

Chat Trans

Hello, I am your A

Visitor Details

#78788 Felix Goltsman

Email: felix@onecoremedia.com ☎ 416-665-1405

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 39 Secs

City: BENIDORM

State: Alicante

Country: SPAIN

Chat Transcript

Felix Goltsman	Hello, I am your Acebuddy
Acebuddy	Hello Felix Goltsman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Felix Goltsman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Felix Goltsman	I'd like to report an Issue
Acebuddy	Please select an option!
Felix Goltsman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Felix Goltsman	unable to connect to my server using Remote Desktop or Remove App connection
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.

Felix Goltsman	hey there my server id is CID68772
Ashutosh Mishra	Hello Felix, I will surely help you with this issue.
Felix Goltsman	the address is onecoremedia.myrealdata.net i'm unable to connect to it right now from multiple devices
	what is the issue?
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
Felix Goltsman	currently to me only i can try connect to another user, hold on
Ashutosh Mishra	Kindly help me with your user name?
Felix Goltsman	Admin_OCM looks like the server become responsive again and i am able to connect again
	what was the reason for it being down?
Ashutosh Mishra	You were in disconnected state and were not logged out properly. which was the primary reason for the issue.
Felix Goltsman	ok thank you for your time
Ashutosh Mishra	Is there anything else I may help you with ?
Felix Goltsman	there is nothing else left to help with
Ashutosh Mishra	Thanks for the confirmation ! I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#77910 Balaji Thiyagarajan

Email: bthiyagarajan@accountingresourcesinc.com

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: 58 Secs

City: MUDRADI

State: Karnataka

Country: INDIA

Chat Transcript

Balaji Thiyagarajan	Hello, I am your Acebuddy
Acebuddy	Hello Balaji Thiyagarajan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Balaji Thiyagarajan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Balaji Thiyagarajan	I'd like to report an Issue
Acebuddy	Please select an option!
Balaji Thiyagarajan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Balaji Thiyagarajan	Ticket ID: 703108 Issue:- RDP setup
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Please allow me two minutes so that I can look into it.
	Could you please provide current issue status of issue so that I can assist you with? (Edited)
Balaji Thiyagarajan	I need to activate my ACE server, your team member "Pradeep" asked my phone number for activation, but they can't ab

Anjainay Singh	Sure Thiyagarajan, I will assist you with all your issues.
	Could you please provide me the CID number related to account so that I can fetch your exact account details.
	I have got the account details.
	Pleas stay connected I am looking for the best possible resolution.
Balaji Thiyagarajan	okay
Anjainay Singh	I am facing issue in locating your account , could you please provide me your account name?
Balaji Thiyagarajan	It hasn't issued
Anjainay Singh	So you want to access the ACE server with new user credentials, am I right?
Balaji Thiyagarajan	yes
Anjainay Singh	Thankyou for clarification and confirmation.
	In order to add you as new user we need approval from bberra@accountingresourcesinc.com on same email.
	Please also provide your user information in below format.
	Full name-
	Email address-
	Phone Number-
Balaji Thiyagarajan	Full name- Balaji Thiyagarajan
	Email address- bthiyagarajan@accountingresourcesinc.com Phone Number- +917200333611
Anjainay Singh	Thankyou for sharing your information.
	Please provide pending approval so that we can proceed with user addition and provide you the server login credentials.
	I got the approval.
	Please stay connected.
	I will send you the new credentials while being on chat.
	I have just send you the user credentials.
Balaji Thiyagarajan	I received it
Anjainay Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
Balaji Thiyagarajan	yes
Anjainay Singh	I have shared you the required details.
	Is there anything else I may help you with ?
	Are you able to login into the server?
Balaji Thiyagarajan	how to login first time without password
Anjainay Singh	May I take the remote access of your local computer?

Download the RDP file and click on Password URL to access the password.

Click on RDP file and click connect , enter the password and you will be able to connect to server.

Could you please confirm what issue you are facing at your end, so that I can provide you exact resolution?

Are we still connected?

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)

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77688 Sydney McMillan

Email: sydneywheeler14@gmail.com  18047167122

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 24 Secs

City: POWHATAN

State: Virginia

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sydney McMillan	I'd like to report an Issue
Acebuddy	Please select an option!
Sydney McMillan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sydney McMillan	Our sage says it cannot operate on the license server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Sydney McMillan	Thank you
Manish Singh	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
Sydney McMillan	Yes, my entire team is affected
Manish Singh	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
Sydney McMillan	Yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.
Sydney McMillan	thank you!
Manish Singh	Kindly try with the password
	Are we still connected here?
Sydney McMillan	Yes, there appears to be a new error
Manish Singh	Please wait
	Kindly try to access now.
Sydney McMillan	Same error sorry
Manish Singh	When was the last time you were able to access Sage 100?
Sydney McMillan	before the update this afternoon
	license server again
Manish Singh	Seems like port is blocked or can be firewall or network issue.

	Can be anything let me check.
Sydney McMillan	Interesting, I have notified our IT but doesn't ACE control that?
Manish Singh	Yes
	Let me try with rebooting server once
Sydney McMillan	ok
Manish Singh	I have checked all the services. (Edited)
Sydney McMillan	ok when should we log back in?
Manish Singh	Try to access server now
Sydney McMillan	attempting to access now
Manish Singh	This message has been deleted
	I have checked the Firewall ports seems like everything is fine, <i>8:39:14 AM Manish Singh is sharing a file with you image.png - (Size:30.37 KB)</i>
	Server IP is also communicating via Ping 127.0.0.1
	Kindly connect with Sage support once.
	If there is issue from our end, we will definitely going to resolve this issue.
Sydney McMillan	ok we will do that - yes please continue to work on a resolution from your side - we will contact Sage tomorrow AM. Thank
Manish Singh	Yes, Sydney we are here to assist you 24*7
	Is there anything else I may help you with ?
Sydney McMillan	Can you please e-mail this transcript to amanda@riverstone.build?
Manish Singh	Sure, we will do that
Sydney McMillan	Thank you so much. You can CC me on the email as well
Manish Singh	Alright Noted
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Ace Buddy.

Visitor Details

#78600 charles freeman

Email: lwestphal@turkishtowelcompany.com **Phone:** 9789772779

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: GREER

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Anjainay Singh accepted the chat transfer request.

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
charles freeman	hi, there is an issue with the integratin service for true commerce from the event viewer: System.Xml.XmlException: Root element is missing. at System.Xml.XmlTextReaderImpl.Throw(Exception e) at System.Xml.XmlLoader.Load(XmlDocument doc, XmlReader reader, Boolean preserveWhitespace) at System.Xml.XmlDoc TmoIntegrationServices.TmoIntegrationService.SetConnectionInfo(String Key, String CustProfileId, String UserName, Strin
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as qu
charles freeman	thank you
Anjainay Singh	Since when you are facing this issue?
charles freeman	it started last week, it worked over the weekend, and now it's not working again
Anjainay Singh	Please allow me two minutes so that I can look into it.
charles freeman	thank you
Anjainay Singh	Could you please confirm are you trying to integrate transaction with QB?
charles freeman	yes
Anjainay Singh	May I take the remote access of your server?
charles freeman	yes please
Anjainay Singh	Could you please confirm your username with which you are logged into server?
charles freeman	i'm not sure. i think it's lwestphal
Anjainay Singh	If you receive remote prompt please allow it.
charles freeman	ok server or local?
Anjainay Singh	Server. We are connected. (Edited)
charles freeman	ok
Anjainay Singh	Could you please try to show me the initial error?
charles freeman	ok so that just showed the service starting and stopping repeatedly it will start up and then dissapear
Anjainay Singh	We may proceed ahead with rebooting the server.
charles freeman	ok
Anjainay Singh	Please save your work and let me know when I can proceed.
charles freeman	ok, i closed qb
Anjainay Singh	Sure , I am rebooting the server.

	I have rebooted the server.
charles freeman	ok, do u want me to try again
Anjainay Singh	Please login once again into server and perform same action which was pending at your end to check if issue still persists
	Please also allow remote access once again.
charles freeman	no better, keeps starting and stopping, and everytime it does that it resets that software id
Anjainay Singh	Okay ,let me check the application issue at my end.
charles freeman	ok
Anjainay Singh	Could you please confirm whether other users are are also facing the same issue? (Edited)
charles freeman	i can't confirm that because i'm the only one that uses it
Anjainay Singh	Sure, I am discussing it with my Escalation Team.
charles freeman	i could try it on someone elses user id
Anjainay Singh	Sure , please check until I am discussing it with my senior team member.
charles freeman	ok
Anjainay Singh	As I checked on server, that every setting on ACE server is fine.
	The senior team have informed that you may need to contact to Transaction Pro application support and consult with them
charles freeman	also it is not working from another user
Anjainay Singh	We may however proceed with reinstalling the application.
charles freeman	ok, i can start the reinstall
Anjainay Singh	Thankyou Charles.
	Thankyou for your update.
charles freeman	the reinstall is no better
Anjainay Singh	Could you please provide arrange a three way call with Transaction Pro application support , ACE cloud support so that we can discuss further
charles freeman	yes i can try
	can i give them your number once i get them on phone
Anjainay Singh	Sure Charles it better idea from your side.
charles freeman	ok
Anjainay Singh	I am eagerly waiting to get this issue resolve.
	I will keep this ticket under observation.
charles freeman	ok, what number do i reach you at
Anjainay Singh	888-415-5240 this is our support number.
charles freeman	do i ask for you
Anjainay Singh	

	Could please also provide the time when you will reach us back on call so that I can update to team member who will pick
charles freeman	as soon as i call them
Anjainay Singh	Its common number for support.
	Sure Charles.
charles freeman	ok
Anjainay Singh	Is there anything else I may help you with ?
charles freeman	ij also have a document u should review
Anjainay Singh	Sure
charles freeman	i have brought it up on server
Anjainay Singh	Could you please provide that URL in this chat? (Edited)
charles freeman	https://www.acecloudhosting.com/support-chat.php
	u mean this?
Anjainay Singh	No URL for article which I am reading on remote session. The issue is may be due to local admin privilege.
	<i>7:10:00 PM Anjainay Singh is sharing a file with you image.png - (Size:28.53 KB)</i>
charles freeman	https://help.truecommerce.com/en/articles/8926704-integration-service-known-issues-without-local-admin
Anjainay Singh	Thankyou.
	We may need to provide the admin rights to all users in order to sort out the issue.
charles freeman	oik
	ok
Anjainay Singh	I will send you the disclaimer of granting the admin rights and I need approval from abutler@turkishtowelcompany.com or
charles freeman	ok, send to amey and i will tell her it's on the way
Anjainay Singh	Sure.
	You may disconnect this chat so that I can proceed with pending task.
charles freeman	ok
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	I will keep you in Cc in email.
	You may disconnect this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Chat Transcription

Hello, I am your Acebuddy.

Visitor Details

#77855 Rubens S Jacob

Email: seflglass@gmail.com ☎ 13058233097

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 6 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Rubens S Jacob	Hello, I am your Acebuddy
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rubens S Jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rubens S Jacob	I'd like to report an Issue
Acebuddy	Please select an option!
Rubens S Jacob	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rubens S Jacob	Hello. My login for Combo user is not working. I need you please reset the shortcode for the remote access
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Yash Ahi accepted the chat transfer request.

Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Ruben. How are you doing today?
Rubens S Jacob	Hi Yash good and you??
Yash Ahi	I am also doing good. Thankyou for asking.
Rubens S Jacob	Can you please take remote control of my computer and show you my issue??
Yash Ahi	Sure Ruben. I will surely help you with that.
	Could you please help me with your server name or business name once?
Rubens S Jacob	South East Florida Glass and HArdare
Yash Ahi	Thank you for the information and allow 2 minutes to check the same.
	Prior providing the remote access, I would suggest you to close any important documents at your end.
	<i>seflglass declined the Screen Share request at 10:32 PM</i>
Rubens S Jacob	Ok thabnk. It isno in this computer. It is in Combo user computer
Yash Ahi	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/1442509849
	Alright, so can you provide remote of that user? (Edited)
Rubens S Jacob	Ok I am doing now
Yash Ahi	Thank you.
Rubens S Jacob	Let me know thank you
Yash Ahi	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat.
	<i>The visitor's name was changed from seflglass to Rubens S Jacob.</i>
	Thank you for your patience Ruben.
	We need to inform you that the user is facing issues with connecting to server due to operating system on his local computer.
	It is windows 7 and its now outdated, so Microsoft do not provide support of using Remote desktop connection, if there is any.
	So, we request you to please ask user to upgrade his operating system to latest version Windows 11.
	Then he will be able to access server without any issues.
	Are we still connected here?
	I have informed the user and I am disconnecting the remote session.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

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

Yash Ahi has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#77897 help

Email: help@triadcybersolutions.com  3362999989

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: 36 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>Shubham accepted the chat transfer request.</i>	
<i>7:31:38 PMhelp is sharing a file with you 1_image.png - (Size:62.39 KB)</i>	
help	check if this is due to payment issue

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

Manish Singh accepted the chat transfer request.

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

How may I assist you today?

help I already sent a msg above

Manish Singh Is this issue occurring only for you, or are other users on the server also experiencing it?

help please first check billing

if any invoice for this server is pending

Manish Singh Triad Cyber Solutions is this your account name?

help yuppp

Manish Singh Let me transfer this chat to Billing Department.

Manish Singh is transferring the chat to Billing.

They will be available after 2 hours.

For now, let me resolve your login issue and then I will send this ticket to Billing department.

help ok check if there is any other issues

ok

Manish Singh Is this issue occurring only for you, or are other users on the server also experiencing it?

help can not confirm

for now Only Anne.g

Manish Singh May I take the remote access of Anne's local computer?

Are we still connected here?

help yeswait

Manish Singh User FredPeg is successfully logged into the server.

help means no billing issue

Manish Singh Yes, seems like it as the server is also active but for confirmation I will move this ticket to Billing department.

help no need for billing them

its obvious

Manish Singh Alright

Is there anything else I may help you with ?

help resolve my issue

7:50:29 PM help is sharing a file with you

[1_image.png](#) - (Size:14.91 KB)

Manish Singh

<https://assist.acecloudhosting.com/join/7022220855>

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

7:50:59 PM help is sharing a file with you

[1_image.png](#) - (Size:31.34 KB)

Kindly access the remote session

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

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

help thanks

issue reresolved

Manish Singh

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

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your AI Assistant.

Visitor Details

#77880 Elizabeth Llamas

Email: ellamas@archwestcapital.com ☎ 19495779315

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Chat Trans

Hello, I am your A

Visitor Details

#77857 Rubens S Jacob

Email: seflglass@gmail.com  13058233097

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Rubens S Jacob	Hello, I am your Acebuddy
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rubens S Jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rubens S Jacob	I'd like to report an Issue
Acebuddy	Please select an option!
Rubens S Jacob	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rubens S Jacob	Hello. Hope you are doing well. I have a problem opening one of our 3 companies with the Margarita user. I need premises
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Ruben. How are you doing today?
Rubens S Jacob	Hi Yash its me again sorry how are you doing?
	Yes, I need please if you could take remote access of Margarita user because we are not able to open one of the companies
Yash Ahi	I am doing fine. Thank you for asking.
	Sure.
	Kindly paste this link in the browser of local computer and join the session.

	https://assist.aceclouddhosting.com/join/6022743574
Rubens S Jacob	Go ahead. I will click yes for the MArgarita User
Yash Ahi	Oh okay let me send you within the server.
Rubens S Jacob	Ok better
	Thanks
Yash Ahi	I just sent a remote request.
	Lets check now.
Rubens S Jacob	Thank you so much. The problem with the file is only with this user because the others is working well
Yash Ahi	Alright, let me check that.
Rubens S Jacob	Thank you so much!
Yash Ahi	You're welcome.
	Please enter the password.
Rubens S Jacob	So it is not the file, is it the place?
	Ok I will
Yash Ahi	I have just made another copy of that file for checking purpose.
	Is she trying to access this company file for the first time?
	The password is incorrect.
Rubens S Jacob	No, she always had access. We don't know what happened
Yash Ahi	When was the last time she was able to access that file? (Edited)
	Okay it seems like first we need to upgrade the company file to use it in Quickbooks 2024.
	Can you login with your admin credentials?
Rubens S Jacob	long time ago. Last week the accounting person had access and now she also is not able to open it
	yes
	yes go ahead
Yash Ahi	Okay, enter the password. (Edited)
Rubens S Jacob	Ok give me a second
	it won't affect the other users?
Yash Ahi	Nope.
Rubens S Jacob	Ok thank you[
Yash Ahi	Now every user needs to access this company file from QB 2024.
	You're welcome. (Edited)
Rubens S Jacob	So where is the file?

	In Data?
	because we need to search and select it
Yash Ahi	Well the company file is in the original location, where it was.
	Let me show you.
Rubens S Jacob	ok
	can you please open it?
Yash Ahi	Sure.
	Ask user to try logging in to that file.
	This message has been deleted
	Alright Ruben, here you go.
	Is there anything else I may help you with ?
Rubens S Jacob	give me a second please
	there is 2 file very similar. Witch one is it?
Yash Ahi	The first one.
	LLC
Rubens S Jacob	Ok thank yoo. We dont loss any data right??
Yash Ahi	No Ruben, upgrading your company file won't affect any data.
Rubens S Jacob	and why we have two similar with two similar date and hours?
Yash Ahi	Well Ruben, I do not have idea about that. But the size of both the files seems to be different.
Rubens S Jacob	As you can see, the other one have MORE info
	My concerns is that we update the wrong file
Yash Ahi	So, do you want me to update the other file as well?
Rubens S Jacob	yes because when I go to the ATLANTA MAIN computer (user Reubens) the QB use the other file
Yash Ahi	Ok, lets got with the other file.
Rubens S Jacob	LLC - QBES.QBE
	which one user do you need?
Yash Ahi	Well if you haven't upgraded this company file 2024, then you need to do it with admin.
	Otherwise, you can login from user's credentials.
	It seems like it already upgraded.
	It is accessible also by the user.
	Is there anything else I may help you with ?

Rubens S Jacob	Yes
	Yes thanks
	So we will use that one right??
Yash Ahi	No problem at all.
Rubens S Jacob	The LLC - QEBS.QEB??
Yash Ahi	If all the users uses that company file, then she also needs to use that one. However, its your data Ruben, so I am not sure, which company file do you guys use. Is there anything else I may help you with ?
Rubens S Jacob	Thank you so much for your time. I am not sure, that's why we ask you
Yash Ahi	You're welcome Ruben. Well you can just check both the company files, and which one do all the users use. That will be your main company file. (
Rubens S Jacob	Ok thank you so much!!
Yash Ahi	My pleasure. I would greatly appreciate if you could share the feedback after this chat. After this chat you will get the reference ticket ID Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your AI Assistant.

Visitor Details

#78193 Alicen Truax

Email: alicen@cimodular.com  3608869933

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: BLACK DIAMOND

State: Washington

Country: UNITED STATES

Chat Transcript

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

Hello, I am your A

Visitor Details

#78389 shari

Email: shari@jkservicesinc.com  18054079440

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 56 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	We need to have Joel.b user access to a credit card reader
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
shari	This is on the blue isle - Drake server
	<i>Shubham Kataria accepted the chat transfer request.</i>
	Jim.k has the same setup but I wasn't involved in it
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. Please allow two minutes to check the same. (Edited)
shari	Ok

Shubham Kataria	Kindly confirm if credit card reader is any installed application on the server.
shari	It is a Quickbooks provided credit card reader
Shubham Kataria	Kindly confirm the name of this Reader if it is already installed on the server.
shari	I have no idea it is plugged into his computer
Shubham Kataria	Could you please show me over remote session, If its showing up on your end?
shari	We did have to installed a 3rd party software previously On Jim.k login
Shubham Kataria	Is it possible to connect with Jim over remote so that I can see the application which you need the access for user Joel.b
shari	Let me see if he is online
Shubham Kataria	Sure
shari	I am back logged in as me and still having issues with outlook not loading properly
Shubham Kataria	Okay, lets connect over the remote and check the issue. May I take the remote access of your server?
shari	Yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end. We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat.
shari	Same issue I was having earlier
Shubham Kataria	I'm checking it over the remote. Please allow two minutes. Thank you for your patience.
	Outlook working fine now and We have opened it multiple times, just to make sure everything is good.
shari	Ok I'm looking for the software name
Shubham Kataria	Okay no problem
shari	you guys made us pay for it USB for Remote Desktop
Shubham Kataria	Alright, let me check the application on the server now
shari	Fabulatech
Shubham Kataria	Thank you, please allow me two minutes more to check the same.
shari	Ok Original case was 627435
Shubham Kataria	Thank you for the information. let me check this ticket. Could you please us the license details of Fabulatech

shari	It should already be installed
Shubham Kataria	Actually As I checked and found your account is migrated to new server that's why the application is not installed on new
shari	Oh ok probably when the acct rep sent me The list of apps I didn't know that that's what it was Qcalled. I have the email i
Shubham Kataria	Could you please check the emails for us and share the License details with us so that we can install the application on ne
shari	I have the email on my screen
	Do I need to forward it somewhere
	Are you still on my remote?
Shubham Kataria	yes, we are on the remote
	Kindly share this license with us on support@acecloudhosting.com. We will install it on the server in night hours as it will r
shari	I just sent it
Shubham Kataria	Thank you shari, We received your email and we will install it in night hours and will inform you once completed.
shari	Do we need to have anything installed on the logins tomorrow?
	Or will they automatically work?
	I feel like something had to be done on the user computer to connect
Shubham Kataria	yes, we require to install the application on Joel's local computer if it was not installed in past.
	If the application is already there, Joel can use the application once we will install it on server end.
shari	Ok it's not on his local computer
	I will have the admin submit a chat request when she gets in in the am
	He's never had it before
Shubham Kataria	Sure, once the installation completed you may ask joel to initiate the chat or we can also arrange a call for him. (Edited)
	Kindly confirm if you would like us to arrange a call back to set up the application
	Are we still connected here?
shari	Yes here
	I asked the admin who is onsite to request a chat through the website
	When she gets in tomorrow
Shubham Kataria	Okay no problem, We will be happy to assist
	Is there anything else I may help you with ?
shari	Another issue
	Beacon users (Joel.b and admin) can still see folders and files they are not supposed to
	these were supposed to be hidden
	Also the windows needs to be activated on the server because the users all think they need to do it and then I get calls ar

Shubham Kataria	Sure, I will get this done tonight.
	Kindly confirm the files and folders names which you would like to hide from them.
shari	Is thee a reason the files are still visible - I know they can access but on the other Enterprise server I can't see any other files.
Shubham Kataria	Okay please allow me a minute to check the same.
	As you're connected on another chat session, we are ending this session now.

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#78704 matt

Email: matt@myhreco.com  310-210-2191

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
matt	Setback
Acebuddy	Hello Matt, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
matt	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
matt	I'd like to report an Issue
Acebuddy	Please select an option!
matt	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
matt	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
matt	I'm not able to import a .QBJ file - appears to be a permissions issue.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
matt	Hi - thanks for your help
	I need to import a QBJ file for 2024 end of year journal entries, and it looks like I can't do that.
Abhay Kumar Saraswat	Is this for account : Signtek Inc. ?
matt	It freezes when I try
	Yes, SignTek Inc
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
matt	Okay, thanks
	I did, one time trying, get an error message about required permissions and needing to contact computer administrator.
Abhay Kumar Saraswat	No worries.
	May I take the remote access of your local computer?
matt	yes
Abhay Kumar	

Saraswat	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/4382622537
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting up the chat.
matt	Do you need me to log into Quickbooks?
Abhay Kumar Saraswat	Is this the same file you are talking about?
	Yes, and show me the error.
matt	That file you're looking at is the one I tried to import and it wouldn't work
	That's the error
Abhay Kumar Saraswat	Can you please show me again that path and file, please?
matt	The QBJ file is in a folder on the desktop named 2024 JOURNAL ENTRIES
	Maybe I'm importing in the wrong place? Is a QBJ file executable?
Abhay Kumar Saraswat	I'm trying to look into it.
	Kindly allow me few minutes to check the same.
	Please enter the password.
	Thank you for your patience.
	As we checked, it seems like the file is looking corrupted.
matt	I can ask the accountant to send me a new one
Abhay Kumar Saraswat	Could you please regenerate this file again?
	Yes, please.
matt	It was generated by our accountant. I'm going to have to contact them about this. Might take a few days. Thanks for trying.
Abhay Kumar Saraswat	No worries.
	If you face any further issues, please let us know.
	Is there anything else I may help you with ?
matt	No, that was it. I'll wait til I get a new file from them.
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with other details.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)

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

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

matt You too!

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78570 fkoons

Email: russ@keypre.com ☎ 116102975220

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: ALLENTOWN

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

fkoons Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

fkoons Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

The visitor's phone number was changed from 484-866-7732 to 14848667732.

fkoons	I'd like to report an Issue
Acebuddy	Please select an option!
fkoons	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
fkoons	I have a user who is having significant issues with Sage MAS 100 2024, it keeps timing out RichardHimstedt@myrealdta.
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Anjainay Singh accepted the chat transfer request.</i></p> <p><i>Anjainay Singh is transferring the chat to Yash Kalra.</i></p> <p><i>Yash Kalra accepted the chat transfer request.</i></p>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
fkoons	Hello
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name?
	Hello Fred. (Edited)
fkoons	KEYSTONE
Yash Kalra	Kindly allow me two minutes to check the same.
	May I take the remote access of RichardHimstedt's server?
fkoons	not yet hang tight i may have figured it out
	he may be using the old rdp
Yash Kalra	Okay that can be a reason for the issue, please check with the new rdp login, if this resolves the issue. (Edited)
	Fred, please confirm if this resolves the issue, we are here waiting for the confirmation.
	Are we still connected here?
fkoons	I'll reconnect if it's not the issue. Thank you!
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	This message has been deleted
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Kalra has ended this chat session

Chat Transcription

Hello, I am your Acebuddy.

Visitor Details

#77792 nicholas

Email: nicholas@imperialpainting.com  17816985894

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: WEST ORANGE

State: New Jersey

Country: UNITED STATES

Chat Transcript

nicholas	Hello, I am your Acebuddy
Acebuddy	Hello Nicholas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
nicholas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
nicholas	I'd like to report an Issue
Acebuddy	Please select an option!
nicholas	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
nicholas	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?

nicholas	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>	
nicholas	hi
	i am with imperial painting
	the user sharon.c is frozen again
	something keeps happening when we do an action that is freezing the system so it has to be force closed out again please help
<i>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
nicholas	it is just quickbooks frozen for that user
Anjainay Singh	I really apologize for the inconvenience caused at your end.
nicholas	quickbooks is not always a very good program lol its ok
	let me know when the user should try to log in again
Anjainay Singh	I totally understand your concern and will assist you with all your issues.
	Could you please confirm is the user facing QB freeze issue with single company file or with multiple files.
nicholas	a single file. it is freezing when she goes to do the setup for the email
	i am going to try to do it in a different way
	i have not had this issue before setting up other users
	but she goes to send an estimate in QB and then it asks to create a new email profile
	and when hitting yes, it freezes the application
Anjainay Singh	Thankyou so much for your detailed information . please allow me two minutes so that I can look into it.
nicholas	ok
	if you want you can do a remote session with her too
	im not sure how she should contact you though since the chat portal is not supported in Nigeria
Anjainay Singh	Thankyou for confirmation and that will be best method to assist her.
	Prior providing the access, I would suggest you to close any important documents at her end.
nicholas	ok
Anjainay Singh	https://assist.acecloudhosting.com/join/9842962664
	Please send her the URL so that I can access her local machine.
nicholas	ok i did
Anjainay Singh	Thankyou.
nicholas	is it working?

	can you chat with her directly in the remote session or should i stay on here?
Anjainay Singh	I am sending her the remote prompt please inform her to allow that.
nicholas	ok
Anjainay Singh	I got the username , thankyou. (Edited)
nicholas	ok
Anjainay Singh	Please stat connected.
nicholas	ok
Anjainay Singh	Please inform Sharon to sign in back into server after logging out.
nicholas	ok
Anjainay Singh	I'm unable to see anything on the user's end, as the screen appears to be completely black.
nicholas	hmm ok
	she is trying to log back in
Anjainay Singh	Thankyou for your confirmation.
	I really appreciate your patience.
nicholas	thank you. she is trying
Anjainay Singh	I still can't see anything on her end—the remote session screen remains completely black.
nicholas	im messaging again
	apologize for confusion. difficult since i am not with her to see what is going on
Anjainay Singh	It would be better if we assist her directly over a call in real time.
	By this mean issue will be resolved within limited time frame.
nicholas	ok
	can you call her if i give the number
Anjainay Singh	Yes I will schedule the call directly at her number.
	Please share the Sharon's details in below format
	Call back number-
	Timezone-
	Suitable time for call- (Edited)
nicholas	+2348137805350
	West Africa Standard Time GMT +1
	and can they call ASAP?
Anjainay Singh	She can also reach us for prompt resolution at 888-415-5240 as we are 24/7 support.
nicholas	what should she reference for a ticket?
Anjainay Singh	Could you please share us her email address so that I can send the ticket Id to her over an email?

nicholas sharon@imperialpainting.com

can you also send the ticket number in case the email goes into spam

Anjainay Singh Once this chat gets disconnected an automatic ticket ID will be created in which I will document all the issues and will sch

I will also keep you in Cc.

nicholas ok

thank you

Anjainay Singh I really appreciate your patience and cooperation with us.

Nicholas, Is there anything else I may help you with?

nicholas nope that is it

did you restart her applicaiton thoughj

so see if that resolves it

if you can do that before actually

or restart her user account or something

Anjainay Singh I already tried by logging her out but I cannot access her screen so I will not give you false commitments.

Our escalation team member will reach her and will assist her with good solutions. We need to discuss this issue with her

nicholas ok thank you

Anjainay Singh I will keep updating you over an email.

Nicholas, Is there anything else I may help you with?

Are we still connected here?

nicholas all set

thank you

Anjainay Singh Please stay connected.

nicholas ok

Anjainay Singh She just reached us over a call.

<https://assist.aceclouddhosting.com/join/4362841499>

Could you please send her again the new URL?

Please confirm her to download the file from URL and click on Agree and Download.

nicholas ok

i sent it to her

Anjainay Singh Thankyou for your confirmation.

Could you please confirm the status of remote session?

nicholas she said she joined

Anjainay Singh I really apologize for technical issue she is facing , but option to take remote session is not appearing at my end. (Edited)

Could you please suggest her to reach us over call once again? (Edited)

nicholas ok

one moment

it may be working again

Anjainay Singh Thankyou for your information.

nicholas one moment

im trying to screenshare with her and see

Anjainay Singh Thankyou Nicholas.

nicholas yes it is working

one moment please while i try to email again and see if it freezes

Anjainay Singh Sure.

Its really great to hear that.

nicholas you can disconnect the remote session

actually

let me try it first

then you can

one moment

Anjainay Singh I am still not able to access her screen.

*10:39:22 PMnicholas is sharing a file with you
[image.png](#) - (Size:100.8 KB)*

Please confirm the status of issue with me .

nicholas i am having her test it to see if it crashes the program this time

one moment

Anjainay Singh Yes sure.

is it resolved?

nicholas 1 more minute

Anjainay Singh Sure.

nicholas all working

thank you for the hep

Anjainay Singh I should be thankful to you.

You really showed me your patience and cooperation even when I was facing technical glitch at my end.

I will keep this issue under observation.

Is there anything else I may help you with ?

Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.

As issue has been resolved so I am disconnecting this chat , if you still face same issue please let me know over an email

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77702 Angelo Bocacao

Email: info@clmqbp.com  639157602689

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: PINAGBUHATAN

State: Quezon

Country: PHILIPPINES

Chat Transcript

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

	I'd like to report an Issue
Acebuddy	Please select an option!
Angelo Bocacao	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Angelo Bocacao	We can't connect to the server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Angelo Bocacao	CID73565 Green Bulb Public Relations Inc
Tushar	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today. Kindly allow me two minutes to check the same.
Angelo Bocacao	Okay I also sent an email to the support email add
Tushar	Your support ticket 704804
Tushar	Thank you for waiting.
	Is this issue faced by other users as well?
Angelo Bocacao	yes
Tushar	I can see April_gbr was just logged in and is ideal for 1 minute. May I know your user name.
Angelo Bocacao	Hold on ill chat with the users
Tushar	Sure, please take your time Kindly let me know if April is logged off after which I will reboot the server.
Angelo Bocacao	Please reboot now its okay even if there are users logged in
Tushar	Reboot is in process, if this does not resolve the issue then we will move forward with remote session.
Angelo Bocacao	ok let me know if server is already on
Tushar	It's on, kindly ask users to login.
Angelo Bocacao	hold on
Tushar	Sure, please take your time

Angelo Bocacao	its okay now
Tushar	thank you
Tushar	Is there anything else I may help you with ?
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar has ended this chat session

Chat Transcript

Hello, I am your Ace Buddy.

Visitor Details

#78578 James Brown

Email: gbrown@2cmarine.com  19013555901

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: SARASOTA

State: Florida

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
James Brown	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
James Brown	I'd like to raise a Request
Acebuddy	Please select your request type.
James Brown	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
James Brown	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcription

Hello, I am your AI Assistant.

Visitor Details

#77913 tguerrero

Email: tguerrero@kenkinc.com  8183681291

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: 32 Secs

City: GRANADA HILLS

State: California

Country: UNITED STATES

Chat Transcript

tguerrero	Hello, I am your Acebuddy
Acebuddy	Hello Tguerrero, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tguerrero	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tguerrero	Setback
Acebuddy	Hello Tguerrero, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tguerrero	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tguerrero	I'd like to report an Issue
Acebuddy	Please select an option!
tguerrero	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
tguerrero	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
tguerrero	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>
tguerrero	ok, thanks
	<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.
tguerrero	Good morning, Manish, QB at my end is not launching.
Manish Singh	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
tguerrero	Thanks

	Yes, only my account. My co-worker is able to use QBD today
Manish Singh	May I know your username?
tguerrero	Teresagu
	company kenk.myreldata
Manish Singh	Try to access now.
tguerrero	on it...
	It's working now. Thanks. Also, tonight our time, can you please install the updates? I cannot do it, it says only the admin.
Manish Singh	As I can check users are logged into the server so we will schedule this update in night hours.
	Is there anything else I may help you with ?
tguerrero	That's all for now. Thanks. Have a nice day
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of 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 appri
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Trans

I have added a new user through the s
to get them a QB login and able to acc
the RDP loaded on his comp

Visitor Details

#78623 Tim Nelson

Email: sales@superiorsalesdist.com ☎ 17343557260

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: CLINTON

State: Michigan

Country: UNITED STATES

Chat Transcript

Tim Nelson	I have added a new user through the self care portal and now need to get them a QB login and able to access our compar
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
<i>Akash is transferring the chat to Support(QB & App Hosting).</i>	
<i>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.
Tim Nelson	Hi Shubhum -- thank you for your assistance
Shubham Kataria	Hello Tim, How are you doing today?
Tim Nelson	Fine thanks! I have a new employee and have set them up in the self-care portal, downloaded the RDP and it works but I r
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Tim Nelson	SCA.myreldata.net - Server -- user id is chase.t
Shubham Kataria	Thank you for the information.
Kindly follow the below steps to add user in QB company file	
<ol style="list-style-type: none">1. Log in to the company file as Admin.2. Select the “Company” menu.3. Hover over “User” and select “Set Up Users and Roles”.4. Click on “New”5. Create a username and password. You should also provide the required roles to the user under the “Roles” Section.	
(Edited)	
Tim Nelson	Thank you stand by
Shubham Kataria	you're welcome
Tim Nelson	Where would I find the company file to link the company to? It is not in the directory
Sorry I believe I found it	
Shubham Kataria	Alright
After logging onto the company file with the admin credentials, please follow the above steps then new user will be able t	
Tim Nelson	I believe it is working thank you. allow me 1-2 minutes to double check -- thank you!
Shubham Kataria	No problem, take your time.

Tim Nelson	I think we are all set!
	Sincerely appreciate your help!
Shubham Kataria	That's great
	you're welcome
	Is there anything else I may help you with ? I will be happy to assist you.
Tim Nelson	That is all for now -- thank you for your prompt and knowledgeable assistance!
Shubham Kataria	You're welcome. We are here to assist you anytime.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#77989 shari

Email: shari@jksservicesinc.com  18054079440

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 9 Secs

City: BOISE

State: Idaho

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
shari	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	What is the status of escalation team stopping the printer issue and fixing premier files
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 Shari
	Kindly allow me two minutes to check the same.
	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 Transcription

Hello, I am your Ace Buddy.

Visitor Details

#78658 Charles Xavier

Email: support@coretechs.it ☎ 2259007448

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: 1 Min 23 Secs

City: BELLA VISTA

State: Panama

Country: PANAMA

Chat Transcript

Charles Xavier	Hello, I am your Acebuddy
Acebuddy	Hello Charlesxavier, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Charles Xavier	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Charles Xavier	I'd like to report an Issue
Acebuddy	Please select an option!
Charles Xavier	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Charles Xavier	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com email.
	Do you need any further assistance on the topic?

Charles Xavier	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Charles Xavier	Hi Manish
Manish Singh	Would you like to update QuickBooks 2023?
Charles Xavier	We are getting an error while updating QuickBooks. It is affecting Payroll
<i>9:47:38 PM Charles Xavier is sharing a file with you 499bcde9-0987-4dd5-8aef-72dafd7fc7cf.png - (Size:62.04 KB)</i>	
<i>This was sent by main user Casey Keel at CD Services Group</i>	
Error 15102	
Manish Singh	Yes, we will update QuickBooks in night hours if you want as users are logged into the server right now.
Charles Xavier	This is also from Casey: "My payroll submission has crashed about 5-7 times. I have checked to make sure nothing needs
Manish Singh	Kindly logout all users for 20-25 minutes from the server or we can schedule this QB update in night hours.
Charles Xavier	Allow me a moment to check with the users to see if they can log out right now. Stay with me please alright, please schedule the update for tonight, they cannot log out at the moment
Manish Singh	Alright, Once the update is done, we will notify you via email.
Is there anything else I may help you with ?	
Charles Xavier	not at the moment. Thank you for the assistance
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of Thank you for choosing ACE cloud Hosting, you have a wonderful day.
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w	
I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi	
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)	
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Manish Singh has ended this chat session</i>	

Chat Trans

Hello, I am your A

Visitor Details

#77957 Harry Shurek

Email: harry@mygeorgiaaccountant.com ☎ 14049319318

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Google Chrome

Device: Mobile

City: FLOWERY BRANCH

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Trans

Hello, I am your A

Visitor Details

#77694 shari

Email: shari@jkservicesinc.com  18054079440

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 47 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	I have 2 new users and I need to limit their access on our server. They should only have QB 24 not the previous versions
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
shari	nor should they have access to any of the Drake software
Shashwat Verma	Hello Shari
shari	hi
Shashwat Verma	I will surely help you with this issue.
	Got it, they must only have the access of Qb 24, right?

shari	yes
Shashwat Verma	and the Beacon folder in client data
Shashwat Verma	And the Beacon folder (Edited)
	Sure
	We attempted to assign folder permissions for "Beacon" to the following users: aadmin@myrealdatal.net and joel.b@myre log in to the server at least once before permissions can be assigned.
	Can you please ask those users to login the server now?
	I have just shared the file with them on email.
shari	I am logged in as joel currently
Shashwat Verma	Perfect
	Let me impose the permission for Joel
shari	let me log out and log in as the admi
Shashwat Verma	Yes, correct.
shari	ok I logged in and out as the aadmin
Shashwat Verma	Perfect.
	I got the instance.
	Allow me 6-7 mins to complete all your rest requests.
shari	ok
Shashwat Verma	Try now
	We have just given the Beacon folder shortcut on the both mentioned users and the only Qb24 icon as per your request.
shari	I can still see all of the files in Client Data
	they should only have the Beacon folder
Shashwat Verma	Yes, but till now client data was able to be accessed from any users on this server, to restrict that let me know those user:
shari	these two are the exception that should only see the Beacon folder
Shashwat Verma	Okay, doing it right now.
	Kindly check
shari	ok can we remove that whole folder from the desktop? so we will only have the shortcut to Beacon
Shashwat Verma	As I can see joel and aadmin have only Beacon folder shortcut and the Qb 24 icon.
shari	aadmin has the client data folder on the desktop
Shashwat Verma	Check now
shari	ok fixed
Shashwat Verma	Perfect

shari	can you check for Melissa's email for 365 access
	I am hoping to get those set up today also
Shashwat Verma	No, she has not sent the email yet.
	Yes, will do once get the authorization.
	Is there anything else I may help you with ?
shari	ok thank you
Shashwat Verma	Again, we really appreciate your efforts.
	We also recommend that you email us for user creation in cases where folder permission modifications are required. We g
shari	ok we tried and you guys email this am that we had to use the portal
	its been frustrating
Shashwat Verma	We'll take for that in future.
	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this i
	Is there anything else I may help you with ?
shari	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 from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#78311 Demir Hamami

Email: dh@renewedmaterials.com  (301) 320-0042

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: SANTA BARBARA

State: California

Country: UNITED STATES

Chat Transcript

Demir Hamami	Hello, I am your Acebuddy
Acebuddy	Hello Demir Hamami, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Demir Hamami	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Demir Hamami	I'd like to raise a Request
Acebuddy	Please select your request type.
Demir Hamami	Password Reset
Acebuddy	Please select an option below
Demir Hamami	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Demir Hamami	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#78195 Ted Elvir

Email: telvir@intercentrohn.net ☎ 150499420028

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 27 Secs

City: TEGUCIGALPA

State: Francisco Morazan

Country: HONDURAS

Chat Transcript

Ted Elvir	Hello, I am your Acebuddy
Acebuddy	Hello Ted, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Ted Elvir	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ted Elvir	I'd like to report an Issue
Acebuddy	Please select an option!
Ted Elvir	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ted Elvir	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?
Ted Elvir	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Yash Ahi accepted the chat transfer request.</i>	
<i>Yash Ahi is transferring the chat to Shashwat Verma.</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	

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

Hello Ted

I will surely help you with this issue.

Ted Elvir

Hello

Shashwat Verma

Are you able to connect to server?

Ted Elvir

can you please connect to telver user

yes, but not to QBE

Shashwat Verma

Kindly allow me two minutes to check the same.

May take your remote access to help you to login the server?

Ted Elvir

yes

Shashwat Verma

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

Ted Elvir

close

Shashwat Verma

<https://assist.acecloudhosting.com/join/7132361326>

Kindly Click on the link and open the downloaded file.

Ted Elvir

can you see my end ?

Shashwat Verma

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat.

Ted Elvir

ok

Shashwat Verma

Kindly enter the password

Ted Elvir

were ?

Shashwat Verma

Ted, have you open this link on your local pc? (Edited)

Ted Elvir

no, in my remote

Shashwat Verma

I am getting an different interface, kindly open the same on your local pc

Kindly paste the link in your local pc browser

<https://assist.acecloudhosting.com/join/1072407775>

Ted Elvir

ok give me a minute

Shashwat Verma

Use this link please

Thats fine now

Ted Elvir

ok

Shashwat Verma

D:\Client Data\QBE2023, intercentro sa - 23, we will repair the file at this location

Is there anything else I may help you with ?

Ted Elvir

lets see if restarting lets login

Shashwat Verma

Although the issue is from file side

Issue resolved by rebooting the server, hence no need to repair the file

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Ace Buddy

Visitor Details

#78147 carrie morrell

Email: officemanager@woodlawnandlandscaping.com  2527275301

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: NEWPORT

State: North Carolina

Country: UNITED STATES

Chat Transcript

carrie morrell

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

carrie morrell

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

carrie morrell

I'd like to report an Issue

Acebuddy

Please select an option!

carrie morrell	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
carrie morrell	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
carrie morrell	not printing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
carrie morrell	i am having the same issue, quickbooks not printing through the uniport redirecting to my office printer this happens every few days
Shivam Singh	I deeply apologize for the inconvenience caused to you. Thank you for the information and allow 2 minutes to check the same. Could you please check now, as we have applied some changes from the backend.
carrie morrell	k no it didn't work'
Shivam Singh	May I take the remote access of your server?
carrie morrell	yes
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
carrie morrell	k
Shivam Singh	Please approve my request. This message has been deleted
carrie morrell	i have no request send it again hello
Shivam Singh	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/7062207272
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.
	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

#78281 JOAN

Email: joan@enscpany.com  631-734-5330

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: LOCUST

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Ankit accepted the chat transfer request.

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

JOAN Thank you

Ankit I will be surely assisting you with this. Kindly help me with your server name and user name?

JOAN ESAssocInc.myrealdata.net

myrealdata\Eierman\Joan

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

Tushar accepted the chat transfer request.

Tushar Hi Joan I will be assisting you now. (Edited)

JOAN ok

Tushar Kindly allow me two minutes to check the same.

JOAN of course

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

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

and also thank you for waiting.

JOAN yes

Tushar <https://assist.acecloudhosting.com/join/9902051861>

Kindly Click on the link and open the downloaded file.

JOAN done

Tushar We are connected now.

JOAN ok

Tushar It is connected now.

Is there anything else I may help you with ?

JOAN Ok thank you, but what was the issue? I have been having problems all week.

Tushar I haven't changed anything, may I know the time frame in which this issue occurs so that we can examine the server perf

JOAN Usually 12pm to 6pm Eastern Standard Time

Tushar Okay and are other users also facing this issue?

JOAN Not that I know of

Tushar Do you use any VPN?

JOAN I'm not even sure of what that is

Tushar Okay, generally this happens when there is a packet loss means a delay over the internet connection .

	I would suggest to use another internet or use your phones internet connection.
JOAN	Tushar thank you for helping, I'm back up and running, I appreciate you!
Tushar	and observe if the issue still persists or not.
JOAN	will do!
Tushar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar has ended this chat session

Chat Transcript

Hello, I am your AI Assistant.

Visitor Details

#78025 liz

Email: liz@ckjlns.com  9192259110

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: 47 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

liz	Hello, I am your Acebuddy
Acebuddy	Hello Liz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
liz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
liz	I'd like to report an Issue
Acebuddy	Please select an option!
liz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
liz	i can't use outlook anymore. when i got a link to reset the password it didnt work
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	Liz, I will be surely assisting you with this. Kindly help me with your server name and user name?
liz	mdg partners user name lizg
Ashutosh Mishra	Thanks for the confirmation !
liz	liz@ckjlns.com
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
liz	my coworker iryna is having the same issue
Ashutosh Mishra	Is this the first time you are facing this issue?
liz	it has happened before years ago
	i have a ticket number if that helps
Ashutosh Mishra	Sure, please let me know the ticket number.
liz	706854
Ashutosh Mishra	Liz, I also see that Nancy is using the Microsoft Outlook. Would you be able to let her know to close all the Microsoft apps
liz	ok
Ashutosh Mishra	As per the ticket number shared the password for Office 365 was reset and shared to you. Is this password not working ar
liz	it never worked
	it said it was going to email admin and i never heard back. same with iryna

Ashutosh Mishra	Thanks for the confirmation !
liz	Liz i see that password for you and Iryna was sent to Iryna and Wade. May I take the remote access of your local computer
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
liz	ok done
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/6542170341
	As per discussion over the remote session, The issue is resolved as signing in through the liz@cjklns.xom account is not recommended from backend to prevent any minor issues.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78228 Stacy Ciolli

Email: wildfire1789@gmail.com **Phone:** 19702274435

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: ESTES PARK

State: Colorado

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Stacy Ciolli	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stacy Ciolli	I'd like to report an Issue
Acebuddy	Please select an option!
Stacy Ciolli	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Stacy Ciolli	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?
Stacy Ciolli	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>Vignesh Arul accepted the chat transfer request.</i>
	<i>Vignesh Arul is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
Stacy Ciolli	Hi my new user doesn't have QB installed on his remote login
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Stacy Ciolli	The servier is Wildfire Development MarkWestover is the user
Yash Kalra	Kindly allow me two minutes to check the same.
	Please stay connected while we are making some changes from the backend.
Stacy Ciolli	okay
Yash Kalra	May I take the remote access of your server?
Stacy Ciolli	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end. (Edited)
Stacy Ciolli	which registered email address the one for the new user or mine the account admin
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/3422775451
	Please use this link to connect

Stacy Ciolfi	here
Yash Kalra	Stacy, we assisted you regarding QuickBooks icon issue Is there anything else I may help you with?
Stacy Ciolfi	No that is all
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link below. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Stacy Ciolfi	of course
Yash Kalra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your AI Assistant.

Visitor Details

#78047 Carlos

Email: carlos@neotechnetworks.com  8887268138

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 4 Secs

City: MARACAIBO

State: Zulia

Country: VENEZUELA

Chat Transcript

Carlos	Hello, I am your Acebuddy
Acebuddy	Hello Carlos, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Carlos	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Carlos	I'd like to report an Issue
Acebuddy	Please select an option!
Carlos	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Carlos	cannot access SundackLLC.myrealdatal.net
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 be assisting you today. I will surely help you with this issue. Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
Carlos	is the only user with that issue
Manish Singh	Alright! May I know what error you are getting while signing in
Carlos	the rdp connection is not finding the server
Manish Singh	Kindly allow me two minutes to check the same.
	<i>8:48:19 PM Carlos is sharing a file with you 1_image.png - (Size:30.82 KB)</i>
	May I know your username on server ? (Edited)
	<i>8:49:35 PM Carlos is sharing a file with you 1_image.png - (Size:5.95 KB)</i>
Carlos	melissa.sh
Manish Singh	MelissaPep is this your username?
Carlos	no that another melissa is melissa.sh

Manish Singh	Kindly try to access now.
Carlos	ok
Manish Singh	Are you able to access server?
Carlos	working on it it ask for the password 2 times and then the same error
Manish Singh	May I take the remote access of your local computer?
Carlos	yes
Manish Singh	https://assist.acecloudhosting.com/join/5102313081 Kindly paste this link in the browser of local computer and join the session. Prior providing the access, I would suggest you to close any important documents at your end.
Carlos	are you in
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in the chat.
Carlos	here
Manish Singh	Is there anything else I may help you with ?
Carlos	give me a sec to do 1 more test
Manish Singh	Sure
Carlos	all done thks
Manish Singh	This message has been deleted I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of this transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Ace Buddy.

Visitor Details

#77732 shari

Email: shari@jkservicesinc.com ☎ 18054079440

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: 55 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	checking status of QB Enterprise 24 install
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.

shari	hi I spoke with Melissa and she was emailing the auth for Enterprise 24. Confirming you received and checking status
Anjainay Singh	Yes we have received the approval from Melissa. However we would like to inform you that users are currently active on Blueisle-Ent.myrealdta.net and QB installation req...
shari	it should be in blueisle-drake server
Anjainay Singh	Thankyou so much for your clarification, As users are still active on this server as well.
shari	how long will the reboot take
Anjainay Singh	QB 2024 installation will take 15-20 minutes and after that reboot will take 4-5 minutes.
shari	ok checking
Anjainay Singh	We can either perform the update now by logging out all users or schedule it during off-hours to avoid any disruption or d...
	Are we still connected here?
	Are we still connected here?
shari	yes\
	We can do this this afternoon after 230 pst
	I was informed that you guys affected Jim's login also
Anjainay Singh	Thankyou for providing me the update.
shari	and removed some of his QB shortcut icons also can we have authority to rename the Icons to make it easier to decipher between
Anjainay Singh	I have scheduled the installation at 2:30 PST.
	Yes we can rename the icon as per your choice for easy to understand. (Edited)
shari	not the folder but the shortcut icons QBE YY for Enterprise and QBA YY for Accountant
Anjainay Singh	Could you please confirm the suitable name so that we can rename it according to your choice?
shari	For the Enterprise products please rename QBE 24 (for year 2024) QBE 2023 For QB Accountant please use QBA 24
Anjainay Singh	Please also allow me two minutes so that I can look into this issue.
shari	For QB Premier QBP 24
Anjainay Singh	Sure we will change the name according to your choice. Once its done we will inform you over an email.
shari	ok Please make sure Jim, Steph and myself have all versions and Edna Joel, Admin should only have the QBE 2024 when it is installed

Anjainay Singh	Sure I will make sure every access are granted correctly.
shari	thank you
Anjainay Singh	Could you please confirm which QB icon was removed from Jim's login?
shari	I am not sure but sounds like a lot of them
	There were in the program list but shortcuts were removed
Anjainay Singh	Please allow me just two minutes so that I can look into it.
	As I have observed that server Blueisle-Drake.myrealdta.net has QB Premier 2024 installed on server.
shari	yes please rename the icons QBP 24
Anjainay Singh	In order to install QB 2024 Enterprise we need to grant Joel and Aadmin admin rights on server.
shari	they should have rights
	They were added yesterday
	Shashwat was helping me
Anjainay Singh	Please allow me two minutes so that I can check same at my end as well.
	Please stay connected.
shari	ok
Anjainay Singh	As I have checked and found that both users are not added in Admin groups.
shari	why must they be admin?
	they didn't need to be admin for Enterprise 23
Anjainay Singh	I apologize for confusion created , I am discussing about QB 2024.
shari	Enterprise 2024?
Anjainay Singh	Yes.
shari	I don't see why they have to be admin
	They didn't need to be admin for Enterprise 23
Anjainay Singh	Yes they don't need to be admin for QB 2023.
shari	they are not admins... I just need them to be able to access the QB Enterprise 24 when installed and their Beacon folder
Anjainay Singh	Sure we will proceed with the installation for QB 2024 and allow its access to mentioned users.
	<i>12:00:37 AM Anjainay Singh is sharing a file with you image.png - (Size:8.64 KB)</i>
	<i>"Could you please confirm which of the QuickBooks versions mentioned above Jim had access to, so that</i>
shari	jim , steph, edna and I should have access to all versions
Anjainay Singh	Sure , I will take care of it .
	Is there anything else I may help you with ?

shari	no I will check back in about 3pm PST
	is shashwat working today or is today an off day
Anjainay Singh	No he is on off today.
shari	ok
Anjainay Singh	We will install QB at 2:30 PST and will inform you.
	Are we still connected here?
	We are disconnecting this chat.

Anjainay Singh has ended this chat session

Chat Transcription

Hello, I am your Acebuddy.

Visitor Details

#77881 Brenda Rosales

Email: brenda.rosales@eneos.com.ph  636325071840
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 57 Secs
City: AYALA-PASEO DE ROXAS
State: National Capital Region
Country: PHILIPPINES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Rosales	I'd like to report an Issue
Acebuddy	Please select an option!
Brenda Rosales	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brenda Rosales	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at circumstances. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com email.
	Do you need any further assistance on the topic?
Brenda Rosales	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Brenda Rosales	Hi Yash good morning
Yash Kalra	Good Morning Brenda
Brenda Rosales	i dont know where to get my server and user name but this is my computer name JXNOEPC.myrealdatalink.net
Yash Kalra	Kindly allow me two minutes to check the same.
	Please let me know the issue you are facing.
Brenda Rosales	i requested to purchase the QB license thru Ace Cloud but i dont know the progress so far i send couple of emails, but no one reply yet hopefully this will be okay before June 19
Yash Kalra	Please stay connected while I am checking tickets from the backend
Brenda Rosales	because QB only allows us to access up to June 18 thank u
Yash Kalra	

Thank you for sharing all the necessary details with us. Here's the current status:

- ✓ The upgrade process is already underway
- ✓ Our billing team is finalizing the new license procurement on your behalf
- ✓ Rest assured, your license will be updated **before 18th**

Next Steps:

I've personally expedited this request

You'll receive a confirmation as soon as the update is complete

No further action is needed from your side at this time

We appreciate your patience and will notify you immediately upon completion (Edited)

Brenda Rosales

oh

Yash Kalra

Is there anything else I may help you with ?

Brenda Rosales

thank u so much

none

thank u for patience

Yash Kalra

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

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.

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

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

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

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your AI Assistant.

Visitor Details

#78498 team

Email: team@infiniteaccountants.com | 2125440001

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: ZAPOTE

State: Laguna

Country: PHILIPPINES

Chat Transcript

team	Hello, I am your Acebuddy
Acebuddy	Hello Allen Cruz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
team	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
team	I'd like to raise a Request
Acebuddy	Please select your request type.
team	I'd like to raise a Request
	May I know if we can still the password form the link you provided
Acebuddy	You have chosen an Invalid Option. Please try Again!
	Please chose an option :
team	I'd like to raise a Request
Acebuddy	Please select your request type.
team	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 :
team	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcription

Hello, I am your Ace Buddy.

Visitor Details

#78610 Nina Oum

Email: nina.oum@nuwavecom.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 16 Secs

City: LONG BEACH

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Abhay Kumar Saraswat accepted the chat transfer request.

Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
Nina Oum	I have a ticket number 718585
Abhay Kumar Saraswat	Thank you for confirming the ticket number.
	Please allow me 2 minutes to check the same.
	Thank you for your patience.
	I got the ticket.
	Please confirm, what kind of issue you are facing while exporting the excel file?
Nina Oum	it just idle and not do anything
Abhay Kumar Saraswat	Okay.
	Is this the account name: Nuwave Communications ?
Nina Oum	yes
Abhay Kumar Saraswat	And are you the only one who is facing this issue?
Nina Oum	i am not sure if everyone is facing this issue
Abhay Kumar Saraswat	Okay.
	Could you please show me on the server what exactly you were trying to execute and not working?
	For this, I need to take a remote session of your server.
	May I take the remote access of your server?
Nina Oum	yes you may
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
Nina Oum	ok
Abhay Kumar Saraswat	I'm sending you the request on server, please accept.
Nina Oum	i can show you what i did
Abhay Kumar Saraswat	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.
	I just joined the session.
	Could you please do the same again from beginning?
Nina Oum	ok
Abhay Kumar Saraswat	Could you please select "next" ?
Nina Oum	i don

	i don't see where to select "next"
Abhay Kumar Saraswat	Okay.
	No worries.
	Let me cancel this remote of the server and take the remote of your local PC.
Nina Oum	k
Abhay Kumar Saraswat	Allow me a minute and I'll share another link to join the remote session for your local machine. https://assist.acecloudhosting.com/join/4282668518
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in the chat.
Nina Oum	ok
	ok
Abhay Kumar Saraswat	Thank you for your patience over the remote session.
	Is there anything else I may help you with ?
Nina Oum	no.
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of 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 feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your AI Assistant.

Visitor Details

#78795 BINITA ADHIKARI

Email: abctaxllc@outlook.com **Phone:** 12025319519

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: 22 Secs

City: OVERLAND PARK

State: Kansas

Country: UNITED STATES

Chat Transcript

BINITA ADHIKARI	Hello, I am your Acebuddy
Acebuddy	Hello Binita Adhikari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
BINITA ADHIKARI	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
BINITA ADHIKARI	I'd like to raise a Request
Acebuddy	Please select your request type.
BINITA ADHIKARI	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 :
BINITA ADHIKARI	Setback
Acebuddy	Please select your request type.
BINITA ADHIKARI	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 :
BINITA ADHIKARI	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
BINITA ADHIKARI	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!

BINITA ADHIKARI	representative
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.
BINITA ADHIKARI	Hi Manish,
	I need to add my user in this computer
Manish Singh	I will surely help you with this issue.
BINITA ADHIKARI	currently another user shortcut are here in this computer but want to add Binita Adhikari Server as well
Manish Singh	Alright!
	May I take the remote access of your local computer?
BINITA ADHIKARI	sure
Manish Singh	https://assist.aceclouddhosting.com/join/1132611767
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat.
	<i>The visitor's name and phone number were changed.</i>
	Is there anything else I may help you with ?
BINITA ADHIKARI	hey
Manish Singh	Yes
BINITA ADHIKARI	i need you to delete the chace file
Manish Singh	Yes, I will remove the cache and junk files regarding the space issue.
	And let you know over the email.
BINITA ADHIKARI	thank you
	okay
Manish Singh	Is there anything else I may help you with ?
BINITA ADHIKARI	not for now thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of the message.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our 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 appr

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

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

Manish Singh has ended this chat session

Chat Trans

Hi, do I convert my file from Quickbooks Online to Quickbooks Enterprise

Visitor Details

#78550 Lazarus

Email: randy@classichomes.us  14072479337

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

Website: <https://www.acecloudhosting.com/integrations/saasant-transactions/>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: MOUNT DORA

State: Florida

Country: UNITED STATES

Chat Transcript

Lazarus Hi, do I convert my file from Quickbooks Online to Quickbooks Enterprise?

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

Hello

May I please confirm your name to start with?

Lazarus Randy Lazarus

Dikshant Yadav Thank you, Randy

Can you please let me know if you just looking for converting the QuickBooks Online files to QuickBooks Enterprise Desktop

Lazarus	I currently host my other QB Enterprise files on Ace Cloud. Looking for a service that converts QBO to Enterprise. I see on
Dikshant Yadav	Usually, our support team assists you with some 3rd part application through which we can convert these files. Let me tra
Lazarus	ok
<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Lazarus
Lazarus	hi
	I currently host my other QB Enterprise files on Ace Cloud. Looking for a service that converts QBO to Enterprise. I see on
Anurag Sharma	Are you currently using ACE?
Lazarus	yes
Anurag Sharma	Kindly help me with your server name and user name?
Lazarus	RandyL_OPI
Anurag Sharma	Thanks for the confirmation !
	Do you want to switch those QB online files to QB ent 2024?
Lazarus	yes but might have QB ent 2025
Anurag Sharma	You can surely switch your QB files to QB ent 2024. Intuit has not launched his QB ent 2025 software yet.
Lazarus	ok
Anurag Sharma	I would like to inform you that you would just need to have the file backup with you of your online QB files. Then we will h
	Is there anything else I may help you with ?
Lazarus	I will try to back on QBO which does not look easy to do
Anurag Sharma	I can understand that, I would suggest you to contact Intuit support. They would help you with the file backup.
	If incase they don't help you, then you can let us know. We will arrange a callback for you. And will try to do whatever pos
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#78720 George Fowler

Email: gpmfowler@gmail.com **Phone:** 8478991763

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
George Fowler	George, candlelite
	GeorgeF
Yash Kalra	Kindly allow me two minutes to check the same.
George Fowler	ok. my screen is frozen and i can't fix it. can you help?
Yash Kalra	I will be surely assisting you with this.
	Please stay connected while we are implementing some changes from the backend. (Edited)
George Fowler	ok
Yash Kalra	May I take the remote access of your local computer?
George Fowler	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
George Fowler	ok that is done
	go ahead and take over
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/7552094059
	Is there anything else I may help you with ?
George Fowler	that is all, thanks
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link below.
	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	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 feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Kalra has ended this chat session

Chat Transcription

Visitor Details

#78332 Brenda Rosales

Email: brenda.rosales@eneos.com.ph ☎ 636325071840

Department: Support(QB & App Hosting)

Operator: Gaurav kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 19 Secs

City: SAMPALOC EAST

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Brenda Rosales	Hello, I am your Acebuddy
Acebuddy	Hello Brenda Rosales, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brenda Rosales	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>
Brenda Rosales	sorry can you forward me to qb support
	i think i press the wrong button
	sorry
	<i>Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).</i>
	<i>Gaurav Kumar accepted the chat transfer request.</i>
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.
Brenda Rosales	hi Gaurav
Gaurav Kumar	Hello Brenda
Brenda Rosales	my ticket number is 698269
	but billing have not come back to me, as of this time
	i have a tight deadline with intuit

Gaurav Kumar	I will surely help you with this issue.
	Kindly allow me 2-3 minutes to check the same.
Brenda Rosales	they only give me until june 18 to access qb
	sure, thank u
Gaurav Kumar	Thank you, Brenda, for waiting
	I am transferring you to the billing department they will assist you further with the query.
Brenda Rosales	thank u

Gaurav Kumar is transferring the chat to Billing.

Gaurav Kumar has ended this chat session

Chat Transf

Hello, I am your A

Visitor Details

#77821 Brenda Rosales

Email: brenda.rosales@eneos.com.ph  636325071840
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 33 Secs
City: AYALA-PASEO DE ROXAS
State: National Capital Region
Country: PHILIPPINES

Chat Transcript

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

Brenda Rosales	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Rosales	I'd like to report an Issue
Acebuddy	Please select an option!
Brenda Rosales	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brenda Rosales	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times, there may be circumstances where they are not managed by us. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com
	Do you need any further assistance on the topic?
Brenda Rosales	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Brenda Rosales	Dear Yash
	good morning
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Brenda. How are you doing today?
Brenda Rosales	im good.
	thank u for asking
Yash Ahi	Good morning Brenda.
Brenda Rosales	how about you.
Yash Ahi	I am also doing good Brenda. Thank you for asking.
	I will surely help you with the update.
	Could you please help me with your server name or business name?
Brenda Rosales	i don't know the server name
	where can i find it?
Yash Ahi	Business name or username?
Brenda Rosales	this is the computer name

JXNOEPC.myrealdata.net

Yash Ahi

Yes.

Brenda Rosales

i need some help regarding QB upgrade

i already share the signed ACH form to Shubham Kataria and Rajan Sharma, but they have not come back to me if the QB

Yash Ahi

I will surely help you with that.

Brenda Rosales

they said that the ACH form is for QB charges

i was just worried that Intuit email me, and said that I will not be able to login after June 19

because my QB already expires

Yash Ahi

Alright just allow me 2 minutes, let me check that.

Brenda Rosales

thank u

Yash Ahi

You're welcome Brenda.

Thank you for your patience.

So, it seems like, your request is already in process. The ticket is with the concerned department.

Brenda Rosales

wow

thank u

Yash Ahi

They will inform you once it is done.

Brenda Rosales

hope before June 19?

please

Yash Ahi

We will make sure this is done as soon as possible.

Brenda Rosales

thank u so much

Yash Ahi

Yes most probably, that will be done before June 19.

You're welcome.

Is there anything else I may help you with ?

Brenda Rosales

none at the moment

thank u again

Yash Ahi

You're welcome (Edited)

I would greatly appreciate if you could share the feedback after this chat

Brenda Rosales

sure thing

Yash Ahi

After this chat you will get the reference ticket ID

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

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

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

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

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

Yash Ahi has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#77712 Sally Warren

Email: swarren@sedpweb.org

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 59 Secs

City: CORUNNA

State: Michigan

Country: UNITED STATES

Chat Transcript

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

	Please select your request type.
Sally Warren	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Sally Warren	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Sally Warren	705006 ID#
Anjainay Singh	Thankyou for confirming your request and providing me the ticket ID . Please be on hold for two minutes only so that I may look into the ticket.
	As I have found that you are not able to use word with QB, am I right?
	Are we still connected here?
Sally Warren	yes
Anjainay Singh	Thankyou for your confirmation.
	Could you please confirm this once again?
Sally Warren	yes
Anjainay Singh	Thankyou for your confirmation.
Sally Warren	I was told via email that Word was working but it is not at this time. I really need to get it fixed as I use Word for letters ou
Anjainay Singh	I totally understand your situation and in order to better assist you may I take remote access of your server. I need to capture the issue so that this may be resolve within limited time.
Sally Warren	yes
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Sally Warren	Ok
Anjainay Singh	Could you please also confirm your username on server?
Sally Warren	Chamber2 I believe
Anjainay Singh	Thankyou for your cooperation. I am sending you the remote access , please permit my access.
Sally Warren	where
Anjainay Singh	

	Thankyou.
	Could you please guide us to the issue when its happening?
Sally Warren	Can you see the message on my screen
Anjainay Singh	Yes I am seeing the error , please allow me two minutes so that I can see the backend settings at my end.
Sally Warren	ok
Anjainay Singh	Thankyou for your patience , Sally.
Sally Warren	no problem
Anjainay Singh	We have made some backend settings and in order to update it please logout and login back into server.
Sally Warren	ok
Anjainay Singh	Please let me know once you are into server.
Sally Warren	I am back in.
Anjainay Singh	Thankyou for your confirmation.
Sally Warren	ok
Anjainay Singh	Please be patient with us , as I am working on it with our escalation team. (Edited)
Sally Warren	I really do not know why this is an issue, I used Word with QB last month with my letters.
Anjainay Singh	I truly understand your situation and we respect your time.
	"Could you please confirm the last time you were able to access Word?"
Sally Warren	For sure around May 5th or 7th
Anjainay Singh	Could you please logout from server for 4-5 minutes so that we can check the backend settings and fix this issue permanently.
	I appreciate your response.
Sally Warren	yes I am logged out
Anjainay Singh	Thankyou.
Sally Warren	I have to step away from my computer for 5 minutes. I will be back.
Anjainay Singh	Sure , I have applied the backend policy , please try to login back and try to launch Word once again.
Sally Warren	I am back
Anjainay Singh	Please login back into server so that I can take remote access.
Sally Warren	I can not get into QB
Anjainay Singh	Are you able to login into the server?
Sally Warren	no see attached picture
Anjainay Singh	May I take the remote access of your local computer?
Sally Warren	I finally got in

7:17:35 PM Sally Warren is sharing a file with you

[1_image.png](#) - (Size:256.52 KB)

Anjainay Singh	That's Great
Sally Warren	Word is still not working
Anjainay Singh	Please stay connected with us as we are working on resolution and once we make any change we will ask you to login into word.
Sally Warren	What about uninstalling from my desktop and reinstalling?
	How do I log into word?
Anjainay Singh	Its last step to proceed with fixing the issue , however we are checking for the permissions on certain folders which maybe causing this issue.
Sally Warren	ok
	Am I still waiting to do something?
Anjainay Singh	Please allow us 5-10 minutes , as I along with my escalation team member are checking the initial settings and in order to fix this issue.
Sally Warren	ok
Anjainay Singh	Please login.
	and share your screen. (Edited)
Sally Warren	I am in
Anjainay Singh	We have cooperatively fixed the issue.
Sally Warren	Let me log into my file and see if it works inside of QB
Anjainay Singh	Sure , I am still here until this issue is not getting resolved.
Sally Warren	It seems to be working now. THANK YOU!!!!
Anjainay Singh	I really appreciate your patience.
	Is there anything else I may help you with ?
Sally Warren	I do not think I have any other issues at this time.
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
Sally Warren	certainly
Anjainay Singh	That's really great to here from your end.
	I will also share the ticket id with you over the mail once this chat is disconnected.
	You may disconnect this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Sally Warren	Thank you.

Anjainay Singh has ended this chat session

Chat Transcript

unable to log in

Visitor Details

#78584 wake

Email: loriw@taxproak.com ☎ 9076772977

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: EAGLE RIVER

State: Alaska

Country: UNITED STATES

Chat Transcript

wake	unable to log in
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.
<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>	
<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	Kindly help me with your server name and user name?
wake	tpalaskallc.myrealydata.net
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.
	Can i get your name please?
wake	Lori
Abhay Kumar Saraswat	From Tax Professionals of Alaska LLC, right?
wake	yes

Abhay Kumar Saraswat	Thanks for the confirmation !
wake	Could you please confirm me Lori, where were you trying to log in?
Abhay Kumar Saraswat	rdg.myrealdata.net
wake	Okay.
	And what error were you getting there?
wake	the logon attempt failed
Abhay Kumar Saraswat	Okay.
	I just checked and found that your account were locked.
wake	can you unlock it
Abhay Kumar Saraswat	Yes.
	I've unlocked it.
	Could you please try to login again and confirm me?
wake	Trying
Abhay Kumar Saraswat	Sure, take your time.
wake	I got out and went back in, put in my new password and still says the logon attempt failed
Abhay Kumar Saraswat	Okay.
	Thank you for the information and allow 2 minutes to check the same.
	I apologize for any delay. Thank you for your patience.
	May I take the remote access of your local computer?
wake	yes
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/9012884950
	Kindly paste this link in the browser of local computer and join the session.
wake	done
Abhay Kumar Saraswat	I can't see you on remote.
	Could you please download the setup file for remote session?
wake	it is still downloading
Abhay Kumar Saraswat	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in the chat.
	Hello Lori

As we checked, you are successfully logged in into the server.

Is there anything else I may help you with ?

wake Not at the moment. Thank you

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

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

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

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

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.

Abhay Kumar Saraswat has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#77906 Kim Henderson

Email: officebbhomes@gmail.com  208-870-6045

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 24 Secs

City: CORINNE

State: Utah

Country: UNITED STATES

Chat Transcript

Kim Henderson

Hello, I am your Acebuddy

Acebuddy	Hello Kim Henderson, I'm your Ace Buddy. I'll be happy to help you with any questions you have.
	Whom Would You Like to Connect With?
Kim Henderson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kim Henderson	I'd like to report an Issue
Acebuddy	Please select an option!
Kim Henderson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
Kim Henderson	I have a ticket, 707444 to install ace cloud hosting on my local computer. I am currently working on it with another colleague who is also available right now, but she has to leave soon and I was hoping to do this before she left me.
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra.
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Thank you for your patience.
	Please allow me few more minutes i am opening the requested file.
Kim Henderson	thank you
	<i>8:53:31 PM Ashutosh Mishra is sharing a file with you</i> <u>StephanieF.q14@myrealdatal.net.rdp.zip</u> - (Size:827 B)
	<i>Please download and unzip folder to find the application.</i>
	question. I am chatting with you on my laptop, Kim, I am trying to access your local computer via remote desktop. Can you help me with this? I am not able to open the file.
Ashutosh Mishra	Sure i can send the application to her on the mail too. I can also share the credentials with you if you provide me with the email address of the user.
Kim Henderson	ok, i'll trust the process and unzip this from your chat.
Ashutosh Mishra	Sure, give it a try and i will also send over the email to you.
Kim Henderson	i tried link in this chat as well as the one on my email for connecting to your local computer. I am still unable to connect, please ask administrator.
Ashutosh Mishra	I see, let's check what is happening on your local computer. I can take the remote access of your local computer if you provide me with the necessary details.
	May I take the remote access of your local computer?

Kim Henderson	again, i am on my laptop not her new one in this chat
Ashutosh Mishra	Yes, once we verify that issue is not with application s too.
	Prior providing the access, I would suggest you to clos
Kim Henderson	done
Ashutosh Mishra	Kindly paste this link in the browser of local computer
	https://assist.acecloudhosting.com/join/1642817501
	As per discussion over the remote session, The issue i Stephanie and now the server is accessible.
	You may end this chat now. Once you end this chat, yo conversation, along with a ticket number and survey 1
	I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your 1 Thanks!
	Note: You may change/reset your server password on (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://v

Ashutosh Mishra has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#77700 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 25 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I conne
shari	Is there an Enterprise 24 Accountant that can be insta
Acebuddy	Please wait while we connect you to a Support Repres
	<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
	Hello Shari
shari	I'm back lol
	sorry
Shashwat Verma	No problem
shari	It looks like the Beacon file was in 24
	so I need Enterprise Accountant 24
Shashwat Verma	But currently you don't have the license for that, corre
shari	yes I do
	I have the enterprise bundle
Shashwat Verma	Then, I will surely help you with this issue.
	Let me share the details then
	But unfortunately, once again we have to loop the me

shari	oh my goodness
Shashwat Verma	I deeply apologize for the inconvenience caused to yo
shari	should I wait for the new CID to take effect
Shashwat Verma	Yes, you can
shari	how long will that take
Shashwat Verma	I am just sending your case to concerned team, team
shari	please email melissa in the meantime and see if she r
Shashwat Verma	Okay, will try again to loop her, could you please shar
shari	License # 675572815680164
Shashwat Verma	and the product number
shari	392474
Shashwat Verma	Okay will try with these details
	Once we got the authorization.
	Hope you understand that I am required to follow the
	But I personally get this case priorities for the CID div
	So that in future you and Melissa have your independe
shari	ok
	thanks
Shashwat Verma	Is there anything else I may help you with ?
	Are we still connected here?
shari	no
	thanks
	sorry was on another screen
Shashwat Verma	It would be great if you could share your feedback aft
	Thank you for choosing ACE cloud Hosting, you have a

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#78079 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 17 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I conne
shari	need assistance with new server logons
Acebuddy	Please wait while we connect you to a Support Repres
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Dharmendra Kumar declined the transfer 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 today.

shari

Hi the links I received by email do not work when I try to click on them. Kindly provide me the correct information

Shubham Kataria

Hello Shari,
I will be surely assisting you with this. Kindly help me know what exactly you are facing issue with.

shari

blueisle-drake

Shubham Kataria

Please allow me a minute to check the same.

Thank you for your patience.

May I take the remote access of your local computer?

shari

yes

Shubham Kataria

Prior providing the access, I would suggest you to close this browser tab.

<https://assist.acecloudhosting.com/join/6142171704>

Kindly paste this link in the browser of local computer

We are connected on the remote session and will proceed with the task. At the same time, I am putting the chat on hold, please do not give your confirmation on this chat.

As per our remote conversation stephanie and Jim are the users you will reconnect with us.

Is there anything else I may help you with ?

shari

not now will login after 8PST

Shubham Kataria

Sure

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

You may end this chat now. Once you end this chat, you can always start a new conversation, along with a ticket number and survey if required.

I request you to kindly spare a moment to fill that out before you end the working. I will appreciate that. or you may send your feedback. Thanks!

Note: You may change/reset your server password 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 Trans

Hello, I am your A

Visitor Details

#78205 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 20 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assis
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I conne
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Repres
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name

krisika	Quickbook very slow
	But working now
	Thank you
Ashutosh Mishra	I understand the QuickBooks is working fine now.
	May I know if the issue came up during certain task or
	Are we still connected here?
krisika	No
Ashutosh Mishra	Is there anything else I may help you with ?
krisika	No
	Thank you
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a
	You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey link.
	I request you to kindly spare a moment to fill that out before you end this chat. If you are still working. I will appreciate that. or you may send your feedback. Thanks!
	Note: You may change/reset your server password on our website (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/support-chat.php).

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your AI Assistant.

Visitor Details

#78421 Rafael Hernandez

Email: rhernan@ethiccorp.com  2676263650

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 6 Secs

City: PHILADELPHIA

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Rafael Hernandez	Hello, I am your Acebuddy
Acebuddy	Hello Rafael Hernandez, I'm your Ace Buddy. I'll be ha
	Whom Would You Like to Connect With?
Rafael Hernandez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rafael Hernandez	I'd like to report an Issue
Acebuddy	Please select an option!
Rafael Hernandez	Other Issue
Acebuddy	Please specify the issue you are facing before I conne
Rafael Hernandez	remote desktop blacking out my 2nd monitor and will monitors either
Acebuddy	Please wait while we connect you to a Support Repres
	<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
	I will surely help you with this issue.
Rafael Hernandez	hello
Manish Singh	May I take the remote access of your local computer?
Rafael Hernandez	sure
Manish Singh	https://assist.acecloudhosting.com/join/1352094419
	Prior providing the access, I would suggest you to clos
	Kindly paste this link in the browser of local computer
Rafael Hernandez	i think its conected
Manish Singh	We are connected on the remote session and will proc

the time, I am putting the chat on hold, please do not give your confirmation on this chat.

Rafael Hernandez

ok

Manish Singh

Is there anything else I may help you with ?

Rafael Hernandez

that is all

thanks

Manish Singh

I would greatly appreciate if you could spare a minute smileys at the end of this chat.

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

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

I request you to kindly spare a moment to fill that out before you end this chat. If you are not able to work on it right now, you can do it later. I will appreciate that. or you may send your feedback to me via email. Thanks!

Note: You may change/reset your server password 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 AI Assistant.

Visitor Details

#78726 Ben Marchiafava

Email: accounting@coxcactusfarm.com  14803004770

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: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

Ben Marchiafava	Hello, I am your Acebuddy
Acebuddy	Hello Ben Marchiafava, I'm your Ace Buddy. I'll be hap
	Whom Would You Like to Connect With?
Ben Marchiafava	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ben Marchiafava	I'd like to raise a Request
Acebuddy	Please select your request type.
Ben Marchiafava	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.co technicians will connect with you for further assistanc
	If you are facing any issue/problem with your server, I
	As we haven't got any response from your end, We ar Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Trans

Hello, I am your A

Visitor Details

#78499 team

Email: team@infiniteaccountants.com ☎ 2125440001

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: 30 Secs

City: ZAPOTE

State: Laguna

Country: PHILIPPINES

Chat Transcript

team	Hello, I am your Acebuddy
Acebuddy	Hello Allen Cruz, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
team	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
team	I'd like to report an Issue
Acebuddy	Please select an option!
team	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
team	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
team	Hello can we still see the password from the link you provided?
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
team	User Name: myrealdatalAllenC.NPRE
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra.
team	Server Name: QBNXTPRE.myrealdatalnet
Ashutosh Mishra	Hello Allen, I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
team	Password Link : https://otp.aceclouddhosting.com/view/eae2db24f59067597a34d2a9
	Okay thanks
Ashutosh Mishra	Allen please let me know the ticket number that will be generated.

team	Okay wait
Ashutosh Mishra	Sure, please take your time
team	Hello I caanot see any ticker number
	Ticket ID: Issue: User Addition Thank you for ordering details and instructions to connect with your server be attached herewith a connector (Usernames.RDP file) f may download the same on your desktop and connec user credentials provided. For Macintosh Operating Sy connect to the server. Some old version of macOS doe attached setup guide to access on the server using M NOT OPEN IN BROWSER) RD Gateway Server: RDG.my shortcut) NOTE: The password you received via link ca password for future reference or you can change it im Password Link : https://otp.acecloudhosting.com/view/eae2db24f59067597a34d2a9 User Name: myreldata\IASAdmin.NPRF https://otp.acecloudhosting.com/view/0cf974faf3f1be6a1976423 Kindly enroll here to change the password attached guide for detailed instructions. To access the Smartphones: Please download the 'Microsoft Remote For your reference, please find the URLs below. Play S id=com.microsoft.rdc.android iTunes Store: https://itunes.apple.com/us/app/microsoft-remote-desktop/id1295203466?mt=12 For Printing: You need to ins local/regular computer. Below is the link to the softwa refer to the attached document. https://www.uniprint.com/ the Universal printer driver on the server for printing. server, and you will be able to print documents from t problem or have any query, please let us know immec support to set up your accounts. We are 24x7 availab Anjainay Singh - ACE Support Team
Ashutosh Mishra	Sure, May i know when did you get this link?
team	714001 - can you try this ?
	on email
Ashutosh Mishra	Thanks for the confirmation !
	It seems the password link has expired.
team	Yes , may we know the password even if expired ?
Ashutosh Mishra	I can reset the password however i would require an e
	I will send you an email after this chat requesting for a password link. Would that work for you?
team	Okay
	will work
Ashutosh Mishra	The password may not have expired however the link simply reset and send you a new password.

Is there anything else I may help you with ?

team Okay .

None so far

Ashutosh Mishra Thanks for the confirmation !

team will wait the email

what email will you send ?

the email provided on this chat right?

Ashutosh Mishra Yes, I will send to registered email **allen@infiniteacc**

team Okay will wait

thanks

Ashutosh Mishra Thank you for choosing ACE cloud Hosting, you have a

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

You may end this chat now. Once you end this chat, yo
conversation, along with a ticket number and survey 1

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

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

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

Ashutosh Mishra has ended this chat session

Chat Transcription

Hello, I am your A

Visitor Details

#78728 jgao

Email: jgao@npftax.com ☎ 16263228826

Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 31 Secs
City: IRVINE
State: California
Country: UNITED STATES

Chat Transcript

jgao	Hello, I am your Acebuddy
Acebuddy	Hello Jeremy Gao, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
jgao	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jgao	I'd like to raise a Request
Acebuddy	Please select your request type.
jgao	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance
	If you are facing any issue/problem with your server, I
jgao	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
jgao	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative
jgao	Restore deleted data
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be happy to assist you with your issue.
	Hello Jeremy
jgao	Hi, do you know whether ACE backs up the data on the server?

Shashwat Verma	Yes we do.
jgao	I will surely help you with this issue.
	How far will it back up to ?
	We might need to retrieve some data that got accider
Shashwat Verma	Yes, we have the data of last 45 days of your server.
	Okay
	Kindly confirm us the location of that file/folder and th
jgao	Oh, great. Here is our server NPFTax.myrealdatal.net
	We need to retrieve the data at D:\CLIENT DATA\DPG\
Shashwat Verma	Okay, we have noted your request, kindly email us the to security reason.
	Once we get the email, will proceed with the restorati
	Is that work for you?
jgao	Sure, I will send the email now.
Shashwat Verma	Thanks
	Is there anything else I may help you with ?
jgao	One second. Let me send the email
Shashwat Verma	Sure, please take your time
	Perfect, we got the email, will update you on email, or
jgao	Just finished the email.
	Sounds good. Please update me asap. Need to check
Shashwat Verma	Jeremy, to get the file restore, we have to coordinate least, Hope you understand. (Edited)
jgao	That's fine. I will check tomorrow
Shashwat Verma	Perfect
	Is there anything else I may help you with ?
jgao	Thank you for your help!
Shashwat Verma	It would be great if you could share your feedback aft
jgao	That's all I need.
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have :

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#77838 shari

Email: shari@jkservicesinc.com 18054079440

Department: Support(QB & App Hosting)

Operator: Harsh Bhardwaj

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
shari	users joel.b and aadmin have access to view/open folder.
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
shari	Is Sashwat working today
Manish Singh	No, Mam how may I assist you today?
shari	please see ticket 706387 from yesterday this has been an ongoing issue and I am on day 4 of p
Manish Singh	I apologize for the trouble you've experienced. I want steps to resolve this issue.
	Shari, Malkeet has emailed you regarding the matter.
	Regarding the permission access.
shari	yes that is why I am messaging now I don't know why it hasn't been resolved yet. This is n been able to access the system for 2 business days b
Manish Singh	I apologize for any delay.
	Kindly allow me two minutes to check the same.
shari	ok
Manish Singh	Let me transfer the chat to the agent who is working o
	Please wait
	<i>Manish Singh is transferring the chat to Harsh Bhardwaj</i>
	<i>Harsh Bhardwaj accepted the chat transfer request.</i>
shari	hi
Harsh Bhardwaj	Thank you for contacting Ace Cloud Hosting. My name
	Hi Shari
	I will be assisting you today with all the ongoing issue
shari	ok
Harsh Bhardwaj	and make sure that we will resolve it permanently
	Please allow me 2-3 minutes while I check the ticket
shari	ok
	Please ensure we are only affecting 2 users joel.b and
Harsh Bhardwaj	Sure
	Let me make the permission changes only for the 2 us
	The reason they can access the folders is because the

	the QuickBooks issue
	Let me make the corrections
	Please allow me 4-5 minutes
shari	ok
Harsh Bhardwaj	Thank you for your patience
	The changes are almost done
	The changes have been made
shari	ok log off and back on?
Harsh Bhardwaj	Please ask Joel and Aadmin to log off from the server
shari	I am logged in as joel and can still see the full folder li they should only see the Beacon folder
Harsh Bhardwaj	Okay let me take the remote access
	They cannot open the Client Data folder
shari	but they shouldn't see them
	I have access on the other blue isle server and I litera
Harsh Bhardwaj	Okay I see what you meant
	Let me make one more change regarding this
	Thank you for your patience.
	Please log off and try checking
	Is it working as expected?
shari	yes as joel
	I am testing the others now
Harsh Bhardwaj	Okay great!
	Please take your time
	How are things looking so far?
shari	ok seems to be good for joel, aadmin and myself... on how can I fix that
Harsh Bhardwaj	Let me check that
shari	I am waiting on my other users to get in for the day
Harsh Bhardwaj	Alright
	Let me make the backend changes for the recycle bin

Thank you for your patience.

I have made changes from the backend to resolve the

shari ok thank you fingers crossed no more issues

have a great day

Harsh Bhardwaj Yes Shari 😊

You too have a good one!

Thank you for choosing ACE cloud Hosting, you have :

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

I request you to kindly spare a moment to fill that out before you end this chat. I will appreciate that. or you may send your feedback via email. Thanks!

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

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

Harsh Bhardwaj has ended this chat session

Chat Transcript

Hello, I am your AI Assistant.

Visitor Details

#78759 Jenifer campa

Email: jc@acpnational.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Jenifer campa	Hello, I am your Acebuddy
Acebuddy	Hello Jenifer Campa, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Jenifer campa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jenifer campa	I'd like to report an Issue
Acebuddy	Please select an option!
Jenifer campa	Other Issue
Acebuddy	Please specify the issue you are facing before I conne
Jenifer campa	locked out
Acebuddy	Please wait while we connect you to a Support Repres
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer requ</i>
	<i>Sujeet Kumar Suman is transferring the chat to Abhay</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer req</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name today.
Jenifer campa	i am locked out
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to yo
	We were on chat before.
	I've unlocked your account already.
	Could you please check and confirm the same?
Jenifer campa	thank you
Abhay Kumar Saraswat	Are you able to logged in on the server now?
	Are we still connected here?

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#78152 carrie morrell

Email: officemanager@woodlawnandlandscaping.com **Phone:** 2527275301

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: NEWPORT

State: North Carolina

Country: UNITED STATES

Chat Transcript

carrie morrell	Hello, I am your Acebuddy
Acebuddy	Hello Officemanager, I'm your Ace Buddy. I'll be h
	Whom Would You Like to Connect With?
carrie morrell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
carrie morrell	I'd like to report an Issue
Acebuddy	Please select an option!
carrie morrell	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
carrie morrell	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to a representative!

carrie morrell

printer not working

Acebuddy

Please wait while we connect you to a Support Re

Acebuddy (bot) forwarded the chat request

Shivam Singh accepted the chat transfer request

Shivam Singh

Thank you for contacting Ace Cloud Hosting. My r today.

carrie morrell

it's me again

printer not fixed

Shivam Singh

As we applied some backend changes which have

carrie morrell

everytime you guys tell me to reboot i loose you

Shivam Singh

Allow me 5 minutes to check with my resources a

carrie morrell

k

Shivam Singh

I really apologize for the same, but your session l us to make local changes. (Edited)

carrie morrell

i don't know how to fix that

you guys host the network

can you check and see what the last guy did, afte

Shivam Singh

I understand, I am working closely with our resou

carrie morrell

k

do we need to redo the vpn

Shivam Singh

I really appreciate your patience; I am working or

Meanwhile, May I take the remote access of your

carrie morrell

yes

Shivam Singh

Prior providing the access, I would suggest you to end.

carrie morrell

okay

Shivam Singh

Thanks

<https://assist.aceclouddhosting.com/join/6422496>

Kindly paste this link in the browser of local comp

As the issue is resolved.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting you. Please call us at (1-888-415-5240) if any further assistance is required.

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

You may end this chat now. Once you end this chat, the session will be disconnected. You can always start a new conversation, along with a ticket number.

I request you to kindly spare a moment to fill that how I am working. I will appreciate that. or you may email me at quality@acecloudhosting.com. Thanks!

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

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

Shivam Singh has ended this chat session

