

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73702 paulphil777

Email: paulphil777@mailfence.com ☎ 6179994984

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: WINCHESTER

State: Massachusetts

Country: UNITED STATES

Chat Transcript

paulphil777 Hello, I am your Acebuddy

Acebuddy Hello Paulphil777, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

paulphil777 Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

paulphil777 I'd like to report an Issue

Acebuddy Please select an option!

paulphil777 Other Issue

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

paulphil777 Configuration and Launch

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Chat request was not picked up by the operators

Chat Transcript

Hi, my RDP has been frozen for 45 minutes now. I have restarted my computer multiple times and still frozen

Visitor Details

#73921 Beth Florestal

Email: orders@luckygoatcoffee.com  +1

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

Website: <https://www.acecloudhosting.com/vdi/remote-desktop-services/>

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

Beth Florestal	Hi, my RDP has been frozen for 45 minutes now. I have restarted my computer multiple times and still frozen
Rishab	My name is Rishabh, I'll be assisting you further.
Beth Florestal	Thank you
Rishab	Please give me a moment
	Can you please confirm your CID?
Beth Florestal	I'm sorry?
	What's CID
	Cloud id?
Rishab	Can you confirm your Client ID?
	Your Business Name?
Beth Florestal	Ohhh Lucky Goat Coffee
Rishab	Okay. Let me transfer this chat to my Support Team and they will assist you.

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

Beth Florestal	Thank you <i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today. Hello
Beth Florestal	Thank you
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
Beth Florestal	It's okay
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Beth Florestal	Beth.F@myrealdata.net is my user I think LGC.myrealdata is the server
Anurag Sharma	Thanks for the confirmation Kindly allow me 4-5 minutes to check the same.
Beth Florestal	Alright thanks
Anurag Sharma	Could you please confirm that is it a re-occurring issue?
Beth Florestal	In the past yes, but this hasn't happened in about 3 months
Anurag Sharma	Thanks for the confirmation !
Beth Florestal	You're welcome
Anurag Sharma	Please try to login into the server now
Beth Florestal	Ok
Anurag Sharma	And check if the issue is now resolved.
Beth Florestal	All good, thanks!
Anurag Sharma	Is there anything else I may help you with ?
Beth Florestal	No, that was all.. 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.
	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

#74485 Tony Lee

Email: support@claccounting.tax  19097189780

Department: Support(QB & App Hosting)

Operator: Varun Bisht

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: EL MONTE

State: California

Country: UNITED STATES

Chat Transcript

Tony Lee	Hello, I am your Acebuddy
Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Tony Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tony Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Tony Lee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tony Lee	I need to update 2023 and 2024 Lacerte

Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Tony Lee	server CLAccounting.myreldata.net user tonylee
	<i>Shubham Kataria accepted the chat transfer request.</i>
	<i>Shubham Kataria is transferring the chat to Varun Bisht.</i>
	<i>Varun Bisht accepted the chat transfer request.</i>
Varun Bisht	Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht. I will be assisting you today.
	Let me check that Quickly
Tony Lee	ok i need reboot to update
Varun Bisht	Kindly allow me 2 mins so that I can open the server from our end once
Tony Lee	ok
Varun Bisht	As of now no one is logged in to the server - CLAccounting.myreldata.net, May I proceed ahead and update the applicati
Tony Lee	yes
Varun Bisht	Thanks for the confirmation !
	Let me update Lacerte 2023 and Lacerte 2024
Tony Lee	ok
Varun Bisht	Kindly allow some time
Tony Lee	let me know when its ready so i can log back in
Varun Bisht	Kindly allow some time updates are still running
Tony Lee	ok
Varun Bisht	Thank you for your patience.
	We are actively working on it
	Lacerte 2024 is already updated and Lacerte 2023 update is in progress
Tony Lee	ok you thanks
Varun Bisht	Both applications have been updated. The server is currently rebooting, and once it's done, you can log in and verify all p Server is up and running you can login now

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)

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

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

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

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

Varun Bisht has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74631 sharath.kumar

Email: sharath.kumar@myrealdata.in

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 22 Secs

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

sharath.kumar

Hello, I am your Acebuddy

Acebuddy

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73811 Donna Hargrave

Email: dhargrave@schoolerassociates.com  3257623686

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: MINERAL WELLS

State: Texas

Country: UNITED STATES

Chat Transcript

Donna Hargrave	Hello, I am your Acebuddy
Acebuddy	Hello Donna Hargrave, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Donna Hargrave	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Donna Hargrave	I'd like to report an Issue
Acebuddy	Please select an option!
Donna Hargrave	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Donna Hargrave	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at and 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@acecloudh 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
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73740 Jenny Kim**Email:** orders@lievohome.com**Department:** Support(QB & App Hosting)**Operator:** Shivam Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Min 13 Secs**City:** CERRITOS**State:** California**Country:** UNITED STATES**Chat Transcript**

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

*Acebuddy (bot) forwarded the chat request**Shivam accepted the chat transfer request.*

Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you today.
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	I will be surely assisting you with this. Kindly help me with your server name and user name?
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Jenny Kim	Roy and log in is Naomi
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Shivam	Could you please explain the issue you are facing ?
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Jenny Kim	if i tried to print check
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	the date and amount part print blank.
Shivam	Thank you for the information and allow 2 minutes to check the same.
	May I take the remote access of your local computer?
Jenny Kim	This check printing problem began on January 10 of this year.
Shivam	okay
Jenny Kim	yes
Shivam	Prior providing the access, I would suggest you to close any important documents at your end.
Jenny Kim	okay
Shivam	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/1092178088
	Kindly join the session
	Are we still connected here?
Jenny Kim	yes
	i agreed and dowloaded
Shivam	Kindly open the downloaded file seems like you have joined just allow us some time and we will update you once the update is complete. It requires a reboot before changes could be applied.
	Anything else I may assist you with apart from print issue?
Jenny Kim	oh! the problem printing check has only my computer
Shivam	It may take few minutes to completely update the QuickBooks
Jenny Kim	other server computer is okay
Shivam	Thanks for letting me know Once the updates are finished, we will assess if this resolves the issue.
Jenny Kim	okay ok
Shivam	Are we still connected here? thanks for your confirmation
Jenny Kim	how long does it take time to update?
Shivam	We will update you on the email as soon as updates completes and then you can try printing again.

	you server has been rebooted to apply the updates
	Kindly check and let me know if you are able to print now.
	Are we still connected here?
	Are we still connected here?
Jenny Kim	hi
Shivam	Updates have been installed
	Please check now.
Jenny Kim	ok let me log in
Shivam	is there anything else I may assist you with ?
Jenny Kim	that's it
	Thank you
Shivam	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link below.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Jenny Kim	ok
Shivam	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. You can send me an email 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 has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74543 prodassistant

Email: prodassistant@johnmarshallmedia.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 36 Secs

City: LONGOS

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

prodassistant	Hello, I am your Acebuddy
Acebuddy	Hello Prodassistant, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
prodassistant	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
prodassistant	I'd like to report an Issue
Acebuddy	Please select an option!
prodassistant	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
prodassistant	Hi! I input wrong password. I just find the correct password on my note but I can't login anymore. Thank you!
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.
prodassistant	Hi Rohan!
Rohan Prajapati	Hello, How are you doing today ?
prodassistant	Doing fine :> Just need your help on logging my account
	Here's my username: Jewel.A@myrealdatal.net I tried thrice so i feel like it automatically locked my account
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
prodassistant	suree!
Rohan Prajapati	Thank you for your patience.

	Please check now and let me know the status
prodassistant	Yes!! I can now access it :>
Rohan Prajapati	Is there anything else I may help you with ?
prodassistant	Nothing for now, thanks!
	you're very helpful :)
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 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.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

#73433 april

Email: april@edballdesigns.com  4238275854

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: CHATTANOOGA

State: Tennessee

Country: UNITED STATES

Chat Transcript

april	Hello, I am your Acebuddy
Acebuddy	Hello April, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
april	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
april	I'd like to raise a Request
Acebuddy	Please select your request type.
april	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
april	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.
	Do you need any further assistance on the topic?
april	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
april	I restarted my computer like you asked. Can we complete the setup please
Manish Singh	May I take the remote access of your local computer?
april	Yes
Manish Singh	https://assist.acecloudhosting.com/join/3122544996
	Prior providing the access, I would suggest you to close any important documents at your end.
april	ok
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting. Once the issue is resolved, kindly give your confirmation on this chat.
	Session stuck
april	ok
Manish Singh	Is it downloaded? (Edited)
april	Is what downloaded

Manish Singh	Windows app? (Edited)
april	Its still spinning the same as it has been
Manish Singh	Please check your Internet connection
	Is there anything else I may help you with ?
april	I guess not. I don't know which of the 4 quickbooks icons we use but that's fine, I'll figure it out
Manish Singh	Alright
april	Thank you
Manish Singh	Thanks for your time.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.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

#74063 Berish Lefkowitz

Email: berish@healthdirectny.com  13473946032

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: 18 Secs

City: BROOKLYN

State: New York

Country: UNITED STATES

Chat Transcript

Berish Lefkowitz	Hello, I am your Acebuddy
Acebuddy	Hello Berishrish, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Berish Lefkowitz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Berish Lefkowitz	I'd like to report an Issue
Acebuddy	Please select an option!
Berish Lefkowitz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Berish Lefkowitz	doownload
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Berish Lefkowitz	ok
	<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 Berishrish
Berish Lefkowitz	Im looking to download the server health direct
	user berish_hd
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Berish Lefkowitz	lets do it
Anurag Sharma	Thank you for your patience.
	Berishrish, after this chat I will send you an email. On the email you can find the RDP in the attachment, you can download server from that. (Edited)
Berish Lefkowitz	lets see
Anurag Sharma	Or if you want me to setup the RDP on the remote session. I can help you with that too.
Berish Lefkowitz	pls
Anurag Sharma	Okay

	May I take the remote access of your local computer?
Berish Lefkowitz	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Berish Lefkowitz	ok
Anurag Sharma	https://assist.acecloudhosting.com/join/4442782397
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting up a fix. Once the issue is resolved, kindly give your confirmation on this chat.
	Can you see my texts on the remote session?
	Berish, I am texting you on the remote session, but the messages are not being delivered to you.
	I am sharing you another remote session link. Please use that to re-connect again.
	https://assist.acecloudhosting.com/join/6662752815
	Please make sure to close any important docs at your end.
	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

#74834 Mohita Chadha

Email: mohita@kaurtax.com  19097099000

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: 26 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Mohita Chadha	Hello, I am your Acebuddy
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mohita Chadha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mohita Chadha	I'd like to report an Issue
Acebuddy	Please select an option!
Mohita Chadha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mohita Chadha	I believe Lacerte 2024 requires an update, can you please check for me
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Mohita
Mohita Chadha	Hi Manish!
	I believe we spoke earlier - it seems that Lacerte 2024 now needs an update
Manish Singh	I have updated 2022 and 2023 at that time
Mohita Chadha	thank you!
	yes, i don't think we spoke about 2024
Manish Singh	Yes
Mohita Chadha	but now i believe 2024 requires an update
Manish Singh	Would you like me to update 2024 for you?

Mohita Chadha	yes please
Manish Singh	Alright, Kindly logout from the server.
Mohita Chadha	and if it requires a reboot to do that as well okay i am out
Manish Singh	Kindly logout all users for the time being
Mohita Chadha	are you able to kick them out on your end? who is in the system?
Manish Singh	Shall I remove them?
Mohita Chadha	yes please just kick them out
Manish Singh	Done Once the update is done we will inform you via email. Is there anything else I may help you with ?
Mohita Chadha	thank you!
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of 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.ace)
	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

#74290 Chad Harlow**Email:** chad@mobile-maintenance.com  113252126924**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:** GEORGE TOWN**State:** Cayman Islands**Country:** CAYMAN ISLANDS**Chat Transcript**

Chad Harlow	Hello, I am your Acebuddy
Acebuddy	Hello Chad, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chad Harlow	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chad Harlow	I'd like to raise a Request
Acebuddy	Please select your request type.
Chad Harlow	Change in Users
Acebuddy	Please select your desired option!
Chad Harlow	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to manage users via MyPortal!
	Do you need any further assistance on the topic?
Chad Harlow	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

#73701 cheryl

Email: cheryl@ld-designs.net

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: SAN ANTONIO

State: Texas

Country: UNITED STATES

Chat Transcript

cheryl	Hello, I am your Acebuddy
Acebuddy	Hello Cheryl Seibert, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
cheryl	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
cheryl	I'd like to report an Issue
Acebuddy	Please select 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
<i>Ended due to chat idle timeout</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73829 Kaiqi George

Email: kgeorge@ps.edu

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 18 Secs

City: GILBERT

State: Arizona

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select your request type.
Kaiqi George	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
Kaiqi George	RAM/Memory
Acebuddy	We understand that you want to increase the memory on your Ace Server. Based on your Request, Please share the amount of RAM you would like us to increase on your server by sending an email. Do note that adding additional memory is usually required only when you experience server performance issues or if your application/tasks at the same time. Hence, It is advised to connect with our support representatives before you decide to add additional memory so we can advise you options accordingly.
	Do you need any further assistance on the topic?
Kaiqi George	Yes
Acebuddy	Please wait while we connect you to our Support Representative <i>Acebuddy (bot) forwarded the chat request</i> <i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Kaiqi George	Hi Manish! Could you please download a third party software called Saasant on the server?
Manish Singh	Hii Kaiqi Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further. Also, the registered email for your account with us is : nconsalvo@ps.edu
	Kindly download the setup file on your end and provide us with the location so that we can proceed with the installation.
Kaiqi George	Yes, Nathan is my teammate, will my email work? kgeorge@ps.edu
Manish Singh	jhankin@ps.edu Nathan and Jhonathan are the only one who can email us regarding the server changes.
Kaiqi George	I already sent an email with the file last Friday to support@acecloudhosting.com
Manish Singh	As they are the authorized user of this account.
Kaiqi George	Okay, I will ask him to send the email Thank you, Could you please install it as soon as you can once you get the email?
Manish Singh	Yes We will install as soon as possible, Kaiqi

	Kindly provide the setup file and any credentials needed to install it.
	Is there anything else I may help you with ?
	Are we still connected here?
Kaiqi George	Thank you very much!
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Kaiqi George	Nathan will send you the email shortly
Manish Singh	Sure
	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 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/)
Kaiqi George	You too, thank you for your help.
Manish Singh	We will be happy to assist you.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74637 fabell

Email: fabell@abellturf.com  16782960822

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

fabell	Hello, I am your Acebuddy
Acebuddy	Hello Fabell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fabell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
fabell	I'd like to report an Issue
Acebuddy	Please select an option!
fabell	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
fabell	Unable to connect to server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
fabell	Server Name: QBlive03.myrealdatal.net
	Unable to connect to my server
Sharath Kumar	Thank you for the information, could you also provide the error message that you receive whilst signing into the server
fabell	I am good now, after several attempts, we are connected to the server. Have a great day
Sharath Kumar	Glad to hear that
	Is there anything else I may help you with ?
	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.
	<i>Sharath Kumar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74378 Angelica Klein

Email: angelica.klein@asgsolutions.us  3527482333

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: 55 Secs

City: WILDWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

Angelica Klein	Hello, I am your Acebuddy
Acebuddy	Hello Angelica Klein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Angelica Klein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Angelica Klein	I'd like to report an Issue
Acebuddy	Please select an option!
Angelica Klein	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Angelica Klein	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Angelica Klein	Scanner not working and is message saying lincence expired
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

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.

I understand the scanner is not working.

Is this the first time you are facing this issue?

Angelica Klein yes

Ashutosh Mishra Please share screenshot for the license expired message so we can check from our end.

Are we still connected here?

10:31:58 PM Angelica Klein is sharing a file with you

[1_image.png](#) - (Size:191.58 KB)

Kindly allow me two minutes to check the same.

Angelica, I have sent the screenshot message to concerned team and within 1-2 hours the issue will be fixed.

Angelica Klein If is possible will be done sooner, I will appreciate , Thank you

Ashutosh Mishra I have forwarded the issue on higher priority however since some changes have to be made from backend it may take so it should be done within 2 hours.

Angelica Klein I forgot to mentioned that we have 2 more scanners , So are 3 total

Ashutosh Mishra Thank you for information, I will make a note of this. If any issue occurs, we will proceed accordingly although there shou

Angelica Klein ok , thank you

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

Angelica Klein no, thank you

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

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

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

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

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

#74490 elizabethll Oslen

Email: elizabetholsenii1992@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Linux

Browser: Google Chrome

Device: Desktop

City: GAUTAM BUDDHA NAGAR

State: Haryana

Country: INDIA

Chat Transcript

elizabethll Oslen	Hello, I am your Acebuddy
Acebuddy	Hello Elizabethii Oslen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
elizabethll Oslen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
elizabethll Oslen	I'd like to raise a Request
Acebuddy	Please select your request type.
elizabethll Oslen	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 :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
<i>Ended due to chat idle timeout</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74421 kkingsley

Email: kkingsley@travelerschampionship.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 17 Secs

City: PROVIDENCE

State: Connecticut

Country: UNITED STATES

Chat Transcript

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

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
kkingsley	Hello, when logging into QB it says This action requires Windows administrator permissions
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
kkingsley	I was experiencing this issue yesterday and they resolved it
Manish Singh	Kindly allow me two minutes to check the same.
	Try to access now
	Katie
kkingsley	Still getting the error message
Manish Singh	May I take the remote access of your server?
kkingsley	Yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
kkingsley	ok
Manish Singh	Seems to be working now.
	I have restarted the services of QuickBooks to resolve the issue.
kkingsley	ok thank you. Is there is reason I run into this multiple times when logging in
Manish Singh	It happens sometimes but no issue it will not happen again as I have run the services again.
	Is there anything else I may help you with ?
kkingsley	Nope all set thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of 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.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73819 Zaur Gasanov

Email: zaur@aurorahh.com  2146065577

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: PLANO

State: Texas

Country: UNITED STATES

Chat Transcript

Zaur Gasanov	Hello, I am your Acebuddy
Acebuddy	Hello Zaur Gasanov, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Zaur Gasanov	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Zaur Gasanov	I'd like to raise a Request
Acebuddy	Please select your request type.
Zaur Gasanov	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Zaur Gasanov	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Zaur Gasanov	Hello Zaur
Anurag Sharma	Hello
Zaur Gasanov	I cannot submit payroll getting error that sign on rejected and i need to update QB
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?
Zaur Gasanov	<i>11:05:41 PM Zaur Gasanov is sharing a file with you</i> <u>image.png</u> - (Size:56.0 KB)
Anurag Sharma	CID 65089
Zaur Gasanov	user ID admin
Anurag Sharma	Thanks for the confirmation !
Zaur Gasanov	Kindly allow me 2-3 minutes to check the same.
Anurag Sharma	ok
Zaur Gasanov	Could you please confirm which Quickbooks application you are using on the server?
Anurag Sharma	QB Enterprise Solutions 22.0
Zaur Gasanov	Thanks for the confirmation !
Anurag Sharma	May I take the remote access of your server?
Zaur Gasanov	sure
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Zaur Gasanov	ok
Anurag Sharma	Please accept the remote session request on your server.
Zaur Gasanov	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.
Anurag Sharma	ok
Zaur Gasanov	Please check if the issue is now resolved. As your screen is not clearly visible to me.
Anurag Sharma	no, it is not
Zaur Gasanov	Okay
Anurag Sharma	As I can see there is pending QB update available on the server.
Zaur Gasanov	I believe after the QB update the issue will get resolved.
Anurag Sharma	To proceed with this I need to log you off from the server.
Zaur Gasanov	ok

Anurag Sharma	Thank you for the confirmation.
Zaur Gasanov	just signed out
Anurag Sharma	I request you to please stay logged off from the server till I send you an email with the QB update complete information.
Zaur Gasanov	ok. sounds good. thank you!
Anurag Sharma	Thank you so much Zaur for your cooperation during this process.
	Is there anything else I may help you with ?
Zaur Gasanov	no. i will wait from you. 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.
	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.acecl)
	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

#74194 Imelda Walker

Email: mhelbph@yahoo.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Imelda Walker	Hello, I am your Acebuddy
Acebuddy	Hello Imelda Walker, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Imelda Walker	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Imelda Walker	I'd like to raise a Request
Acebuddy	Please select your request type.
Imelda Walker	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 :
Imelda Walker	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Imelda Walker	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Imelda Walker	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Imelda Walker	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.
	I will surely help you with this issue.
Imelda Walker	Hi Manish. Can you please add QB unfreeze to my server
Manish Singh	I will surely help you regarding this (Edited)
	Is this issue occurring only for you, or are other users on the server also experiencing it?

Imelda Walker	Just me right now. The other user already has QB unfreeze
Manish Singh	May I know your account associated with us? Or CID number of your account?
Imelda Walker	myreldata/imeldaWa.NENT1 myrealdata/ImeldaWa.NENT1 CID73686
Manish Singh	I have unfreezed QuickBooks and also added QB Reset icon on your desktop. Is there anything else I may help you with ?
Imelda Walker	OK. Let me check please See it! Thank you!! Have a good rest of your 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 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/)

Manish Singh has ended this chat session

Chat Transcript

I need to get logged in to my microsoft 365 account and have
usable microsoft software on my RDP.... also, I need to be able
to send reports out of quickbooks platform

Visitor Details

#73473 Brittany

Email: accountant@universalaccounting.com  8013601669

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 52 Secs

City: AMERICAN FORK

State: Utah

Country: UNITED STATES

Chat Transcript

Brittany I need to get logged in to my microsoft 365 account and have the usable microsoft software on my RDP.... also, I need to l

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

Hi Brittany, can you please share me your business name or your client ID (CID)?

I got your business name , its Universal Accounting Center. I am transferring this chat to the support team and they will b

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

Yash Kalra accepted the chat transfer request.

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

Brittany hellpo

I need to get logged in to my microsoft 365 account and have the usable microsoft software on my RDP.... also, I need to l

Yash Kalra May I take the remote access of your server?

Brittany yes

Yash Kalra Before this kindly confirm your username.

Brittany brittany.ch@myrealdatal.com

Yash Kalra Kindly allow me two minutes to check the same.

Brittany ok

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

Brittany I need Microsoft 365 not the microsoft 16

Yash Kalra Brittany, since you're using a dual-screen setup, the font appears difficult for me to read. Please connect using the provid

Kindly Click on the link and open the downloaded file.

<https://assist.acecloudhosting.com/join/7392512549>

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

may I know if you got any new information about the email? (Edited)

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)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73360 mary

Email: mary@infiniteaccountants.com  2125440001

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: 41 Secs

City: SANTO ANGEL CENTRAL

State: Laguna

Country: PHILIPPINES

Chat Transcript

mary Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

mary Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

mary I'd like to report an Issue

Acebuddy Please select an option!

mary QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
mary	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?
mary	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>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.
mary	Hello, we can't access our quickbooks desktop. It does not open when we double click it
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?
mary	myreldata\AllenC.NPRO1
	QWrt\$%99
	Thank you
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to check the same.
mary	ok thanks
Anurag Sharma	Thank you for your patience.
	Mary, please login back to the server again.
	And check if the issue is now resolved.
mary	I will check now thanks
Anurag Sharma	Is there anything else I may help you with ?
	Are we still connected here?
mary	I'm still checking and still having a hard time
Anurag Sharma	Okay, no problem Mary.
	I have scheduled a server reboot.
mary	Ok
Anurag Sharma	Please login again on the server after this reboot and check again.
mary	I will wait
	thank you
Anurag Sharma	It should definitely resolve the issue.

Please confirm if I can help you with anything else?

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

#74138 Mohita Chadha

Email: mohita@kaurtax.com ☎ 19097099000

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 37 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Mohita Chadha	I'd like to report an Issue
Acebuddy	Please select an option!
Mohita Chadha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mohita Chadha	Hello - For 2024 Lacerte is requiring a full reboot of my computer which I have done but it is not working. I need to file ext confirm what I need to do?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
	<i>Tushar Pharswan is transferring the chat to Manish Singh.</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Mohita Chadha	Hi Manish - Can you please help me?
	My server name is Kaur Tax
	my username is KPTC_Accountant
	Lacerte is requiring a full reboot and I have restarted my computer a number of times
	Can you please help with this?
	Somehow this issue also keeps repeating
Manish Singh	I will surely help you with this issue.
Mohita Chadha	We are trying to file extensions ASAP, so anything you can do immediately would be great
Manish Singh	Kindly logout all users
Mohita Chadha	That is done
	Does anything else need to be done?
Manish Singh	Done
	Rebooted kindly login after 2 minutes
Mohita Chadha	each time Lacerte requires a reboot, will I need to contact you?
	There's no way to do that myself
Manish Singh	Which version are you trying to update?
Mohita Chadha	2023 and 2024
	both require updates
	and both required a reboot

Manish Singh	Let me try it from my end once.
Mohita Chadha	yes please
Manish Singh	In progress please inform users to stay logout for the time being.
Mohita Chadha	yes nobody is in Lacerte or on the remote desktop how long does the reboot usually take?
Manish Singh	2023 done from my end Need to update 2024 now.
Mohita Chadha	sounds good
Manish Singh	Try to access now.
Mohita Chadha	okay
Manish Singh	Is everything working fine?
Mohita Chadha	lacerte keeps freezing
Manish Singh	Which version? Are we still connected here?
Mohita Chadha	both versions I'm restarting it i believe it is working now
Manish Singh	Trying to update again both
Mohita Chadha	i think it's working i'm checking with my team thank you, it is working now!
Manish Singh	Is there anything else I may help you with ?
Mohita Chadha	that's it - thank you!
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.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

#73954 Tara Wright

Email: twright@cobbpllc.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: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Tara Wright	Hello, I am your Acebuddy
Acebuddy	Hello Tara Wright, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Tara Wright	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tara Wright	I'd like to raise a Request
Acebuddy	Please select your request type.
Tara Wright	Password Reset
Acebuddy	Please select an option below
Tara Wright	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.

	Do you need any further assistance on the topic?
Tara Wright	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

#74567 Michael Millner

Email: mike@politicalaccountinggroup.com  +17722618100

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 35 Secs

City: JENSEN BEACH

State: Florida

Country: UNITED STATES

Chat Transcript

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

Michael Millner	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Michael Millner	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Michael Millner	converting reports to excel files
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	
<i>Rohan Prajapati is transferring the chat to Manish Singh.</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Michael Millner	Hi Manish
Manish Singh	Hii Michael
I will surely help you with this issue.	
As I can check you don't have access to Excel, kindly add Excel to resolve this issue.	
Michael Millner	How do I do this?
Manish Singh	You can lease it from us at \$5.99/Per user/Per month.
Michael Millner	I have microsoft 365 but it will not let me download it to your server since it states that I need administrator permission
Manish Singh	The licenses that are compatible with servers are O365 App for Enterprise, E3 and E5.
If you have License from one of these then kindly email us on support@acecloudhosting.com so that we can add that for you.	
Michael Millner	I guess I do not, although I do not understand what you are saying\\
might be easier to just pay the 5.99	
Manish Singh	Alright, kindly email us on support@acecloudhosting.com regarding Excel addition for specific user.
Is there anything else I may help you with ?	
Michael Millner	How long will it take to turn this on?
Manish Singh	It will be in 4-5 hours.
Michael Millner	ok thanks'
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
You may end this chat now. Once you end this chat, you will receive an email 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/>)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74136 assembly

Email: assembly@rortax.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

assembly Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

assembly Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

assembly I'd like to raise a Request

Acebuddy Please select your request type.

assembly Application Update

Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
assembly	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
assembly	Hello, we need to update Lacerte. the server name is ROR Tax and this is ROR assembly
Tushar Pharswan	Thank you for the details.
	I will update it kindly mention the version of Lacerte.
assembly	Lacerte 2024
Tushar Pharswan	okay it will be updated in next 10 minutes I will email you once its done.
	Is there anything else I may help you with ?
assembly	No that is all, thank you!
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74743 jacklyn.brinkley

Email: jacklyn.brinkley@fyzical.com ☎ 5014705936

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: GREENBRIER

State: Arkansas

Country: UNITED STATES

Chat Transcript

jacklyn.brinkley	Hello, I am your Acebuddy
Acebuddy	Hello Jacklyn.brinkley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jacklyn.brinkley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jacklyn.brinkley	I'd like to report an Issue
Acebuddy	Please select an option!
jacklyn.brinkley	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jacklyn.brinkley	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at and 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@acecloudh implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
jacklyn.brinkley	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>

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

jacklyn.brinkley Ticket ID: 666211 There was supposed to be a payroll update last night and I have not gotten an update. When i logged in same issue that qb cannot verify my account status as active. I HAVE to write payroll today. how can this be fixed.

Sharath Kumar Sorry to hear about your issue Jacklyn, allow me a minute to sign into the server and check this for you

jacklyn.brinkley It is saying my subscription is inactive. We recently added a user and I am guessing that is where the problem is originating from

Sharath Kumar Thank you for your patience.

I am just checking the payroll updates on QB 2024

let me take remote of your session and check why this is happening

jacklyn.brinkley okay

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

jacklyn.brinkley im ready

Sharath Kumar just sent you the request on the server session

kindly accept the same so that I can view your screen

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

Jacklyn, your license details on the QB app appears to be correct, allow me a few minutes to check some settings on the server

jacklyn.brinkley ok, thank you

Sharath Kumar Thanks for the patience again

jacklyn.brinkley yw

Sharath Kumar when was the last time that you were able to payroll update?

jacklyn.brinkley I wrote payroll last on 3/14, but im not sure that it updated at that time. Based on the error message it was probably at that time

Sharath Kumar understood, I have checked the server and made sure that your license is correct and also that the application itself and its configuration are correct. it could be possible that your license for QB payroll may have expired

jacklyn.brinkley okay, you all handle that though, correct?

or I should say, we pay for it through ace

Sharath Kumar correct, am checking that too

jacklyn.brinkley Thank you!

Sharath Kumar it appears that the license is under your name and email address, though it was purchased through us

my recommendation would be to reach out to Intuit support regarding this matter

jacklyn.brinkley They are not fun to reach out to.

If it was purchased through you all why would i have to reach out?

Sharath Kumar I understand that, however, the details such as your email address will be yours

therefore, for verification purposes your presence will be required

jacklyn.brinkley	okay, will i be able to contact you again if that does not work?
Sharath Kumar	absolutely, we are here if you need any further assistance
	you can either call us or come on chat again
	anything else that I may assist you with in the meantime?
jacklyn.brinkley	okay, no, thanks
Sharath Kumar	alright, in that case, I wish you have a good day ahead
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74822 Nathan Urry

Email: techs@cr-t.com  13853251678

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 5 Secs

City: DRAPER

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.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>mayank accepted the chat transfer request.</i>
Nathan Urry	I would like to move to multi-factor authentication for all cloud logins for all accounts going forward. What are my options
	<i>mayank is transferring the chat to Support(QB & App Hosting).</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.
Nathan Urry	thank you
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Nathan Urry	Nathan Urry
	Clearwater Landscaping
Shivam Singh	Nathan, WE can surely add the MFA on all your account. The prices would be \$10/month per user.
	once we get your confirmation on email, we will initiate the changes right away.
Nathan Urry	how do you MFA
	email?
	phone number
Shivam Singh	Yes, after the chat I will share the email.
Nathan Urry	How do you MFA?
Shivam Singh	The TFA services are enabled through Google authenticator.
	Two-Factor Authentication (TFA) for Google adds an extra layer of security by requiring two forms of identification to access (something you know). Then, you verify your identity using a second factor, like a code sent to your phone via SMS, a Google Authenticator app (something you have). This makes it harder for hackers to access your account, even if they know your password.
Nathan Urry	i'm familiar
	do we get to choose which second factor?
Shivam Singh	It is provided through Google, and it will provide you an OTP within the Google authenticator app which will have a session key.
Nathan Urry	so we will need to download the google authenticator app?
Shivam Singh	To add more on it
	Google's Two-Factor Authentication (TFA) works by requiring two steps to access your account:

	Password : You enter your usual password. Verification : Google asks for a second factor, like a code sent to your phone or a Google prompt, to confirm it's really you.
Nathan Urry	or have a text message sent ok please send me the email and I will confirm
Shivam Singh	It will appear on the Google authenticator app.
	Sure.
	Anything else I can assist you with right now.
Nathan Urry	Yes Do I get to choose how I authenticate? Can I choose if text or google app? OR does everyone authenticate the same way?
Shivam Singh	You will have both option available. Via text or Google app.
	Hi there!
Nathan Urry	thank you
Shivam Singh	Perfect, then after this chat I will share the email.
Nathan Urry	send the email please
Shivam Singh	Just reply to that and I will get the process started. 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 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/)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74187 Stephanie Moore

Email: stephanie@thedeliveryauthority.com  6305423466

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: 35 Secs

City: NAPERVILLE

State: Illinois

Country: UNITED STATES

Chat Transcript

Stephanie Moore	Hello, I am your Acebuddy
Acebuddy	Hello Stephanie Carter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephanie Moore	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephanie Moore	I'd like to report an Issue
Acebuddy	Please select an option!
Stephanie Moore	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Stephanie Moore	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?
Stephanie Moore	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.
Stephanie Moore	hi Manish. I continue to have trouble logging into remote access

Manish Singh	I will surely help you with this issue.
Stephanie Moore	You got me in last time, but I can't now
Manish Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
Stephanie Moore	I think it's just me...I'm trying on my home pc
Manish Singh	May I take the remote access of your local computer?
Stephanie Moore	yes
Manish Singh	https://assist.acecloudhosting.com/join/3732484808
	Prior providing the access, I would suggest you to close any important documents at your end.
Stephanie Moore	are you able to see my screen yet?
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting in the issue. Once the issue is resolved, kindly give your confirmation on this chat.
	Is there anything else I may help you with ?
Stephanie Moore	what was the issue
Manish Singh	Your gateway was missing from RDP
	Added to resolve the issue.
Stephanie Moore	ok
	thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback 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/)
Stephanie Moore	you too
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74095 Antonio Oliver

Email: finance@zebrarecovery.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 24 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Antonio Oliver	Hello, I am your Acebuddy
Acebuddy	Hello Antonio Oliver, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Antonio Oliver	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Antonio Oliver	I'd like to report an Issue
Acebuddy	Please select an option!
Antonio Oliver	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Antonio Oliver	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "ZebraRecovery.myrealdat "ZebraRecovery.myrealdatal.net" does not belong to the specified network. Verify the computer name and domain t
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Antonio Oliver	Reminder this is the 2nd time I am reaching out. We have had this issue multiple times and it is not at our end that's beer
Sharath Kumar	Yes, I do remember working on this with you

	I just connected to the server so it is up and running
Antonio Oliver	Checking now
Sharath Kumar	sure, please go ahead
Antonio Oliver	It is still showing same error connection message.
Sharath Kumar	sorry to hear that, let me quickly reboot the server and check if that resolves your concern
Antonio Oliver	Thank you.
Sharath Kumar	may I ask if there are other users who also get the same error message
Antonio Oliver	Yes. Ingrith Serrato our Finance Manager & Andreina Rodriguez our other Finance Clerk
Sharath Kumar	Server has been restarted, please try signing in now
	I see, so this isn't just an issue with a particular user account, others are facing this issue as well
Antonio Oliver	Trying to connect now.
Sharath Kumar	Alright!
Antonio Oliver	Still giving me the error message. I tried a couple times already.
Sharath Kumar	no worries, let me check the server settings are appropriately set from the server side, everything seems to be set correctly
	I will have to check your rdp settings now, may I take remote session of your local computer for the same?
Antonio Oliver	Yes that is fine
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.
Antonio Oliver	Ok I am ready for the next step
Sharath Kumar	https://assist.acecloudhosting.com/join/7912598351
Antonio Oliver	connected
Sharath Kumar	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting. Once the issue is resolved, kindly give your confirmation on this chat.
	Antonio, that should do it
	could you make a minor change to the other users remote tool?
Antonio Oliver	Ok I can use the Antonio O in the center screen to log in? or enter through credential section first?
Sharath Kumar	Sorry but I don't understand your query
	are other too on the same network as you?
Antonio Oliver	That I am not sure, but we do use the same QB s
Sharath Kumar	Are you all in a same office or building
Antonio Oliver	In some days yes
Sharath Kumar	because the network latency is too much currently

Antonio Oliver We run our network with others here as well, but it is only 3 people in the office right now

Sharath Kumar you see the download latency, it should be under 30 like others, and am when sure when it goes to 30 that is when you a
the SPEED is fine, so it doesn't matter how many users are there. But when you are connecting to the server there should

Antonio Oliver Makes sense I'll talk to our guy see what's going on we are in a very remote place so sometimes we have to use Starlink f

Sharath Kumar understood, for now what I suggest is keep an eye on the speedtest and when the latency is below 50, try connecting the
Once you are connected it should stay connected until you log off

I will keep a ticket open for you, you can let me know if you need any further assistance on this or if there are other queri

Is there anything else I may help you with ?

Antonio Oliver Nope I can continue with my morning work now. Thank you

Sharath Kumar Alright sir, I have disconnected from your remote session
wishing you a good day ahead

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/>)

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

#74539 Aimee

Email: aimee@siegelsolutions.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: DOVER

State: New Hampshire

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74663 kimberly

Email: kimberly@stokescm.com ☎ 3524456069

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 35 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

kimberly	Hello, I am your Acebuddy
Acebuddy	Hello Kimberly Lesher, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
kimberly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kimberly	I'd like to raise a Request
Acebuddy	Please select your request type.
kimberly	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 :
kimberly	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
kimberly	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
kimberly	operator
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 Kimberly
kimberly	hi-- we have been emailing to request giving me admin permissions so i can do a quickbooks update and i have emailed t confirmation that i have admin access

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?
kimberly	Kimberly
Anurag Sharma	Okay
	Please allow me 2-3 minutes to check the same.
	Thank you for your patience.
	Kimberly, as I can check we have successfully provided you the Admin access on the server. We have also sent you an em
kimberly	OK thank you-- so when i log onto the server, it is now showing me as admin?
Anurag Sharma	You do have the admin rights on the server.
	I would request you to please try updating the QB from your end. And let us know if you face any issues.
kimberly	.ok thank you
Anurag Sharma	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.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74672 Michelle Robinson

Email: mrobinson@gammaq.com **6144879550**

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: CANAL WINCHESTER

State: Ohio

Country: UNITED STATES

Chat Transcript

Michelle Robinson	Hello, I am your Acebuddy
Acebuddy	Hello Michelle Robinson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michelle Robinson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michelle Robinson	I'd like to raise a Request
Acebuddy	Please select your request type.
Michelle Robinson	Password Reset
Acebuddy	Please select an option below
Michelle Robinson	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Michelle Robinson	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

#74533 Tesfazion**Email:** tesfazion@taxcornerll.net**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:** 38 Secs**City:** CHANTILLY**State:** Virginia**Country:** UNITED STATES**Chat Transcript**

Tesfazion	Hello, I am your Acebuddy
Acebuddy	Hello Tesfazion, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tesfazion	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tesfazion	I'd like to report an Issue
Acebuddy	Please select an option!
Tesfazion	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tesfazion	tax software log in issue.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	I will surely help you with this issue.
Tesfazion	I am unable to open ATX software.
Shashwat Verma	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Tesfazion	No several times and it was fixed but keeps coming back.
Shashwat Verma	Thanks for the confirmation !

	Kindly allow me two minutes to check the same.
	Is the issue is with ATX 24?
Tesfazion	all tax years.
Shashwat Verma	Okay
	Kindly log into server.
Tesfazion	I did.
Shashwat Verma	May I take the remote access of your local computer?
Tesfazion	ok
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/4902297981
	Kindly Click on the link and open the downloaded file.
Tesfazion	go ahead.
	where is the downloaded file
Shashwat Verma	In your downloads, after clicking on the link.
Tesfazion	Is this under server manager dashboard?
Shashwat Verma	Just click on the shared link and find the file in this pc, downloads section.
Tesfazion	I don't understand what you are saying. I thought you will have control of my PC and look for yourself.
Shashwat Verma	Yes, for that you have to open that file from your end, to allow security permission to remote access.
Tesfazion	You need to send me a link...
Shashwat Verma	Yes, we have already shared that with you, or just paste the link in any browser.
	Here is the link
Tesfazion	Here is my server - TaxCorner1.myrealdata.net
Shashwat Verma	We have tried to take an access from server only but due to some technical issue, we are unable to do the same, hence w
	Are we still connected here?
Tesfazion	yes.
Shashwat Verma	Thanks
	Kindly enter the credentials.
Tesfazion	I can log in now. can we try the other tax years.
Shashwat Verma	Okay, looks like issue resolved itself.
Tesfazion	Can you tell why having the same issue coming back. They told me this week that the issue is fixed and auto update is se
Shashwat Verma	We have checked the previous tickets and found that you are facing ATX issue frequently, nevertheless we are escalating not occur again in future, escalation team will soon update you on the issue

Tesfazion	I hope so, this is causing a lot of frustration on my part and my clients.
Shashwat Verma	Thanks for understanding, we will get the issue fixed.
Tesfazion	Appreciated your help and fixing going forward issues.
Shashwat Verma	Sure, we'll surely help you out with a permanent fix.
	Is there anything else I may help you with ?
Tesfazion	That will be it and thank you again for your help.
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will 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/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74337 wendyp

Email: wendyp@surfaceenergysolutions.com ☎ 587-226-8253

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: 39 Secs

City: CALGARY

State: Alberta

Country: CANADA

Chat Transcript

wendyp	Hello, I am your Acebuddy
Acebuddy	Hello Wendy Porter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
wendyp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
wendyp	I'd like to report an Issue
Acebuddy	Please select an option!
wendyp	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
wendyp	My keybooard will not work on the cloud site. My cat was sitting on my keyboard while I was in the remote site and then it any characters. At first that was the problem throughout my whole system.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
wendyp	When I restarted the computer I could type on the computer, but still the keyboard will not function on the remote site wh
	<i>Shivam Singh accepted the chat transfer request.</i>
	<i>Shivam Singh is transferring the chat to Ashutosh Mishra.</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.
	I understand your keyboard is not usable on the server.
wendyp	Correct
Ashutosh Mishra	Please logout of server and disconnect your keyboard once.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
wendyp	I did that
	I closed out of the remote site, removed the keyboaord 2x and restarted my system.
Ashutosh Mishra	Please login to server and let me know if issue persists.
wendyp	I tried to sign back into the remote site but the keyboard will not work to type in the authentication number
	So I cannot sign in.

Ashutosh Mishra	Is the keyboard working in the local computer?
wendyp	Yes
	That is how I'm typing this to you.
	It seems to be working now
	I was now able to sign in
Ashutosh Mishra	Is there anything else I may help you with ?
wendyp	Let me ensure I can use access Quickbooks
Ashutosh Mishra	Sure, please take your time
wendyp	Looks like we're good now.
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will 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/)
wendyp	Okay, thanks

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74375 steven

Email: steven@lynncpas.com  17204703581

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

steven	Hello, I am your Acebuddy
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
steven	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
steven	I'd like to report an Issue
Acebuddy	Please select an option!
steven	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
steven	I have once again been booted off the server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
steven	and am unable to log back in
	<i>Sharath Kumar accepted the chat transfer request.</i>
	how are ou fixing this issue
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
steven	Ok
	THis is the second time i am contacting you
	within an hour
	and I was just booted from the server
	and cannot log back in
Sharath Kumar	Hi Steven, sorry to hear about your issue. Could you please confirm if there is an ongoing ticket for your concern
steven	Yeah
	sure

	fix the damn server\
	you have all my information
Sharath Kumar	Yes, that is correct. I can see see that your account shows signed in on the server may I quickly take a remote session of your local computer to see why this is happening
steven	I am not sure
Sharath Kumar	https://assist.acecloudhosting.com/join/5762606071 Prior providing the access, I would suggest you to close any important documents at your end.
steven	my internet is fine you guys do this every time
Sharath Kumar	I agree, the speed is there
steven	stop telling me its my internet fix your end
Sharath Kumar	however, am just making sure there is no latency
steven	I have been through this exersixe and it is not working on either wifi or my mobile hotspot its a you problem
Sharath Kumar	I understand your frustration, I can simply logout your current session that I see on the server and have you sign back in but I would rather like to identify the root cause
steven	I would like to know the root cause as well but I cant keep stopping my work it costs me money I dont ahve time for this nonsnese
	<i>10:01:38 PM Sharath Kumar is sharing a file with you</i> <u>image.png</u> - (Size:9.95 KB)
Sharath Kumar	This is from the server, it means that your session is still connected but as we can see that is not the case
steven	ok well i cant so theres a problem somwhere
Sharath Kumar	may I ask what exactly were you doing on the server when you got disconnected
steven	I was uploading documents to my online portal a pdf
Sharath Kumar	okay

	may I take over your screen
steven	ok
Sharath Kumar	thank you
	I hate to argue about your internet but there is latency, do you see the number in front of Ping
	all of those should stay under 40
steven	I am so sick of hearing this
Sharath Kumar	but yours keeps flickering, and am sure when the latency is too high that is when you get disconnected
steven	Ok so then why does it login and then work and then stop
Sharath Kumar	the latency is there only at times, it is not constant your mobile hotspot's internet will not be as good as the internet but could you try connecting to a different Wi-Fi that is from a different internet provider
steven	Why would i have multiple internet providers no
Sharath Kumar	Totally understandable, sir. How often does this happen?
steven	Daily
Sharath Kumar	Also, for the time being I had to disconnect your current session on the server Try signing in again Are we still connected here?
steven	yes
Sharath Kumar	great! try signing in now
steven	i am now nothing would an eathernet hookup work better
Sharath Kumar	Yes, absolutely the chances of latency on a wired network are much lesser.
steven	ok
Sharath Kumar	One moment though, let me check some services on your computer Could you restart your local computer, we will get reconnected on the screen share Hi Steven, since you are rebooting the computer, we will get disconnected over chat, but I will assist you on the remote s
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

What is the website URL for users to login into? I believe this is a different URL than the My Portal login. Thanks

Visitor Details

#73662 Cjcarr5150

Email: cjcarr5150@gmail.com  4025988577

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: <https://www.acecloudhosting.com/>?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 22 Secs

City: HIALEAH

State: Florida

Country: UNITED STATES

Chat Transcript

Cjcarr5150 What is the website URL for users to login into? I believe this is a different URL than the My Portal login. Thanks

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

Cjcarr5150 Thanks. Can you help with my question?

Siddhant Hi Chad, surely we can help you. Let me transfer this to the support team. They will be assisting you further.

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

Shivam accepted the chat transfer request.

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

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

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)

Shivam has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73554 Shyamala Havaligi

Email: kashikallc@outlook.com ☎ 16099549754

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: BERWYN

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Shyamala Havaligi

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73386 scott

Email: scott@aabs.tax  17205418788

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: 2 Mins 19 Secs

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

scott	Hello, I am your Acebuddy
Acebuddy	Hello Scott, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
scott	Technical Support (QB & App Hosting)
Acebuddy	
Welcome to Ace Support.	
Please chose an option :	
scott	I'd like to raise a Request
Acebuddy	Please select your request type.
scott	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with once the task has been completed.
Typically, the application update is performed overnight.	
Do you need any further assistance on the topic?	
scott	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be ass

	Hello Scott
	I will be surely assisting you with this. Kindly help me with your server name and user
	Are we still connected here?
scott	Hi Shashwat! Thank you for taking my chat! I'm new with Ace as of this week and so hiccups as I learn how things work. I am currently working with Drake Tax Software 2019 and I am facing an issue with it that it has not been updated.I was supposed to have a call with onboarding yesterday but I did not receive a contact.
	I had called in today and the rep said I'd be transferred to someone who could help me but I did not receive a call back and my call was sent to a voicemail box.
	Is there a way to reach someone who can help me finish getting Drake set up so we can get everything updated today?
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
scott	I appreciate you so much!
	Our CID is / 74789
Shashwat Verma	Thanks for the confirmation !
scott	AABS LLC or Advanced Accounting and Business Solutions
Shashwat Verma	Kindly allow me two minutes to check the same.
scott	Sure thing!
Shashwat Verma	I apologize for any delay. Thank you for your patience.
	May I take the remote access of your local computer?
scott	Of course!
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end https://assist.acecloudhosting.com/join/1552044712
	Kindly Click on the link and open the downloaded file.
scott	Yes - let me close out of a few windows so it isn't quite so chaotic for you.
Shashwat Verma	Thanks
scott	Loading the program now
	What is it we are doing?
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved I will give your confirmation on this chat.
	We have just initiated the update from backend and just want to make sure that it is successful. Kindly allow us some time to complete the process.
	Allow us 2-3 mins more

scott	This is for Drake, yes?
Shashwat Verma	Correct
	Scott, just to assure you that, in future you'll not face such delay and issue, as you are hence case got just delayed while discussion between two teams.
scott	No worries! It's perfectly fine. I appreciate so much help getting up and running with it middle of tax season.
Shashwat Verma	Thanks for understanding.
scott	And I'm learning what I can and cannot do now that I'm working with a server. I'm used able to go in and take care of things on my own.
Shashwat Verma	Great! we are happy to see client having interest in technology and related things, just working on your issue
scott	With drake - does it matter what serial number we are using. I noticed that the serial numbers in programs do not match the ones that Drake assigned to me.
Shashwat Verma	Okay, let check that issue once we are done with update
scott	I'm also curious - if we are updating the program on the server, why are we linking my local PC?
Shashwat Verma	We are not using your local pc, we want to see changes on user end, after you login to your pc by RDP file
scott	That makes sense! Thank you
Shashwat Verma	Your local PC is one of the end point connected to server
	Like a small canal connected to river (Edited)
scott	That's a great example to help me understand! Thank you
Shashwat Verma	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 in 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)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74000 whitebaycottages.bvi

Email: whitebaycottages.bvi@gmail.com ☎ 13406265302

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 46 Secs

City: ST THOMAS

State: Us Virgin Islands

Country: US VIRGIN ISLANDS

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assi
whitebaycottages.bvi	Good Day Rohan
Rohan Prajapati	Hello Carol, How are you doing today ?
whitebaycottages.bvi	Good Thank you. Hope you are well. I went to the SelfCare Portal to reset my password
	It will not let me reset says my account is restricted
Rohan Prajapati	I will surely help you with this issue.
whitebaycottages.bvi	Thank you.
Rohan Prajapati	Kindly allow me 5-6 minutes to check the same.
	Please try to login to the server using the existing Password.
whitebaycottages.bvi	I forgot my password which is why I was trying to reset
Rohan Prajapati	Ok let me check whether you are enrolled on the selfcare Portal or not
whitebaycottages.bvi	I am my user ID is CTBerry.pa1
Rohan Prajapati	Would you please try to login again
whitebaycottages.bvi	ok I put my ID in the SelfCare, selected Forgot Password.
	2nd time put my ID again and again says restricted
Rohan Prajapati	If you are still facing the same issue, I would request you to please send an email from whitebaycottages.bvi@gmail.com to support@acecloudhosting.com for resetting the password from our end.
whitebaycottages.bvi	ok will do
Rohan Prajapati	Carol, It seems that there is some issue on the Portal.
	Thanks for the confirmation !
	Have you sent the email ?
whitebaycottages.bvi	I am sending now.
	Has been sent.
Rohan Prajapati	We have sent the new Password
	Is there anything else I may help you with ?
whitebaycottages.bvi	One second please
Rohan Prajapati	Sure Take your time and make sure its working
whitebaycottages.bvi	

	<p>Even with the password from your email it is still telling me my account is restricted</p>
	<p>This is weird. It is restricted from SelfCare but your password is allowing me to connec</p>
Rohan Prajapati	<p>Carol, please note that you can log in to the server with this new password. You can tr the SelfCare Portal later, as it is currently not working.</p>
whitebaycottages.bvi	<p>I am in the server with your password. I will try later to see if I can get into the SelfCar</p>
	<p>How long before that password expires?</p>
Rohan Prajapati	<p>Carol, I have made a few changes to your user profile, which is why it is taking some t the SelfCare Portal. It should work later</p>
whitebaycottages.bvi	<p>Ok</p>
	<p>My user ID is still CTBerry.pa1, correct?</p>
Rohan Prajapati	<p>You can try logging in again to the SelfCare Portal after 24 hours.</p>
whitebaycottages.bvi	<p>Ok will do. If I have any further issues will reach out to you again.</p>
	<p><i>12:02:15 AM Rohan Prajapati is sharing a file with you image.png - (Size:7.39 KB)</i></p>
	<p><i>Yes. These are the usernames associated with the account</i></p>
	<p>This was the only problem I had</p>
	<p>Yes those are the correct users.</p>
Rohan Prajapati	<p>Sure Carol, you can contact us anytime.</p>
	<p>Thanks for the confirmation !</p>
	<p>Is there anything else I may help you with ?</p>
whitebaycottages.bvi	<p>Thank you for your help. That was all.</p>
Rohan Prajapati	<p>Thanks for the confirmation !</p>
	<p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>
	<p>You may end this chat now. Once you end this chat, you will receive an email from us i conversation, along with a ticket number and survey feedback form.</p>
	<p>I request you to kindly spare a moment to fill that out for me so that my managers car working. I will appreciate that. or you may send your feedback at quality@acecloudho Thanks!</p>
	<p>Note: You may change/reset your server password on your own by registering on our S (https://selfcare.acecloudhosting.com).</p>
	<p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowle</p>
whitebaycottages.bvi	<p>You too!</p>
	<p><i>Rohan Prajapati has ended this chat session</i></p>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74395 Jschumacher

Email: jschumacher@partnersystems.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: 44 Secs

City: TEMPE

State: Arizona

Country: UNITED STATES

Chat Transcript

Jschumacher	Hello, I am your Acebuddy
Acebuddy	Hello John C Schumacher, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jschumacher	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jschumacher	I'd like to raise a Request
Acebuddy	Please select your request type.
Jschumacher	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
Jschumacher	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscript compatible on Windows Server Operating Systems :

- 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 provision the application.

If you do not have any of the above mentioned subscription plans, Consider upgrading plan to the one mentioned above or you may purchase a compatible license from Ace.

Do you need any further assistance on the topic?

Jschumacher 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 issue.

Jschumacher hi! i have a user that is missing his office apps

Shivam Singh I will be surely assisting you with this. Kindly help me with your server name and user details.

Jschumacher nexfaze and ruben gallegos

Shivam Singh Thanks for the information, allow me 2 minutes to check the same.

Could you please tell me the Office email address.

Jschumacher ruben.gallegos@nexfazeco.com

Shivam Singh thanks.

Jschumacher no problem

Shivam Singh Allow me 2 minutes to check on our end.

It is taking a bit a longer than usual, please hold on.

Jschumacher all good

Shivam Singh Really appreciated, John.

John could you please tell who all the users are facing this issue.

Jschumacher just ruben

Shivam Singh John kindly ask Ruben to Log off and log in back to check if he is able to access now.

We have made the changes from the backend.

Jschumacher ah thank you

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

Jschumacher just checking that its resolved

Shivam Singh I'll wait for your final confirmation, please check and let me know

	John, 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.

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74522 Chris Poeschel

Email: chris@jbcscreenprinting.com  17157433113

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: 36 Secs

City: NEILLSVILLE

State: Wisconsin

Country: UNITED STATES

Chat Transcript

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

Chris Poeschel	I'd like to report an Issue
Acebuddy	Please select an option!
Chris Poeschel	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Chris Poeschel	How much memory should we be using as we operate normally?
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 ass
	I will be surely assisting you with this. Kindly help me with your server name and user
Chris Poeschel	JBCSELLC.MYREALDATA.NET
	Username - JBC_Chris
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	I see that you have 12GB RAM on the server, and consistently 80% of the RAM is utiliz
	We generally recommend at least 2-3GB of RAM per user on the server however if you multiple applications and heavy software than more RAM could be required.
	As you have 5 users on the server so at least 12-15GB is recommended based on the usage.
Chris Poeschel	OK, so how does that get changed?
Ashutosh Mishra	Do you want to increase the RAM?
Chris Poeschel	I want to know how much it costs to do so.
Ashutosh Mishra	RAM is charged at \$20 per GB per month.
Chris Poeschel	Based on our usage, what would you recommend for total RAM?
Ashutosh Mishra	Currently RAM usage is at 80% when four users are logged in. So it can go to 100% us are logged in.
	Generally it is recommended to keep RAM usage around 50%.
	So I would recommend to add 8GB RAM.
Chris Poeschel	We cannot afford another \$160/month
	Why is so much RAM being used? Two users use two applications and the other 3 user application.
Ashutosh Mishra	I see that SQL server is utilizing 1.5GB RAM.
Chris Poeschel	Does that run in the background?
Ashutosh Mishra	Yes, that is a running in background.
Chris Poeschel	

	Please add 4GB RAM to our account
Ashutosh Mishra	Sure, i would require approval on the email.
	Once this chat ends the ticket will be generated.
Chris Poeschel	OK
Ashutosh Mishra	And i will email you to request for approval.
Chris Poeschel	Thank you
Ashutosh Mishra	Once the approval is received i will proceed with RAM addition.
	Is there anything else I may help you with ?
Chris Poeschel	Not at this moment.
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback . chat.
	You may end this chat now. Once you end this chat, you will receive an email from us in 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 work on 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)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74212 Stephen Riddle

Email: stephen@focusalesinc.com **9196143076**

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: RALEIGH

State: North Carolina

Country: UNITED STATES

Chat Transcript

Stephen Riddle	Hello, I am your Acebuddy
Acebuddy	Hello Stephen Riddle, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephen Riddle	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephen Riddle	I'd like to raise a Request
Acebuddy	Please select your request type.
Stephen Riddle	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Stephen Riddle	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, a 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 do do specify if you need the request processed at a specific time.
	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 ne Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74321 Jasmin

Email: jasmina@foucsmc.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 58 Secs

City: WYCKOFF

State: New Jersey

Country: UNITED STATES

Chat Transcript

Jasmin	Hello, I am your Acebuddy
Acebuddy	Hello Jasmin, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jasmin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
Please chose an option :	
Jasmin	I'd like to raise a Request
Acebuddy	Please select your request type.
Jasmin	Printer/Scanner Addition
Acebuddy	Please select your desired option :
Jasmin	Printer Addition
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the inst mentioned in the knowledge-base article attached below.
Once the local client has been installed, Please try printing from the server and select from the printers list and select your desired printer when prompted.	
Do you need any further assistance on the topic?	

Jasmin	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
Jasmin	<p>hello</p> <p>my new printer comes up in the RDP printer list and it allows me to print but its double i need to print single side checks</p>
Shivam Singh	<p>Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you with your issue.</p> <p>I will be surely assisting you with this. Kindly help me with your server name and user details.</p>
Jasmin	<p>i dont know</p> <p>can you find another way</p> <p>(FMNYINC.myreldata.net)</p> <p>i am the admin = (myreldata\FMNY_Admin.Q1,</p> <p>hello</p>
Shivam Singh	<p>Thanks for the information</p> <p>Kindly allow me two minutes to check the same.</p> <p>Are you accessing it on MacOS or Windows ?</p> <p>Are we still connected here?</p> <p>Are we still connected here?</p> <p>Are we still connected here?</p> <p>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.</p>

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73497 Cindy Keeney

Email: ckeeney@mdcollision.net

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 33 Secs

City: WESTMINSTER

State: Maryland

Country: UNITED STATES

Chat Transcript

Cindy Keeney	Hello, I am your Acebuddy
Acebuddy	Hello Cindy Keeney, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Cindy Keeney	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cindy Keeney	I'd like to raise a Request
Acebuddy	Please select your request type.
Cindy Keeney	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate opt
Cindy Keeney	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Cindy Keeney	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Cindy Keeney	cannot get into remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	
<i>Rohan Prajapati is transferring the chat to Manish Singh.</i>	

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you with your issue.
Cindy Keeney	Thanks! I cannot get into our remote desktop. It is giving me an error message saying problem connecting to the remote resource
	I don't remember my password so I am using my computer PIN but it will not connect
Manish Singh	I will surely help you with this issue.
	May I know your account name associated with us?
Cindy Keeney	BSSF
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users similar to yours?
Cindy Keeney	Yes this is the first time it's happened to me. Everyone else is able to log in this morning. I am currently dealing with this issue.
Manish Singh	Alright
	May I take the remote access of your local computer?
Cindy Keeney	Absolutely!
Manish Singh	https://assist.acecloudhosting.com/join/2502553069
	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 same. I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and ask for your confirmation on this chat.
	Is there anything else I may help you with ?
Cindy Keeney	That was everything! Thank you so much for your help!
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback and smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us summarizing the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can 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).

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74171 Kirsten Mezey

Email: kirsten@premierconcreteservices.com ☎ 7202528781

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: PUEBLO

State: Colorado

Country: UNITED STATES

Chat Transcript

Kirsten Mezey Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Kirsten Mezey 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 help Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73651 Janis Gaudette

Email: shopabbyleigh@comcast.net ☎ 16153081816

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74108 Lee K

Email: management@midwaycm.com ☎ 18479713301

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: 56 Secs

City: CICERO

State: Illinois

Country: UNITED STATES

Chat Transcript

Lee K	Hello, I am your Acebuddy
Acebuddy	Hello Lee K, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lee K	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lee K	I'd like to report an Issue
Acebuddy	Please select an option!
Lee K	Password Reset
Acebuddy	Please select an option below
Lee K	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for

password needs to be reset and we'll share an update once the request is processed.

Do you need any further assistance on the topic?

Lee K Yes

Acebuddy Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

Sharath Kumar is transferring the chat to Ashutosh Mishra.

Ashutosh Mishra accepted the chat transfer request.

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

Lee K Hi I was wondering if I can connect with Rajan Sharma

Is he available?

Ashutosh Mishra Kindly allow me two minutes to check the same.

Please share any ongoing ticket number.

Lee K I don't have an ongoing ticket number

Ashutosh Mishra ok, let me check for this.

As Rajan Sharma is handling customers on call, you can call us at (1-888-415-5240) or that we can connect you with him.

Is there anything else I may help you with ?

Lee K I think you can help

I need my remote server password to be reset

I just sent an email requesting a password reset

Ashutosh Mishra Please share the ticket number you would have received. I will reset the password and over the email.

Lee K I just sent the email

The Ticket Number is: 659006

Ashutosh Mishra Thank you, i have found your email. Please allow me few minutes to check and reset t

I have sent the password on the email.

Are we still connected here?

Lee K Hi

yes i got the email

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

Lee K Let me confirm I can log in

does password get reset every year?

Ashutosh Mishra	<p>Password Reset is required usually from time to time for security reasons.</p> <p>You can change the password yourself using self care portal, i have attached the guide that too.</p>
Lee K	<p>I dont know my login for the self care portal</p> <p>is it my email?</p>
Ashutosh Mishra	<p>You can use the credential for server login in SelfCare Portal too.</p>
Lee K	<p>I tried</p> <p>it says account has been restricted</p> <p>and to contact the administrator</p> <p>i used my server username</p> <p>and my new username password</p>
Ashutosh Mishra	<p>I have reset the password now so try to login after 24 hours.</p>
	<p>After 24 hours it should be unblocked.</p>
Lee K	<p>Ok thanks</p>
Ashutosh Mishra	<p>Is there anything else I may help you with ?</p>
Lee K	<p>Nope that's it</p> <p>thank you</p>
Ashutosh Mishra	<p>I would greatly appreciate if you could spare a minute to give your valuable feedback .</p> <p>chat.</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>
	<p>You may end this chat now. Once you end this chat, you will receive an email from us in conversation, along with a ticket number and survey feedback form.</p>
	<p>I request you to kindly spare a moment to fill that out for me so that my managers can work. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com</p> <p>Thanks!</p>
	<p>Note: You may change/reset your server password on your own by registering on our Self Care Portal (https://selfcare.acecloudhosting.com).</p>
	<p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)</p>

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74783 Zachhollman

Email: zachhollman@alphaprimeusa.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

City: SEBASTIAN

State: Florida

Country: UNITED STATES

Chat Transcript

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

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

#74619 Jessica Mason

Email: jessica@ezaccountingpro.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: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

Jessica Mason Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jessica Mason Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jessica Mason I'd like to raise a Request

Acebuddy Please select your request type.

Jessica Mason Password Reset

Acebuddy Please select an option below

Jessica Mason	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Jessica Mason	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

#73803 paul

Email: paul@neotechnetworks.com ☎ 8887268138

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: MARACAIBO

State: Zulia

Country: VENEZUELA

Chat Transcript

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

	Please chose an option :
paul	I'd like to report an Issue
Acebuddy	Please select an option!
paul	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
paul	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although manage the application updates at the backend and apply the necessary patches 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 share it to support@acecloudhosting.com. Our engineers will manually check and apply the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
paul	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
paul	Hi manish, I have an issue with one of our clients at NeoTechNL.myrealdatal.net
	the user needs to be admin of the server to be able to upgrade all her company files
	could you help me with that and you can also see the issue here
	<i>8:16:02 PM paul is sharing a file with you</i>
	<u>1_image.png</u> - (Size:118.24 KB)
Manish Singh	Regarding the Admin part
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.
	Also, the registered email for your account with us is :
	paul@neotechnetworks.com
	I will surely help you with this issue.
paul	can you log in on the server right now and approve that admin prompt
Manish Singh	Yes, I am working on it.
paul	the current user is EllenS_NNL
Manish Singh	Kindly try to access now.
	<i>8:19:59 PM paul is sharing a file with you</i>

May I take the remote access of your server?

paul yes

Manish Singh

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

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

paul the user just typed the name of the files that need upgrading just open the 1st one

Manish Singh

I have tried with Milcon file and working fine on user end.

Updating in progress

paul I see but the user stated that was not the correct file

Manish Singh

I will check every file which is not working on user end.

Don't worry, Paul.

paul let me take over just a sec

Manish Singh

Sure

paul please not move the mouse

the user is going to test

Manish Singh

Alright

paul Will the user be able to upgrade all of them now?

Manish Singh

Yes

paul without us?

Manish Singh

Yes, As I can check they can

paul ok please disconnect

all

thanks for your help please close the remote session the user is going to keep working on upgrades

Manish Singh

Done

Is there anything else I may help you with ?

paul no all good with that last change the user can work normally

Manish Singh

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this 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 regarding this conversation, along with a ticket number and survey feedback form

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

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

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

Manish Singh has ended this chat session

