Transcript

gabriella Hi, I need support on accessing my user list on quickbook remote hosting

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

gabriella Hi. We already have your services, but I am taking over from another colleague that left the company
I know we have an admin user in remote desktop but I don't know who it belongs too, and how to change the password

Siddhant Hi Gabriella, may I confirm your business name or the CID?

gabriella CID 68653

Siddhant Okay, I am transferring this chat to the support. They will be assisting you further.

gabriella ok thank you

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

Shashwat Verma accepted the chat transfer request.

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

Hello gabriella

gabriella hi

Hi. We already have your services, but I am taking over from another colleague that left the company
I know we have an admin user in remote desktop but I don't know who it belongs too, and how to change the password
this I mean when I log in the remote desktop

Shashwat Verma I will surely help you with this issue.

gabriella@atlanticstate.dev, is the registered email with us.

gabriella yes

Shashwat Verma Do you want to change the password of any particular user right?

gabriella I became the primary contact instead of Julia@atlanticstate.dev

Shashwat Verma Yes,
Gabriella Gallo, also registered as POC

gabriella I want to know who the Admin user is allocated to

If I am the primary I should be able to see it and change the password

Shashwat Verma Yes you can do that by using myportal.

gabriella but I do not see the Admin user

meaning, when I log in the remote desktop

I can enter quickbooks using

my user

or a username called "Admin"

But I don't see it in the list of users

Shashwat Verma

Gabriella, being admin on server and admin on quickbooks are two different cases.

If you want to have admin access to QuickBooks then you need to connect to intuit as your license is client pre-owned on

gabriella

ok I should be f both

of

Can you explain better?

what I need to d

do

Shashwat Verma

Sure

The QuickBooks license you are using is owned by you. We are just hosting the application on the server. If you need the previous admin or Intuit, the owner of the application, for support

Nevertheless, if you have any confusion, we can provide a 3 way callback for the same

gabriella

Ah ok, so I guess Julia my colleague is at this point

Shashwat Verma

Okay, do you want us to provide the call-back or you want to connect to julia directly?

gabriella

I'll connect with Julia. Thank you

Shashwat Verma

Perfect

Is there anything else I may help you with ?

gabriella

no thanks

Shashwat Verma

It would be great if you could share your feedback after this chat ends. Thanks in advance!

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

gabriella

Shashwat Verma

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

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

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

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

#74012 Darla Worden

Email: accounting@wildwoodpools.com ☎ 15593014665

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: FRESNO

State: California

Country: UNITED STATES

Chat Transcript

Darla Worden Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Darla Worden Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Darla Worden I'd like to raise a Request

Acebuddy Please select your request type.

Darla Worden Password Reset

Acebuddy Please select an option below

Darla Worden Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@acecloudhosting.com and mention the user 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?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74732 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: 29 Secs

City: NEW RIVER

State: Arizona

Country: UNITED STATES

Chat Transcript

Colleen Tilp Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Colleen Tilp Managed IT

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

Acebuddy (bot) forwarded the chat request

mayank accepted the chat transfer request.

mayank 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 wi

Hello Colleen

Colleen Tilp Hi, I am on Ashley Olaiz's computer and we downloaded her server but I can't it, it's on a Mac.

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

Colleen Tilp she is AshleyO@myrealdata.net and we are RVLandscape

Anurag Sharma Thanks for the confirmation !

May I take the remote access of your local computer?

Colleen Tilp yes please

Anurag Sharma Prior providing the access, I would suggest you to close any important docum

<https://assist.acecloudhosting.com/join/8642127307>

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

Colleen Tilp I reset her pw on another computer that was logged in

Anurag Sharma Okay

The issue seems to be resolved.

Is there anything else I may help you with ?

Colleen Tilp no that was it thank you

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 on 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 with a confirmation message, 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 manager can review it. 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 self-care portal (<https://selfcare.acecloudhosting.com>).

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73568 tim

Email: tim@theledgerfirm.com ☎ 8177239294

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Mins 33 Secs

City: FT WORTH

State: Texas

Country: UNITED STATES

Chat Transcript

tim Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

tim Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

tim I'd like to raise a Request

Acebuddy Please select your request type.

tim Setup Ace Server

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

tim Microsoft Windows

Acebuddy Please Click on the below link and use the "RDP Generator Tool" to setup the
on your Windows PC

Do you need any further assistance on the topic?

tim Yes

Acebuddy Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma is transferring the chat to Ashutosh.

Ashutosh accepted the chat transfer request.

tim Hi. I am still unable to log in. Ticket ID: 652838

Ashutosh Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be a

tim Thank you.

Ashutosh I will surely help you with this issue.

Kindly allow me two minutes to check the same.

tim Yes, please. Thank you.

Ashutosh May I take the remote access of your local computer?

tim Yes.

Ashutosh Kindly close all important tabs and documents for not to breach any security

tim Thank you. We can start.

Ashutosh I have sent you a link over your email to join remote session.

tim ok. just a minute please.

Thanks.

Thank you.

I will use the shortcut. I appreciate your help today.

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

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

Ashutosh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74097 Josh Tischler

Email: jtischler@standardwellness.com ☎ 14193074381

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: WEST CHESTER

State: Ohio

Country: UNITED STATES

Chat Transcript

Josh Tischler Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Josh Tischler Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Josh Tischler I'd like to raise a Request

Acebuddy Please select your request type.

Josh Tischler Change in Users

Acebuddy Please select your desired option!

Josh Tischler User Addition

Acebuddy Registered Account Owners have the ability to add/disable users via MyPortal owner, Please refer to the following link for a detailed guide on how to manaç

	Do you need any further assistance on the topic?
Josh Tischler	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Josh Tischler	thanks
	<i>Anjainay Singh accepted the chat transfer request.</i>
	ticket number 658913
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I wil
Josh Tischler	thanks
Anjainay Singh	I am going through the ticket , please allow me two minutes so that I can ass
Josh Tischler	thanks. I would add the user myself however ACE MyPortal does not let me go forget my password. Could you please handle this for me?
Anjainay Singh	We have received the details on ticket and we will add the user on your behalf completed we will inform you over an email
Josh Tischler	thank you
Anjainay Singh	We will send the user detail on that email
Josh Tischler	thank you
Anjainay Singh	Please let us know if you have any other request or issue we can assist you with
Josh Tischler	that's it thank you
Anjainay Singh	At the end of chat please provide your valuable feedback for my assistance by emoji
	If your request is addressed properly and there is nothing else to assist you with
	Are we still connected?

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73824 kellyd

Email: kellyd@setacorporation.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

kellyd Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

kellyd Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

kellyd I'd like to raise a Request

Acebuddy Please select your request type.

kellyd Password Reset

Acebuddy Please select an option below

kellyd Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@acecloudhosting.com and mention the user 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?

kellyd 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

#74660 Irzad Zamal

Email: irzad@zamcorpgy.com 17073356636

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: SUDDIE

State: Essequibo Islandswest Demera

Country: GUYANA

Chat Transcript

Irzad Zamal Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Irzad Zamal Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Irzad Zamal I'd like to report an Issue

Acebuddy Please select an option!

Irzad Zamal Other Issue

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

Irzad Zamal User unable to use excel

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

Anurag Sharma Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be happy to assist you.

	Hello Irzad
Irzad Zamal	Hey! kindly assist with ticket id 665576
Anurag Sharma	Thank you for the information. Kindly allow me 2-3 minutes to check the sam
Irzad Zamal	sure
	<i>11:29:57 PM Irzad Zamal is sharing a file with you 1_image.png - (Size:64.28 KB)</i>
	When I try to launch excel, I'm getting this error
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
Irzad Zamal	Yes. Unable to export excel files unfortunately. How long would it take to reso
Anurag Sharma	I am checking from the backend regarding this issue.
Irzad Zamal	ok
Anurag Sharma	Please stay connected for a while.
Irzad Zamal	sure
Anurag Sharma	Thank you for your patience.
	Irzad as I can check the user Sandy doesn't has the excel access on the serve
	Which is why he is unable to launch excel on the server.
Irzad Zamal	Ok what needs to be done?
	to give access
Anurag Sharma	I can surely provide him the excel access on the server.
	Before that I would like to inform you that the excel application is chargeable month.
	Please confirm if you want to proceed with the application addition request?
Irzad Zamal	Ok please go ahead with this charge
Anurag Sharma	Thank you for the confirmation.
Irzad Zamal	does the user need to sign off?
Anurag Sharma	I will send you an email after this chat. Please revert back to that email with a primary contact account. Once we will receive the email confirmation from you with the request and will update you via email once it is completed.
Irzad Zamal	Ok no problem. Sooner the better
Anurag Sharma	Once you receive an email from our end regarding the excel access addition. and login back to the server then.
	Yes, I am sending you the email right away.
	Is there anything else I may help you with ?
Irzad Zamal	No just this and appreciate your attention to expedite this request Anurag

I'll be looking out for your email

Anurag Sharma

Thankyou so much Irzad for such a wonderful chat session.

I would greatly appreciate if you could spare a minute to give your valuable feedback for 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 confirmation, 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 manager can review it. 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 Self-care portal (<https://selfcare.acecloudhosting.com>).

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74252 Tandy Ervin

Email: tandy@bright-financial.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74065 Abraham Cohen

Email: abraham@htgbrands.com ☎ 8184815081

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: 23 Secs

City: BELL GARDENS

State: California

Country: UNITED STATES

Chat Transcript

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

Abraham Cohen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Abraham Cohen	I'd like to raise a Request
Acebuddy	Please select your request type.
Abraham Cohen	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly Operating System
Abraham Cohen	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the on your Windows PC
	Do you need any further assistance on the topic?
Abraham Cohen	Yes
Acebuddy	Please wait while we connect you to our 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 wi
	Hello Abraham
Abraham Cohen	Hi Anurag!
	I emailed earlier and ticket ID is 658456
	my company name is Hello to Green, LLC in your system
	I have a new PC and I dont know how to setup cloud on it
	I do know that I have to use the RDP link, but I do not know what to put for se name
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
Abraham Cohen	no inconvenience at all.
Anurag Sharma	I will surely help you with this request.
	Kindly allow me two minutes to check the same.
	I would like to inform you that your server name is HellotoGreenLLC.myreald and your username is AbrahamCoh@myrealdatal.net
	Could you please confirm if you are using windows or Mac?
Abraham Cohen	Windows
Anurag Sharma	Thank you Abraham for the confirmation

Abraham Cohen	what Is my password?
Anurag Sharma	As I can see check you are the primary contact of the account.
Abraham Cohen	yes I am
Anurag Sharma	I would like to request you to please use Myportal to create a new password f
	Do you know how to use it? or should I help you on the remote session?
	I can also share the SOP (Standard Operating Procedure) with you if you requ
	You can refer the SOP and reset the password on your own. It is very simple.
	Or if you want me to guide on the remote session. I can do that too.
Abraham Cohen	what my login?
	abrahamco?
Anurag Sharma	AbrahamCoh@myrealdata.net this is your username for " Server Access"
Abraham Cohen	for self care portal
Anurag Sharma	AbrahamCoh@myrealdata.net
	If you want I can share you the SOP for selfcare portal too on email.
Abraham Cohen	its fine I am working on it for now
	<i>11:13:06 PM Anurag Sharma is sharing a file with you SelfCare Portal User Guide.pdf - (Size:848.32 KB)</i>
	<i>Please check this</i>
	<i>11:14:20 PM Anurag Sharma is sharing a file with you How to Manage ACE Server Users 4.pdf - (Size:1.33 MB)</i>
	<i>This SOP is for Myportal</i>
Anurag Sharma	I would suggest you to access Myportal as you are the primary contact.
	You can download the RDP, Add or remove users using it.
Abraham Cohen	I reset my password
Anurag Sharma	And you can also reset your password from Myportal
	Okay
Abraham Cohen	now it is asking me for security questions and the answers show invalid
Anurag Sharma	Okay
	May I help you on the remote session?
Abraham Cohen	sure
Anurag Sharma	Prior providing the access, I would suggest you to close any important docum
Abraham Cohen	ok
Anurag Sharma	https://assist.acecloudhosting.com/join/1422890550

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

Abraham Cohen

ok you are in

Anurag Sharma

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

The issue seems to be resolved

Is there anything else I may help you with ?

Abraham Cohen

no thank you

Anurag Sharma

Thankyou so much Abraham for such a wonderful session.

I would greatly appreciate if you could spare a minute to give your valuable feedback on 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 confirmation, 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 manager can review it. 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 self-care portal (<https://selfcare.acecloudhosting.com>).

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74407 Alexis Woodford Demko

Email: alexis@sandiegodemolition.com **Phone:** 16199772652

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 56 Secs
City: SAN DIEGO
State: California
Country: UNITED STATES

Chat Transcript

Alexis Woodford Demko	Hello, I am your Acebuddy
Acebuddy	Hello Alexis Woodford Demko, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Alexis Woodford Demko	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alexis Woodford Demko	I'd like to report an Issue
Acebuddy	Please select an option!
Alexis Woodford Demko	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Alexis Woodford Demko	Microsoft
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 happy to assist you.
	Hello Alexis, how are you doing today ?
Alexis Woodford Demko	hello well thanks
	I am trying to use microsoft templates in QB but it will not allow me without a user up for an account and it will not allow me- i received this error
	<i>4:00:49 AMAlexis Woodford Demko is sharing a file with you</i>
	<i>Screenshot 2025-03-19 at 3.26.44 PM.png - (Size:106.49 KB)</i>
Rohan Prajapati	That's Great
	Thank you for Providing the Error

	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
Alexis Woodford Demko	great thanks so much
Rohan Prajapati	May I know which subscription type you are using to activate the MS Office 365? The following subscriptions are only compatible with the terminal server:
	Microsoft Office 365 Apps for Enterprise
	Microsoft Office 365 E3
	Microsoft Office 365 E5
Alexis Woodford Demko	I have no idea, I just followed the prompts to sign up
Rohan Prajapati	May I take the remote access of your server?
Alexis Woodford Demko	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents.
Alexis Woodford Demko	ok
Rohan Prajapati	Kindly accept the remote session request
	Please check your server screen and accept the Prompt
Alexis Woodford Demko	where do I find this? sorry
	I see
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, give your confirmation on this chat.
Alexis Woodford Demko	ok
	hello
Rohan Prajapati	Yes Alexis
	Kindly allow me 3-4 minutes to check the same.
Alexis Woodford Demko	ok
Rohan Prajapati	May I know if you just need Word and Excel or All the MS Office applications ?
Alexis Woodford Demko	I would only need Word so that I could create a letter within QB
Rohan Prajapati	Oh, then you can simply lease Microsoft Word 2016 (Standalone) for \$5.99 per user. However, we would need to uninstall MS Office 365 from your server and install Word 2016.
Alexis Woodford Demko	ok great, we will need 2 users one for me and one for Leontina (Admin2)
Rohan Prajapati	Thanks for the confirmation !

	Please send us an email from the registered one for the same. We will proceed night hours and will update you via email once done.
	Will that work for you ?
Alexis Woodford Demko	I am. not clear on what you need... I need to email you this request?
Rohan Prajapati	Yes, just send us an email mentioning that you need MS Word for two users, t charges, and that you authorize us to replace the current MS Office 365 appli 2016.
	We will proceed with the same during the night hours and will update you via
Alexis Woodford Demko	OK great, thanks for your help
Rohan Prajapati	Is there anything else I may help you with ?
	Are we still connected here?
Alexis Woodford Demko	that is all, thank you
Rohan Prajapati	Thanks for the confirmation !
	I would request you to please give your Valuable feedback after ending the cl
	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 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 man working. I will appreciate that. or you may send your feedback at quality@ace Thanks!
	Note: You may change/reset your server password on your own by registering (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.co)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74214 Chad Peshke**Email:** chad@peshkefinancial.com  1877970940**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:** 7 Secs**City:** BURLEY**State:** Idaho**Country:** UNITED STATES**Chat Transcript**

Chad Peshke Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Chad Peshke Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Chad Peshke I'd like to report an Issue

Acebuddy Please select an option!

Chad Peshke Other Issue

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

Chad Peshke Live agent. Not connecting.

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 happy to assist you.

Hello Chad, Could you please let me know more about "Live agent"

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 by calling us at (1-888-415-5240) if any further assistance is required.

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74292 Adam Kruis

Email: adamkruis@haveninnovation.com ☎ 16162682213

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: GRAND HAVEN

State: Michigan

Country: UNITED STATES

Chat Transcript

Adam Kruis Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Adam Kruis Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Adam Kruis I'd like to raise a Request

Acebuddy Please select your request type.

Adam Kruis Change in Applications

Acebuddy Please select your desired option!

Adam Kruis Application Addition

Acebuddy

Please select your Application

Adam Kruis

Other Application

Acebuddy

Kindly email us the below mentioned information on support@acecloudhostir registered email address and we will update you via email.

- Application name and version
- Setup/Installer download link (if any)
- Activation Code / License information
- Any other info/guide needed to install the application.

We will update you via email once the installation is complete.

Application Addition usually takes 1-2 Hour(s)

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 Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74574 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 has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74620 Rob Riss/ Go West

Email: rob@justgowest.com ☎ 19704938441

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: 32 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Rob Riss/ Go West	Hello, I am your Acebuddy
Acebuddy	Hello Rob, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	

Rob Riss/ Go West

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Rob Riss/ Go West

I'd like to raise a Request

Acebuddy

Please select your request type.

Rob Riss/ Go West

Reboot your Server

Acebuddy

Kindly send an email to support@acecloudhosting.com from your registered email id with reason for server reboot and the support team will be happy to update you once it is done.

Do you need any further assistance on the topic?

Rob Riss/ Go West

Yes

Acebuddy

Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

Shubham Kataria

Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I am here to help you today.

Rob Riss/ Go West

Hi Shubham, hope you are well. It is me again, Rob from go West Geniune account. I am looking for a server reboot again so I can do single user work.

Shubham Kataria

Hello Rob

I will surely assist you on this. Please allow me two minutes to check the server.

Rob Riss/ Go West

thank you again

I stay up all night to do work on our file and my co-workers can't spare two minutes to help me. Thank you for the help!

Shubham Kataria

You're welcome

Upon checking, still there are multiple users are logged onto the server.

Would you like me to proceed for the reboot?

Rob Riss/ Go West

yes please, it'll be a good lesson for anyone still logged in. I see Annie and Nitin are also logged in. There may be more. Thank you.

Shubham Kataria

yes, there was multiple users logged in

But now I have rebooted the server

Server is up now

I hope you're now able to access the server without any issues.

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74682 Jennifer Herd

Email: jennifer@backstoptax.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 2 Mins 32 Secs

City: BEAVERTON

State: Oregon

Country: UNITED STATES

Chat Transcript

Jennifer Herd Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jennifer Herd Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jennifer Herd I'd like to report an Issue

Acebuddy Please select an option!

Jennifer Herd Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Jennifer Herd	Ticket 665362
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vignesh Arul accepted the chat transfer request.</i>
	<i>Vignesh Arul is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
	<i>Shivam Singh is transferring the chat to Rohan Prajapati.</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 happy to assist you with your issue.
	Hello Jennifer, How are you doing today ?
Jennifer Herd	I had Dharmverr helping me use another company log in and now it's not working.
	I got a voice mail saying I need to delete some information but it isn't very clear.
	Ticket 665632
Rohan Prajapati	Thank you for the info.
	Thank you for providing the ticket Number.
	Kindly allow me 5-6 minutes to check the same.
Jennifer Herd	Ok
Rohan Prajapati	May I take the remote access of your local computer?
Jennifer Herd	Yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents.
	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session.
	https://assist.acecloudhosting.com/join/2022128034
	We are connected on the remote session and will proceed with the troubleshooting. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and ask for your confirmation on this chat.
Jennifer Herd	Ok
Rohan Prajapati	Is there anything else I may help you with ?
	We have successfully resolved your issue and received confirmation over the email.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email with a summary 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 manager can review it.

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/knowledge-base>)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74117 **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 58 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 issue

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

Manish Singh Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will try my best to help you.

srinivas hi

TAXG1

SERVER

they are many issues with the server

we are unable to work

Manish Singh May I know what issues are you facing?

srinivas proseries is crashing

when I go from one client to other client

I see that CPU usage is going to 70%

plus

this has to be fixed

657110

ticket

Manish Singh Checking please wait

srinivas ok

Manish Singh Kindly check now made some changes.

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 by calling us at (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73471 Tetiana Zakharova

Email: rdfiletax@gmail.com ☎ +16028846447

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Tetiana Zakharova Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Tetiana Zakharova Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Tetiana Zakharova I'd like to raise a Request

Acebuddy Please select your request type.

Tetiana Zakharova Change in Applications

Acebuddy Please select your desired option!

Tetiana Zakharova Application Addition

Acebuddy Please select your Application

Tetiana Zakharova Other Application

Acebuddy Kindly email us the below mentioned information on support@acecloudhostir

registered email address and we will update you via email.

- Application name and version
- Setup/Installer download link (if any)
- Activation Code / License information
- Any other info/guide needed to install the application.

We will update you via email once the installation is complete.

Application Addition usually takes 1-2 Hour(s)

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
Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74073 clay

Email: clay@dacs.com ☎ (303) 241-9420

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: WESTMINSTER

State: Colorado

Country: UNITED STATES

Chat Transcript

clay Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

clay	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
clay	I'd like to report an Issue
Acebuddy	Please select an option!
clay	Password Reset
Acebuddy	Please select an option below
clay	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your se
	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 yo Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74907 Ruben

Email: ruben@raskull.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: SEMINOLE

State: Texas

Country: UNITED STATES

Chat Transcript

Ruben	Hello, I am your Acebuddy
Acebuddy	Hello Ruben, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ruben	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ruben	I'd like to raise a Request
Acebuddy	Please select your request type.
Ruben	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
Ruben	I wish to buy the license from Ace
Acebuddy	Office 365 is a subscription based application and there are several plans to choose from.
	For better understanding of the features and functionality on offer within each plan, Kindly refer to the attached link below.
	(Please Note: O365 E1 Plan is "web only")
	Once you find your desired plan, Kindly email us the details at support@acec.com. Your request will be processed within 24 hours.
	Do you need any further assistance on the topic?
Ruben	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

#73505 Test Account

Email: test@test.com  +917878787878

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

Test Account Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Test Account Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Test Account I'd like to raise a Request

Acebuddy Please select your request type.

Test Account Change in Users

Acebuddy Please select your desired option!

Test Account User Addition

Acebuddy Registered Account Owners have the ability to add/disable users via MyPortal owner, Please refer to the following link for a detailed guide on how to manage users.

Do you need any further assistance on the topic?

Test Account Setback

Acebuddy Please select your desired option!

Test Account User Replacement

Acebuddy We do not recommend modifying an existing user due to technical challenges. Instead, we recommend creating a new user and assigning them the necessary permissions. If you must modify an existing user, please note that it may affect their current access and functionality.

Registered Account Owners have the ability to add/disable users via MyPortal owner, Please refer to the following link for a detailed guide on how to manage users.

Do you need any further assistance on the topic?

test has ended this chat session

Chat Transcript

quickbooks is locked up can you please close from

Visitor Details

#73452 SUSANSETAX

Email: susansetax@gmail.com ☎ 4239689236

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

SUSANSETAX quickbooks is locked up can you please close from your side

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

May I confirm the business name please?

SUSANSETAX southeastern tax & accounting

Rahul sure

Let me transfer you to our support team

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

Rohan Prajapati accepted the chat transfer request.

SUSANSETAX ok thanks

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

Hello Susan, How are you doing today ?

SUSANSETAX doing well....quickbooks is locked up and I can't close it, can you close from y

Rohan Prajapati I will surely help you with this issue.

	Kindly allow me 3-4 minutes to check the same.
	May I know the server name on which you are logged in ?
SUSANSETAX	susanfe
	atx2
Rohan Prajapati	Thanks for the confirmation !
	Kindly check now and let us know the status
SUSANSETAX	looks to be working now, thank you
Rohan Prajapati	Is there anything else I may help you with ?
SUSANSETAX	not today
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 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 man 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 (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73839 Maribel Driskill

Email: maribel@strategictaxsolutionsllc.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: ST PAUL

State: Minnesota

Country: UNITED STATES

Chat Transcript

Maribel Driskill Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Maribel Driskill Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Maribel Driskill Restart

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

Whom Would You Like to Connect With?

Maribel Driskill VDI/DaaS Support

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

Acebuddy (bot) forwarded the chat request

Pradeep Kumar accepted the chat transfer request.

Pradeep Kumar Thank you for contacting acecloudbilling. My name is Pradeep how may I he

Maribel Driskill Hi I was trying to get help with downloading a new server.

Pradeep Kumar Alright, can you please help me with your Account name once?

Maribel Driskill Where would I find that?

Pradeep Kumar Could you please share me your company name?

Maribel Driskill Oh! Sorry about that!

It's Strategic Tax Solutions

Pradeep Kumar Alright, let me transfer the chat to the concerned team.

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

Maribel Driskill Thank you!

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will l
Maribel Driskill	Hi! Thank you !
Manish Singh	Hii Maribel
	How may I assist you today?
Maribel Driskill	I wanted to download the new server
Manish Singh	New Server or RDP for accessing server?
Maribel Driskill	RDP: Maribel - StrategicTax3
Manish Singh	Alright, I will surely assist you in setting up RDP on your local computer.
	May I take the remote access of your local computer?
Maribel Driskill	Yes
Manish Singh	https://assist.acecloudhosting.com/join/1732590827
	Prior providing the access, I would suggest you to close any important docum
Maribel Driskill	Okay, do I clink on the link?
Manish Singh	Yes, open this link in your browser.
	We are connected on the remote session and will proceed with the troubleshc the time, I am putting the chat on hold, please do not disconnect it. Once the give your confirmation on this chat.
	Is there anything else I may help you with ?
Maribel Driskill	No! Thank you !
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable f smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email 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 man working. I will appreciate that. or you may send your feedback at quality@ace Thanks!
	Note: You may change/reset your server password on your own by registering (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.co

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74876 mike

Email: mike@backstoptax.com ☎ 6026867247

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 13 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

mike Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

mike Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

mike I'd like to report an Issue

Acebuddy Please select an option!

mike Other Issue

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

mike System is very slow.

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati

Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be happy to assist you.

	Hello Mike, How are you doing today ?
mike	Not bad, how are you?
Rohan Prajapati	I will surely help you with this issue.
mike	Thank you. Even toggling between programs is super slow.
Rohan Prajapati	Kindly allow me 5-6 minutes to check the same.
mike	ok
Rohan Prajapati	Thank you for the info
	May I know if all users are facing the same issue ?
mike	They are
Rohan Prajapati	May I reboot the server once ?
mike	What do we have to do? There's two other people logged on at the moment.
Rohan Prajapati	Yes there are two more users are logged in
	You can inform them to log off once for at least 3 mins
mike	How will we know it's ok to log back in?
	Just wait 3 minutes?
Rohan Prajapati	I will let you know when you can login back
mike	People need a couple minutes. I'm not sure how you're going to let me know
Rohan Prajapati	Mike, please be informed that I can see who is currently logged into the server.
mike	I would expect that.
	Looks like I'm the only one on.
	<i>3:16:36 AM Rohan Prajapati is sharing a file with you image.png - (Size:9.44 KB)</i>
	<i>These two users are currently logged in</i>
	One other person said they're still on!
	Still don't know how you'll communicate with me when I log off
Rohan Prajapati	Ohh So, you have initiated this chat from the server right ?
	Please initiate another chat from your Local PC so that we can stay connected after the server reboot.
mike	OK
Rohan Prajapati	Yes, I'm rebooting the server now.
	Since you have initiated another chat, I'm going to end this chat.
	<i>Rohan Prajapati has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74535 Ravi Shah

Email: ravi@yourtaxadvisor.com  +1 9739609951

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: 41 Secs

City: LAS VEGAS

State: Maryland

Country: UNITED STATES

Chat Transcript

Ravi Shah Hello, I am your Acebuddy

Acebuddy Hello Ravi Shah, 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 Application Version Upgrade

Acebuddy Please select the application you would like to upgrade :

Ravi Shah Other Application

Acebuddy To begin the installation process, please download the setup file from your application and save it to your server desktop.

	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.
	Generally, application upgrades are completed during the night hours to avoid conflicts. Please specify if you need the request processed at a specific time.
	Do you need any further assistance on the topic?
Ravi Shah	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 assist you with your request.
	Hello Ravi
Ravi Shah	Hi Shashwat, I want you to help me in setting up 1099 etc.com for 2025. I have attached the file for reference.
	You can access my screen
Shashwat Verma	Okay, so you want to install the 1099 2025 application version on the server, correct?
Ravi Shah	yes
Shashwat Verma	I will surely help you with this issue.
	To move forward kindly email us the request from ravi@yourtaxadvisor.com.
	Which work as an official authorization for the application installation.
Ravi Shah	can you tell me your id pls
Shashwat Verma	Yes, support@acecloudhosting.com.
Ravi Shah	Wait I am doing email in just 2 mins
Shashwat Verma	Sure
	Also, kindly confirm the location of the setup file so that I can make changes accordingly.
Ravi Shah	Pls check
	I have sent an email
Shashwat Verma	Let me check
	Thanks for the confirmation !
	Let me know the setup file location
Ravi Shah	you can access my screen
Shashwat Verma	Okay
	Prior providing the access, I would suggest you to close any important documents.
Ravi Shah	Yes sure
Shashwat Verma	

<https://assist.acecloudhosting.com/join/9702238996>

Kindly Click on the link and open the downloaded file.

Ravi Shah it is closed only

DONE

Shashwat Verma Kindly join the session from the shared link.

Ravi Shah JOINED

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

Ravi Shah GO TO 1099 2025 1

Shashwat Verma Yes sure

Ravi Shah Make sure that it works on all 5 users

Shashwat Verma Sure

We have taken the setup file from your local pc and initiated the installation process. We will let you know once we are done with it on email.

Is that work for you?

Ravi Shah LET ME CHECK

I am not able to see 10999 etc software 2025 in Desktop

Shashwat Verma Ravi, we'll inform you once we are done, we are currently working on it.

Ravi Shah Can you please help me to create shortcut of the same

Shashwat Verma We'll inform you one email as installation completed process required some time. We will share the file from our end (Edited)

Ravi Shah ok

Shashwat Verma Ravi, could you please help me with the 1099 application credentials

7:31:29 PM Shashwat Verma is sharing a file with you
[image.png](#) - (Size: 11.72 KB)

Ravi Shah as such there are no credentials

Usually, we open the application without any credentials

Shashwat Verma Okay

Ravi, looks like application prompting error as other users on the server are working on the application.

Kindly ask the users to logoff

Ravi Shah 1099s are closed on all the other users

Shashwat Verma Users have to logoff the server.

Ravi Shah okay

Wait I'll ask them to do so

Shashwat Verma

Sure

Ravi Shah

Yes it is done

you can do now

Shashwat Verma

Okay

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73903 Diane Yvonne Mike

Email: dmike2010@gmail.com

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: 32 Secs

City: LEXINGTON

State: Georgia

Country: UNITED STATES

Chat Transcript

Diane Yvonne Mike

	Hello, I am your Acebuddy
Acebuddy	Hello Diane Yvonne Mike, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Diane Yvonne Mike	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Diane Yvonne Mike	I'd like to report an Issue
Acebuddy	Please select an option!
Diane Yvonne Mike	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Diane Yvonne Mike	I CANNOT LOG INTO 2020 SOFTWARE. ITS SAYS PERMISSION DENIED.
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>
	<i>Sharath Kumar is transferring the chat to Manish Singh.</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 help you with your issue.
	Is it regarding QuickBooks 2020? (Edited)
Diane Yvonne Mike	DRAKE TAX SOFTWARE
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Okay, Is this the first time you are facing this issue?
Diane Yvonne Mike	YES
Manish Singh	May I take the remote access of your server?
Diane Yvonne Mike	YES
Manish Singh	Prior providing the access, I would suggest you to close any important documents or applications.
	We are connected on the remote session and will proceed with the troubleshooting. Please bear with me for a few moments. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will resume the chat and provide you with the solution.
	Seems like working now.
	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 session by calling us at (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74002 GERALD SCHAFFER

Email: gschaffer@szcpa.tax

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: 47 Secs

City: LAKE WORTH

State: Florida

Country: UNITED STATES

Chat Transcript

GERALD SCHAFFER Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

GERALD SCHAFFER Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

GERALD SCHAFFER I'd like to report an Issue

Acebuddy Please select an option!

GERALD SCHAFFER	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
GERALD SCHAFFER	ultra tax is frozen and I cannot work
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be surely assisting you with this. Kindly help me with your server name
GERALD SCHAFFER	szcpa is user, what do you mean by server, Ace Cloud Hosting
Tushar Pharswan	szcpa is the server, kindly let me know the username whose ultra tax is frozen first time this issue has happened?
	Are other user facing the same issue?
GERALD SCHAFFER	this is first time, it happened while aborting a printing job
Tushar Pharswan	Okay may I know the username so that I can close the application from back end
GERALD SCHAFFER	both of my screens are frozen in UltraTax and I will lose you if I try to switch keyboard. I want to try to control my desktop
	gschaffer@szcpa.tax
Tushar Pharswan	Okay I am going to close the Ultra tax application from the back end as it is frozen
	Kindly try to reopen the application again.
	Is it working now ?
GERALD SCHAFFER	yes, that worked, thank you
Tushar Pharswan	Great.
	Is there anything else I may help you with ?
GERALD SCHAFFER	no, thanks again
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons 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 confirmation, 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 manager can review it. 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 at (https://selfcare.acecloudhosting.com).

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74146 Nathan Urry

Email: techs@cr-t.com ☎ 13853251678

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: LAS VEGAS

State: New Mexico

Country: UNITED STATES

Chat Transcript

Nathan Urry Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Nathan Urry Managed IT

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

Acebuddy (bot) forwarded the chat request

mayank accepted the chat transfer request.

mayank Hi Thank you for contacting Acecloudhosting. My name is Mayank. How can I

Nathan Urry For my Microsoft 365 account, what permission level does each user have?

Also who are the third parties with access to that account?

mayank	Let me transfer your request to the concerned team. They will assist you with <i>mayank is transferring the chat to Support(QB & App Hosting).</i>
Nathan Urry	thank you
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I wi
	Hello Nathan
Nathan Urry	hello
Anurag Sharma	Could you please elaborate your issue?
Nathan Urry	what are the user access levels for each users within the account? Which third parties have access (e.g., Ace is a reseller). I believe Pax A USA is
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name
Nathan Urry	Nathan.U@myreaddata.net
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 4-5 minutes to check the same. (Edited)
	Thank you for your patience.
	Nathan could you please confirm that are you asking that how many users ha the server?
Nathan Urry	yes
Anurag Sharma	Or you are asking about the access rights of the users on a particular file or f
Nathan Urry	how many admin users? which are admin users?
Anurag Sharma	Thank you for the confirmation
	Let me check that for you.
	Please stay connected for a while.
	Thank you for your patience.
	<i>4:18:50 AMAnurag Sharma is sharing a file with you image.png - (Size:7.45 KB)</i>
	<i>These two users have the admin rights on the server (Edited)</i>
Nathan Urry	what is domain admins please remove CTSAdmin
	Please remove Domain Admins
	who has access to Domain Admins?
Anurag Sharma	Please ignore that, it is handled by us.

Nathan Urry	I believe CTSAdmin was already removed?
Anurag Sharma	Please send us an email from the registered email address at support@acecloudhosting.com so we could proceed further with the request.
Nathan Urry	Please confirm
	Please confirm CTSAdmin was already removed
	I had them removed by Ace and they told me they had been removed
	If they have not been removed I don't understand what is going on
Anurag Sharma	The user CTSAdmin doesn't have access to the server. Don't worry.
Nathan Urry	remove their rights for Cloud and Microsoft 365
	remove their access to Cloud and Microsoft 365
Anurag Sharma	He was provided the admin rights earlier which is why he is in the list. But he does not have access to the server. That means it is of no use for him.
Nathan Urry	Please remove admin rights
	i can confirm over email
Anurag Sharma	We will surely help you with all your requests.
	Please send us an email from the registered email address at support@acecloudhosting.com so we could proceed further with the request.
	Nathan, could you please elaborate this to me ? I am unable to understand what you mean here.
	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 session (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74036 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 s

sharath.kumar Doing a test

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

sharath.kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74122 Christine Han

Email: alin@salutron.com **Phone:** 5107952876

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 39 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript

Christine Han Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Christine Han Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Christine Han I'd like to report an Issue

Acebuddy Please select an option!

Christine Han Other Issue

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

Christine Han Not able to login to the cloud

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

Manish Singh is transferring the chat to Yash Ahi.

Christine Han Hi, I tried several times that not able to login. But it just worked when the chat was transferred to Yash Ahi.

No problem for now.

thanks!

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 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 man 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 Self-care portal (<https://selfcare.acecloudhosting.com>).

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74016 Ray Morse

Email: rmorsedmd@knology.net ☎ 18508147416

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 19 Secs

City: PANAMA CITY

State: Florida

Country: UNITED STATES

Chat Transcript

Ray Morse

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Ray Morse	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ray Morse	I'd like to report an Issue
Acebuddy	Please select an option!
Ray Morse	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Ray Morse	Ticket #654943
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be happy to assist you.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents or applications.
Ray Morse	ok
Tushar Pharswan	https://assist.acecloudhosting.com/join/3752552071
	Kindly Click on the link and open the downloaded file.
	Do you remember your password?
Ray Morse	yes
Tushar Pharswan	Your session was stuck on disconnected state so I logged it off.
	It seems to be working as of now.
	Kindly let me know if this issue has occurred first time and also I other users are facing the same issue.
Ray Morse	ok. thank you
Tushar Pharswan	Is there anything else I may help you with ?
	As I could see you closed the chat on remote session.
	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 confirmation, 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 manager can review it. 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 at https://selfcare.acecloudhosting.com .

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74871 Nadia Brante

Email: jeffp@bossiconstruction.com ☎ 14036059000

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: CALGARY

State: Alberta

Country: CANADA

Chat Transcript

Nadia Brante Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Nadia Brante Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Nadia Brante I'd like to raise a Request

Acebuddy Please select your request type.

Nadia Brante Application Update

Acebuddy Please send us an email at support@acecloudhosting.com and we will provide

once the task has been completed.

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 Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73821 joyce

Email: joyce@hcfoodinc.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 24 Secs

City: SAN JOSE

State: North Carolina

Country: UNITED STATES

Chat Transcript

joyce Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

joyce Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

joyce	I'd like to report an Issue
Acebuddy	Please select an option!
joyce	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
joyce	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. To help you with resolving the issue
	Was that helpful?
joyce	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'.
	<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 v.
	Hello Joyce
joyce	I CAN'T RUN THE RDP FILE SENT BY ME MANAGER SO I CAN'T LOGIN AT ALL
Shashwat Verma	I will be surely assisting you with this. Kindly help me with your server name
joyce	where I can find these info
	?
Shashwat Verma	No problem, kindly help me with your business name associated with ACE.
joyce	HCCA
Shashwat Verma	May I take the remote access of your local computer?
joyce	yes. but how
Shashwat Verma	Will share you the link.
	Prior providing the access, I would suggest you to close any important document.
	https://assist.acecloudhosting.com/join/3412349871
	Kindly Click on the link and open the downloaded file.
	Kindly allow me the permission to remote.
	Are you able to connect?
joyce	no it needs me to set the security setting but it didn't pop out
	I don;t know how to deal with it
Shashwat Verma	Are you using mac os?
joyce	yes

Shashwat Verma Okay, could you please take help from your local IT team ,as without remote out. (Edited)

Do you want to try one more time, will share you the new link.

joyce ok

Shashwat Verma <https://assist.acecloudhosting.com/join/3912633309>

Try with this.

Choose Apple menu > System Settings, then click Privacy & Security in the sidebar (scroll down.)

Click Screen & System Audio Recording.

For each app listed, turn the ability to record on or off. You can allow apps to record both screen and audio, or just your audio.

Here are the steps to give security access.

Are we still connected here?

joyce looks not

I can't set the system

Shashwat Verma Joy, we suggest you to connect with your local IT team for help. (Edited)

joyce okay

thank you

Shashwat Verma Is there anything else I may help you with ?

Are we still connected here?

joyce no thank you

Shashwat Verma 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 confirmation, 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 manager can review it. 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 self-care portal (<https://selfcare.acecloudhosting.com>).

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73646 Larry Garcia

Email: larry@standardus.com ☎ 6302899500

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: DES PLAINES

State: Illinois

Country: UNITED STATES

Chat Transcript

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. To 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'

Acebuddy (bot) forwarded the chat request

Larry Garcia I have been trying for 2 days to log into Quickbooks. I also do not know which owner does not know either.

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I wi

Hello Larry, How are you doing today?

Larry Garcia I have been trying for 2 days to log into Quickbooks. I also do not know which owner does not know either. Please remote in a help me.

Rohan Prajapati I will surely try to help you with this issue.

Kindly allow me 4-5 minutes to check the same.

Larry Garcia This is what ACE has been saying for a week and it is not working.

Rohan Prajapati Larry, let me go through the previous tickets and check the same

Larry Garcia Absolutely. I have to step away for 5 minutes.

Rohan Prajapati No Problem

Thank you for waiting.

I have checked with the team.

This is the File Path of your QB File: D:\Client Data\standard industrial & auto

If you want I can help you to access the same by taking the remote access of

Larry Garcia I am back.

That is the file tat I keep trying to use & open & it goes back to the main scre circles. Please remote in.

Rohan Prajapati No Worries, I will check this.

Sure Larry.

Prior providing the access, I would suggest you to close any important docum

Larry Garcia ok. Do you want to email me the link?

Rohan Prajapati No Larry, I'll just send the remote session request to you and you would need it on your server screen.

Kindly accept the remote session request

Are we still connected here?

Please see your Server Screen

Larry Garcia forget it for now. BYE

Rohan Prajapati Larry, would you like us to schedule a callback for this issue at a specific time the moment

	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 by calling us at (1-888-415-5240) if any further assistance is required.

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73348 Claire Speake

Email: claire@sgwfresno.com  15593479965

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: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select your request type.
Claire Speake	Change in Users
Acebuddy	Please select your desired option!
Claire Speake	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal owner, Please refer to the following link for a detailed guide on how to manage users.
	Do you need any further assistance on the topic?
Claire Speake	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

#74342 Mohita Chadha

Email: mohita@kaurtax.com  19097099000

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: 45 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript

Mohita Chadha	Hello, I am your Acebuddy
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Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!
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	Whom Would You Like to Connect With?
Mohita Chadha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mohita Chadha	I'd like to report an Issue
Acebuddy	Please select an option!
Mohita Chadha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Mohita Chadha	Hello - Lacerte is asking me to reboot 2024. Can you please help with that? A reboot is required right now and I need this to be done immediately. Thank you!
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.
Mohita Chadha	Kaur Tax PC
	KPTC_Accountant
	is my username
Shubham Kataria	Thank you for the information and allow 2 minutes to check the same.
Mohita Chadha	Can I please request this reboot to be done immediately?
	Also, are you able to check whether 2023 also requires a reboot?
Shubham Kataria	Sure, let me check
Mohita Chadha	Since nobody is using the server right now, this would be the best time to make the update.
Shubham Kataria	I've initiated the update for Lacerte 2024
Mohita Chadha	thank you!
	Can you please check 2023 as well? Thank you!
Shubham Kataria	Yes, after updating to 2024, I will also update 2023. because only one version can be installed at a time.
Mohita Chadha	okay sounds good
	thank you!
Shubham Kataria	You're welcome

Would you like to stay connected on the chat or shall I inform you over email

Because Updates will take around 10-15 minutes

Mohita Chadha I would like to stay connected

so I can know about 2023 as well

Thank you!

Shubham Kataria I've rebooted the server because the updates was stucked

Mohita Chadha Sounds good, thank you!

Shubham Kataria Will initiate the update again once the server up start running

Mohita Chadha sounds good

thank you!

Shubham Kataria You're welcome

Mohita Chadha how long does this process take?

*10:29:06 AM Shubham Kataria is sharing a file with you
[image.png](#) - (Size:86.48 KB)*

2023 version is in progress

great, thank you

Shubham Kataria Thank you for your patience.

Both versions are updated now and successfully rebooted the server

Mohita Chadha Thank you! I will try it now

Shubham Kataria Sure, please take your time

Mohita Chadha It is working, thank you!

Shubham Kataria you're welcome

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

Mohita Chadha that is - thank you!

Shubham Kataria I would greatly appreciate if you could spare a minute to give your valuable feedback on 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 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 manager can review it.

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 self-care portal (<https://selfcare.acecloudhosting.com>).

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74729 Claire Speake

Email: claire@sgwfresno.com  15593479965

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select your request type.
Claire Speake	Password Reset
Acebuddy	Please select an option below
Claire Speake	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset yo
	Do you need any further assistance on the topic? As we haven't got any response from your end, We are closing this chat. assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

