

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80227 felix

Email: felix@elevatepackaging.com 15491155897382
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: 45 Secs
City: BUENOS AIRES
State: Capital Federal
Country: ARGENTINA

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Tushar declined the transfer 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.
felix	You take daily snapshots of the machine?
Manish Singh	We take daily backup of the server and have the backup for last 45 days.
	May I know the name and the location of the file you would like to restore, moreover kindly provide us the date of the file.
felix	Ok, could you restore the folder "D:\Client Data\Elevate QB Company File - 06.11.23" to "D:\Client Data\RESTORE"?
	From Monday 04
Manish Singh	Kindly allow me two minutes to check the same.
felix	Thanks
Manish Singh	Kindly check now.
felix	Thanks, give me 2mins to check if I can open this company file
Manish Singh	Please take your time.
	Are we still connected here?
felix	Yes
	Seems to be working, will contact you if anything changes
	Thanks
Manish Singh	Great!
	We will take follow up accordingly.
	Is there anything else I may help you with ?
felix	That's all
	Thanks :)
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 conversation.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our interaction.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your 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 Acebuddy

Visitor Details

#80238 Marc Greenfeld

Email: marc@plastpac.com  13476740674

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: 56 Secs

City: CRANFORD

State: New Jersey

Country: UNITED STATES

Chat Transcript

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

Marc Greenfeld	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Marc Greenfeld	I'm locked out of https://selfcare.acecloudhosting.com/j_security_check
	<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.
Marc Greenfeld	tnx
Anjainay Singh	I understand your concern, please allow me two minutes so that I can check the cause of the issue at my end and provide
Marc Greenfeld	ok
Anjainay Singh	Could you please confirm your user login name?
Marc Greenfeld	CID66134
Anjainay Singh	This is the account ID number, I am asking to confirm your server username?
	<i>2:31:32 AM Anjainay Singh is sharing a file with you image.png - (Size: 17.47 KB)</i>
	<i>Could you please confirm your username from below</i>
Marc Greenfeld	moti
Anjainay Singh	Thankyou for your confirmation.
	As I have checked and found that user account is in disable state and we need to activate the user and reset the password.
Marc Greenfeld	We tried resetting it still locked
Anjainay Singh	Could you please send us an authorization email from Marc@plastpac.com to support@acecloudhosting.com
	Please let me know once you are done.
Marc Greenfeld	k
Anjainay Singh	Have you sent the email?
	Are we still connected here?
Marc Greenfeld	mo
Anjainay Singh	Okay Marc
	Once you are done please let me know.
Marc Greenfeld	ok
Anjainay Singh	Thankyou Marc for your cooperation.
	I have activated the user Moti.
	Are we still connected here?
	Are we still connected here?

Marc Greenfeld	sent
Anjainay Singh	I just received your email and have reset the password.
Marc Greenfeld	whats the next step?
	please reply to the email with instructions
Anjainay Singh	I have send the new password URL and RDP file to access the server.
Marc Greenfeld	thanks
Anjainay Singh	Please download the RDP file from attachment section and use the password shared in form of URL. Cold you please confirm whether your issue is resolved at your end?
	Are we still connected here?
Marc Greenfeld	yes
Anjainay Singh	Are you able to access the server? Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	I will also share the ticket id with you over the mail once this chat is disconnected.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80267 Ganesh

Email: infocothenassociates@gmail.com  +91 8447018372

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: 45 Secs

City: GAUTAM BUDDHA NAGAR

State: Uttar Pradesh

Country: INDIA

Chat Transcript

Ganesh	Hello, I am your Acebuddy
Acebuddy	Hello George, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ganesh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ganesh	I'd like to report an Issue
Acebuddy	Please select an option!
Ganesh	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ganesh	qb file deleted,
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.
Ganesh	my server name : CohenAssociates.myreldata.net
Abhay Kumar Saraswat	I will be surely assisting you with this.
	Is this for account: GKP Consulting ?
Ganesh	one of our qb file IJK DENTAL, deleted, plz check that any way to get the backup file for that qb
	CohenAssociates.myreldata.net
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	Sure. I'll assist you with this.
	Kindly allow me two minutes to check the same.

Ganesh	ok no prob. file name is IJK DENTAL SERVICES P.C date entries are last updated on July/08/2025 on that file data entries, not date
Abhay Kumar Saraswat	Thank you for the information. I can see the multiple folder in Client data. Could you please confirm the name of the folder where it was located before it was deleted?
Ganesh	wait D:\Client data\Bookkeeper
Abhay Kumar Saraswat	Sure, please take your time.
Ganesh	folder name is Bookkeeper in client daa
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.
Ganesh	ok
Abhay Kumar Saraswat	Thank you for your patience. Could you please check?
Ganesh	yes
Abhay Kumar Saraswat	I've pasted the backup file in the same folder. (Edited)
Ganesh	now this is back to the folder and working thank you
Abhay Kumar Saraswat	Great. Is there anything else I may help you with ?
Ganesh	no bye
Abhay Kumar Saraswat	My pleasure to assist you. (Edited) 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.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

Hi

Visitor Details

#80453 Silvina Aguirre

Email: saguirre@ezmetal.com  18322470466

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

Website: https://www.acecloudhosting.com/virtual-desktop/desktop-as-a-service/?utm_source=google&utm_medium=cpc&utm_campaign=VDI-PMAX&gad_source=1&gad_campaignid=22808408583&gbraid=0AAAAAC2XVpTIERHJXPpy_zeZghGE7m35E&gclid=CjwKCAjw7_DEBhAeEiwAWKiCC6I

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 55 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Silvina Aguirre Hi

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

Silvina Aguirre I need help resetting my password for my reldata

Amit Sure, let transfer you to our technical team in that case.

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

Silvina Aguirre which expired and i have am setting up access in new laptop

Sujeet Kumar Suman accepted the chat transfer request.

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

Hello Aguirre

Silvina Aguirre

	Hi
Sujeet Kumar Suman	How are you doing?
Silvina Aguirre	Metal Online, LLC.: CID74589
Sujeet Kumar Suman	Thank you for the information.
Silvina Aguirre	i got a new laptop and even though i copied the destop access i need a password reset for Silvina Aguirre i sent an email to support this morning i would also like to get access to my portal so i can manage that myself the phone number listed is an office line
Sujeet Kumar Suman	Sure, I can help with that.
Silvina Aguirre	not a cell phone for security confirmations and probably update the email as well
Sujeet Kumar Suman	Sure, for that we will need authorization from the primary contact to update the details on the account. As checked, Alex Hernandez is the current POC for the account, so Alex can manage the user account password from MyP And we need authorization via email so that we can proceed further.
Silvina Aguirre	Alex is not the admin i am and she is out of the office till Friday i can confirm company information since i need to work on qb now at least reset my Silvina Aguirre password so i can real data access
Sujeet Kumar Suman	We totally understand your concern, but this is the procedure we must follow to update the POC on the account.
Silvina Aguirre	ok then at least get my password reset so i can work i have my account informatoin
Sujeet Kumar Suman	As I checked, you are also not enrolled in the self-care portal to reset your own password. For this, we will need authentication.
Silvina Aguirre	What do you mean it says my password expired that i had to email support and i did so that they can get me one
Sujeet Kumar Suman	Let me check that for you.
Silvina Aguirre	RE: Re:[## 750592 ##] ACE Cloud Dedicated Server : Metal Online, LLC.: CID74589
Sujeet Kumar Suman	Thank you for your patience. We have received your email and will update you shortly.

	Is there anything else I may help you with ?
Silvina Aguirre	yes reset my password so i dont waste my work day ?
	Call Alex if you have her cell phone
	Alex is asking me for the tech support number she can call
	to get me reset
	what number do i give her
Sujeet Kumar Suman	No worries, we will update you via email regarding the password.
	We have already sent an email to Alex for authentication. Once we receive the authorization, we will share the password with you.
	Is there anything else I may help you with ?
	Alex can contact us at 1-888-415-5240 .
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80386 Evan Giniger

Email: eginiger@driglobal.com **Phone:** 12122091175

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 30 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Evan Giniger	Hello, I am your Acebuddy
Acebuddy	Hello Eginiger, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Evan Giniger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Evan Giniger	I'd like to report an Issue
Acebuddy	Please select an option!
Evan Giniger	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Evan Giniger	i am a new client and trying to intall the Ace Connect. i downloaded and ran the installation file and the icon is on my des
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.
Evan Giniger	Thanks
	hello?
Ashutosh Mishra	Yes we are still connected.
	I am making some checks from backend.
Evan Giniger	OK
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
Evan Giniger	I am the first one to test it.
	I need it to work forme then we can try others
Ashutosh Mishra	May I take the remote access of your local computer?
Evan Giniger	yes one second pls
	OK

Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Evan Giniger	its is ready
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/1162583878
Evan Giniger	here is the icon that I just downloaded but it will not open
Ashutosh Mishra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
Evan Giniger	ok try now
Ashutosh Mishra	We have started reboot of local machine. As per discussion over the remote session, The issue is resolved by rebooting your local machine as it was running slow due to some system issues.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80265 Kim

Email: kimberly@southernspc.com ☎ 13524464434

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 13 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Kim Hello, I am your Acebuddy

Acebuddy	Hello Kimberly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kim	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kim	I'd like to raise a Request
Acebuddy	Please select your request type.
Kim	Change in Users
Acebuddy	Please select your desired option!
Kim	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the link below to manage users.
	Do you need any further assistance on the topic?
Kim	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.
	I will surely help you with this issue.
Kim	i need to get another user on our account she needs a login
	and how do i get the software on her computer
Manish Singh	You can add and remove user via myportal.acecloudhosting.com
	<i>The visitor's name, email address and phone number were changed.</i>
	If getting any issue kindly email us on support@acecloudhosting.com from authorized email which is ap@southernspc.com with user details like Full name, Email ID and contact number of the user.
	<i>10:02:58 PM Manish Singh is sharing a file with you</i>
	<i>How to Manage ACE Server Users 4.pdf - (Size:1.33 MB)</i>
	<i>This is the SOP you can use to manage user.</i>
Kim	what does she need to download to get the program on her computer
	<i>10:04:54 PM Manish Singh is sharing a file with you</i>
	<i>image.png - (Size:7.82 KB)</i>
	<i>It is the RDP link that you will see when you will add the user download that and share with the user.</i>
	ok i added her
	but i dont see RDP link

Manish Singh	It's on the right side of the user added.
	Kindly scroll to the right side. (Edited)
Kim	i see. but how do i get her to get on that screen without giving her my login to ace cloude when i click on that, it want me to download but that is goin to download on my comp not hers <i>10:09:27 PM Manish Singh is sharing a file with you image.png - (Size:9.87 KB)</i> <i>You can tap on the icon download it and send her via email with the password that you created.</i>
Manish Singh	Once done she can download it on her end and access the server without any issue. Is there anything else I may help you with ? Are we still connected here?
Kim	yes its not giving me option to email it oh i see sorry
Manish Singh	Have you got it?
Kim	hold please
Manish Singh	Yes, please take your time.
Kim	ok how does she add our company when she clicks the login button our company isnt showing up can you get on her computer and show her
Manish Singh	https://assist.acecloudhosting.com/join/9092247440 Kindly ask her to 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.
Kim	ok ok she did it can you see
Manish Singh	Yes We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
Kim	ok
Manish Singh	Is there anything else I may help you with ?
Kim	did you find the file
Manish Singh	Yes, she got the file.

Kim	its asking her to download some tool what is that
Manish Singh	She got it she is able to open the file. It's the QuickBooks tool hub that she can download it on her end.
	Is there anything else I may help you with ?
Kim	why is her username not working do i login to admin and set that
Manish Singh	Yes, you need to create the user for her
Kim	ok ty
Manish Singh	Is there anything else I may help you with ?
Kim	thats all
Manish Singh	Kindly let us know if facing any issue, We would be happy to assist you. 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/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80161 Beth Florestal

Email: orders@luckygoatcoffee.com ☎ +1

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 18 Secs

City: KISSIMMEE

State: Florida

Country: UNITED STATES

Chat Transcript

Beth Florestal	Hello, I am your Acebuddy
Acebuddy	Hello Beth Florestal, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Beth Florestal	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Beth Florestal	I'd like to report an Issue
Acebuddy	Please select an option!
Beth Florestal	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Beth Florestal	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Beth Florestal	I can't email from QB anymore, I keep getting an error that "Outlook isn't responding"
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
Beth Florestal	Hi, thank you!
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?
Beth Florestal	LGC@myrealdata.net
	Beth.F@myrealdata.net
	Sorry the server is LGC.myrealdata.net
Shubham Maurya	Thank you for the information please allow 2 minutes to check the same.

Beth Florestal	Okay thank you
Shubham Maurya	Thank you for the patience.
	May I know when was the last time it worked for you?
Beth Florestal	Yesterday morning
Shubham Maurya	Thank you for the confirmation.
Beth Florestal	Around 12pm it stopped working.. QB was frozen, and a window popped up "This utility is for when QB is frozen/unresponsive"
Shubham Maurya	May i know is the issue is with you only or other colleagues are also impacted with the same issues?
Beth Florestal	Just me
Shubham Maurya	Thank you for more information about the issue..
Beth Florestal	You're welcome
Shubham Maurya	May I take the remote access of your server?
Beth Florestal	Yes please
Shubham Maurya	Thank you, You will be having an prompt, please allow the same for remote connection..
Beth Florestal	Alright
Shubham Maurya	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
Beth Florestal	Okay, thank you
Shubham Maurya	Prior providing the access, I would suggest you to close any important documents at your end.
Beth Florestal	Okay I did
Shubham Maurya	Please login here.
Beth Florestal	I did
Shubham Maurya	Please login and try to perform the same step again.
Beth Florestal	Okay
	It works now!!
Shubham Maurya	That's good, Looks like few add on were causing the issue so we disabled them in safe mode of outlook and then reenabled them.
	Is there anything else I may help you with ?
Beth Florestal	Perfect.. thank you so so much!!
	No that was all
Shubham Maurya	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	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.

Beth Florestal You as well

Shubham Maurya has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80498 Lisa Danforth

Email: lisa@qualityfeedstuffsinc.com ☎ +12296864253

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: 29 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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

	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lisa Danforth	Cannot log into MyPortal account.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit declined the transfer 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.
Lisa Danforth	I cannot log into MyPortal account.
Manish Singh	I will surely help you with this issue.
	May I know what error you are getting while accessing MyPortal
Lisa Danforth	Invalid username or password
	I have my username and have reset my password. Still cannot get in.
Manish Singh	Let me transfer this chat to the concerned team.
	<i>Manish Singh is transferring the chat to Onboarding.</i>
	I apologize for the delay, but the Onboarding team is currently unavailable. Would it be possible to arrange a callback?
	Are we still connected here?
Lisa Danforth	yes
	yes call me back
Manish Singh	12296864253 This is your contact number right?
Lisa Danforth	yes
Manish Singh	Alright, we will arrange a callback.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80304 Iguyer

Email: Iguyer@4unitedsystems.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: QUINCY

State: Illinois

Country: UNITED STATES

Chat Transcript

Iguyer	Hello, I am your Acebuddy
Acebuddy	Hello Iguyer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Iguyer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Iguyer	I'd like to report an Issue
Acebuddy	Please select an option!
Iguyer	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Iguyer	unable to open the accounting files---I need a live person please
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Iguyer	Sage opening issues
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>

Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
Iguyer	unable to open Sage files
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Iguyer	I dont know the server name? where is that?
	user name is Iguyer
Vikas Singh Chauhan	Kindly allow me two minutes to check the same.
Iguyer	you all have helped me before without that?
Vikas Singh Chauhan	Is it for the account name United Systems Inc ?
Iguyer	yes
Vikas Singh Chauhan	Thanks for the confirmation !
	May I take the remote access of your local computer?
Iguyer	oaky
	ok
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/7102150528
	Kindly paste this link in the browser of local computer and join the session.
Iguyer	its not working
Vikas Singh Chauhan	Please download the file from the link and please access it and open it.
	Shall I give you another link ?
	We are connected now.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
	Is there anything else I may help you with ?
Iguyer	no thanks
Vikas Singh Chauhan	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts.
	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/)
<i>Vikas Singh Chauhan has ended this chat session</i>	

Chat Transcript

Hello - we cannot open the Stovall-Associates file. It just sits and spins....are you able to reset this file? It sounds like it was corrupted like it was done for us earlier this morning. We have done this for every QB file so we know we can a

Visitor Details

#80420 Cody Stovall

Email: cstovall@stovall-assoaciates.com  6518216211

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

Website: https://www.acecloudhosting.com/vdi/hosted-virtual-desktop/?utm_source=google&utm_medium=cpc&utm_campaign=BOFU_VDI_Provider_24&utm_term=hosted%20desktop%20providers&utm_adgroup=VDI_HUGhF4I&gclid=Cj0KCQjwzOvEBhDVARIIsADHfjjR9KBNU0HsUSvZSfKQu7kvmo0xr2rEZCK035qLiAFh75JPvMwUfc30aAot9EALw_wcB

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: MAPLE GROVE

State: Minnesota

Country: UNITED STATES

Chat Transcript

Cody Stovall Hello - we cannot open the Stovall-Associates QB File. The file just sits and spins....are you able to reset this file/make sure the file so we know we can access all of them?4

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

Hello

May I please confirm your CID or the business name?

Cody Stovall Stovall-Associates

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

Sujeet Kumar Suman accepted the chat transfer request.

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

Hello

Cody Stovall	Hello Sujeet, sounds good
Sujeet Kumar Suman	How are you doing?
Cody Stovall	doing well....we are still experiencing issues with some quickbooks files. I had a request in earlier this morning and we are
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?
Cody Stovall	StovallIALTD - my username is Cody.Stovall
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	As checked, the ticket is already with the escalation team.
	Is it okay if our team calls you now?
Cody Stovall	sure, can they call me at 651-212-1770
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
Cody Stovall	that was it...thank you
Sujeet Kumar Suman	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/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81011 tanya oubre

Email: toubre@dieselpartsdirect.com ☎ 2259281913

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: NEW ORLEANS

State: Mississippi

Country: UNITED STATES

Chat Transcript

tanya oubre	Hello, I am your Acebuddy
Acebuddy	Hello Tanya, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
tanya oubre	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tanya oubre	I'd like to report an Issue
Acebuddy	Please select an option!
tanya oubre	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an
tanya oubre	i cannot log on with my rdp again. i spent 2 hours on chat Wed, al want to escalate it immediately this time
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
tanya oubre	I would like to elevate this issue immediately
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Sir today.
	I will be surely assisting you with this. Kindly help me with your se
tanya oubre	are you an elevated support or first line, if you are first line, pleas
	i have already spent 4 hours on chats dealing with this issue
	dpd_tanya server dieselp
Vikas Singh Chauhan	Okay, I will surely escalate this issue to the higher team.
	May I take the remote access of your local computer in order to p might be I will be able to resolve the issue ? (Edited)

tanya oubre	sure
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any impo
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/458277228
	Tanya are we still connected here?
	Are we still connected here?
	Are we still connected here?
	Tanya, we have already resolved the issue through the remote ses reoccur. We will now proceed to close this chat session.
	As there was no response, we are disconnecting the chat now. You (1-888-415-5240) if any further assistance is required.

Vikas Singh Chauhan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80284 sulema.montes

Email: sulema.montes@wavenet.net

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: 53 Secs

City: VALLEY VILLAGE

State: California

Country: UNITED STATES

Chat Transcript

sulema.montes

Hello, I am your Acebuddy

Acebuddy	Hello Sulema.montes, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
sulema.montes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sulema.montes	I'd like to report an Issue
Acebuddy	Please select an option!
sulema.montes	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
sulema.montes	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze it.
	Was that helpful?
sulema.montes	No
Acebuddy	No issues, please wait while I connect you to one our support engineers.
	<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.
	Hello Sulema
	I will surely help you with this issue.
sulema.montes	QB seems to be down for all of our users
Shashwat Verma	Okay
	Kindly allow me two minutes to check the same.
	When have you first face this issue?
sulema.montes	10 minutes ago or so
Shashwat Verma	Okay
	I deeply apologize for the inconvenience caused to you.
	We have made the required changes from backend, kindly try now.
sulema.montes	ok
	it keeps crashing
Shashwat Verma	Okay.
sulema.montes	attempting to log in for the 3rd time
Shashwat Verma	Sulema, seems like we have to reboot the server, shall we proceed?

sulema.montes	yes
Shashwat Verma	We have rebooted the server, kindly re-login and try to access the
sulema.montes	ok
Shashwat Verma	Let me know, if the issue still persists?
sulema.montes	ok
	attempting to log into QB now
	its still loading
	i think its working now
Shashwat Verma	Perfect
	Is there anything else I may help you with ?
sulema.montes	that's all
	thank you!
Shashwat Verma	It would be great if you could share your feedback after this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful
	You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey feedback for your reference.
	I request you to kindly spare a moment to fill that out for me so that we can improve our services. If you are unable to do so at this time, please let me know and I will appreciate that. or you may send your feedback at support@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by visiting our Self-care portal (https://selfcare.acecloudbhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80300 Luke Burnidge

Email: luke.burnidge@premier.network ☎ 18162210042

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: EXCELSIOR SPRINGS

State: Missouri

Country: UNITED STATES

Chat Transcript

Luke Burnidge Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Luke Burnidge 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 thi
Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#80510 CLARINETTE BRAZA**

Email: cnsbraza@gmail.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: PONTOD

State: Cebu

Country: PHILIPPINES

Chat Transcript

CLARINETTE BRAZA	Hello, I am your Acebuddy
Acebuddy	Hello Clarinette Braza, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
CLARINETTE BRAZA	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
CLARINETTE BRAZA	I'd like to report an Issue
Acebuddy	Please select an option!
CLARINETTE BRAZA	Password Reset
Acebuddy	Please select an option below
CLARINETTE BRAZA	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention what password needs to be reset and we'll share an update once the request is received.
	Do you need any further assistance on the topic?
CLARINETTE BRAZA	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi declined the transfer request.</i>
CLARINETTE BRAZA	Hello. I just want to ask what is the error code means:
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh.
CLARINETTE BRAZA	Error code: 0x50331750 Extended error code: 0x0 Activity ID: {72b28a930f0000}
	Hello Manish
Manish Singh	May I know when are you getting this error code?

CLARINETTE BRAZA	Today when I try to sign in to sign in in remote desktop
Manish Singh	Yes, this is the connectivity error.
CLARINETTE BRAZA	Is this the first time you're experiencing this issue? Also, are any changes made to your account only?
CLARINETTE BRAZA	I experience it before but also it was fixed after Ace Cloud assistance. I am encountering this problem.
Manish Singh	I was prompted to change my password yesterday. I changed it and now I cannot access it anymore after several attempts
CLARINETTE BRAZA	Kindly allow me two minutes to check the same.
Manish Singh	okay, thank you
CLARINETTE BRAZA	May I know your username?
CLARINETTE BRAZA	Good_R@myrealdata.net
Manish Singh	I tried it again todays, I can now access it
CLARINETTE BRAZA	Great!
Manish Singh	Thank you very much
CLARINETTE BRAZA	We will follow up regarding this issue over the email, if you got this message.
Manish Singh	This message has been deleted
CLARINETTE BRAZA	Okay, thank you Manish
Manish Singh	Is there anything else I may help you with ?
CLARINETTE BRAZA	As of this moment, I have none
Manish Singh	I would greatly appreciate if you could spare a minute to give you some smileys at the end of this chat.
CLARINETTE BRAZA	Thank you for choosing ACE cloud Hosting, you have a wonderful experience with us.
Manish Singh	You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey feedback for your feedback.
CLARINETTE BRAZA	I request you to kindly spare a moment to fill that out for me so that we can improve our services. I will appreciate that. or you may send your feedback at clarinette.braza@acecloudhosting.com . Thanks!
Manish Singh	Note: You may change/reset your server password on your own by visiting our self-care portal (https://selfcare.acecloudhosting.com).
CLARINETTE BRAZA	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80556 Kevin Frazier

Email: kevin.frazier@gagetech.com

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: 18 Secs

City: VANCOUVER

State: Washington

Country: UNITED STATES

Chat Transcript

Kevin Frazier Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Kevin Frazier Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Kevin Frazier I'd like to report an Issue

Acebuddy Please select an option!

Kevin Frazier Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an

Kevin Frazier Application will not load. Issue still not resolved

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma

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

Hello Kevin

I will surely help you with this issue.

May I take the remote access of your local computer?

Kevin Frazier

hello

yes

thank you

Shashwat Verma

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

<https://assist.acecloudhosting.com/join/8502047806>

Kindly Click on the link and open the downloaded file.

Kevin Frazier

done

are you in?

Shashwat Verma

Yes

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

as per the remote session, able to connect to server

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80243 Sara Tam

Email: tedswiring@gmail.com ☎ 808-824-4934

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: 32 Secs
City: HONOLULU
State: Hawaii
Country: UNITED STATES

Chat Transcript

Sara Tam	Hello, I am your Acebuddy
Acebuddy	Hello Sara, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sara Tam	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sara Tam	I'd like to report an Issue
Acebuddy	Please select an option!
Sara Tam	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an support representative - Connection Issue
Sara Tam	
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 Ki today.
Sara Tam	hello
Abhay Kumar Saraswat	Hello Sara
	How are you doing today?
	<i>5:07:12 AMSara Tam is sharing a file with you Ace NCR.pdf - (Size:914.12 KB)</i>
Sara Tam	Please take a look the attached to proof our account
Abhay Kumar Saraswat	How may I help you in this?
Sara Tam	since last week we have so many Reconnecting issue
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
Sara Tam	

	i am working on payroll now but it keep reconnecting non stop
	what can you do? Restart ?
	I need help
	I really need to get it stable ASAP
Abhay Kumar Saraswat	I will be surely assisting you with this.
Sara Tam	I also email : [## 746989 ##] Support Question - no response yet
Abhay Kumar Saraswat	Is this for account: Ted's Wiring Service Ltd ?
	Thank you for sharing this. Let me have a look.
	Kindly allow me two minutes to check the same.
Sara Tam	Is this for account: Ted's Wiring Service Ltd? - Yes
Abhay Kumar Saraswat	Thank you for your patience.
	As I checked, we have received your ticket and in under observation.
	Is this issue occurring only for you, or are other users on the server experiencing the same?
Sara Tam	I am not sure
	When i use home computer - Same problem
	just recently
Abhay Kumar Saraswat	Have you faced this before while you were in office?
Sara Tam	not all the like like time, once a while, yes
Abhay Kumar Saraswat	Okay.
Sara Tam	Sara not all the like time, once a while, yes
Abhay Kumar Saraswat	Thank you for the information.
	May I take the remote access of your local computer?
Sara Tam	can
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important application.
Sara Tam	tedswiring@gmail.com
	Go Ahead
Abhay Kumar Saraswat	I'm sending you the remote link here.
	https://assist.acecloudhosting.com/join/2322468088
	Kindly paste this link in the browser of local computer and join the session.

Sara Tam	Loading
	U here?
Abhay Kumar Saraswat	Yes, I can see.
	I'm waiting to join the remote session.
Sara Tam	go use the mouse
Abhay Kumar Saraswat	We are connected on the remote session and will proceed with the time, I am putting the chat on hold, please do not disconnect give your confirmation on this chat.
	Thank you for your patience.
	As I troubleshooted, I found an issue with the latency of your internet connection.
Sara Tam	U sure?
Abhay Kumar Saraswat	Yes, the remote session is still frozen at my end and I'm unable to connect with you.
	However, I'm waiting to connect with the remote session again.
Sara Tam	ok
Abhay Kumar Saraswat	As I can see, the remote session has been ended due to the connection issue.
	I'm sending you another link to join the remote session.
	https://assist.acecloudhosting.com/join/8892708339
Sara Tam	hello
	can u see?
	I press the button
Abhay Kumar Saraswat	No, it is still loading.
	I'd like to inform you that the reason you can easily access the ACE server is because ACE has a faster internet connection with lower latency .
Sara Tam	my internet was working great, i can see all kinds of youtube videos.
Abhay Kumar Saraswat	As I said that your internet is working fine and the internet speed is good.
	But the issue is with the latency of your internet as it is fluctuating.
	And this is the reason that you are facing the "reconnecting" issue.
	And the remote session is also disconnecting in between.
Sara Tam	We have another program we use other company to host, we have a static IP address.
Abhay Kumar Saraswat	I can understand the problem you are facing with ACE server which is due to the fluctuating internet connection.
	Let me get into your PC to change the gateway from my end.

Let me sending you another remote session link

<https://assist.acecloudhosting.com/join/2452655853>

We are connected.

Kindly allow me two minutes.

Are we still connected here?

Is there anything else I may help you with ?

Sara Tam

we are good

bye

thanks

Abhay Kumar
Saraswat

My pleasure to assist you.

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

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

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

Note: You may change/reset your server password on your own by logging in to our Self-care 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 ahead!

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80181 Kasey Goodson

Email: kasey@trademarkvenues.com

Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 17 Secs
City: TEMECULA
State: California
Country: UNITED STATES

Chat Transcript

Kasey Goodson	Hello, I am your Acebuddy
Acebuddy	Hello Kasey Goodson, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
Kasey Goodson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kasey Goodson	I'd like to report an Issue
Acebuddy	Please select an option!
Kasey Goodson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kasey Goodson	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an agent.
Kasey Goodson	AceLogin desktop shortcut broken
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi declined the transfer request.</i>
Kasey Goodson	okay
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Sir today.
Kasey Goodson	hello
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.
Kasey Goodson	i swapped laptops and my shortcut is broken

Vikas Singh Chauhan

No worries.

I will surely help you with this issue.

Could you please help me with the account name ?

Kasey Goodson

trademark venues

Vikas Singh Chauhan

Thanks for the confirmation !

Kindly allow me two minutes to check the same.

Is it [Beyond Tax and Accounting Inc](#) ?

Kasey Goodson

yes!

Vikas Singh Chauhan

Thanks for the confirmation !

May I take the remote access of your local computer?

Kasey Goodson

sure!

Vikas Singh Chauhan

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

<https://assist.acecloudhosting.com/join/6592183313>

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

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

Is there anything else I may help you with ?

Kasey Goodson

thank you again! all set, appreciate you

Vikas Singh Chauhan

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

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

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

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

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

Vikas Singh Chauhan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80179 Thomas Hicks

Email: hicksjth@gmail.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 42 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Thomas Hicks

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Thomas Hicks

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Thomas Hicks

I'd like to report an Issue

Acebuddy

Please select an option!

Thomas Hicks

Other Issue

Acebuddy

Please specify the issue you are facing before I connect you to an

Thomas Hicks

I tried to start ultra tax. The application crashed and gave at error

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 S

	I will surely help you with this issue.
	Is this issue occurring only for you, or are other users on the server experiencing the same issue?
Thomas Hicks	looks like it resolved.....sorry
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You can call us at our toll-free number (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80152 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: RAIPURA

State: Gujarat

Country: INDIA

Chat Transcript

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

ankit	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ankit	I'd like to report an Issue
Acebuddy	Please select an option!
ankit	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ankit	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an
ankit	Not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
ankit	After abbort error all pc not working on qb
	Problem occurs daily
	We need permanent solutions
	Also discussed erlier
	Hello
	None connected
	Hello
	Hello
	Hi

Chat request was not picked up by the operators

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80818 tanya oubre

Email: toubre@dieselpartsdirect.com  2259281913

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: SLIDELL

State: Mississippi

Country: UNITED STATES

Chat Transcript

tanya oubre	Hello, I am your Acebuddy
Acebuddy	Hello Tanya Oubre, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tanya oubre	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tanya oubre	I'd like to report an Issue
Acebuddy	Please select an option!
tanya oubre	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an
tanya oubre	my connection from my computer to my folder on the server is nc windows explorer and does not give me the option to sign in.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam
	Hello Tanya
tanya oubre	hello
Sanyam Madan	I will be surely assisting you with this. Kindly allow me 2 minutes to
tanya oubre	ok
Sanyam Madan	May I take the remote access of your local computer?
tanya oubre	yes

Sanyam Madan

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

<https://assist.acecloudhosting.com/join/4252541259>

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

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80276 Alysia Toye

Email: alysia.toye@ils-corp.com **Phone:** 8588424127

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: 47 Secs

City: LA MESA

State: California

Country: UNITED STATES

Chat Transcript

Alysia Toye

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Alysia Toye

Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alysia Toye	Restart
Acebuddy	Hello Alysia Toye, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Alysia Toye	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alysia Toye	I'd like to report an Issue
Acebuddy	Please select an option!
Alysia Toye	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Alysia Toye	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks com help you with resolving the issue
	Was that helpful?
Alysia Toye	No
Acebuddy	No issues, please wait while I connect you to one our support eng
<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 Ki today.
	Is this for account: Innovative Lab Solutions Inc. ?
	And I deeply apologize for the inconvenience caused to you.
Alysia Toye	hello, I was working in QB and it froze in the middle of working . It now i am not able to get QB to go to the start up window to log in
Abhay Kumar Saraswat	I will be surely assisting you with this.
	Is this for account: Innovative Lab Solutions Inc. ?
Alysia Toye	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Alysia Toye	okay
Abhay Kumar	

Saraswat	Thank you for your patience.
Alysia Toye	Could you please confirm me your username?
Abhay Kumar Saraswat	for QuickBooks?
Alysia Toye	For ACE server.
Abhay Kumar Saraswat	its the LOANB.NPRE1
	Thanks for confirming.
	May I take the remote access of your server?
Alysia Toye	yes
Abhay Kumar Saraswat	Okay.
	We are connected on the remote session and will proceed with the time, I am putting the chat on hold, please do not disconnect give your confirmation on this chat.
	Thank you for your patience.
	As we troubleshooted from backend, it seems that we need to res
Alysia Toye	okay
Abhay Kumar Saraswat	Please stay online with me.
	I'll update you once the server is restarted.
Alysia Toye	ok
Abhay Kumar Saraswat	I apologize for any delay. Thank you for your patience.
Alysia Toye	no worries
Abhay Kumar Saraswat	Could you please login on server?
Alysia Toye	logging in now
Abhay Kumar Saraswat	And accept my remote session.
	Thanks.
	Please try to login on QB.
	Is it working now?
Alysia Toye	yes. THANK YOU SO MUCH
Abhay Kumar Saraswat	My pleasure to assist you.
	Meanwhile, I would like to inform you that if you face this QB free; your taskbar.

12:36:55 AMAbhay Kumar Saraswat is sharing a file with you

[image.png](#) - (Size:1.1 KB)

This will help you to unfreeze the QB.

Alysia Toye

okay . thank you. Will that fix the issue next time?

perfect

Thank you again

Abhay Kumar
Saraswat

Yes, it will assist you to unfreeze QB.

If still issue persist, you can get back to us.

Is there anything else I may help you with ?

Alysia Toye

that was lall i needed help with . have wa wonderful day

Abhay Kumar
Saraswat

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

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

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

Note: You may change/reset your server password on your own by (<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

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80162 Christopher Facendola

Email: chris@amgair.com **Phone:** 201-782-1782

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: RAMSEY

State: New Jersey

Country: UNITED STATES

Chat Transcript

Christopher Facendola	Hello, I am your Acebuddy
Acebuddy	Hello Christopher Facendola, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
Christopher Facendola	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christopher Facendola	I'd like to raise a Request
Acebuddy	Please select your request type.
Christopher Facendola	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of the issue you are facing. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select an option.
Christopher Facendola	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Christopher Facendola	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an appropriate support representative.
Christopher Facendola	Quickbooks is telling me that my license is expired.
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 S

Christopher Facendola

I will surely help you with this issue.

Manish Singh

Hi Manish, I'm getting a message that is telling me my Quickbook access, we have multiple users on this license and I'm the only or message.

Christopher Facendola

Kindly allow me two minutes to check the same.

6:37:48 PM Christopher Facendola is sharing a file with you
[Subscription Renewal.png](#) - (Size:342.87 KB)

Christopher Facendola

please see the screenshot

Manish Singh

May I know in which QuickBooks version you are getting this error

Christopher Facendola

Quickbooks Enterprise Solutions 24

6:40:24 PM Manish Singh is sharing a file with you
[image.png](#) - (Size:7.62 KB)

You have this QB Enterprise 2024 version on server, kin

Manish Singh

I believe it is just the first one

Manish Singh

You can take control of the server if you like to confirm.

Manish Singh

Alright, may I take the remote access of your server?

Christopher Facendola

yes

Manish Singh

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

Christopher Facendola

Give me one minute please you see I'm trying to use the mouse.

Manish Singh

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

Christopher Facendola

Ok so does Ace need to be on the call with Intuit as well or do we directly?

Manish Singh

It will be a three way call, we will arrange a callback with your Ad

Christopher Facendola

I will have the admin reach out to Ace directly to arrange the call.

Manish Singh

Sure, we would be happy to assist you.

Is there anything else I may help you with ?

Manish Singh

Are we still connected here?

Manish Singh

Are we still connected here?

Manish Singh

Are we still connected here?

Manish Singh

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80842 Iliana Santos

Email: taxagent@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 35 Secs

City: RESTON

State: Maryland

Country: UNITED STATES

Chat Transcript

Illiana Santos	Hello, I am your Acebuddy
Acebuddy	Hello Iliana Santos, I'm your Ace Buddy. I'll be happy to assist you
	Whom Would You Like to Connect With?
Iliana Santos	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Iliana Santos	Restart
Acebuddy	Hello Iliana Santos, I'm your Ace Buddy. I'll be happy to assist you
	Whom Would You Like to Connect With?
Iliana Santos	VDI/DaaS Support
Acebuddy	

Please wait while we connect you to an available Representative.

Acebuddy (bot) forwarded the chat request

Himanshu accepted the chat transfer request.

Himanshu

Thank you for choosing ACE cloud Hosting, my name is Himanshu
How may I help you.

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

Iliana Santos

My chat with Sujeet was accidentally disconnected while they were
reconnect me with them?

Sujeet Kumar Suman accepted the chat transfer request.

Sujeet Kumar Suman

Thank you for contacting Ace Cloud Hosting. My name is Sujeet K
today.

I am still connected on the previous chat with you.

Iliana Santos

Ok

Sujeet Kumar Suman

Thank you for your patience.

As checked, we found that we need to whitelist the IP you provided
Zachary.

Once the chat ends, we will proceed with the next step to whitelis

This message has been deleted

Iliana Santos

Zachary mentioned that this issue could be resolved by contactin
an additional IP address.

Sujeet Kumar Suman

Right, as you provided the IP in the previous chat, we will proceed
This process will take some time, and we will inform you once it is

Iliana Santos

Ok thank you

Sujeet Kumar Suman

Thanks for the confirmation !

Is there anything else I may help you with ?

Iliana Santos

Will this be completed before our chat ends?

Sujeet Kumar Suman

Once the chat ends, I will create the ticket, and we will proceed w
accordingly.

Iliana Santos

Ok thank you

Sujeet Kumar Suman

Most welcome.

Is there anything else I may help you with ?

Iliana Santos

No, thank you.

Sujeet Kumar Suman

Thanks for the confirmation !

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

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

I request you to kindly spare a moment to fill that out for me so that we can work on it together. I will appreciate that. or you may send your feedback at [sajeet.kumar@acecloudhosting.com](mailto:sujeet.kumar@acecloudhosting.com).
Thanks!

Note: You may change/reset your server password on your own by visiting selfcare.acecloudhosting.com.

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

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

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80931 Laura Hood

Email: laurah@alliedrentshomes.com  19097948284

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: REDLANDS

State: California

Country: UNITED STATES

Chat Transcript

Laura Hood

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Laura Hood	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Laura Hood	I'd like to raise a Request
Acebuddy	Please select your request type.
Laura Hood	Password Reset
Acebuddy	Please select an option below
Laura Hood	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention password needs to be reset and we'll share an update once the request is received.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80687 Deb Lofquist

Email: deb@strategictaxsolutionsllc.com **Phone:** 16512308436

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: ST PAUL

State: Minnesota

Country: UNITED STATES

Chat Transcript

Deb Lofquist	Hello, I am your Acebuddy
Acebuddy	Hello Deb Lofquist, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Deb Lofquist	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 Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80454 Lahka Peacock

Email: lahka@ruralfinancialservices.com ☎ 19073046021

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 41 Secs

City: ANCHORAGE

State: Alaska

Country: UNITED STATES

Chat Transcript

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

Lahka Peacock	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lahka Peacock	I'd like to report an Issue
Acebuddy	Please select an option!
Lahka Peacock	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an
Lahka Peacock	This has been an ongoing issue for months. See attached. We get a little while and then happens again.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>7:54:54 PMLahka Peacock is sharing a file with you Screenshot 2025-08-13 061907.png - (Size:724.57 KB)</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 surely assisting you with this. Kindly help me with your screenshot.
Lahka Peacock	One moment please
	We have two server names under two businesses.
	RFS_QBPro2
	Qcard1.pro2
	Lahka Peacock
Yash Kalra	Lahka, I really understand the concern of this matter. Kindly allow me two minutes to check this case from the backend.
Lahka Peacock	You should be able to see the multiple times we have been assisting companies.
	YOu bet
Yash Kalra	Lahka, thank you for staying connected. Please let me know the user name you use for connecting to the screenshot you provided? (Edited)
Lahka Peacock	Not sure what you mean. We don't have to put in a username. User RFS_QB.Pro2
	You received the screenshot I sent you correct?
	of the error
Yash Kalra	Yes, I have received the screen shot

But just want know from the 2 user server name:

RFS_QBPro2

Qcard1.pro2

At the moment at what user we are encountering this issue.

Lahka Peacock

Both

We only have one user per connection. EEach of those server name

Yash Kalra

Lahks, May I take the remote access of your local computer?

Lahka Peacock

Absolutely

This is what they have had to do each time and nobody can figure

Yash Kalra

Don't worry this time I will make sure this won't happen again

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

Lahka Peacock

Done

Yash Kalra

Kindly Click on the link and open the downloaded file.
<https://assist.acecloudhosting.com/join/3002585995>

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

Lahka, Thank you for reporting the issue and sharing the screensh
this case to escalation team. (Edited)

Lahka Peacock

Thank you. Do I just close it?

Yash Kalra

Yes as the users are able to login for now, we can close this chat s

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

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

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

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

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

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

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80690 fawn

Email: fawn@unksconstruction.com ☎ 7026368671

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

fawn	Hello, I am your Acebuddy
Acebuddy	Hello Fawn, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
fawn	Billing
Acebuddy (bot) forwarded the chat request	
Aditya accepted the chat transfer request.	
Aditya	I'm your Ace Buddy. I'll be happy to assist you!
My name is Aditya, I will assist you today	
fawn	I think I hit the wrong button. I need to add a user to the Microsoft
Not sure if you can assist with that one	
Aditya	Thank you for sharing the details. We will be transferring this chat to the support department for thi
fawn	Thank you
Aditya	Please wait for 2 to 3 minutes.

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

Abhay Kumar Saraswat accepted the chat transfer request.

Abhay Kumar
Saraswat

Thank you for contacting Ace Cloud Hosting. My name is Abhay Ki
today.

fawn

I need to add a user to the Microsoft Products please.

This is Fawn Smith with Unks COnstruction Inc,

Abhay Kumar
Saraswat

Surely, I'll assist you in this.

Thank you for the information and allow 2 minutes to check the sa

fawn

Our CID # is 60900

We have three users. Fawn and Erik have the Microsoft products a
you

Abhay Kumar
Saraswat

Thank you for sharing the details.

Please allow me a minute to check.

Thank you for your patience.

fawn

No problem

Abhay Kumar
Saraswat

I've just checked and found that there is only 1 license of Microsof

fawn

No, we are billed separately @ 12.00 a month for Erik

Abhay Kumar
Saraswat

Kindly allow me two minutes to check the same.

The visitor's name was changed from fawn to Fawn Smith.

*2:57:58 AMfawn is sharing a file with you
[invoice.pdf](#) - (Size:7.94 KB)*

August Invoice

Thank you for your patience.

Thank you for sharing the invoice.

fawn

No problem

*3:01:37 AMAbhay Kumar Saraswat is sharing a file with you
[image.png](#) - (Size:16.78 KB)*

As you can see, the charges are for one user, which is

Mine was included with the original costs. If this is the case, then

Abhay Kumar
Saraswat

To provide **Microsoft product** access to **Jeffrey Hinders** , please
registered address (**fawn@unksconstruction.com**) to **support**

fawn

I shall do that. THank you.

Abhay Kumar

Then please mention the name of Eric as well in your email, we'll

Saraswat

Please provide the below details in your email:

User full name:

Contact number:

Email address:

Is there anything else I may help you with ?

fawn

No thank you. Appreciate you pointing me in the right direction.

Abhay Kumar
Saraswat

My pleasure to assist you.

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

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

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

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

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

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

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80400 Rob Riss/ Go West

Email: rob@justgowest.com ☎ 19704938441

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: FT COLLINS
State: Colorado
Country: UNITED STATES

Chat Transcript

Rob Riss/ Go West	Hello, I am your Acebuddy
Acebuddy	Hello Rob, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rob Riss/ Go West	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rob Riss/ Go West	I'd like to report an Issue
Acebuddy	Please select an option!
Rob Riss/ Go West	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an
Rob Riss/ Go West	confirming Ace Connect program
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 S
Rob Riss/ Go West	hi Manish, hope you are well today! Just confirming the Ace Conne wants us to confirm all downloaded software is legit before install Connect is a new software that you'd like us to download and inst
Manish Singh	Yes, we have sent an email to all our clients to make server acces

Key Features of Ace Connect

Enterprise-Grade Reliability : Built on Microsoft's proven RDP I stability and security without compromise

Direct Support Integration : Instant access to our support char time assistance

Contemporary User Interface : Features a sleek, modern desig enhances overall user experience

Intelligent Failover Protection : Advanced automated gateway service continuity during connectivity issues

Seamless Updates : Automatic over-the-air updates ensure user features and security patches

Connectivity Optimization : Dedicated performance mode desi

limited bandwidth to ensure optimal functionality

Enhanced Performance Engine : Multiple backend optimization across various network conditions

Rob Riss/ Go West

thank you for confirming. How much longer with the old RDP met

Manish Singh

That will work fine but we need all to use Ace connect to boost up the new features.

Rob Riss/ Go West

sounds good, i will get a plan to get the new ace connect installed on Windows 10 or Windows 11? I saw a notification from Quickbooks migrating to windows 11 due to windows 10 no longer receiving s

Manish Singh

Yes, it will work fine and regarding the QB notification don't you w server and we host QB on it QB will work fine on Windows 10 and

We would like to clarify that these update reminders from Intuit re installations running on local computers. Since you are accessing

Hosting (ACH) server , your application is hosted on a **server-t**

We assure you that:

The version of the operating system installed on our servers is **full** QuickBooks application.

We **regularly apply all latest security patches and updates** delay.

There is **no action required from your side** regarding this Windows hosted QuickBooks.

Your hosted environment remains fully secure, compliant, and opt

Rob Riss/ Go West

perfect, thanks for the answers today. That is all I need. have a go

Manish Singh

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

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

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

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80205 info

Email: info@brkimcpa.com  9729724930

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: 21 Secs

City: CARROLLTON

State: Texas

Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Daniel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an
info	I was talking to someone previously when my browser shut down them
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	Thank you for contacting Ace Cloud Hosting. My name is Abhay Ki

Saraswat

today.

info

Hello

I was talking to someone about my printer not showing up when I suddenly shut down

Abhay Kumar
Saraswat

Hello Daniel

You were talking to me.

info

Oh I see sorry

Abhay Kumar
Saraswat

The chat got disconnected from your end.

info

When I try to print the printers name is versalink but I cannot see

Abhay Kumar
Saraswat

But it's ok, I'll assist you further.

May I take the remote access of your local computer?

info

yes

Abhay Kumar
Saraswat

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

<https://assist.acecloudhosting.com/join/4912371065>

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

info

Is it working?

I am trying to run it but I think I am having problems

Abhay Kumar
Saraswat

I'm still waiting to be connected.

It is showing in process.

You can check your downloads and there is a setup file to join this

Can I try to send you another link to join?

info

I am having trouble getting the file to open

Abhay Kumar
Saraswat

Okay.

info

we can try one more time

Abhay Kumar
Saraswat

Sure.

Give me a minute.

<https://assist.acecloudhosting.com/join/9462429630>

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

Are you on Windows PC or Mac ?

info

windows

I think I am connected now

Abhay Kumar
Saraswat

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

info

actually can we do this tomorrow?

Abhay Kumar
Saraswat

Sure.

You can also call us on our 24x7 number.

info

Ok thank you have a nice day

Daniel has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80093 esther quintero

Email: esther@escapetheroom.com  8322744833

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: KATY

State: Texas

Country: UNITED STATES

Chat Transcript

esther quintero

Hello, I am your Acebuddy

Acebuddy

Hello Esther Quintero, I'm your Ace Buddy. I'll be happy to assist you

Whom Would You Like to Connect With?

esther quintero

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

	Please chose an option :
esther quintero	I'd like to report an Issue
Acebuddy	Please select an option!
esther quintero	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
esther quintero	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze it.
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80750 karen barnard

Email: kbarnard@lga.cpa

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: 46 Secs

City: MERRIMACK

State: New Hampshire

Country: UNITED STATES

Chat Transcript

karen barnard

Hello, I am your Acebuddy

Acebuddy	Hello Karen Barnard, I'm your Ace Buddy. I'll be happy to assist yo
	Whom Would You Like to Connect With?
karen barnard	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
karen barnard	Setback
Acebuddy	Hello Karen Barnard, I'm your Ace Buddy. I'll be happy to assist yo
	Whom Would You Like to Connect With?
karen barnard	Managed Security
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>
karen barnard	How do I reset my password
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish S
	I will surely help you with this issue.
karen barnard	Great thank you
Manish Singh	May I know the username for which you would like to reset the pa
karen barnard	Karen.Ba
Manish Singh	Please send us an email from the registered email address at sup we could proceed further with the request.
	Also, the registered email for your account with us is : sstadtman@lga.cpa, ktighe@lga.cpa or jdanielson@lga.cpa
	Or you can ask them to change your password via myportal.acecl
karen barnard	Ok thank you
Manish Singh	Is there anything else I may help you with ?
karen barnard	all set today, thanks
Manish Singh	I would greatly appreciate if you could spare a minute to give you smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful
	You may end this chat now. Once you end this chat, you will receive conversation, along with a ticket number and survey feedback for

I request you to kindly spare a moment to fill that out for me so that I can work on it. I will appreciate that. or you may send your feedback at [Feedback](#).
Thanks!

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80605 Christine Kim

Email: christine@syscon.llc

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: 17 Secs

City: DULUTH

State: Georgia

Country: UNITED STATES

Chat Transcript

Christine Kim

Hello, I am your Acebuddy

Acebuddy

Hello Christine Kim, I'm your Ace Buddy. I'll be happy to assist you.

Whom Would You Like to Connect With?

Christine Kim

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

	Please chose an option :
Christine Kim	I'd like to raise a Request
Acebuddy	Please select your request type.
Christine Kim	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of the issue you are facing. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select Other Request.
	<i>Yash Kalra joined the chat.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra.
	Hello Christine, please let me know the issue you are facing so that I can assist you.
	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 can call us at (1-888-415-5240) if any further assistance is required.

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#80875 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Harsh Bhardwaj

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 11 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	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
shari	was supposed to have a call with Harsh but phone wasn't working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
shari	can't call in
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam
	Let me transfer your chat to Harsh
	<i>Sanyam Madan is transferring the chat to Harsh Bhardwaj.</i>
	<i>Harsh Bhardwaj accepted the chat transfer request.</i>
Harsh Bhardwaj	Thank you for contacting Ace Cloud Hosting. My name is Harsh Br
	Hi Shari, Harsh this side
	Hope you are well!
	I tried calling you, but was redirected to voicemail.
shari	I don't know why it kept half ringing
Harsh Bhardwaj	Do you have any alternate number? or I can assist you over the cl
	I see, there might be some issue then

shari	you can try again now and see if it works otherwise we can do thi
Harsh Bhardwaj	Sure, let me try
	Shari, since we are connected over call, I am disconnecting this cl
	You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey feedback for your review.
	I request you to kindly spare a moment to fill that out for me so that we can work on it together. I will appreciate that. or you may send your feedback at this link . Thanks!
	Note: You may change/reset your server password on your own by visiting selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
	<i>Harsh Bhardwaj has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80644 Avinandan

Email: abctaxavinandan@gmail.com  12025319519

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: KANSAS CITY

State: Missouri

Country: UNITED STATES

Chat Transcript

Avinandan

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Ended due to chat idle timeout

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80388 Evan Giniger

Email: eginiger@driglobal.com  12122091175

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Evan Giniger

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80048 CARLOS BELOZERCOVSKY

Email: carlos@eternal-cosmetics.com ☎ 13052625355

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: ANNAPOLIS

State: Maryland

Country: UNITED STATES

Chat Transcript

CARLOS BELOZERCOVSKY	Hello, I am your Acebuddy
Acebuddy	Hello Carlos Belozercovsky, I'm your Ace Buddy. I'll be happy to as
	Whom Would You Like to Connect With?
CARLOS BELOZERCOVSKY	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
CARLOS BELOZERCOVSKY	I'd like to raise a Request
Acebuddy	Please select your request type.
CARLOS BELOZERCOVSKY	Change in Users
Acebuddy	Please select your desired option!
CARLOS BELOZERCOVSKY	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users \ owner, Please refer to the following link for a detailed guide on ho

CARLOS
BELOZERCOVSKY

Acebuddy

Do you need any further assistance on the topic?

No

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80582 justin carpenter

Email: jcarpenter1906@gmail.com ☎ 14432203368

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: 48 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

justin carpenter

Hello, I am your Acebuddy

Acebuddy

Hello Jcarpenter1906, I'm your Ace Buddy. I'll be happy to assist y

Whom Would You Like to Connect With?

justin carpenter

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

justin carpenter

I'd like to report an Issue

Acebuddy

Please select an option!

justin carpenter	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an
justin carpenter	My server was cancelled
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
justin carpenter	Hi My server was cancelled for whatever reason and I DID NOT re
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your se
justin carpenter	Carpenter Tax Accounting & Business Solutions LLC
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	Thank you for your patience.
	As per the ticket #714991 the payment was not received for the i
	account, and we were unable to reach out to you even after multi
justin carpenter	I have been out of the country traveling
	you guys have no right to delete my servver all of my work is on t
	can you guys reinstate it once i pay?
	not sure why it was deleted when you all typically deactivate it
	this never happened before i need my server reinstated asap
	so what is the solution here
Ashutosh Mishra	Kindly allow me two minutes to check the same.
justin carpenter	ok
Ashutosh Mishra	We will surely help you with this and the server has not actually b
	right away however I have to escalate the case to the relevant tea
	assist you further.
justin carpenter	ok so i can restore it and get all of my data and applications back
	please escalate this asap I will make payment tuesday
Ashutosh Mishra	Yes the server can be reinstated. Rest assured this will be handlec
justin carpenter	OK when will someone reach out to me
Ashutosh Mishra	Within 8 to 12 hours the team will reach out to you.
justin carpenter	thank you - have them email me please
Ashutosh Mishra	Sure we will communicate via email as well as call.
justin carpenter	thank you I will be on standby

Ashutosh Mishra

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

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

I request you to kindly spare a moment to fill that out for me so that we can work on it together. I will appreciate that. or you may send your feedback at ashutosh.mishra@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by visiting selfcare.acecloudhosting.com.

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80188 NIGAM PATHAK

Email: taxpratham@gmail.com **Phone:** 17066156363

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: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

NIGAM PATHAK

Hello, I am your Acebuddy

Acebuddy

Hello Nigam Pathak, I'm your Ace Buddy. I'll be happy to assist you.

Whom Would You Like to Connect With?

NIGAM PATHAK	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
NIGAM PATHAK	I'd like to report an Issue
Acebuddy	Please select an option!
NIGAM PATHAK	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
NIGAM PATHAK	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reapplication updates at the backend and apply the necessary patch might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot and share it with us at support@acecloudhosting.com. Our engineers will manually check the issue and share a confirmation via email.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80131 Dora Patino

Email: dora@qcotax.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80088 mgosen

Email: mgosen@eternal-cosmetics.com **Phone:** 13052625355

Department: Support(QB & App Hosting)

Operator: Ankit Kumar
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 17 Secs
City: ANNAPOLIS
State: Maryland
Country: UNITED STATES

Chat Transcript

mgosen	Hello, I am your Acebuddy
Acebuddy	Hello Maria Gabriela, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
mgosen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mgosen	I'd like to report an Issue
Acebuddy	Please select an option!
mgosen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mgosen	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an Agent.
mgosen	QuickBooks won't open. Connection problems
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will help you with your issue.
mgosen	Hi
Ankit	Hello Maria, How are you doing today?
mgosen	Hi. QB don't open. Connection problems
Ankit	I deeply apologize for the inconvenience caused to you.
	Please confirm if this is your username : ETERNAL ?
mgosen	ETERNAL

Ankit	Thanks for the confirmation !
	Maria, Would it be okay if I remotely access your server screen to further?
mgosen	yes
Ankit	Also, may I know if it is the first time you are facing this issue?
mgosen	No
Ankit	Prior to providing the access, I would suggest you to close any im
	We are connected on the remote session and will proceed with the the time, I am putting the chat on hold, please do not disconnect give your confirmation on this chat.
	Kindly allow me 4-5 minutes to check the same from backend.
	Thank you for waiting.
	Upon checking, it appears that a server reboot is required.
	May I proceed with the reboot? It may take approximately 1-2 min and running.
mgosen	ok
Ankit	Thank you for the confirmation.
	Please log out from the server and log back in after 2-3 min and c
mgosen	Ok
Ankit	Maria, You can initiate a new chat if further assistance is required
mgosen	Thanks
Ankit	As you have connected this chat from the server, the session will
mgosen	Ok
Ankit	I will share a ticket ID after this chat; please respond on the same
	Is there anything else I may help you with ?
mgosen	No. Thanks
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful
	You may end this chat now. Once you end this chat, you will receive conversation, along with a ticket number and survey feedback for
	I request you to kindly spare a moment to fill that out for me so that working. I will appreciate that. or you may send your feedback at Thanks!
	Note: You may change/reset your server password on your own by (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.aceclou

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80135 eriggs

Email: eriggs@zukermanassoc.com ☎ 7574733777

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min

City: VIRGINIA BEACH

State: Virginia

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please follow the process mentioned in the link below in order to re
eriggs	Do you need any further assistance on the topic?
Acebuddy	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Vikas Singh Chauhan	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Sir today.
eriggs	Hello
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.
	Are you enrolled to Self care portal ?
eriggs	I think so but when I try to log in, it says my account is restricted. for help, and they said they reset the account, but it still says rest
Vikas Singh Chauhan	Could you please provide me the Business account name.
	Or if you have the ticket number of the email which you sent.
eriggs	The business name is Boardwalk Realty & Development. I think yo Ticket number is 745189
Vikas Singh Chauhan	Thanks for the confirmation !
	Kindly allow me few minutes to check the same.
eriggs	thanks
Vikas Singh Chauhan	Okay, the account is Boardwalk Realty & Development in our syst
	Could you provide me your username to connect to server.
eriggs	Eranarig.q12
Vikas Singh Chauhan	I am checking the ticket number you have provided.
	Is your server currently migrated to a new server ?
	I see another username EranaRi.npro@myrealdatal.net
eriggs	Yes I think the client did tell me he migrated to a new server.
	So I have a new username?
	Can you help me reset that password?
Vikas Singh Chauhan	Yes, I can see the server is Migrated to new server but in order to approval from the Primary account owner [John Hadjikakos] (https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=1)
eriggs	Okay, if you will email him he can grant approval
Vikas Singh Chauhan	Okay, I am sending the email from the ticket number which you p

	Please ask him to provide the approval and I will send you the password for login.
eriggs	I have just sent you an email keeping john in the same email for a
Vikas Singh Chauhan	ok great. I will wait for his response. Thank you
	Once I get his approval, I will send you your new username, server and
	Or I can take remote of your computer and set it for you.
eriggs	The link will work fine I think
Vikas Singh Chauhan	Sure, if you need any help in setting up the RDP to connect to server, I will send you the details along with password and other details.
	Is there anything else I may help you with ?
eriggs	No, thank you
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give you feedback on this chat.
	You may end this chat now. Once you end this chat, you will receive a summary of the conversation, along with a ticket number and survey feedback for your review.
	I request you to kindly spare a moment to fill that out for me so that we can improve our services. I will appreciate that. or you may send your feedback at vikas.singh@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by visiting selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).

Vikas Singh Chauhan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80218 Maria Burnett

Email: maria@holycontractors.com **Phone:** 12542246759

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: HEWITT
State: Texas
Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80858 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 57 Secs

City: CARROLLTON

State: Texas

Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Daniel, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reapplication updates at the backend and apply the necessary patch might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot and share it with us at support@acecloudhosting.com. Our engineers will manually check and share a confirmation via email.
	Do you need any further assistance on the topic?
info	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	

Sujeet Kumar Suman accepted the chat transfer request.

Sujeet Kumar Suman

Thank you for contacting Ace Cloud Hosting. My name is Sujeet Ki today.

info

Hello I am just waiting for an update to my QB finish and I was ho could log back in

Sujeet Kumar Suman

Yes, We are connected on the previous chat.

Rosa is still active on the server.

info

She should be off now

Sujeet Kumar Suman

We are now rebooting the server from the backend. Once it is bac

ok

Sujeet Kumar Suman

Thank you for your patience.

The server is now back online. Could you please try to access the facing any issues?

info

Ok will do

The issue is still there

Sujeet Kumar Suman

I deeply apologize for the inconvenience caused to you.

May I take the remote access of your server?

info

sure

Sujeet Kumar Suman

Kinldy approve.

info

?

Sujeet Kumar Suman

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

Upon checking, we need a clean installation of QuickBooks, which minutes to perform the troubleshooting.

Thank you for your patience.

info

Thank you

Sujeet Kumar Suman

As discussed during the remote session, we will perform a clean application during off-hours.

Is there anything else I may help you with ?

info

no that is all please end the remote access too

Sujeet Kumar Suman

We aralready did.

Thanks for the confirmation !

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

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

I request you to kindly spare a moment to fill that out for me so that we can work on it together. I will appreciate that. or you may send your feedback at support@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by visiting selfcare.acecloudhosting.com.

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

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

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81008 Anthea

Email: anthea@imperialpainting.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: WEST ORANGE

State: New Jersey

Country: UNITED STATES

Chat Transcript

Anthea

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Anthea	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anthea	I'd like to report an Issue
Acebuddy	Please select an option!
Anthea	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Anthea	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze it.
	Was that helpful?
Anthea	No
Acebuddy	No issues, please wait while I connect you to one our support engineers.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Sir today.
	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your scenario.
Anthea	the account is imperial painting and coatings
	we have the remote app setup, so i just need the app to be forced to close.
Vikas Singh Chauhan	Okay
	Kindly allow me 3-4 minutes to check the same.
	I have done the force close, please try now.
	Is it working now ?
Anthea	Yes thank you so much!
Vikas Singh Chauhan	No worries.
	Is there anything else I may help you with ?
Anthea	No that is all thank you.
Vikas Singh Chauhan	Thank you and have a good one.
	I would greatly appreciate if you could spare a minute to give your feedback on this chat.
	You may end this chat now. Once you end this chat, you will receive a summary of the conversation, along with a ticket number and survey feedback for us to review.

I request you to kindly spare a moment to fill that out for me so that I can work on it. I will appreciate that. or you may send your feedback at [Feedback](#).
Thanks!

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

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

Vikas Singh Chauhan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80356 Lindsey Vela

Email: admin@beaconmarineelectronics.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: OXNARD

State: California

Country: UNITED STATES

Chat Transcript

Lindsey Vela

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Lindsey Vela

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

	Please chose an option :
Lindsey Vela	I'd like to report an Issue
Acebuddy	Please select an option!
Lindsey Vela	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an
Lindsey Vela	I want to connect my card reader to the remote 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 S
Lindsey Vela	Thank you, Manish. I'm Randi. I have a new remote server and ne reader
Manish Singh	I will surely help you with this issue.
	May I take the remote access of your local computer?
Lindsey Vela	JKSEnterprise.myrealdatal.net
	yes
Manish Singh	https://assist.acecloudhosting.com/join/9132316895
	Kindly paste this link in the browser of local computer and join the
	Prior providing the access, I would suggest you to close any importan
Lindsey Vela	DOne
Manish Singh	We are connected on the remote session and will proceed with the the time, I am putting the chat on hold, please do not disconnect give your confirmation on this chat.
	As the issue is resolved, Is there anything I may assist you with?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80468 Cody Stovall

Email: cstovall@stovall-assoaciates.com ☎ 6518216211

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: 12 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Cody Stovall	Hello, I am your Acebuddy
Acebuddy	Hello Cody Stovall, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Cody Stovall	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cody Stovall	I'd like to report an Issue
Acebuddy	Please select an option!
Cody Stovall	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Cody Stovall	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an operator.
Cody Stovall	Try to open Quickbooks and it spins and then closes on itself. We are unable to open files again.
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma

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

Hello Cody

Cody Stovall

Hello Shashwat

Shashwat Verma

I will surely help you with this issue.

Is this the first time you're experiencing this issue? Also, are any o
your account only?

Cody Stovall

happening with almost every user and almost every quickbooks fi
we were told was fixed yesterday and I currently can't open any fi

Shashwat Verma

I deeply apologize for the inconvenience caused to you.

Kindly allow me two minutes to check the same.

May I take the remote access of your server?

Cody Stovall

yes

Shashwat Verma

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

Cody Stovall

sounds good- i'm ready

Shashwat Verma

Kindly try now to open the file

Just to confirm which QB version you are using to open the file, as
server

Cody Stovall

we have a mix of both 2023 and 2024 quickbook files - i'm not sur
the top of my head

Shashwat Verma

Okay, let me check

Cody, we have checked the issue from backend and looks like we

Cody Stovall

go ahead and reboot it

Shashwat Verma

Sure

We have rebooted the server, kindly re-login the server in next 1 h

Cody Stovall

i'm logged back in

Shashwat Verma

Okay, allow me 2 minutes to check.

Try now to access the file. (Edited)

Cody Stovall

awesome, let me try one more

Shashwat Verma

Perfect, sure!

Cody Stovall

did this fix it for every user as well? since only specific users have

Shashwat Verma

Yes, it get fixed for all users on the server,

Cody Stovall

thank you - seems to be working now

Shashwat Verma

No problem.

Cody Stovall

Is there anything else I may help you with ?

Shashwat Verma

that was it

It would be great if you could share your feedback after this chat.

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80988 Kim Croslin

Email: ranchbilling@bergenenterprises.com  405-650-0946

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 3 Secs

City: NORMAN

State: Oklahoma

Country: UNITED STATES

Chat Transcript

Kim Croslin

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Kim Croslin

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Kim Croslin	I'd like to report an Issue
Acebuddy	Please select an option!
Kim Croslin	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kim Croslin	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an
Kim Croslin	I am trying to log into my companies and there is only one showing. When I try to open the other companies it tells me I do not have BE_User1.rdp
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham today.
	I will be surely assisting you with this. Kindly help me with your se
Kim Croslin	Ok, I'm not sure which names you are requesting. I'm assuming that you do this because when I hit the icon labeled BE_User1.rdp and it takes me directly to the quickbooks files. My problem is that when I do log in it is denying me access to all of those company files. I had access to on Monday. The only one it is listing is Southland F
	quickbooks company files.
	Camargo Ranch, Bergen Property Management, Elm Creek Gravel Gravel dba Ecowood Solutions, Bergen Real Estate, ETC.
	I need access to all of those company files.
Shubham Maurya	To better understand the access issue you're experiencing, we'll need some information about the user account and the server settings. Could you please provide me with the server name, the user account name (BE_User1.rdp), and the business name?
	May I take the remote access of your server?
Kim Croslin	yes
Shubham Maurya	Kim, I just checked on the server but no user is signed in.
	Please do confirm your server name :BergenEnt.myrealdatal.net Business name: Bergen Enterprises
Kim Croslin	Ok, I see the issue. when i just now went in to sign in, both the shortcuts User9.rdp and User10.rdp which is set to only open southland Plaza. I will get with the IT department and get the login and password for the BeUser1 shortcut. I'm not sure how they got mixed up.
Shubham Maurya	Thanks for letting us know! It sounds like the shortcuts got mixed up and are pointing to the wrong locations. Sure, please get in touch with the IT department to resolve this issue.
	We are glad to hear that you are able to figure it out. Please do let us know if you need any further assistance.

	Is there anything else I may help you with ?
Kim Croslin	But thank you for your help.
Shubham Maurya	We do appreciate your understanding with us kim.
	Have a good one !
	You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey feedback for your review.
	I request you to kindly spare a moment to fill that out for me so that we can work on it. I will appreciate that. or you may send your feedback at krisika@hkidata.com . Thanks!
	Note: You may change/reset your server password on your own by visiting https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day ahead.
	<i>Shubham Maurya has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80799 krisika

Email: krisika@hkidata.com  7383092838

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 51 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
krisika	Hi
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubhan today.
krisika	Quickbook working very slow in all pc
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your se
krisika	Priorware.myreldata.net
	Hkidata01
Shubham Maurya	Thank you for the information and allow few minutes to check the
krisika	Ok
	U can proceed the server reboot
Shubham Maurya	Thank you for the patience Krisika, Let me check the server status. Meanwhile please can you confirm are you facing this issue with a specific file?
krisika	All qb file working slow
	U can proceed the server reboot
Shubham Maurya	Priorware.myreldata.net:29856
	PriorwareSite2.myreldata.net:29856

		On which server you are connected right now please confirm.
	krisika	Priorware.myreldata.net
	Shubham Maurya	Alright, let me check for any other active user.
		Thanks for the confirmation.
		<i>4:43:18 PM Shubham Maurya is sharing a file with you image.png - (Size:3.11 KB)</i>
		<i>We can see there are still few active users on this ser</i>
	krisika	All user log off
	Shubham Maurya	Thanks for confirmation, we are proceeding with server reboot.
	krisika	Ok
	Shubham Maurya	Once done we will let you know.
	krisika	Ok
	Shubham Maurya	Alright Krisika, We have rebooted the server please check and let Quickbooks without any issue?
	krisika	No
		Thank you
	Shubham Maurya	Please can you help me to understand it more better, is there any is it working fine?
		If you want we can proceed with further troubleshooting steps to :
	krisika	Quickbook working fine in all pc
		Thank you
	Shubham Maurya	Good to hear that, Thanks for confirming.
		Is there anything else I may help you with ?
	krisika	No
		Thank you
	Shubham Maurya	You are most welcome Krisika !
		You may end this chat now. Once you end this chat, you will receive a summary of the conversation, along with a ticket number and survey feedback for your review.
		I request you to kindly spare a moment to fill that out for me so that we can improve our services. I will appreciate that. or you may send your feedback at this link . Thanks!
		Note: You may change/reset your server password on your own by visiting https://selfcare.acecloudhosting.com .

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

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

Shubham Maurya has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80837 Bhavin

Email: bookkeeping@sandiegocpasteve.com  +1 646 661 2865

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: SHILAJ

State: Gujarat

Country: INDIA

Chat Transcript

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

Acebuddy	What type of QuickBooks Issue are you facing?
Bhavin	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks com help you with resolving the issue
	Was that helpful?
Bhavin	No
Acebuddy	No issues, please wait while I connect you to one our support eng
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Ki today.
Bhavin	Hi Sujeet
Sujeet Kumar Suman	Hello Bhavin
Bhavin	Whenever I open my QBD file it is showing the below error.
	<i>5:04:29 PM Bhavin is sharing a file with you QB Error.png - (Size:17.96 KB)</i>
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
	When was the last time you were able to access the company file
Bhavin	This error come in Accountant desktop 2018 version.
Sujeet Kumar Suman	Are you the only one experiencing this error, or are others facing .
Bhavin	yesterday night
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your se
Bhavin	I am not sure about the other but i am facing it the same.
	ok
	Username : myreldata\ShubhamJarecha
Sujeet Kumar Suman	No worries. I will assist you.
	Thank you for the information and allow 2 minutes to check the sa
Bhavin	sure
Sujeet Kumar Suman	Thank you for your patience.
	I have made the changes from the backend. Could you please log to apply the changes?
Bhavin	ok i will do
Sujeet Kumar Suman	In the meantime, could you please confirm if you are facing the a company file or with all company files

Bhavin	<p>It is still showing the same error.</p> <p>This error come in only the QB Accountant Desktop 2018 version.</p> <p>Other version QB file open correctly.</p>
Sujeet Kumar Suman	<p>Thank you for providing the details. Let me check that for you.</p>
Bhavin	<p>Yeah</p>
	<p>Should I close my QB File?</p>
Sujeet Kumar Suman	<p>Yes please.</p>
Bhavin	<p>done</p>
Sujeet Kumar Suman	<p>Thanks for the confirmation !</p>
	<p>As we need to perform a backend reboot of the server, may I proc</p>
Bhavin	<p>Yes</p>
Sujeet Kumar Suman	<p>As checked, both Alok and you are logged on to the server. Kindly server.</p>
Bhavin	<p>Please give the alert message .</p>
Sujeet Kumar Suman	<p>Sure, kindly allow a moment.</p>
Bhavin	<p>Yes Please</p>
	<p>I just log out.</p>
Sujeet Kumar Suman	<p>Thanks for the confirmation !</p>
Bhavin	<p>How many time it will take to reboot the server?</p>
Sujeet Kumar Suman	<p>We have rebooted the server from the backend. Once it comes ba in. After that, please try opening the company file in QuickBooks ;</p>
Bhavin	<p>Got it.</p>
Sujeet Kumar Suman	<p>Thank you for your patience.</p>
	<p>The server is back online. Kindly log in and try to open the compa us know if you are still facing any issues.</p>
Bhavin	<p>sure</p>
	<p>Now i can open the QBD file without any error.</p>
	<p>Thank you.</p>
Sujeet Kumar Suman	<p>Thanks for the confirmation !</p>
	<p>Is there anything else I may help you with ?</p>
Bhavin	<p>No</p>
Sujeet Kumar Suman	<p>I would greatly appreciate if you could spare a minute to give you smileys at the end of this chat.</p>

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

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

Note: You may change/reset your server password on your own by visiting selfcare.acecloudhosting.com.

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

Bhavin

Thank you

Sujeet Kumar Suman

Thank you for choosing ACE cloud Hosting, you have a wonderful experience with us.

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80612 Rohullah Sharifi

Email: dr.sharifi78@hotmail.com

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: 25 Secs

City: WOODBRIDGE

State: Virginia

Country: UNITED STATES

Chat Transcript

Rohullah Sharifi

Hello, I am your Acebuddy

Acebuddy

Hello Rohullah Sharifi, I'm your Ace Buddy. I'll be happy to assist you.

	Whom Would You Like to Connect With?
Rohullah Sharifi	Managed Security
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>Shubham is transferring the chat to Support(QB & App Hostings)</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash today.
Rohullah Sharifi	yes
	i am from taxwise,
Yash Kalra	Hello Rohullah, please let me know the issue you are facing s (Edited)
Rohullah Sharifi	please add my ip
	695015642
Yash Kalra	I will be surely assisting you with this. Kindly help me with yo
	Rohullah, upon checking from the backend we found that one already on a call with Iqra regarding the same issue.
	We have noted your request and will be proceeding accordingly
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. Please call us at (1-888-415-5240) if any further assistance is required.

Yash Kalra has ended this chat session

