

Chat Transcript

can not log in quickbook

Visitor Details

#76485 nguyen

Email: chinh_cn@yahoo.com ☎ 4082096515

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: JACKSONVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

nguyen can not log in quickbook

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

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

nguyen thax

Ashutosh Mishra accepted the chat transfer request.

hello

Ashutosh Mishra is transferring the chat to Sanyam Madan.

Sanyam Madan accepted the chat transfer request.

hello

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

nguyen thx

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

nguyen saigonservices.realdata.net

Sanyam Madan Kindly allow me two minutes to check the same.

nguyen chinh_ng

thx

Sanyam Madan Could you please clarify whether you're unable to access QuickBooks specifically, or if you're experiencing issues accessing after i log in the server

quickbook said i does not have the adimin privilage

and there is a new quickbook updates

som short like that

and i can even access quickbook

Sanyam Madan I've checked on the backend, and it appears that updates are still pending

We will now proceed with the update and will notify you via email once it is complete. This should resolve the issue you are experiencing.

nguyen ok, how long would it take

Sanyam Madan The update will take approximately 30 minutes to complete

nguyen ok thx

shall i check back after 45 minutes or so if i still having issue

Sanyam Madan Kindly ensure that all users are logged out so we can proceed with the update.

nguyen ok

Sanyam Madan we will inform you within 30 minutes over email

nguyen thx

Sanyam Madan Is there anything else I may help you with ?

nguyen that's all

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

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

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

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

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

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

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76772 Norma Vazques

Email: centralincometax@sonic.net ☎ 17075751079

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: SANTA ROSA

State: California

Country: UNITED STATES

Chat Transcript

Norma Vazques	Hello, I am your Acebuddy
Acebuddy	Hello Centralincometax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Norma Vazques	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Norma Vazques	I'd like to report an Issue
Acebuddy	Please select an option!
Norma Vazques	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>9:06:08 PM Norma Vazques is sharing a file with you Error log in.png - (Size:77.7 KB)</i>
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Norma Vazques	ok
	<i>Shashwat Verma accepted the chat transfer request.</i>

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
Norma Vazques	Good morning
Shashwat Verma	I will surely help you with this issue.
Norma Vazques	thank you
Shashwat Verma	May I take the remote access of your local computer?
Norma Vazques	ok
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/1592146120
Norma Vazques	ok
Shashwat Verma	Kindly Click on the link and open the downloaded file. We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat. issue resolved on remote session Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the issue resolution report. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77131 carolina

Email: carolina@ptxagents.com  905317123637

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 40 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

carolina	Hello, I am your Acebuddy
Acebuddy	Hello Carolina, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
carolina	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
carolina	I'd like to report an Issue
Acebuddy	Please select an option!
carolina	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
carolina	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
carolina	Problems with a WB file
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
carolina	Hello, it's me again
	I'm having problems with the file, now is frozen
Anjainay Singh	Hello Carolina , no worries I am here to assist you.
	Could you please confirm your company file name which you are using currently.
carolina	SML Investments

Anjainay Singh	Thankyou for your confirmation ,could you please try to access QB once again .
carolina	One sec
	Ok, I entered, I hope I wont have more problems
Anjainay Singh	Actually , your QB automatic update was ongoing in task manager so I ended it from it.
carolina	Again is frozen
Anjainay Singh	May I take the remote access of your server?
carolina	It's getting frozen when I try to delete a transaction
	Yes please
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
carolina	Ok
Anjainay Singh	Please provide me remote access.
	Could you please close your QB .
	Please launch QB once again.
carolina	Did you see?
Anjainay Singh	You are getting some error while deleting the Transaction could you please hold the error so that I can take screenshot of
carolina	Ok
	Now I can't close it
Anjainay Singh	Your QB is getting freezed.
	You are not able to close it .
carolina	Yes, I know
Anjainay Singh	Please allow me two minutes so that I can resolve it .
carolina	It's urgent please
Anjainay Singh	We need to reboot the server for quick resolution.
carolina	How long will that take?
Anjainay Singh	2-3 minutes
carolina	Ok, please do it
Anjainay Singh	I am rebooting the server .
	I have rebooted the server and I will notify you shortly when to login .
	Please relogin into the server .

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77424 Nasimul Hassan

Email: cs@columbiataxservice.com  14109299778

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: MIDDLETOWN

State: Virginia

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

Anurag Sharma is transferring the chat to Shivam Singh.

Shivam Singh accepted the chat transfer request.

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

Nasimul Hassan Hi

My colleague is having a printing issue

8:58:38 PM Nasimul Hassan is sharing a file with you

M&R-2025-05-24.png - (Size:399.45 KB)

Shivam Singh I understand, I will surely assist you with this.

Nasimul Hassan I have printboss installed and i can print the check

Shivam Singh May I take the remote access of your local computer?

Nasimul Hassan but the user zahid can not do that

unfortunately he is not in the office now

Shivam Singh Okay.

See the troubleshooting needs to be done on his end.

Nasimul Hassan OK. I will have him contact you

Shivam Singh Yes please ask to call us at (1-888-415-5240) if any further assistance is required.

Nasimul Hassan but can you check if he has access to printboss?

I added a new RDP (lukta) yesterday. can the new RDP cause problem for other users?

Shivam Singh Yes, Printboss is installed and available for all user.

Nasimul Hassan ok, thanks. i will have him call you

bye now

Shivam Singh We have to investigate that on his end.

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.

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77550 Terry Moore

Email: seedandlight@live.eom

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: TUCSON

State: Arizona

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77634 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 49 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
krisika	Hi
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 be assisting you today.
krisika	Hello krisika, How are you doing today?
Ankit	Quickbook not open in all pc
Ankit	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?
krisika	Priorware.myrealdatal.net
	Hkidata01
Ankit	Thank you for the details. Could you please confirm if we may proceed with a server reboot?
	<i>5:16:58 PMkrisika is sharing a file with you</i> <u>20250530_171620.mp4</u> - (Size:15.86 MB)
	<i>Quickbook not open</i>
krisika	Yes
Ankit	Thank you for the confirmation. As I can check, multiple users are on disconnected mode. We are proceeding with the server reboot for now.
	Please ask the users to logout from the server for 6-7 min.
krisika	Ok
Ankit	Thank you. Once the server is up and running, I will inform you here on the chat.
krisika	Ok
Ankit	We kindly request you and all users to log off from the server if it is not in use. Please note that simply disconnecting the user's end; however, application services and server resource utilization continue in the background. Logging off ensures
	<i>5:25:37 PMAankit is sharing a file with you</i> <u>image.png</u> - (Size:5.31 KB)
	<i>Using this icon will completely log users off from their current session.</i>
	Krisika, thank you for waiting.
	The server is now up and running. Please check and let us know if everything is working as expected.
	Are we still connected here?
krisika	Yes
	Quickbook not open in all pc
Ankit	May I take the remote access of your server?
krisika	Yes
Ankit	Prior providing the access, I would suggest you to close any important documents at your end.
krisika	Ok
Ankit	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.

We sincerely apologize for the inconvenience caused, as this is taking longer than expected. We kindly request you to try end, and it appears to be working fine.

krisika Ok

Ankit Krisika, please let me know if you encounter any issues—I'm here to help.

krisika Quickbook open now in all pc

Ankit Awesome.

krisika Thank you

Ankit Is there anything else I may help you with ?

krisika No

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

krisika Thank you

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

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

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

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

Ankit has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77362 aroldan

Email: aroldan@tippfloor.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Secs

City: RIDGEFIELD

State: New Jersey

Country: UNITED STATES

Chat Transcript

aroldan	Hello, I am your Acebuddy
Acebuddy	Hello Al Roldan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
aroldan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
aroldan	I'd like to report an Issue
Acebuddy	Please select an option!
aroldan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
aroldan	Setback
Acebuddy	Please select an option!
aroldan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
aroldan	Need to add local printer to virtual desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Arjun Sikarwar declined the transfer request.</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	I will surely help you with this issue.
	May I take the remote access of your local computer?
aroldan	yes
Shashwat Verma	Kindly Click on the link and open the downloaded file.
	Prior providing the access, I would suggest you to close any important documents at your end.

<https://assist.acecloudhosting.com/join/3582733903>

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.

Kindly accept the prompt

Are we still connected here?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76781 arodriguez

Email: arodriguez@tlainteriors.com  3139086015

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: ROYAL OAK

State: Michigan

Country: UNITED STATES

Chat Transcript

arodriguez Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

arodriguez Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77056 rachel

Email: rachel@txalphateam.com  12813973688

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: MALACAMPA

State: Pangasinan

Country: PHILIPPINES

Chat Transcript

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

	If you are facing any issue/problem with your server, Please select the appropriate option below :
rachel	Restart
Acebuddy	Hello Rachel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rachel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rachel	I'd like to report an Issue
Acebuddy	Please select an option!
rachel	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
rachel	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
rachel	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
rachel	Ticket Number is: 694636
Manish Singh	Hii Rachel
rachel	Kindly assist. This is the Ticket Number is: 694636
Manish Singh	Kindly allow me two minutes to check the same.
rachel	Sure
Manish Singh	We don't have received any email regarding the token yet, kindly confirm if the code is sent to support@acecloudhosting. support again.
	And when did you requested for the code?
rachel	I just resent it
Manish Singh	Like in an hour or so?
rachel	Kindly check again. thanks
Manish Singh	Yes, we have received the code
	Let me share it with you

78b9da681bb65960

Kindly try this

27bee7e95c1992e0

This is the second one that we have received

rachel I got in successfully. Thanks for your help Manish!

Manish Singh Is there anything else I may help you with ?

rachel That'll be all. Thanks. You have a great day!

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

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

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

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

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

#76449 szolad

Email: szolad@cdt.org

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: WASHINGTON

State: District Of Columbia

Country: UNITED STATES

Chat Transcript

szolad	Hello, I am your Acebuddy
Acebuddy	Hello Szolad, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
szolad	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
szolad	I'd like to report an Issue
Acebuddy	Please select an option!
szolad	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
szolad	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
szolad	I have a new server and it is not allowing me to send emails from QB
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
szolad	Hi Rohan
Rohan Prajapati	Hello, how are you doing today ?
szolad	I am doing ok, how are you doing?
Rohan Prajapati	That's Great. I'm good too, thanks for asking
	May I take the remote access of your server?
szolad	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
szolad	OK, all set
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Is there anything else I may help you with ?

szolad	We are all set. Thank Rohan.
Rohan Prajapati	Thanks for the confirmation !
	I would request you to please give your Valuable feedback after ending the chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate it if you could send it to me at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77331 matt

Email: matt@remodelprosnw.com **Phone:** 2532618407

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: PUYALLUP

State: Washington

Country: UNITED STATES

Chat Transcript

matt Hello, I am your Acebuddy

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77266 Erin Jones

Email: ejones@christchurchphoenix.org

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 10 Secs

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

Erin Jones	Hello, I am your Acebuddy
Acebuddy	Hello Erin Jones, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Erin Jones	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erin Jones	I'd like to report an Issue
Acebuddy	Please select an option!
Erin Jones	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Erin Jones	I'm having trouble login into our remote server. I get an error after I type in my password
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.
Erin Jones	here's the error code: [Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remot [[^]] Hide details [OK] [Expanded Information] Error code: 0x3000008 Extended error code: 0x0 Timestamp (UTC): 05/20/2
	Thanks!
Ashutosh Mishra	I will surely help you with this issue.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
Erin Jones	I'm the only one who use the remote server. So it just me.
Ashutosh Mishra	Kindly allow me few minutes to check the same.
	May I take the remote access of your local computer?
Erin Jones	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/8582504086

Erin Jones	Looks like I'm in
	All good. Thanks!
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by changing gateway settings and backend settings.
	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76602 eda

Email: eda@walldorfcapitalventures.com  14234001756

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 10 Secs

City: SAN BARTOLOME

State: Bulacan

Country: PHILIPPINES

Chat Transcript

eda	Hello, I am your Acebuddy
Acebuddy	Hello Eda Walldorf, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
eda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
eda	I'd like to raise a Request
Acebuddy	Please select your request type.
eda	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
eda	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
eda	Password Reset
Acebuddy	Please select an option below
eda	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reprocessed.
	Do you need any further assistance on the topic?
eda	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati declined the transfer request.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
eda	I am waiting for password reset update with ticket 689405
Shivam Singh	Okay, please allow me 2 minutes to look into it.
	Please allow me to share the password over the chat as we have received the approval email.
eda	ok
Shivam Singh	Could you please check the mail now.
	Please confirm after logging in

eda	Got it, thanks!
Shivam Singh	I will wait for your confirmation.
	Is there anything else I may help you with ?
eda	That's all for now, thank you
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
	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 at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76635 help

Email: help@triadcyersolutions.com  3362999989

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 56 Secs

City: ORANGEBURG

State: New York

Country: UNITED STATES

Chat Transcript

help	Hello, I am your Acebuddy
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
help	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudbhosting. My name is Pradeep how may I help you for today?
help	Re:[## 689474 ##] Triad Cyber Solutions Inc: Excel Account Login Issue
	after the repair its still same
Pradeep Kumar	Alright, let me transfer the chat to the concerned team.
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
help	???
Ankit	I will surely help you with this issue.
	May I know your name?
help	Wasim
Ankit	Wasim, I deeply apologize for the inconvenience caused to you.
	Kindly allow me 4-5 minutes to check the ticket.
help	your server is full of issues guys
	just see the no of cases with this email
	in a month there are more than 20 cases
	qb, m 365 , printers and many more issues on daily basis
Ankit	Thank you for waiting. I understand that you have faced multiple issues with the server. However, I will do my best to resolve your current issue, which appears to be related to exporting a file from QuickBooks.
	Wasim, would it be okay if I send a request for a remote session?
	So that I can check and assist you further, as I can see the team has already repaired the Office 365 application and upda
help	.
	no try to find prob from backend
	user is working
Ankit	I will request you to share a screenshot so that I can check for the error.

help	its all same nothing changed no even a single point chnage see the pics in the case history
Ankit	Okay. Kindly allow me 4-5 minutes to check the same.
help	???
Ankit	Thank you for waiting. Please check now once.
help	you did something? as I do not want to disturb the user g=she is frustrated
Ankit	I just checked for QuickBooks updates and found a pending instance, which I have now completed. However, it would be much easier to assist you further if you could provide a remote session. You can schedule a callback with the user so that we can reach out directly and assist them.
help	connect now fast
Ankit	Prior providing the access, I would suggest you to close any important documents at your end. Thank you for the confirmation (Edited) Please confirm the user name : Holly or Anne
help	ok wait
Ankit	okay
help	both are facing same issue but connect with Anne
Ankit	Sure. As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77344 Christopher Facendola

Email: chris@amgair.com ☎ 201-782-1782

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 37 Secs

City: RAMSEY

State: New Jersey

Country: UNITED STATES

Chat Transcript

Christopher Facendola	Hello, I am your Acebuddy
Acebuddy	Hello Chris 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 report an Issue
Acebuddy	Please select an option!
Christopher Facendola	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Christopher Facendola	I keep getting the ticket paramater errors with QB and Avatax
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Chris
Christopher Facendola	Hi Anurag, I keep getting ticket parameters errors with QB in relation to Avatax when I got to save my estimates.

	It will not calculate the sales tax and keeps forcing shutdown of QB, I've already restarted multiple times.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Christopher Facendola	AirMarketing.myrealdatal.net
	ChristopherF.rdp
Anurag Sharma	Thanks for the information.
	Could you please confirm if you are the only one facing this issue?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77192 Rose Ann Ruiz

Email: rose-ann@kelant-rose.com ☎ 2975931454

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 53 Secs

City: TANKI FLIP

State: Aruba

Country: ARUBA

Chat Transcript

Rose Ann Ruiz	Hello, I am your Acebuddy
Acebuddy	Hello Rose-ann, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rose Ann Ruiz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rose Ann Ruiz	I'd like to raise a Request
Acebuddy	Please select your request type.
Rose Ann Ruiz	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Rose Ann Ruiz	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Rose Ann Ruiz	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Rose Ann Ruiz	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Rose Ann Ruiz	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Rose Ann Ruiz	The Ticket Number is: 696661
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Rose Ann Ruiz	Our accountat need urgent help so he can log into our QB please
	I sent a mail earlier but we did not receive any response
	let me know if you can help out pls
Shivam Singh	could you please help me with the ticket number, so that I can look into it
Rose Ann Ruiz	The Ticket Number is: 696661
Shivam Singh	Thanks

	Thank you for the information and allow 2 minutes to check the same.
Rose Ann Ruiz	thank you!
Shivam Singh	May I take the remote access of your local computer?
Rose Ann Ruiz	yes but My accountat is the one who has the problem and his office is in another location I can log in fine ...but he can't
Shivam Singh	Are you able to connect with the same login? Are we still connected here?
Rose Ann Ruiz	yes I log in with my username and password I have not tried loggin in with si username and password
Shivam Singh	Please try with the password and if you are facing the issue, We can primarily try resolving it on your end and thereafter you can change the login credential.
Rose Ann Ruiz	ok so you want me to try an log in here with his username and password right?
Shivam Singh	Excataly, so that we can fix it here.
Rose Ann Ruiz	ok let me ask him one sec
Shivam Singh	And then the accountant can try the same after us resolving the issue.
Rose Ann Ruiz	username: Accountant_KR ..i will try now
Shivam Singh	Sure, I will wait for your confirmation.
Rose Ann Ruiz	he gave me password but it says its incrrrect to let me call him again sorry
Shivam Singh	okay I will wait.
Rose Ann Ruiz	I think we need to reset the password becuase the password I am using to log in for him is not working it says password is incorrect
Shivam Singh	Okay Allow me to check at my end.
Rose Ann Ruiz	and he is 100% sure that is the password he normally uses butsomewho it does not work yes thank you
Shivam Singh	thanks for letting me know, I will see the user account. Could you please try the same password again.

	I did some changes from the backend.
Rose Ann Ruiz	ok
	its still doe not work
	*does
Shivam Singh	you could use my portal application to reset the password for the user. Allow me to share the article with you.
	<i>10:01:59 PM Shivam Singh is sharing a file with you</i> <u>How to Manage ACE Server Users 4.pdf</u> - (Size:1.33 MB)
Rose Ann Ruiz	ok wiat I am on the portal give me 3 min
Shivam Singh	Sure, take your time.
Rose Ann Ruiz	ok done i reseted it i will try again to log in
Shivam Singh	That's great.
Rose Ann Ruiz	where can I verify the username
Shivam Singh	I will wait for your confirmation.
Rose Ann Ruiz	becuase agian it does not work Accountant_KR@myrealdatal.net i see this but the accountant told me to just use Accountant_KR
Shivam Singh	May I take the remote access of your local computer? It will allow me to look into issue more promptly and help me isolate the issue.
Rose Ann Ruiz	yes sure
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end. Kindly paste this link in the browser of local computer and join the session. <u>https://assist.acecloudhosting.com/join/5422159937</u>
Rose Ann Ruiz	yes done
Shivam Singh	Please join the session now click on the link and download the file
Rose Ann Ruiz	trying is not letting me click wait
Shivam Singh	Sure, I will wait.
Rose Ann Ruiz	yes now i think
Shivam Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.

Rose Ann Ruiz	ok
Shivam Singh	Is there anything else I may help you with ?
Rose Ann Ruiz	for now no...thank you!
	will contact you later if I still have a problem to log in thank you!
Shivam Singh	That's alright. We would love to extend you the needed support.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.aceclou
	(https://selfcare.acecloudhosting.com).)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76562 Amy

Email: abrady@mdcollision.net

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 59 Secs

City: WESTMINSTER

State: Maryland

Country: UNITED STATES

Chat Transcript

Amy	Hello, I am your Acebuddy
Acebuddy	Hello Amy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amy	I'd like to raise a Request
Acebuddy	Please select your request type.
Amy	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Amy	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
Amy	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Amy	Good morning! We have a new employee and we need the remote desktop with Quickbooks set up on this laptop please
	Are you able to remote in and set that up for me?
Anjainay Singh	Could you please let me know the new user name for whom you want to setup the RDP .
Amy	amy
Anjainay Singh	Could you please also confirm your account name as I am unable to locate it .
Amy	Maryland Collision Center
Anjainay Singh	Could you please also let me know the server name for which you want to create RDP.
Amy	I'm not sure what that means. BSSF enterprise maybe?
Anjainay Singh	Could you please confirm your CID number related to account so it will help me in better way to assist you .
Amy	I don't know what that is
	where would i find that
	i just need to have an additional ACE desktop set up for amy since she is new

Anjainay Singh	Sure , please allow me two minutes so that I can look into it .
Amy	okay thanks!
	<i>5:56:14 PM Anjainay Singh is sharing a file with you image.png - (Size:9.27 KB)</i>
	<i>Could you please confirm the server name which you want to access.</i>
	BSSFenterprise.myrealdata.net
Anjainay Singh	Could you please also confirm new user name for whom you want to setup server access so I can work on it.
Amy	amy
Anjainay Singh	May I take the remote access of your local computer?
Amy	yes
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/4082672735
	Please copy this URL at your local machine browser so that we can access it .
	As we have assisted you remotely so we are closing this chat after your approval.

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76428 Tushar

Email: info.alphaconsultancy01@gmail.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: AHMEDABAD

State: Madhya Pradesh

Country: INDIA

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Tushar	Hi Shubham, How are you doing?
Shubham Kataria	Hello Tushar
	I'm good. what about you
Tushar	I'm also fine, thank you...
	I have issue in QBD Login
Shubham Kataria	Alright, please elaborate the issue. we are here to assist you
Tushar	how can i share the screen?
Shubham Kataria	I will take the remote session
	Kindly help me with your server name and user name?
Tushar	Okay

107.191.181.232 ActiveTele1.myrealdatal.net myrealdatal\VibhutiD AS12df!@

	*AS12df!@ is password
Shubham Kataria	Thank you for the information
	Kindly confirm if you're able to access the server
Tushar	Yes
Shubham Kataria	And also would like to inform you that your password is confidential, we don't require the password
	I will check the issue via remote session
Tushar	Okay
Shubham Kataria	May I take the remote access of your server?
Tushar	Yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
Tushar	Okay
Shubham Kataria	Thank you for your patience.
	As per our remote conversation your issue has been resolved
	Is there anything else I may help you with ?
Tushar	No
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of the 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 at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

Chat Transcript

Visitor Details

#76958 Chester Francisco

Email: rfrancisco@rvirtualcfo.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 13 Secs

City: HONG KONG

State: Hong Kong

Country: HONG KONG

Chat Transcript

Chester Francisco	Hello, I am your Acebuddy
Acebuddy	Hello Ralph Chesterfield Francisco, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chester Francisco	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chester Francisco	I'd like to report an Issue
Acebuddy	Please select an option!
Chester Francisco	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Chester Francisco	Ultratax signs me out after logging in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Chester Francisco	Sorry I am not sure what you are asking
	Server: ACE Username: Probably RFrancisco

	Is that what you need
Shubham Kataria	Kindly provide us your business name which is registered with us
Chester Francisco	RVirtualTax
Shubham Kataria	Thank you for the information
	Kindly confirm if you're receiving any error when Ultra tax application signed out
Chester Francisco	No, the issue is when I try to sign in to Ultratax, it signs me out automatically after providing my login credentials and the
Shubham Kataria	Noted
	May I take the remote access of your server?
Chester Francisco	So I can't get in sure]
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Chester Francisco	Alright thank you I'm good
Shubham Kataria	Please accept the remote request on server is it working fine now?
Chester Francisco	no i man you can send me a access request mean*
Shubham Kataria	Okay We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
Chester Francisco	okay thanks
Shubham Kataria	Please login again on server
Chester Francisco	after 2 mins? or as in now
Shubham Kataria	You may login now
Chester Francisco	okay still the same
Shubham Kataria	Please allow me two minutes let me made few changes from backend
Chester Francisco	okay thanks
Shubham Kataria	We are still working on it, please stay connected

Chester Francisco	ok
	thanks
Shubham Kataria	You're welcome
	You may access the server after one minute and try again
Chester Francisco	ok
	thanks
	ill try
Shubham Kataria	Yes please check now
Chester Francisco	ok
	will do
Shubham Kataria	Thank you for your patience.
	We have made multiple changes but its still not responding
	In order to resolve this issue, Kindly connect with the ultra Tax support team as they have more expertise for their tool.
Chester Francisco	okay
	thank you
Shubham Kataria	You're welcome
	Please contact them they will assist you
	Is there anything else I may help you with ?
Chester Francisco	none
	thank you
Shubham Kataria	You're welcome
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77164 Kevin Kussow

Email: edgeplumbingwi@gmail.com  9202135746

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: 20 Secs

City: MADISON

State: Missouri

Country: UNITED STATES

Chat Transcript

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

Kevin Kussow	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kevin Kussow	This is the message we are receiving.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Kevin Kussow	For security, Intuit does not support this browser or browser version. See below for a list of supported browsers. Please do
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
	<i>4:48:03 PM Kevin Kussow is sharing a file with you</i>
	<i><u>Quickbooks.pdf</u> - (Size:32.92 KB)</i>
Kevin Kussow	What can we do to get this working
Ankit	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?
Kevin Kussow	EPLLC_Admin.ent.rdp
	edge plumbing llc
Ankit	Thank you for details.
	Kindly allow me 3-4 minutes to check the shared PDF once.
	Thank you for waiting. I will need remote access to your server screen to assist you further.
	May I take the remote access of your server?
Kevin Kussow	ok
	yes
Ankit	Thanks for the confirmation !
	Also, may I know your name?
Kevin Kussow	Kevin
Ankit	Thank you, Kevin.
	Please check your server screen for any prompts related to the remote session.
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
Kevin Kussow	It looks like it should work. If I have issues I will contact you again
Ankit	Thank you
	Is there anything else I may help you with ?
Kevin Kussow	Not at this time

Ankit 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 transcript.

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

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

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

Ankit has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76785 oleg

Email: oleg@heroic.cpa

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: GAINESVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

oleg Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

oleg Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77630 fkoons

Email: russ@keypre.com ☎ 116102975220

Department: Support(QB & App Hosting)

Operator: Ayush kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 30 Secs

City: ALLENTOWN

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

fkoons Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

fkoons Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

fkoons I'd like to raise a Request

Acebuddy Please select your request type.

fkoons

	<p>Reboot your Server</p>
Acebuddy	<p>Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and we will get back to you on the task's completion.</p>
	<p>Do you need any further assistance on the topic?</p>
fkoons	<p>Yes</p>
Acebuddy	<p>Please wait while we connect you to our Support Representative</p>
	<p><i>Acebuddy (bot) forwarded the chat request</i></p>
	<p><i>Ayush kumar accepted the chat transfer request.</i></p>
Ayush kumar	<p>Thank you for contacting Ace Cloud Hosting. My name is Ayush kumar. I will be assisting you today.</p>
fkoons	<p>Hello, I am asking in reference to ticket number 703555. We recently migrated to the cloud and are having significant issue with the calendar. It is midnight where I am located (USA, Pennsylvania), so if I can do this before I go to sleep, that would be great.</p>
Ayush kumar	<p>Thank you for the information. Allow me 4-5 minutes, let me check the case status.</p>
fkoons	<p>Thanks. It was just submitted. the auto response said 2 hours wait time.</p>
Ayush kumar	<p>Thank you for being on hold. If we just reboot the server it should reset the IIS and the CRM instance. Is it fine if we reboot the server now?</p>
	<p>Hi Are you there?</p>
	<p>Hi Fred are you still there with?</p>
	<p>Since there is no response from you end and we have verified no user is logged in to the server, hence we have rebooted the server.</p>
fkoons	<p>im here</p>
	<p>Sorry</p>
	<p>I had to step away</p>
	<p>Yes, that's fine</p>
	<p>Reboot the server</p>
Ayush kumar	<p>No Issues, So I have rebooted the server already and will let you know once the server is back.</p>
fkoons	<p>Ok how long does this typically take?</p>
Ayush kumar	<p>Its back now, you can login .</p>
	<p>It generally takes 1-2 minutes.</p>
fkoons	<p>it is just clocking</p>
	<p>OK i'm in</p>
Ayush kumar	<p>Please try one more time.</p>
fkoons	<p>Can you try something for me? I don't think it fixed what I'm trying to do</p>
	<p>Confirm the ServerNames setting in SQL Server: sql SELECT Parm_Value FROM Custom_SysParams WHERE Parm_Name = keystone.myreldata.net;KEYCRM then please update it with: sql Copy Edit UPDATE Custom_SysParams SET Parm_Value = Parm_Name = 'ServerNames'; Run iisreset (on the actual CRM web server) to apply the change: Open Command Prompt and stop the Sage CRM Tomcat service (if running) via services.msc (Service name might be "CRM Tomcat" or "Sage CRM Tomcat")</p>

cache and retest the Calendar tab.

Ignore the copy and edit words, I C&P that

Ayush kumar Are you logged in to the server?

fkoons I was logged into the Ace Connect app, I am no longer

Ayush kumar Please try to connect once again

fkoons can you follow these instructions for me:

Confirm the ServerNames setting in SQL Server: sql SELECT Parm_Value FROM Custom_SysParams WHERE Parm_Name = keystone.myrealdata.net;KEYCRM then please update it with: sql UPDATE Custom_SysParams SET Parm_Value = 'keystone' 'ServerNames'; Run iisreset (on the actual CRM web server) to apply the change: Open Command Prompt as Administrator service (if running) via services.msc (Service name might be "CRM Tomcat" or "Sage CRM Tomcat") Let us know once connected to the calendar tab.

I'm not sure the changes I made worked.

So I want you to check and make sure they did above.

Ayush kumar I have tried to cross verify the above settings, since I do not have much knowledge about the working of SQL server , I do not know if there is any misconfiguration of entire setup.

Your case is still with onboarding team, hence I request you to please wait till tomorrow so that the dedicated person who will handle your case will get back to you.

fkoons ok

Ayush kumar Is there anything else I may help you with ?

fkoons no thats it thank you

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

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

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

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

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

Ayush kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77059 bedfordfeedandseed

Email: bedfordfeedandseed@yahoo.com ☎ 18122794136

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 18 Secs

City: BEDFORD

State: Indiana

Country: UNITED STATES

Chat Transcript

bedfordfeedandseed	Hello, I am your Acebuddy
Acebuddy	Hello Bedfordfeedandseed, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bedfordfeedandseed	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bedfordfeedandseed	I'd like to report an Issue
Acebuddy	Please select an option!
bedfordfeedandseed	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
bedfordfeedandseed	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue. Was that helpful?
bedfordfeedandseed	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi has not responded for the transfer request.</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.

Hello Brad !! How are doing today ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

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

Ankit has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77041 Theresa Rodrigues

Email: theresar@vulcanwire.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 14 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript

Theresa Rodrigues Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Theresa Rodrigues Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
Theresa Rodrigues	I'd like to report an Issue
Acebuddy	Please select an option!
Theresa Rodrigues	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Theresa Rodrigues	I am unable to connect once I am in the portal to our Sage accounting program
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Theresa Rodrigues	Hello Shivam.
Shivam Singh	Hi there, Theresa.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	No problem, I found it.
Theresa Rodrigues	whewww... i was stumped trying to figure out what it was. Thank you!
Shivam Singh	Could you please share the screenshot of the prompt, you are getting while accessing the Sage application
Theresa Rodrigues	I'm not getting any prompts. I click on the icon for Sage but the search wheel just spins, it won't connect.
Shivam Singh	Okay, so when are you accessing it what you get or how it behave?
	Okay
	Let me look into that.
	Is it also affecting other users or is it just you ?
Theresa Rodrigues	No just me.
Shivam Singh	Shall I sign you off.
	Thereafter, we can try to check changes we have made from the backend.
	could you try now accessing the now?
Theresa Rodrigues	Sure , go ahead. I remote in so how will we continue to communicate? Will you email me? I get messages on my phone. I
Shivam Singh	Before we try signing you off.
	Please give it a Go, before we do the sign off.
Theresa Rodrigues	Yay!! I am now logged in. Thank you!
Shivam Singh	Happy to help
	Is there anything else I may help you with ?
Theresa Rodrigues	That is it for now. You are awesome!! Thank you!

Shivam Singh

Much appreciated

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76411 Brian Archambault

Email: admin@wvncaz.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 12 Secs

City: SCOTTSDALE

State: Arizona

Country: UNITED STATES

Chat Transcript

Brian Archambault

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Brian Archambault

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Brian Archambault

I'd like to report an Issue

Acebuddy

Please select an option!

Brian Archambault	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brian Archambault	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Brian Archambault	unable to print from QB to our in house printer
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Anurag Sharma accepted the chat transfer request.</i></p>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Samantha
Brian Archambault	Good afternoon,
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Brian Archambault	We can not print from our qb to our in office printer
Anurag Sharma	May I take the remote access of your local computer?
	Are we still connected here?
Brian Archambault	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/2922998823
	Kindly paste this link in the browser of local computer and join the session.
	Are you able to connect?
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

cant get into RDP

Visitor Details

#76715 Zachary Jensen

Email: zack@taxwisecorp.com **Tel:** 18584371723

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: MANASSAS

State: Maryland

Country: UNITED STATES

Chat Transcript

Zachary Jensen cant get into RDP

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

Zachary Jensen cant get into RDP

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

please remote access me and fix

Sharath Kumar accepted the chat transfer request.

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

Please allow me a minute to check a few settings from the server

Zachary Jensen ok

Sharath Kumar Thank you for your patience. Could you please let me know the username that you are signing in with (Edited)

<https://assist.acecloudhosting.com/join/2712295148>

Please use this link so that I can remote into your computer

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

Zachary Jensen ok will do

Sharath Kumar

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.

Zack, I got disconnected.

Could you please try signing in again and let me know the result

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.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77134 Eduardo

Email: corporateit@sdf-itc.com  15125169214

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: 1 Min 8 Secs

City: LEON DE LOS ALDAMA

State: Guanajuato

Country: MEXICO

Chat Transcript

Eduardo Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Eduardo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Eduardo	I'd like to report an Issue
Acebuddy	Please select an option!
Eduardo	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Eduardo	For signed in users, response is very slow. For user trying to connect, error is shown after a couple of seconds trying to co
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Eduardo	Hello
Anjainay Singh	Since when you are facing this issue .
Eduardo	30 min ago approximately
Anjainay Singh	Please allow me two minutes so that I can look into it
Eduardo	sure
Anjainay Singh	Thankyou for your patience , as server is not accessible from my end as well so I am escalating it to concerned department
	I have to look into it .
Eduardo	Thanks, Is there an estimated time for this to be solved? We are not able to work in the meantime the server is not respor
Anjainay Singh	Is server running slow for logged in users?
Eduardo	yes
	And new connections are not possible
Anjainay Singh	and some users are also not able to connect to server ?
Eduardo	Correct
Anjainay Singh	I have escalated the issue please allow me sometime so that I can find exact resolution.
Eduardo	Thanks, highly appreciated
Anjainay Singh	Please be patient with us .
	As we have found that C drive space is less which maybe causing server slowness.
Eduardo	I see. We will double check to free up some space
Anjainay Singh	Sure , please clear unwanted files and folders at your end and please share the outcome and reply us over an email .
	You may also contact us over a call so that our escalation team member may assist you with much best resolution.

Eduardo	Understood
	Thanks for the assistance
Anjainay Singh	Is there anything else I may help you with ?
Eduardo	That will be for this session, thanks
Anjainay Singh	Please provide your positive feedback by clicking on smiling emoji.
	I will keep this ticket under observation until this issue is not getting resolved.
Eduardo	Thanks, I'll close the session now

Eduardo has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77504 Grey Lundberg

Email: grey@sheltercore.com ☎ 12067306575

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: SANDPOINT

State: Idaho

Country: UNITED STATES

Chat Transcript

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

Acebuddy Welcome to Ace Support.

Please chose an option :

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77678 louispav

Email: louispav@dasystems.com  19495823908

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

louispav Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

louispav Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

louispav I'd like to report an Issue

Acebuddy Please select an option!

louispav	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
louispav	When I click on the connect button the remote desktop connection starts but all I get is a black screen, I can't get anything
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Louispav
louispav	Hello
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
louispav	sure, let me get that
	DASServices.myrealdata.net
Anurag Sharma	Sure, please take your time
louispav	LouPavlovich
	it's not my computer, it's the other account, but I'm monitoring that computer
Anurag Sharma	Okay
	I have successfully logged you off from the server.
	I would request you to please try to login into the server and check if the issue is repeating.
louispav	ok
	<i>8:14:27 PM louispav is sharing a file with you image.png - (Size:65.56 KB)</i>
	<i>This is all I see</i>
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Are you the only one facing this issue?
louispav	well I'm on the computer that's affected
	you can remote in if you'd like
Anurag Sharma	Okay
	Prior providing the access, I would suggest you to close any important documents at your end.
louispav	ok
Anurag Sharma	https://assist.acecloudhosting.com/join/1322702246

	Kindly paste this link in the browser of local computer and join the session.
louispav	I get a screen that says Join Session at the top, but nothing else
Anurag Sharma	Please refresh your web page once
	It seems like you have mistakenly ended the remote session.
	Let me provide you another remote session link.
louispav	ok
Anurag Sharma	Please use that to join again.
	https://assist.acecloudhosting.com/join/5852365444
	<i>8:20:25 PM louispav is sharing a file with you image.png - (Size:176.72 KB)</i>
	<i>this is all I see</i>
	Please go to your download folder and check for the recent EXE file that is downloaded
	And try to open that file.
louispav	that's what I did
Anurag Sharma	Please close this once and try again.
louispav	that page shows up with no choices
Anurag Sharma	Okay
louispav	ok, we can try for a third time
Anurag Sharma	Could you please try to logging into the server once
	I have made some changes from the backend. You issue should be resolved now.
louispav	ok
	no change
	black screen
Anurag Sharma	Please try to reboot your server once.
louispav	my server? Or my computer?
Anurag Sharma	Your computer.
louispav	ok
	restarting now
Anurag Sharma	Please re-initiate another chat, if incase this one ends.
louispav	I'm on another computer, we're chatting on that computer
Anurag Sharma	Okay
louispav	ok, I'm logged in

Anurag Sharma	Please confirm if the issue is now resolved.
louispav	yes it is
Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
louispav	that's it, thank you
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
louispav	have a great day
Anurag Sharma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76404 arodriguez

Email: arodriguez@tlainteriors.com  3139086015

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

arodriguez	Hello, I am your Acebuddy
Acebuddy	Hello Adriana, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
arodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
arodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
arodriguez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
arodriguez	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at when issued by Intuit, It might get delayed due to unforeseen circumstances. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. We will implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
arodriguez	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Adriana
arodriguez	Hello,
	we all received a notice that there was a QuickBooks update and the Admin needed to run the update. Our admin logged in and gave permission to do so
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
arodriguez	TLAInterior.myrealdata.net
	arodriguez

12:27:56 AM Anurag Sharma is sharing a file with you
[image.png](#) - (Size:13.88 KB)

Please confirm your username

AdrianaRod@myrealdata.net

Anurag Sharma Thanks for the confirmation !

arodriguez No problem!

Anurag Sharma Adriana, I have scheduled this application update during the night hours when users are less active on the server.

We will update you via email once it is completed.

Is there anything else I may help you with ?

arodriguez Is there a way you can run it right now

we can't even log in anymore

Anurag Sharma Okay no problem

arodriguez It tells us there is an update and then gives us the option to close QuickBooks

Anurag Sharma Please ask the users to log off from the server for a while.

So that we can proceed with the update.

arodriguez Ok, I am letting everyone know

Anurag Sharma As I see only you are logged in on the server now. One user is in a disconnected state. (Edited)

Can I log you off from the server ?

arodriguez oh yes, I am chatting with you on the server.

Once I log off will it begin running?

Anurag Sharma No problem

I will send you an email once we are finished with the QB update

arodriguez Ok thank you!

Anurag Sharma To proceed with the QB update I need to log you off from the server.

arodriguez Ok, I will log off and wait for your email

Anurag Sharma Please make sure all your work is saved

Thank you so much Adriana

Is there anything else I may help you with ?

arodriguez Thank you, I am all set have a good day

Anurag Sharma Thanks for the confirmation !

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

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

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

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

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76507 Melissa Booth

Email: emilyp@airamericafc.com  19045882327

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: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

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

Melissa Booth	I'd like to raise a Request
Acebuddy	Please select your request type.
Melissa Booth	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Melissa Booth	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76710 toddgrasty

Email: toddgrasty@comcast.net  8156901299

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 20 Secs

City: FRANKFORT

State: Illinois

Country: UNITED STATES

Chat Transcript

toddgrasty	Hello, I am your Acebuddy
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	Are we still connected here?
toddgrasty	Yes

I have a popup on my remote server saying there is an update for Quickbooks that needs to be installed
A Critical QuickBooks update is waiting for installation. to install, close all the running instances of quickbooks and restart
I quit and restarted my session but it is still giving me the error
?

Ashutosh Mishra I see since you are part of shared server their are other businesses on the server also.

toddgrasty ok

Ashutosh Mishra I will schedule the update for night hours.

Once it's completed i will notify you for the same over email and also send the ticket ID.

Are we still connected here?

Are we still connected here?

toddgrasty ok

Ashutosh Mishra Is there anything else I may help you with ?

Are we still connected here?

toddgrasty no

Ashutosh Mishra Can we close the chat session or do you require further assistance?

As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77172 Gerald Graves

Email: ggraves@blessmaninternational.org ☎ 15153435920

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: WAUKEE

State: Iowa

Country: UNITED STATES

Chat Transcript

Gerald Graves	Hello, I am your Acebuddy
Acebuddy	Hello Ggraves, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gerald Graves	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gerald Graves	I'd like to raise a Request
Acebuddy	Please select your request type.
Gerald Graves	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Gerald Graves	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudbhosting.com, and we will provide you with an update. <ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need immediate assistance.
	Do you need any further assistance on the topic?
Gerald Graves	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

#76624 David Konover

Email: david@bkfloors.com  18602425200

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: 1 Min 7 Secs

City: WEST HARTFORD

State: Connecticut

Country: UNITED STATES

Chat Transcript

David Konover	Hello, I am your Acebuddy
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Konover	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Konover	I'd like to report an Issue
Acebuddy	Please select an option!
David Konover	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Konover	Sage License server is having issues reaching the internet so we cannot get into sage.
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 be assisting you today.
	Hello David. How are you doing today?
David Konover	Hi Ankit, I also sent an email in for this
	For some reason the sage License server keeps getting rejected and says it is not getting an internet connection. Then w
	issue

Ankit	I deeply apologize for the inconvenience caused to you. I will surely help you with this issue. Kindly allow me two minutes to check the same.
	Thank you for your patience and for sharing the details. David, would it be alright if I access your server desktop remotely to investigate the root cause?
David Konover	Yes I am on Pat right now
Ankit	Prior providing the access, I would suggest you to close any important documents at your end.
David Konover	The only thing open at the moment is the license server
Ankit	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Could you please confirm if this issue is affecting other users on the server as well?
David Konover	Without Sage verifying our license on this account none of the other people can log into sage. This is the main license server
	I am 95
	I am 95% sure if you reboot the server it will start working again but this seems to be happening every month now
	I also don't know what QB Reset is we do not use Quick books. That appeared maybe 4-5 months ago
Ankit	David, understood. Let me try rebooting the server once. Also, could you please let me know how frequent this issue is—does it happen once a month or more often?
	I kindly request you to log off from the server and ask the other users to log out as well for about 4-5 minutes to allow for confirmation with you.
David Konover	Ok one moment
Ankit	The QB reset will only affect users who have the QuickBooks application installed on the server. This is an in-house product.
David Konover	I believe its happening about once a month now. It started happening a few months ago
	I believe you are ok to reset everyone should be out
Ankit	Okay !! Thank you for the details. I have checked everything on the backend, and there have been no major changes that occurred.
David Konover	Also they sent me a ticket # for reboot 689784
Ankit	Please try accessing the server and the application now—it is up and running now.
David Konover	Yeah its weird it has run smoothly for years with you guys
	Yeah its up and running again and it let the license server connect
Ankit	Awesome
David Konover	Yeah Awesome but how do we stop it from continuing to happen or do we just have to set a reboot every month?
Ankit	David, I noticed that you experienced the same issue last month as well.
	I am keeping the ticket under observation. I will check the server once more from the backend and share the details with you.
David Konover	OK thank you, I know it happened another time to but I was able to get the license server to update after a few tries but still its happening
Ankit	

	This might take some time. Please expect a response within the next 24-48 hours.
David Konover	Sounds good, no rush now that we can get back into Sage. Thank you!
Ankit	Thank you ! David
	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.

Ankit has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77456 David Cunningham

Email: magic@kemkor.net  114417355078

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: SANDYS PARISH

State: Bermuda

Country: BERMUDA

Chat Transcript

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

	Whom Would You Like to Connect With?
David Cunningham	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Cunningham	I'd like to raise a Request
Acebuddy	Please select your request type.
David Cunningham	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
David Cunningham	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
	<i>Ashutosh Mishra is transferring the chat to Tushar.</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
David Cunningham	hello
Tushar	Hello Magixx. (Edited)
	Kindly help me with your server name and user name?
David Cunningham	Bermuda SPCA.
	server
	username: LesleyBalcombe@myrealdatal.net
	i need remote assistance to upload qbb file
Tushar	Thank you for the details. Kindly hold for a moment while I transfer this chat session to the concerned department.
	Kindly wait for a moment.
	Kindly provide your contact number so we can arrange a call back for you as chat transfer function is facing some issue. (
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?a
	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.

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77569 Ray

Email: ray@thevgroup.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Ray	Hello, I am your Acebuddy
Acebuddy	Hello Ray, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Ray	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ray	I'd like to raise a Request
Acebuddy	Please select your request type.
Ray	Office 365 Addition

Acebuddy	Please specify if you already have an Office365 subscription
Ray	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows 10 Pro <ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can assist you further.
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above or purchase a new license from Ace.
	Do you need any further assistance on the topic?
Ray	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

#77538 Megan Reiner

Email: dsmmobilewash2@hotmail.com **Phone:** 15155564569

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: URBANDALE

State: Iowa

Country: UNITED STATES

Chat Transcript

Megan Reiner Hello, I am your Acebuddy

Acebuddy	Hello Megan Reiner, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Megan Reiner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Megan Reiner	I'd like to report an Issue
Acebuddy	Please select an option!
Megan Reiner	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Megan Reiner	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com implement the patches if need be 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. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

QB is still getting frozen

Visitor Details

#77448 carolina

Email: carolina@ptxagents.com  905317123637

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 38 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

carolina QB is still getting frozen

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

Hi Carolina. Good Morning

Let me transfer you to our support team

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

carolina Thanks

Rahul?

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

Ashutosh Mishra accepted the chat transfer request.

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

carolina Hello. Like one hour ago I talked with one of your colleagues because I'm having problems when I try to erase a transaction

He told me that QB should be updated and I received an e-mail saying that it was already updated

But I'm still facing the same problem

Ashutosh Mishra I will surely help you with this issue.

Is the QB getting frozen when you try to delete transaction?

carolina Yes

And I cant close it, even using QBStop

Ashutosh Mishra Thanks for the confirmation !

Please share the ticket for this concern.

carolina Ticket ID: 701068

Ashutosh Mishra Thanks for the confirmation !

Kindly allow me few minutes to check the same.

carolina Ok, thanks

Ashutosh Mishra The Quickbooks in question is Premier edition or Enterprise edition, as i see you have both on the server?

carolina Enterprise editions

Ashutosh Mishra Please close QB from your end, i am trying to repair QB from my end.

carolina I can't close it, it's frozen

Ashutosh Mishra	Sure, i will close from my end.
	Thank you for your patience. I am still repairing the program.
carolina	Ok, thanks
Ashutosh Mishra	Once completed i will let you know.
carolina	ok
Ashutosh Mishra	We need to restart the server to complete the repair, should we proceed now?
carolina	Yes please
Ashutosh Mishra	Please login after few minutes.
	You can login now.
	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)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77215 David Garabedian

Email: dgarabedian@newburyguesthhouse.com ☎ 16176800412

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: 6 Secs

City: WOBURN

State: Massachusetts

Country: UNITED STATES

Chat Transcript

David Garabedian

Hello, I am your Acebuddy

Acebuddy	Hello Dgarabedian, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Garabedian	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Garabedian	I'd like to raise a Request
Acebuddy	Please select your request type.
David Garabedian	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your issue and we will connect you to our technicians who will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option from the list below:
David Garabedian	Restart
Acebuddy	Hello Dgarabedian, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Garabedian	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Garabedian	I'd like to report an Issue
Acebuddy	Please select an option!
David Garabedian	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
David Garabedian	Ticket 696970 status
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 with your issue.
	I will surely help you with this issue.
	Kindly allow me few minutes to check the same.
	Is the webconnector file also available on the server?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77304 Christine French Dalio

Email: christine@componere.co  16505443103

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 21 Secs

City: SAN BRUNO

State: California

Country: UNITED STATES

Chat Transcript

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

Dalio	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Christine French Dalio	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps will help you with resolving the issue
	Was that helpful?
Christine French Dalio	No
Acebuddy	No issues, please wait while I connect you to one of our support engineers who'd assist you.
	<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 with this issue.
	I will be surely assisting you with this. Kindly help me with your server name and user details.
Christine French Dalio	Hi Mishra, This is Christine French Dalio from Componere Fine Catering. I have a tag : receiving a message QB update service-new software update, and it says I do not have sufficient permissions, however I am the administrator of QB. We need to be able to log in and log out. Kindly share what this is all about and how we move past this point.
	Shoot I need to remember our server name, one moment
Ashutosh Mishra	The users on the servers do not have sufficient rights to install updates for security and other reasons and also because users need to stop using QuickBooks to initiate the update. Instead we can update the QuickBooks for you.
Christine French Dalio	CFC.myrealdatal.net This is our remote computer. My server name is Christine.D@myrealdatal.net
Ashutosh Mishra	Thanks for the confirmation !
Christine French Dalio	Are you able to address this update so we are able to move forward and log back in?
Ashutosh Mishra	Yes, kindly allow me few minutes i am doing the changes from backend.
Christine French Dalio	Of course, thank you
Ashutosh Mishra	I would have to logout user Karen.A to start the update, should i proceed?
Christine French Dalio	Ok I will message her to log out
Ashutosh Mishra	Sure
Christine French Dalio	She is out
Ashutosh Mishra	Yes, i have started the update.
Christine French Dalio	Quick question. Why would ACE Support not do the update at night after we have logged off the system?

Ashutosh Mishra	Some major updates require manual intervention and hence they cannot be done au the backend.
Christine French Dalio	Is there a way in the future to give us a heads up on this so we do not have down tim to be working on QB?
	How long are we looking for the update to be completed?
Ashutosh Mishra	The update has completed.
Christine French Dalio	Are we able to log back into QB now?
Ashutosh Mishra	Sure you can login back now.
Christine French Dalio	Let me check now
	I was able to log back in. Can you share with me what this update encompassed to tl intervene with you for assistance?
	Are you there?
Ashutosh Mishra	Yes
	We regret their was minor disconnection issue.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76866 Michael Capogna

Email: cmtdmanagement@gmail.com **15164486814**

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: DANBURY

State: Connecticut

Country: UNITED STATES

Chat Transcript

Michael Capogna	Hello, I am your Acebuddy
Acebuddy	Hello Michael Capogna, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Michael Capogna	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Capogna	I'd like to report an Issue
Acebuddy	Please select an option!
Michael Capogna	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
<i>The visitor's phone number was changed to 8609706567</i>	
As we haven't got any response from your end, We are closing this chat. If you still need help kindly re-initiate the chat.	

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76575 Kyle Bond

Email: kyle@terminixabc.com ☎ 8302578233

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: KERRVILLE
State: Texas
Country: UNITED STATES

Chat Transcript

Kyle Bond	Hello, I am your Acebuddy
Acebuddy	Hello Kyle Bond, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kyle Bond	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kyle Bond	I'd like to report an Issue
Acebuddy	Please select an option!
Kyle Bond	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kyle Bond	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when issue might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it with us at support@acecloudhosting.com. Our engineers will manually check and implement the fix and share a confirmation via email.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need help Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76539 Brad Brad.n.blake

Email: brad.n.blake@gmail.com **Phone:** 13043602924

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: ELEANOR

State: West Virginia

Country: UNITED STATES

Chat Transcript

Brad Brad.n.blake	Hello, I am your Acebuddy
Acebuddy	Hello Brad.n.blake, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brad Brad.n.blake	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brad Brad.n.blake	I'd like to report an Issue
Acebuddy	Please select an option!
Brad Brad.n.blake	Password Reset
Acebuddy	Please select an option below
Brad Brad.n.blake	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pa
	Do you need any further assistance on the topic?
Brad Brad.n.blake	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Shivam Singh accepted the chat transfer request.

Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you with your server password issue.
	I will be surely assisting you with this. Kindly help me with your server name and user credentials.
Brad Brad.n.blake	I've had repeated issues with my server password. You guys have tried to reset it, I've tried various times. I need access to my data!
	myrealdata\BradB.NPRO1
Shivam Singh	Thanks for the information
	Allow me 2 minutes to check the same.
	May I take the remote access of your local computer?
Brad Brad.n.blake	sure
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at this time.
Brad Brad.n.blake	ready
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/9802363384
Brad Brad.n.blake	it just says another instance is running and nothing happens
Shivam Singh	Okay. Please allow me to share a fresh link.
Brad Brad.n.blake	I think its working now?
Shivam Singh	we are connected I believe.
	yes
	Is there anything else I may help you with ?
Brad Brad.n.blake	no thank you
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback and smileys at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us containing a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76692 Yves Marasigan

Email: ymarasigan@owens.com ☎ 8134227786

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: SAN FRANCISCO

State: Bulacan

Country: PHILIPPINES

Chat Transcript

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

Ticket ID: 687187

Acebuddy

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anjainay Singh accepted the chat transfer request.

Anjainay Singh

Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be ass

As per ticket a call back has been scheduled to fix the google drive issue.

Yves Marasigan

we have scheduled a remote assistance with a call today

around 9:30 AM EST

it's 9:21 AM EST already. Just making sure we are on sync with the time.

Anjainay Singh

Yes one of our agent will reach your over call shortly .

Is there anything else I may help you with ?

Yves Marasigan

can you please confirm our number?

Anjainay Singh

The number is -+18134227786

Yves Marasigan

alright

thank you'

that would be all

Anjainay Singh

Please provide your valuable feedback by clicking on smiling emoji to provide your p

Alternatively you may also reach at toll free number -888-415-5240 so that any of ou assist you .

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

#76671 eugenia

Email: eugenia@natusinc.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 50 Secs

City: MONTEBELLO

State: California

Country: UNITED STATES

Chat Transcript

eugenia	Hello, I am your Acebuddy
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be as
eugenia	Hi I'm back. I have excel installed on desktop. I was able to open a file, but then it fre
	anything now
	I tried to export another report, but then it started to have this error message saying
	is not compatible with quickbooks
Ashutosh Mishra	I see, May I take the remote access of your server?
eugenia	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at
	Please login back on server.
eugenia	ok
	I'm in.
Ashutosh Mishra	Thanks for the confirmation !
	As per discussion over remote session, It seems the issue is resolved and now you ca
	to Excel.
eugenia	I think it's fine now
	thanks.
Ashutosh Mishra	Great! Feel free to end the chat. Following closure, you'll receive a feedback survey. I
	moment to share your thoughts. Your feedback is valuable for my performance asses

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77116 Phoenixforkliftservice

Email: phoenixforkliftservice@gmail.com  16026535511

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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Phoenixforkliftservice	Hello, I am your Acebuddy
Acebuddy	Hello Jeremy Shiner, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Phoenixforkliftservice	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Phoenixforkliftservice	I'd like to report an Issue
Acebuddy	Please select an option!
Phoenixforkliftservice	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Phoenixforkliftservice	I am trying to use Service Fusion which needs to integrate with QB's and my information integrator keeps getting wipes out
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you with your issue.

	Hello
	I will surely help you with this issue.
	May I take the remote access of your local computer?
Phoenixforkliftservice	Yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at https://assist.acecloudhosting.com/join/9392585118 Kindly Click on the link and open the downloaded file. As per the remote session, we'll assist you in remote session from here onwards, hen chat for time being.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76803 Nathan Urry

Email: techs@cr-t.com ☎ 13853251678

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: 49 Secs

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

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

Whom Would You Like to Connect With?

Nathan Urry

Managed IT

Acebuddy

Please wait while we connect you to an available Representative.

Acebuddy (bot) forwarded the chat request

Abhijeet Arun Thakur accepted the chat transfer request.

Nathan Urry

Folder permissions. Please grant acelis@clearwaterlandscaping.com access to Quickbooks (D:\Client data\Q\Data\Quickbooks)

Abhijeet Arun Thakur

Thank you for contacting Ace Cloud Hosting. My name is Abhijeet.
How may I assist you today?

Nathan Urry

Folder permissions. Please grant acelis@clearwaterlandscaping.com access to Quickbooks (D:\Client data\Q\Data\Quickbooks)

Abhijeet Arun Thakur

Could you please help me with the organization name?

Let me transfer you to the concerned team.

Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra

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

I will surely help you with this issue.

We require an approval over the email to proceed with the request. So we can close it that way i will be able to send you ticket ID and request for your approval.

Are we still connected here?

Nathan Urry

hi

yes

i believe i already provided this over email but it was not done

i can do so again

689621

ticket #

see the first email

"Same access as Vincent"

Ashutosh Mishra

Kindly allow me two minutes to check the same.

Nathan Urry

that includes the Quickbooks folder

Ashutosh Mishra

Yes, i see that in the ticket.

This will be done by the senior level, within 30 minutes this should be completed and over the email.

Nathan Urry

thank you

Ashutosh Mishra

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77516 Arvind Kumar

Email: arvind@advancefinserv.com

Department: Support(QB & App Hosting)

Operator: Malkeet Nagpal

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 17 Secs

City: LUCKNOW

State: Uttar Pradesh

Country: INDIA

Chat Transcript

Arvind Kumar

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Arvind Kumar

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

	Please chose an option :
Arvind Kumar	I'd like to raise a Request
Acebuddy	Please select your request type.
Arvind Kumar	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Arvind Kumar	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, provide you with an update via email.
	<ul style="list-style-type: none"> • QuickBooks Year • Variant : Pro / Premier / Enterprise / Accountant • License Number • Product Code
	Generally, application upgrades are completed during the night hours to avoid any disturbance. Please do specify if you need the request processed at a specific time.
	Do you need any further assistance on the topic?
Arvind Kumar	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you with your request.
Arvind Kumar	Hi Anurag
Anurag Sharma	Hello Arvind
	<i>3:58:42 PM Arvind Kumar is sharing a file with you</i> <u>image.png</u> - (Size:31.24 KB)
	<i>Please see this SS.</i>
	I deeply apologize for the inconvenience caused to you.
Arvind Kumar	Kindly resolved the issue ASAP
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and usage details.
Arvind Kumar	AdvancedCFOInc
Anurag Sharma	Please confirm your username?
Arvind Kumar	ShobhitAg
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Arvind Kumar	sure...

Anurag Sharma	Did you receive this error on the QB Enterprise 2024 application?
Arvind Kumar	Yes
Anurag Sharma	Thanks for the confirmation !
	As I can check Arvind, there is a QB update pending on the server.
Arvind Kumar	Please update
Anurag Sharma	And I strongly believe that the issue you are getting is due to this pending update on
	I would request you to kindly log off from the server for a while.
	We will update you via email once this QB update is completed on the server.
Arvind Kumar	I am on hold here
Anurag Sharma	Okay
	Can I log you off from the server?
Arvind Kumar	I have logoff
Anurag Sharma	Thanks for the confirmation !
	Arvind I have initialized the QB update.
	As I can see it will take around 10-15 minutes.
	If you want, I can update you via email once this is completed.
	If you wish to stay on the chat until then, that's absolutely fine as well.
	Are we still connected here?
Arvind Kumar	Yes
	stay on here
Anurag Sharma	Please check if the issue is now resolved.
Arvind Kumar	okay
	Still facing the same issue
	<i>4:24:13 PM Arvind Kumar is sharing a file with you image.png - (Size:31.24 KB)</i>
Anurag Sharma	Okay
	Let me check it again on the backend.
Arvind Kumar	ok
Anurag Sharma	May I take the remote access of your server?
	<i>Visitor changed the visitor's Email to arvind@advancefinserv.com.</i>
Arvind Kumar	Sure
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at

Arvind Kumar	Sure
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
Arvind Kumar	ok
Anurag Sharma	Please stay connected
Arvind Kumar	ok
Anurag Sharma	Arvind it seems like we would need to re-install the QB application in your server.
Arvind Kumar	Please go ahead
Anurag Sharma	Thanks for the confirmation !
Arvind Kumar	are you in?
Anurag Sharma	Yes, I am working on it.
Arvind Kumar	ok
Anurag Sharma	Thank you for your patience.
	Please try to access the company file again
	Are we still connected here?
Arvind Kumar	Yes
Anurag Sharma	Please check now
	And let me know if the issue is now resolved.
Arvind Kumar	I am doing
Anurag Sharma	Sure, please take your time
Arvind Kumar	same
	<i>4:56:38 PM Arvind Kumar is sharing a file with you image.png - (Size:35.25 KB)</i>
	<i>Same error</i>
Anurag Sharma	Please check now
Arvind Kumar	ok
	Still Same
Anurag Sharma	Okay, please allow me some time to check this again.
Arvind Kumar	ok
Anurag Sharma	Let me transfer you to a specialist who can better address your concern.
	<i>Anurag Sharma is transferring the chat to Malkeet Nagpal.</i>
	<i>Malkeet Nagpal accepted the chat transfer request.</i>

Arvind Kumar	sure...
Malkeet Nagpal	My name is Malkeet Nagpal. I will be assisting you further.
Arvind Kumar	Hi Malkeet
Malkeet Nagpal	Would you please approve the remote request?
Arvind Kumar	Sure...
Malkeet Nagpal	I am opening the same file at my end just to see if this gives me the username and p
	Please logout and login again.
Arvind Kumar	for QB file
Malkeet Nagpal	logout from the server and login again.
Arvind Kumar	ok
	I am in
Malkeet Nagpal	Thank you.
	Kindly allow me few minutes to check the same.
	Please login to your file now. The application is updated.
Arvind Kumar	ok
	Kindly restart the Advanced CFO server once.
Malkeet Nagpal	sure on it.
Arvind Kumar	I am in
Malkeet Nagpal	Are you using this file here for the first time?
	Is there any other file that we may try to login
Arvind Kumar	We are using this file since feb 2025
Malkeet Nagpal	Was this working till yesterday?
Arvind Kumar	it was working last Wednesday
Malkeet Nagpal	May 21, 2025?
Arvind Kumar	Yes
Malkeet Nagpal	Do you have admin username and password for this file to check?
Arvind Kumar	I don't have admin username and password
	<i>5:53:26 PM Malkeet Nagpal is sharing a file with you image.png - (Size:34.1 KB)</i>
	<i>I just received this error.</i>
Malkeet Nagpal	Please login again once.
Arvind Kumar	are you in?

Malkeet Nagpal	Would you share the credentials again?
Arvind Kumar	??
Malkeet Nagpal	I am rechecking the application's version; however, I would appreciate it if me some time to look into this further. I will give you a call once I have identified the solution. Would you share your callback number?
Arvind Kumar	7534893326
	Hi Malkeet
Malkeet Nagpal	Thankyou.
Arvind Kumar	are you still in chat
Malkeet Nagpal	Yes.
	I am actively working on this. I apologize for the delay, but I assure you that I will call you back to identify the cause.
Arvind Kumar	okay
Malkeet Nagpal	You may end this chat now. Once you end this chat, you will receive an email from us with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com). (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.
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling us at (1-888-415-5240) if any further assistance is required.

Malkeet Nagpal has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76676 ShrutiCRMTEST

Email: shrutititest07@test.in

Department: Support(QB & App Hosting)

Operator: Testing

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: FARUKH NAGAR

State: Haryana

Country: INDIA

Chat Transcript

ShrutiCRMTEST	Hello, I am your Acebuddy
Acebuddy	Hello ShrutiCRMTEST, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ShrutiCRMTEST	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ShrutiCRMTEST	I'd like to raise a Request
Acebuddy	Please select your request type.
ShrutiCRMTEST	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your Operating System
ShrutiCRMTEST	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud service on MacOS computer. http://acecloudhosting.com/setup/macos.html
	Do you need any further assistance on the topic?
ShrutiCRMTEST	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Testing accepted the chat transfer request.</i>
	<i>ShrutiCRMTEST has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76880 dhaight

Email: dhaight@dealerfinancial.comcom ☎ 17045168988

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

dhaight	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
dhaight	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
dhaight	intuit data protect software needs to be installed
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
dhaight	Hello Shivam
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be there today.
dhaight	When i log into the server, it tells me that it has been more than two days since backed up, and would I like to back up now
	I say yes
	it then tells me to install software related to intuit data protect
Shivam Singh	We generally take data backup on the daily basis.
dhaight	and I get an error saying the administrator must do it
	you backing up the server doesn't have much to do with me backing up my data
	I don't have access to your server backups.....but I do have accesss to data file through intuit
Shivam Singh	Kindly allow me two minutes to check the same.
dhaight	sure
Shivam Singh	Do you want to save like this ?
dhaight	the dialogue box that is currently presented is what keeps popping up
	it is related to online backup
Shivam Singh	Allow me 5 minutes to look into this.
dhaight	okay
Shivam Singh	Thanks
	Please logoff and login back from the server.
dhaight	okay
	do you need me to wait to log back in?
Shivam Singh	Please login now
dhaight	

	i have logged back in
Shivam Singh	okay please proceed
	Please check and confirm if it is working ?
dhaight	I'm not sure how to do that, other than to wait to see if the popup comes back
Shivam Singh	kindly login.
dhaight	to qb?
Shivam Singh	yes
	Seems like it started initiating the backup.
dhaight	agreed
	seems to be working
	thank you
Shivam Singh	Great
	Is there anything else I may help you with ?
dhaight	Nope
	have a nice afternoon
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feeec clicking on smileys at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email fro regarding this 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 my manager can see how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering or Portal ([https://selfcare.acecloudhosting.com]).](https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

