

Chat Transcr

Hello, I am your Acebu

Visitor Details

#71839 sthan

Email: sthan@sdacpa.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: 34 Secs

City: MARIETTA

State: Georgia

Country: UNITED STATES

Chat Transcript

sthan	Hello, I am your Acebuddy
Acebuddy	Hello Sthan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sthan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sthan	I'd like to report an Issue
Acebuddy	Please select an option!
sthan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
sthan	My remote connection is not working.
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.

	Sthan please confirm your business name that is registered with ACE.
sthan	SDA CPA Group
Sharath Kumar	thank you, and your username?
sthan	sthan@sdacpa.com
Sharath Kumar	I see an account for Sophea Than, username - Sophea.T
sthan	Yes
	I thought the username was my email.
Sharath Kumar	Your account is active and enabled and with the right credentials you should be able to sign in
	Sophea, try this is your username -
	myrealdata\Sophea.T
sthan	Every time I tried to login, I get the RD gateway server credentials screen.
	I didn't do that before
Sharath Kumar	understood
sthan	it
Sharath Kumar	there also you have to sign in with the same credentials.
	It is probably because you were signing in with your email earlier and the application wants to authenticate you based on
	username as myrealdata\Sophea.T
	password as same as you were using earlier
sthan	It's been logging automatically without me having to enter my credentials.
Sharath Kumar	no problem, let me quickly take your remote session and help you with the sign in
sthan	Thank you!
Sharath Kumar	Let me share with you the link for the remote session
	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/3922559633
	Sophea, anything else that I may assist you with?
sthan	No, that was it. Thank you!
Sharath Kumar	My pleasure
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcr

Unable to log in, on hold for over an hour on the phone

Visitor Details

#73030 Robert Cook

Email: bob@taxtec.net  7075683864

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

Website: <https://www.acecloudhosting.com/knowledgebase/how-to-resolve-the-logon-attempt-failed-with-ace-server/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Robert Cook Unable to log in, on hold for over an hour on the phone

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

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

Shubham Yadav accepted the chat transfer request.

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

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

Robert Cook CID61979

Shubham Yadav Thanks for the confirmation

Robert Cook I think that is it

Shubham Yadav Robert since when are you facing the issue ?

Are we still connected here?

Robert Cook	Hi this started at 7am this morning. I was able to login last night
Shubham Yadav	May I take the remote access of your local computer?
Robert Cook	It's saying login attempt failed, is that in issue with the account? Like is my account locked?
Shubham Yadav	Can you please share a screen shot ?
	<i>11:37:06 PM Robert Cook is sharing a file with you</i> <u>1_image.png</u> - (Size:22.07 KB)
	Robert is password saved ?
Robert Cook	Yes it is, I have not changed the password
Shubham Yadav	Robert please try to un save the password once and try again
Robert Cook	By that do you mean manually type in the password?
Shubham Yadav	Yes Robert, Please try that
Robert Cook	Same issue Is there a way I can reset my password?
Shubham Yadav	Robert are you enrolled on self care portal ?
Robert Cook	I am not sure, is that not the portal I am talking to you from?
Shubham Yadav	We can reset the password and share with you. Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur Are we still connected here?
Robert Cook	yes I just sent the email
Shubham Yadav	Thanks for the confirmation We will share you the password over the mail
Robert Cook	ok thank you. is there anything else I can do pver the chat?
Shubham Yadav	We will share you the password over the mail. You can try to login again and let us know. 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)

Shubham Yadav has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72953 Larry Garcia

Email: larry@standardus.com ☎ 6302899500

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 44 Secs

City: DES PLAINES

State: Illinois

Country: UNITED STATES

Chat Transcript

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

	confirmation via email.
	Do you need any further assistance on the topic?
Larry Garcia	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>
Larry Garcia	Did you finisg updating our QB? You said less than 25-30 minutes.
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Larry Garcia	Did you finisg updating our QB? You said less than 25-30 minutes.
	finish
Sharath Kumar	Hello Larry, yes, the application was updated and I sent you an email regarding the same
Larry Garcia	I never received it.
	Thanks
Sharath Kumar	Yes, I checked the email again and it was sent 20 minutes ago to larry@standardus.com
	Larry, could you confirm if you are able to sign into QB now
Larry Garcia	It just came in at 9:01 AM CST. No worries, I will try to log in. Larry
	I still am trying to log in and it errors out telling me QB has stopped working.
Sharath Kumar	that is strange, I see you guys have appropriate licenses to make sure users are able to sign in
	Is there a different company file you can try to open
	Are we still connected here?
	Are we still connected here?
Larry Garcia	yes, still can't get in
	No different file.
Sharath Kumar	and what about other users
	are they able to access it?
	just to confirm you are accessing QuickBooks 2024, right?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72154 Prakhar Bhardwaj

Email: pbhardwaj@hmgroupllp.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: 1 Min 1 Sec

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Prakhar Bhardwaj	Hello, I am your Acebuddy
Acebuddy	Hello Pbhardwaj, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Prakhar Bhardwaj	HI
Acebuddy	You have chosen an Invalid Option. Please try Again!
	Whom Would You Like to Connect With?
Prakhar Bhardwaj	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Suneetha Barre accepted the chat transfer request.</i>
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?
Prakhar Bhardwaj	Account number:CID70703
	MY RDP is acting extremely weird today

	At moments, it working normal and then goes out completely with atleast 50-60 secs lags. My internet is pretty good.
Suneetha Barre	Thank you for providing details with us. Kindly allow me to transfer this chat to concerned team.
Prakhar Bhardwaj	sure, thank you <i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i> <i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. Hello, Could you please let me know the server you are logged onto
Prakhar Bhardwaj	Prakhar Bhardwaj
Sharath Kumar	one moment looking into your account Prakhar, what is the username that you use to sign into the server?
Prakhar Bhardwaj	Prakhar.B@myrealdata.net
Sharath Kumar	alright, and since when are you experiencing the lag?
Prakhar Bhardwaj	the past 2 hours or so now working well as we speak but it keeps going out The firm recently upgraded our RAM as well so it can't be that i guess
Sharath Kumar	correct, I have been monitoring the resource utilization on the server and everything appears to be fine anybody else reporting this issue?
Prakhar Bhardwaj	no, just me had a chat with other people as well. working fine for them
Sharath Kumar	and your utilization on the server is normal If possible, could you switch your network to a different network like a mobile hotspot and then check the connection
Prakhar Bhardwaj	Have already tried that. It working fine for the past 10 mins. I will reach out when I experience issues
Sharath Kumar	Sure, Prakhar! My advise would be to restart your local computer if the issue happens again anything else that I may assist you with at this moment?
Prakhar Bhardwaj	sure, will do nothing else, thank you
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace

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

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

Sharath Kumar has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72631 tracy

Email: tracy@tjcbp.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: GAINESVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72675 dusan

Email: dusan@interpreterintelligence.com  14152978803

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: MILL VALLEY

State: California

Country: UNITED STATES

Chat Transcript

dusan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

dusan Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

dusan I'd like to report an Issue

Acebuddy Please select an option!

dusan Password Reset

Acebuddy Please select an option below

dusan 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

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 Transcr

Hello, I am your Acebu

Visitor Details

#72136 Ezra Dilger

Email: reception@rortax.com  7633189052

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Ezra Dilger	Hello, I am your Acebuddy
Acebuddy	Hello Reception, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ezra Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ezra Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Ezra Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ezra Dilger	Would like to check status of updates for Lacerte 2023 and 2024
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	Yes, how can I help you?
Ezra Dilger	I just wanted to double check how much longer Lacerte 23 and 24 needed for their updates
Yash Kalra	I've already scheduled Drake for the update, and our team is currently working on it. I'll make sure you receive an update
Ezra Dilger	Ok, thanks
Yash Kalra	Is there anything else I may help you with ?
Ezra Dilger	No thank you
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on

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

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

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

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

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

Yash Kalra has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#73164 Mohita Chadha

Email: mohita@kaurtax.com ☎ 19097099000

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: 42 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 - I am trying to add some users that need access to the remote desktop. However, I am having trouble logging into the system.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	This message has been deleted
Mohita Chadha	Hello! I'm trying to add some users
	<i>Shubham Yadav is transferring the chat to Support(QB & App Hosting).</i>
	Can you please help me with this?
	<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 Mohita
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Mohita Chadha	yes, my server name should be Kaur Tax PC
	my username is KPTC_Accountant
Anurag Sharma	Thanks for the confirmation !
	Mohita, after this chat. I will be sending you an email. You can just revert back to that email with an approval from the primary user.
Mohita Chadha	Okay
Anurag Sharma	Is there anything else I may help you with ?
Mohita Chadha	Is there a way to reset my password for my portal?
	I can't seem to login
Anurag Sharma	Yes, you can reset your My Portal password by clicking on Forgot password.
Mohita Chadha	great, thank you!
	<i>4:25:56 AM Anurag Sharma is sharing a file with you image.png - (Size:154.83 KB)</i>
	<i>This one</i>
Anurag Sharma	Is there anything else I may help you with ?
Mohita Chadha	that's it, thank you

Anurag Sharma Thanks for the confirmation !

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

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

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

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

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

#72400 susan

Email: ms.rsplumbing@gmail.com  (251) 487-1496

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: 2 Mins 28 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

susan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

susan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
susan	I'd like to report an Issue
Acebuddy	Please select an option!
susan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
susan	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
susan	I am unable to get my quickbooks to open
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.
susan	ok
Manish Singh	This message has been deleted
susan	OK
Manish Singh	I will surely help you with this issue.
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
susan	No this happened yesterday
Manish Singh	May i know your username?
susan	MeganS.npro
Manish Singh	Kindly try to access now.
susan	OK
Manish Singh	Need to reboot the server once.
susan	Its not working it says Welcome! Opening quickbooks desktop... than it doesnt open \
Manish Singh	Rebooting the server in 5 minutes.
susan	OK
Manish Singh	Kindly try to access now.
susan	OK
	Will this happen again? I am able to get on now.
Manish Singh	No, kindly try to access now.

	And check if everything working smoothly?
susan	it eorks works
Manish Singh	Is there anything else I may help you with ? Are we still connected here?
	<i>Manish Singh has ended this chat session</i>

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72633 carolina reyes

Email: contact@ssadvancecpa.com  3472829145

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: 31 Secs

City: FLUSHING

State: New York

Country: UNITED STATES

Chat Transcript

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

carolina reyes	I'd like to raise a Request
Acebuddy	Please select your request type.
carolina reyes	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
carolina reyes	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 you Hence, It is advised to connect with our support representatives before you decide to add additional memory so we can assist you. Do you need any further assistance on the topic?
carolina reyes	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Shubham Yadav accepted the chat transfer request.</i></p>	
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
carolina reyes	Hi Shubham, I would like to talk to you about ticket 640238
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same. As I can check, I am transferring this chat to the concern engineer. Please wait for a second.
<p><i>Shubham Yadav is transferring the chat to Shashwat Verma.</i></p> <p><i>Shashwat Verma accepted the chat transfer request.</i></p>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
carolina reyes	Hi Shashwat, this is regarding 640238
Shashwat Verma	Sure
	Do you want a resource addition for the server slowness issue? (Edited)
carolina reyes	Yes
Shashwat Verma	Okay
	Let me check the statistics of the server once again.
	We have just checked and found that you should increase the RAM of the server for better performance.
carolina reyes	Sure. Last time we spoke, you said we should increase it by 2 GB
	Do you think 2 GB is enough or shall we get even higher because this has been an issue for us and we don't want to slow down the server?
Shashwat Verma	

	Yes, It's totally depends on the resource usage by the user, currently you have 5GB of RAM which work at 85% usage at t
	Now if you use multiple program at same time best is to have increased by 3 GB RAM, which make it 8GB as total.
carolina reyes	Please share the monthly cost of 3 GB and what's the next available increase and it's price
Shashwat Verma	3GB is for \$60/month, as we have a pricing of \$20 for 1GB for month (Edited)
carolina reyes	Ok, please add 3 GB to our server RAM.
Shashwat Verma	Sure, kindly email the request from contact@ssadvancecpa.com to support@acecloudhosting.com for the same, mentioni
	Rest will be assured by us,
carolina reyes	Thank you, will do.
Shashwat Verma	Sure
	Is there anything else I may help you with ?
carolina reyes	No, that will be all.
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72331 Karin Newburger

Email: karinnewburger@gmail.com ☎ 7087692030

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: POMPANO BEACH

State: Florida

Country: UNITED STATES

Chat Transcript

Karin Newburger	Hello, I am your Acebuddy
Acebuddy	Hello Karin Newburger, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Karin Newburger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Karin Newburger	I'd like to report an Issue
Acebuddy	Please select an option!
Karin Newburger	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Karin Newburger	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Karin Newburger	My printer is no longer working and I need to set up a new email
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Karin Newburger	Bradley Center Management
	Karin Newburger
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Karin since when are you facing the issue?
Karin Newburger	just today
Shubham Yadav	Alright
	May I take the remote access of your local computer?
Karin Newburger	

yes

Shubham Yadav

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

<https://assist.acecloudhosting.com/join/8742443246>

Kindly Click on the link and open the downloaded file.

As per remote session you will contact your Local IT team to connect printer. (Edited)

We setup email address in QB

Is there anything else I may help you with ?

Karin Newburger

I am all set

thank you

Shubham Yadav

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 appr

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

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

Shubham Yadav has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72013 Bonnie Riley

Email: nca.briley@gmail.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: MERRITT ISLAND

State: Florida

Country: UNITED STATES

Chat Transcript

Bonnie Riley	Hello, I am your Acebuddy
Acebuddy	Hello Bonnie Riley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bonnie Riley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bonnie Riley	I'd like to raise a Request
Acebuddy	Please select your request type.
Bonnie Riley	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Bonnie Riley	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
Bonnie Riley	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72845 Michael Hutchinson

Email: michael@chinsonsgrillshack.com **16494326543**

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: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Michael Hutchinson	Hello, I am your Acebuddy
Acebuddy	Hello Michael, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Hutchinson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Hutchinson	I'd like to report an Issue
Acebuddy	Please select an option!
Michael Hutchinson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Michael Hutchinson	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times, there may be unforeseen circumstances. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com for confirmation via email.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcr

Visitor Details

#72528 jon

Email: jon@sundackcpa.com  6314999437

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: 54 Secs

City: FARMINGDALE

State: New York

Country: UNITED STATES

Chat Transcript

jon	Hello, I am your Acebuddy
Acebuddy	Hello Jon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jon	I'd like to report an Issue
Acebuddy	Please select an option!
jon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jon	server latency
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.
jon	hey sharath everybody in our company is experiencing extreme latency on the server
Sharath Kumar	Sorry to hear about that Jon
	could you let me know if all users are logging in from the same network

jon	yes we are
Sharath Kumar	and what computer are you using? is it Windows or Mac
jon	all windows
Sharath Kumar	and since when is this issue occurring
jon	i have notice for a couple of days
Sharath Kumar	could you open this link on your remote desktop and share a screenshot of the result
	Speedtest by Ookla - The Global Broadband Speed Test
	<i>2:35:19 AM</i> jon is sharing a file with you image.png - (Size:47.45 KB)
jon	this is on my local
	<i>2:37:27 AM</i> jon is sharing a file with you image.png - (Size:69.82 KB)
	<i>this is on server/desktop/ace</i>
	clearly not an internet issue
Sharath Kumar	that is correct
	no latency issue as well
jon	right so the programs are all lagging
	quickbooks and ultra tax
	excel
	everything
Sharath Kumar	may I take a remote session of your local computer
jon	do you have another way to go in
	im in the middle of something on my local machine
Sharath Kumar	unfortunately, no. We need to check a couple of settings on the computer and on the RDP file to see if that is what causin
jon	ok come on in then
Sharath Kumar	If you are doing something important then we can definitely do this later today whenever you have time
jon	no we can do now
	everybody is lagging
Sharath Kumar	on it, one moment
	https://assist.acecloudhosting.com/join/8832251240 (Edited)
jon	ar eyou in?
Sharath Kumar	I was waiting for you
	the application doesn't show that you have connected

jon	it says in session
Sharath Kumar	one moment
	<i>2:51:06 AMjon is sharing a file with you image.png - (Size:9.95 KB)</i>
	I joined the session just now
	it says temporarily lost connection
	Are we still connected here?
jon	im here
Sharath Kumar	Jon, am stuck on the windows logon screen
	is there a way you can minimize that
jon	what do you wnat me do
	i dont see a windows login screen
	?
Sharath Kumar	I think I am still on the server for some reason
jon	why dont you send me a new link
Sharath Kumar	sure, let's try that
jon	ok do you wnat to send me anew linnk
Sharath Kumar	https://assist.acecloudhosting.com/join/6062047117
jon	are you in?
Sharath Kumar	nope. doesn't show that you are connected
jon	now?
Sharath Kumar	now we are connected
	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 Transcr

Hello, I am your Acebu

Visitor Details

#72641 laura

Email: laura@crabtreebookkeeping.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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcr

Hello, I am your Acebu

Visitor Details

#73004 mark.sanger

Email: mark.sanger@team448.com ☎ 281.530.0001

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

mark.sanger	Hello, I am your Acebuddy
Acebuddy	Hello Mark Sanger, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mark.sanger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mark.sanger	I'd like to report an Issue
Acebuddy	Please select an option!
mark.sanger	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mark.sanger	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mark.sanger	Unable to print paychecks
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
mark.sanger	Marks.q1
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
mark.sanger	Good day
	I am unable to print pay checks

Yash Ahi	Hi Mark. How are you doing today?
	I will surely help you with this issue.
mark.sanger	Hi - I'm great - thanks - how are you? I had this problem 3 weeks ago - and Ace support helped resolve you can have control of my machine
Yash Ahi	I am also doing good. Thankyou for asking.
mark.sanger	I am logged into the server
Yash Ahi	Kindly allow me two minutes to check the details. May I take the remote access of your local computer?
mark.sanger	yes
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.
mark.sanger	yes
Yash Ahi	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/8202226712 We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
	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.

Yash Ahi has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72989 Joseph Pierson

Email: jpiersoncpa@gmail.com 16302976749

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: 16 Secs

City: NAPERVILLE

State: Illinois

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
Joseph Pierson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Joseph Pierson	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Joseph Pierson	Cannot locate my QB file
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Shashwat Verma accepted the chat transfer request.</i></p>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Joseph
	When you have last used that company file?
Joseph Pierson	Last week some time. I think it was before the changes you made
Shashwat Verma	Kindly allow me two minutes to check the same.
	Okay, we have checked the previous ticket, could you please share the file name?
Joseph Pierson	Schwartz Inc
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your server?
Joseph Pierson	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly accept the invitation.
Joseph Pierson	nothing is open but this chat is on my local machine
Shashwat Verma	No problem.
Joseph Pierson	Where will I see the invitation
Shashwat Verma	No problem, let me share you the link (Edited)
	https://assist.acecloudhosting.com/join/6122860073
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
	We have found the file on remote session.
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

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

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72613 john

Email: john@claritymba.com **Phone:** 415.491.1099

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: 45 Secs

City: SAN RAFAEL

State: California

Country: UNITED STATES

Chat Transcript

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

john	I'd like to report an Issue
Acebuddy	Please select an option!
john	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
john	re 631976 the issue is recurring and the session for user Admin_CMBA is frozen. I understand that certain changes are being in progress. Thanks
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.
john	hello Anurag! sorry to bother you again with this issue, it is a very busy time of year for my business and the downtime is
Anurag Sharma	Hello John
	No problem John, we are here to assist you.
	I deeply apologize for the inconvenience caused to you.
	I will surely assist you with the issue. (Edited)
john	thank you so much Anurag
Anurag Sharma	As I can understand you are facing Freezing issue on the server and wants me to log you out. Am I right?
john	yes please
Anurag Sharma	Okay,
john	i cannot complete this from my side, as the session is frozen, and the other user on this server does not have that permission
Anurag Sharma	Yes, I can really understand your concern. I deeply apologize for the problem you are facing.
	I would like to inform you that our engineer is working on the backend. Making some changes so that you don't face this issue again.
	For now, I am logging you off from the server so that you can work efficiently on the server. (Edited)
john	yes, and I surely appreciate these efforts
	I just have no idea why this has been happening numerous times recently
Anurag Sharma	Please allow me 2-3 minutes. (Edited)
	John, I have successfully unfrozen the user as per your request. Please log in again and check if the issue is resolved for now.
john	one moment
Anurag Sharma	Sure, please take your time
john	this looks ok - if you don't mind, I would like to repeat the last task I was able to complete before the server froze last time.
Anurag Sharma	Okay, no problem. Please take your time.
john	yes it seems to have frozen again right away

	please restart me again
Anurag Sharma	I am so sorry for the inconvenience caused.
john	I can replace the current task with an older version and retry to see if the error recurs
Anurag Sharma	Can I try rebooting the server once?
	Maybe that can fix the issue for now?
john	I am active on the other user account, allow me to save my work - one moment ok to proceed
Anurag Sharma	Thankyou for the confirmation. I have successfully rebooted the server. Please check if you can work now. (Edited)
john	ok, logging back in - one moment
Anurag Sharma	Okay
john	ok, everything looks ok I will compare the one task that was running when the session froze, and retry the old version
Anurag Sharma	Okay John, could you please confirm me your server name? Is it ForwardLLPOLD.myrealdata.net Or ForwardLLP.myrealdata.net
john	I own both - the current/active server is ForwardLLP.myrealdata.net
Anurag Sharma	Okay, thankyou for confirming.
john	well, I was unable to detect any change in the task that was running when the sessions froze, from the most-recent versic I'm running a similar task now to test once more - one more moment please by the way, I know that my server session "times out" after a period of inactivity however
	this "inactivity" is based on user interaction, whereas much of my work on this server is automation this creates a situation where the server will think I'm not present, and will shut down, even while the automations are rui is there a way to work around this limitation?
Anurag Sharma	Okay
john	(btw the second task completed successfully and the session is still active so I think we're in the clear for now)
Anurag Sharma	I understand your concern. As you mentioned that you are working on automated tasks, we can increase the inactivity lo this change.
john	very good I will await notification of the completion f the changes in progress first to avoid any disruption

thank you for the guidance, and also for your assistance just now

that's all I need for now

Anurag Sharma Thankyou so much 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 appr

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72902 Nathan Murray

Email: nate@kaspermodern.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: ST PETERSBURG

State: Florida

Country: UNITED STATES

Chat Transcript

Nathan Murray

Hello, I am your Acebuddy

Acebuddy	Hello Nathan Murray, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nathan Murray	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nathan Murray	I'd like to raise a Request
Acebuddy	Please select your request type.
Nathan Murray	Change in Users
Acebuddy	Please select your desired option!
Nathan Murray	User Addition
Acebuddy	Kindly email us the full name of the User(s) who needs to be added at support@acecloudhosting.com from your registered account.
	Do you need any further assistance on the topic?
Nathan Murray	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 assisting you today.
	Hello Nathan
Nathan Murray	Hi Shashwat, we are wanting to change the contact information for the main user contact on our account, so that the 2FA token is no longer required. Could you please help with that for us please?
Shashwat Verma	I will surely help you with this issue.
	Kindly confirm whether you want to change the email address for any particular user login, or whole account which will be used for the 2FA token.
Nathan Murray	We would like to update the email address and phone number for the whole account to be updated. Our account# is : CID71682 and our current email address is susie@kaspermodern.com and we would like this information updated to: phone: 1 (813) 546-9137 email: nate@kaspermodern.com
Shashwat Verma	Okay, currently registered email address with us are accounting@kaspermodern.com and cfo@kaspermodern.com.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Nathan Murray	Ah, ok, understood. We are attempting to streamline our operations here and getting our logins confirmed.
	I am actually speaking with a ACE hosting rep on the phone.
Shashwat Verma	Okay
	Is your issue resolved on call?

	Are we still connected here?
Nathan Murray	Yes, it is. Thank you for your tiem.
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
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.aceclou
	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

#72147 David Sanchez

Email: dsanchez@quintanapr.com  17877538000

Department: Support(QB & App Hosting)

Operator: Vignesh Arul

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 28 Secs

City: SAN JUAN

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

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

David Sanchez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Sanchez	I'd like to report an Issue
Acebuddy	Please select an option!
David Sanchez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
David Sanchez	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?
David Sanchez	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vignesh Arul accepted the chat transfer request.</i>
Vignesh Arul	Thank you for contacting Ace Cloud Hosting. My name is Vignesh Arul. I will be assisting you today.
David Sanchez	Good morning
	Yesterday I was told by Ace that we had QB Enterprise 19.0 and 24.0 installed. To free up disk space I asked to uninstall ve
	<i>6:01:35 PM David Sanchez is sharing a file with you error ace 02072025.jpg - (Size:39.63 KB)</i>
Vignesh Arul	I will be surely assisting you with this. Kindly help me with your server name and user name?
David Sanchez	server: PlumbingCleanCo
	Users, all of them
Vignesh Arul	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	I will have to reboot the server once.
	May I please proceed with this? (Edited)
David Sanchez	Yes
Vignesh Arul	It will take upto 5 more minutes. Kindly wait.
	Hey , Thanks for waiting
	User is trying to login , which might interrupt the QuickBooks repair installer, Kindly ask them to logout for few more min
David Sanchez	Do you know which user it is?
Vignesh Arul	Robertocortes

David Sanchez	let me check
	I logged him out
Vignesh Arul	Thanks for the help.
	I am still working on it, It's 70% percentage completed.
David Sanchez	Ok
Vignesh Arul	Please try now.
	Once again I appreciate your patience here.
David Sanchez	Let me check
Vignesh Arul	Please let me know if you face any issues. (Edited)
David Sanchez	It let me in one station, let me try another
Vignesh Arul	Sure please try.
	Is the QuickBooks working fine?
David Sanchez	I tried another user and it worked also
	I think the issue is resolved
Vignesh Arul	Glad to know that.
	Is there anything else I may help you with ?
David Sanchez	That would be all, Thank you
Vignesh Arul	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Vignesh Arul has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72784 Anais Dilger

Email: ezrad@rortax.com

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: 53 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Anais Dilger	Hello, I am your Acebuddy
Acebuddy	Hello Ezra, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anais Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anais Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Anais Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Anais Dilger	Lacerte 2024 needs an update
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 Ezra
Anais Dilger	Hi Anurag
	Can you help us facilitate an update for 2024 Lacerte?
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Anais Dilger	Server name: RORTax Username: RT_Anais
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to check the same.
	Ezra, as I can check. There are active users on the server.
	Thus, we have scheduled this application update during the night hours. We will inform you via mail once it is completed !

	Is there anything else I may help you with ?
Anais Dilger	Can you give me just a minute or two? I am trying to get users off the server
Anurag Sharma	Okay sure.
	Please confirm if we can proceed.
Anais Dilger	Are you fine with booting users from the server in order to facilitate the update now?
Anurag Sharma	Yes, I can remove the users from the backend if you want.
Anais Dilger	Yes, please
Anurag Sharma	Thanks for the confirmation !
	Please stay connected for 5 minutes. I have initiated your application update request.
Anais Dilger	Thank you
Anurag Sharma	Ezra, I would like to inform you that I have successfully updated the Lacerte 24 application on the server as per your requ
	Is there anything else I may help you with ?
Anais Dilger	No, that will do. Are we good to log back in now?
Anurag Sharma	You can login back in 10 minutes.
	As I would now need to reboot the server.
Anais Dilger	ok?
Anurag Sharma	Is there anything else I may help you with ?
Anais Dilger	**Ok!
	No, that is fine, 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 appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72814 BREANNA KNICKERBOCKER

Email: breanna@colelectricllc.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: 34 Secs

City: MELISSA

State: Texas

Country: UNITED STATES

Chat Transcript

BREANNA KNICKERBOCKER	Hello, I am your Acebuddy
Acebuddy	Hello Breanna Knickerbocker, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
BREANNA KNICKERBOCKER	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
BREANNA KNICKERBOCKER	I'd like to report an Issue
Acebuddy	Please select an option!
BREANNA KNICKERBOCKER	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
BREANNA KNICKERBOCKER	I'm not able to click necessary buttons in QB due to the screen changing. I looked into setting and it says I can't do it. This etc. this will take forever
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>9:45:21 PM BREANNA KNICKERBOCKER is sharing a file with you</i>

[Screenshot 2025-02-19 101228.png](#) - (Size:404.49 KB)

Manish Singh accepted the chat transfer request.

9:45:38 PM BREANNA KNICKERBOCKER is sharing a file with you

[ACE 2 SCREENS.PNG](#) - (Size:155.18 KB)

Manish Singh

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

BREANNA
KNICKERBOCKER

The only way I can see Quickbooks is if I max out the screen but it take up 2 screens

Manish Singh

I will surely help you with this issue.

Okay, Is this the first time you are facing this issue and is the issue faced by other users too?

BREANNA
KNICKERBOCKER

No, mines the only one but earlier I deleted 2 users. Not myself. Then my remote app disappeared. Once I downloaded it

Manish Singh

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

Are we still connected here?

Are we still connected here?

BREANNA
KNICKERBOCKER

yES

Sorry a call came in

Manish Singh

May I take the remote access of your local computer?

BREANNA
KNICKERBOCKER

Yes, what do I need to do

Manish Singh

<https://assist.acecloudhosting.com/join/1572184191>

Kindly join this link.

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

BREANNA
KNICKERBOCKER

Ok, its almost done downloading

Manish Singh

Please, take your time.

This message has been deleted

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

Is there anything else I may help you with ?

BREANNA
KNICKERBOCKER

No, thank you very much

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 with

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

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

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

Manish Singh has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#71778 Jason Eaton

Email: jeaton@facilitygateway.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: 1 Min 37 Secs

City: MADISON

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Jason Eaton Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jason Eaton Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jason Eaton I'd like to raise a Request

Acebuddy Please select your request type.

Jason Eaton Setback

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jason Eaton	I'd like to report an Issue
Acebuddy	Please select an option!
Jason Eaton	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jason Eaton	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jason Eaton	Ticket ID 632308 - restored file opened successfully from local user desktop. copied the folder into `D:\Client Data` for other open it from there.
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.
Jason Eaton	hello! as noted in my issue message, it seems that the restored file is inaccessible to other users
Sharath Kumar	Hi Jason
	Oh yes, that could be because I put the file on Nate's desktop
Jason Eaton	it's owner is listed as "Administrators" now, after copying it to the D: *to the D:\ drive which is i think consistent with the other files there which are still normal, but quickbooks asks for administrator permission
Sharath Kumar	understood facility gateway corporation restored 1.31 this is the folder you created in D drive, right?
Jason Eaton	correct
Sharath Kumar	Jason, I have just restarted the services for QuickBooks. Could you please try now
Jason Eaton	okay, seems good now. is restarting that service something i can do on my own in the future if a similar problem occurs, or do i need to contact you?
Sharath Kumar	unfortunately, only administrator accounts on the server has been given access to view services
Jason Eaton	makes sense. in that case, i'd like to relocate the file to the original location before disconnecting here, if that's okay
Sharath Kumar	ofcourse, go ahead and let me know once you are done. I'll restart the services then
Jason Eaton	done, you can go ahead
	oh, i've just gotten a response back from Nate about whether it was expected for us to see sales orders from 2029 saying so something's not quite right

Sharath Kumar	I understand, let me check why that happened
	I have restarted that
Jason Eaton	thank you
Sharath Kumar	I meant to say that I have restarted the service for QuickBooks
Jason Eaton	for what it's worth, it would probably be better to circle back to this on monday. it's getting a bit late here, we can technic i'm going to ask Nate to put in a separate ticket about the bad data
Sharath Kumar	Sure, Jason. That will be of great help. In the meantime, we will check what caused that issue
	Jason, Is there anything else I may help you with?
Jason Eaton	sounds like a plan. no, there's nothing else i have to ask about at the moment. again, thank you for all the help!
Sharath Kumar	you're welcome!
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.aceclou) 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.

Jason Eaton has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72906 FCG

Email: fcg@fcgincgroup.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: WICHITA

State: Kansas

Country: UNITED STATES

Chat Transcript

FCG	Hello, I am your Acebuddy
Acebuddy	Hello Fcg, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
FCG	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
FCG	I'd like to report an Issue
Acebuddy	Please select an option!
FCG	Password Reset
Acebuddy	Please select an option below
FCG	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
	Do you need any further assistance on the topic?
FCG	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
FCG	This is Chris Gorges and I need help resetting my passsword please
	[Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your r Extended error code: 0x0 Timestamp (UTC): 02/20/25 09:09:21 PM Press Ctrl+C to copy.
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
FCG	this is the message I get
	HeatherP.npro
Yash Kalra	Kindly allow me two minutes to check the same.
FCG	Thank you

Yash Kalra	May I take the remote access of your local computer?
FCG	Yes
Yash Kalra	Prior providing the access, I would suggest you close any important documents at your end. Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/1752555496
	We assisted you regarding password issue. Is there anything else I may help you with ?
FCG	I do not need anything else right now. Thank you
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link below. Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebus support agent.

Visitor Details

#71863 Dan Segawa

Email: dsegawa@armdynamics.com  3102935861

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: 2 Mins 17 Secs

City: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

Dan Segawa	Hello, I am your Acebuddy
Acebuddy	Hello Dan Segawa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dan Segawa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dan Segawa	I'd like to report an Issue
Acebuddy	Please select an option!
Dan Segawa	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Dan Segawa	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Dan Segawa	Transaction Pro is having an issue.
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 Dan
Dan Segawa	Hello Anurag, how are you today?
Anurag Sharma	I am good, what about you?
Dan Segawa	doing well thank you
Anurag Sharma	Could you please elaborate you issue?
Dan Segawa	transaction pro issue, can you remote to user hlozano, and observe my steps please?
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Dan Segawa	advancedarmprod
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your server?
Dan Segawa	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.

Dan Segawa	yes
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
Dan Segawa	hello can you see error message?
Anurag Sharma	Yes
Dan Segawa	can you see error
Anurag Sharma	Yes
Dan Segawa	can you help?
Anurag Sharma	I am checking the issue from the backend. Please stay connected for a while.
	Please login to the server again. And accept the remote session request.
Dan Segawa	go
Anurag Sharma	Thankyou
Dan Segawa	sign in ?
Anurag Sharma	Yes
Dan Segawa	not loading
	I am here
Anurag Sharma	Dan, as we can see the application is not responding when we try to sync it. The issue seems to be application specific. A better way to handle this issue.
Dan Segawa	ok, thank you for trying
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

Visitor Details

#71771 Jason Eaton

Email: jeaton@facilitygateway.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: 1 Min 30 Secs

City: MADISON

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Jason Eaton	Hello, I am your Acebuddy
Acebuddy	Hello Nate Graham, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jason Eaton	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jason Eaton	I'd like to report an Issue
Acebuddy	Please select an option!
Jason Eaton	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jason Eaton	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?
Jason Eaton	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>
Jason Eaton	Ticket ID 632308 - issue persists
	<i>Sharath Kumar accepted the chat transfer request.</i>

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Nate, allow me a moment to look into this for you
	Nate as I can see that downloading the File Doctor tool did not resolve your concern
Jason Eaton	Correct, we still do not have access to our main QB file
Sharath Kumar	could you let me know what happens when you try to open that file
Jason Eaton	select file like normal, enter username/password, a box comes up that says to download the file doctor, when we click download if we cancel, quickbooks goes back to the enter username/pass page
Sharath Kumar	understood, let me take a remote session of your account and check why is this happening
Jason Eaton	yeah, you can go ahead
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.
Jason Eaton	thank you
	good to go
Sharath Kumar	could you open the file that you are having troubles with
Jason Eaton	this is the file
	facility gateway corporation
	tracking down correct password
Sharath Kumar	take your time, if possible, try the admin credentials instead
Jason Eaton	I am going to try my password once more
	Our in house IT is still trying to track down the admin information
Sharath Kumar	sure, no problem
Jason Eaton	seems to be working?
Sharath Kumar	yes, it is
	it is taking a lot of time than usual
Jason Eaton	is that due to file size?
Sharath Kumar	could you show me the file
	yes, the size is huge. probably why it is taking so long
Jason Eaton	"we successfully repaired your file" and "unhandled exception"?
	Want me to try to login again?
Sharath Kumar	sure, please go ahead
	could you open QuickBooks and try accessing the file from this "backupfile" folder
	aam checking for workarounds. one moment please
Jason Eaton	no worries

	Sharath, I have to leave for the day. Jason E from our IT department is going to be taking over for me. Thank you for your
Sharath Kumar	sure, Nate. just one last question - when was the last time that this file was accessible?
Jason Eaton	around 11:00 AM CST
	this is now Jason, by the way
Sharath Kumar	Oh, Hi Jason
	let me try restoring the file version prior to 11 AM
Jason Eaton	hello! i've been observing this for a bit now. i also have a separate rdp session open on the as the helpdesk user
Sharath Kumar	noted
Jason Eaton	let me know when you any next steps for me. as another side note, i noticed that the filename we've been trying to access in my "recent files" and on the filename QB shows when trying to open the company file, the filename is in title case but i would assume that case doesn't matter, but i'm not sure why they'd be different in the first place do you want me to attempt to login here?
Sharath Kumar	good eye, Jason. Thank you for notifying that. I am also assuming that the case don't matter let me quickly check with someone if that is correct and yes, please login
Jason Eaton	got in, going to not touch anything
Sharath Kumar	Jason, I was AFK. I checked and found that case really don't matter. It is something that different versions of QuickBooks c
Jason Eaton	understood
Sharath Kumar	I can see that the backup version of the file worked would you able to tell me if there are any noticeable changes to the file that we restored compared to the original file
Jason Eaton	i personally have no familiarity, let me ask someone else
Sharath Kumar	well, this version is from last night ans this is the latest that I could find
Jason Eaton	seems to be normal, but not sure why there are orders from 2028 all our most knowledgeable users are already out for the day, though
Sharath Kumar	I understand, I will inform Nate via email about what we did and I will check with him if further assistance is needed and for your information the file is kept on Nate's Desktop under the folder "restored"
Jason Eaton	understood. i'm seeing if i can get a response from Nate about the date thing
Sharath Kumar	okay, do let me know if you need anything else
Jason Eaton	will do
Sharath Kumar	thank you, I have closed out the remote session anything else that I may assist you with?
Jason Eaton	

i don't believe so at this time, thank you for your help! worst case we lost a few hours from this morning, but we should b

Sharath Kumar

My pleasure, Jason. and I hope that too

It was a pleasure working with you, I wish you a happy weekend.

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

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

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

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.

Nate Graham has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72583 suzanne r rodriguez

Email: suzanne@vintage-elevator.com  16507404315

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: 7 Secs

City: SAN MATEO

State: California

Country: UNITED STATES

Chat Transcript

suzanne r rodriguez

Hello, I am your Acebuddy

Acebuddy

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

	Whom Would You Like to Connect With?
suzanne r rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
suzanne r rodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
suzanne r rodriguez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
suzanne r rodriguez	Mapping network drive
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 Suzanne
suzanne r rodriguez	I need to remap my drive - it won't connect https://vintagees.myrealdata.net/webdav says access denied
Shashwat Verma	I will surely help you with this issue.
suzanne r rodriguez	I can access on chrome but not on my file folder
Shashwat Verma	Okay, May I take the remote access of your local computer? Are we still connected here?
	Are we still connected here?
	Are we still connected here?
suzanne r rodriguez	sorry yes
Shashwat Verma	No problem
	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/6842085718
suzanne r rodriguez	done
Shashwat Verma	Kindly Click on the link and open the downloaded file. We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
	Webdav issue resolved on remote session

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

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

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

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72601 Daniel LaMura

Email: dlamura@ecplastictrays.com  6313871860

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: RONKONKOMA

State: New York

Country: UNITED STATES

Chat Transcript

Daniel LaMura

Hello, I am your Acebuddy

Acebuddy

Hello Daniel Lamura, 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 assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcr

Hello, I am your Acebu

Visitor Details

#71792 Matt Ates

Email: matthewates@gmail.com  5127619988

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Apple iPhone

Browser: Google Chrome

Device: Mobile

Average Response Time: 50 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

Matt Ates	Hello, I am your Acebuddy
Acebuddy	Hello Matt Ates, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Matt Ates	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Matt Ates	I'd like to report an Issue
Acebuddy	Please select an option!
Matt Ates	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Matt Ates	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Matt Ates	I currently have QB desktop 2022 but have purchased a license key to upgrade to QB enterprise. Are you able to update f

Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Matt Ates	Ok let me look it up
Tushar Pharswan	Sure, please take your time
Matt Ates	Mdates.q6
Tushar Pharswan	Thank you for the details.
Matt Ates	Qblive06n is that what you need?
Tushar Pharswan	May I know which year of QuickBooks enterprise Purchased?
Matt Ates	Quick books enterprise silver edition standard download 1 current version
Tushar Pharswan	is it 22 or 24?
Matt Ates	24 Do you need the license # and product number
Tushar Pharswan	Okay Kindly email us at support@acecloudhosting.com with your QuickBooks 24 license and product code as we will have Kindly let us know the time frame in which we can work on regarding this. Is there anything else I may help you with ?
	Are we still connected here?
Matt Ates	Great thanks
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72594 Betty Ramos

Email: customercare@executiverefreshments.com ☎ 12146960205

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 46 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Betty Ramos	Hello, I am your Acebuddy
Acebuddy	Hello Customercare, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Betty Ramos	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Betty Ramos	I'd like to report an Issue
Acebuddy	Please select an option!
Betty Ramos	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Betty Ramos	ticket 637880- same issue happend again
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.

Betty Ramos	The same issue happened again was logged in , i stepped away to a restroom break and my screen had like a other user :
Yash Ahi	I will surely help you with this issue sir.
Betty Ramos	i closed the whole session and connected again, same issue it opened not as I left it, it appears to have opened as it was earlier this morning. how can I make sure I am logging in into a session with my true profile andnot the temporary one? if you prefer talking i am available to talk at (469)628-1053
Yash Ahi	Kindly allow me two minutes to check your profile at the backend.
Betty Ramos	sure Betty Ramos at executive Refreshments inc
Yash Ahi	Thank you for the information and allow 2 minutes to check the same. May I take the remote access of your local computer?
Betty Ramos	yes, you want me to log in first? or attempt to,
Yash Ahi	I will be sending you a link and you are required to open it on your local computer.
Betty Ramos	or you want to connect to this computer to assist with the login to the server?
Yash Ahi	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/5872659726 Prior providing the access, I would suggest you to close any important documents at your end. We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
	I have closed the remote session and aligned a callback on monday. You will receive a callback from the same person. 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.

Yash Ahi has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#73012 ANDREW LEWIS KLEIN

Email: burro7777@aol.com  15034903553

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

ANDREW LEWIS KLEIN	Hello, I am your Acebuddy
Acebuddy	Hello Andrew Klein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ANDREW LEWIS KLEIN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ANDREW LEWIS KLEIN	I'd like to raise a Request
Acebuddy	Please select your request type.
ANDREW LEWIS KLEIN	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
ANDREW LEWIS KLEIN	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windo
	<ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise

	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can proceed further.
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above.
	Do you need any further assistance on the topic?
ANDREW LEWIS KLEIN	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
ANDREW LEWIS KLEIN	AndrewKI.NENT1
Shubham Yadav	Thanks for the confirmation
ANDREW LEWIS KLEIN	Hi Shubham. Can we use our microsoft 365 account on the server?
Shubham Yadav	Andrew I would like to inform you that as you are on shared server you cannot use Office 365.
ANDREW LEWIS KLEIN	How much would it be to get it on the server?
Shubham Yadav	Andrew for using O365 you will have to use a dedicated server instead of shared.
ANDREW LEWIS KLEIN	Dedicated is just one person?
Shubham Yadav	Andrew Dedicated will be your private server having any application you want to get installed.
ANDREW LEWIS KLEIN	ok. Would not work for us. How about Google docs?
Shubham Yadav	Shared server supports only Quick Books. Or you can get Standalone Excel or Word. (Edited)
ANDREW LEWIS KLEIN	How much is stand alone Excel on a shared server?
Shubham Yadav	Let me check
	Andrew Standalone Excel will be charged at @\$5.99 per user per month.
ANDREW LEWIS KLEIN	Can you set that up with both me, Andrew Klein, and Imelda as users?
	Just Excel
Shubham Yadav	Sure Andrew
	Please just mail us for the same mentioning providing Excel @\$5.99 per month.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further.
ANDREW LEWIS KLEIN	Got it
Shubham Yadav	Yes Andrew

	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
ANDREW LEWIS KLEIN	All good. thanks
Shubham Yadav	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 appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebu

Visitor Details

#72181 Sara.baylis

Email: sara.baylis@sigacas.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 40 Secs

City: DECATUR

State: Michigan

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Sara
Sara.baylis	Hello
Shashwat Verma	Kindly confirm the account name SIGADevelopment?
Sara.baylis	yes
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
Sara.baylis	yes please
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/9962944028
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
Sara.baylis	okay
Shashwat Verma	Are we still connected here?
Sara.baylis	yes
Shashwat Verma	Sara, your screen is little bit wide, unable to see the icons clearly
	Could you please open the RDP file for me

This message has been deleted

Sara, we need to reboot the local PC

Shall we proceed with the that?

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)

Shashwat Verma has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72510 Liz Rayner

Email: liz@rchomesinc.com  13234502331

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 13 Secs

City: SIMI VALLEY

State: California

Country: UNITED STATES

Chat Transcript

Liz Rayner Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Liz Rayner Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Liz Rayner	I'd like to raise a Request
Acebuddy	Please select your request type.
Liz Rayner	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 :
Liz Rayner	Restart
Acebuddy	Hello Liz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Liz Rayner	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?
Liz Rayner	Hello - I would like to know the status of ticket 640831 - it has been hours since I sent the ticket in and I have an entire te
Pradeep Kumar	Alright, Let me Transfer the ticket to the concerned team.
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</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 Liz
Liz Rayner	Hello
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Liz Rayner	Ok, thankyou
Shashwat Verma	May I take the remote access of your local computer?
Liz Rayner	Yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/1262492322
Liz Rayner	Ok, it should be connected now
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.

Are we still connected here?

Are we still connected here?

as per remote session we'll update you on email for slowness issue

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

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

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

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I need help with updating my /

Visitor Details

#71849 Rincy Jacob

Email: rjacob@foresightcpa.com  215-758-1060

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: CYPRESS

State: Texas

Country: UNITED STATES

Chat Transcript

Rincy Jacob Hello, I need help with updating my Ace Cloud RDP File

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

Rincy Jacob	Hello Mayank, Few of my Qb files are not accessible in one of the RDF file
Mayank	Don't worry let me just transfer you to the support channel
Rincy Jacob	Ok thanks!
<p><i>Mayank is transferring the chat to Support(QB & App Hosting).</i></p> <p><i>Sharath Kumar accepted the chat transfer request.</i></p>	
<p>Sharath Kumar Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.</p>	
Rincy Jacob	Hello Sharath
	Few of my Qb files are not accessible in one of the RDF file
Sharath Kumar	Let me help you with that, Rincy. What is your server name
<p><i>11:28:21 PMRincy Jacob is sharing a file with you image.png - (Size:3.35 KB)</i></p>	
	one moment, let me quickly connect to the server
	I am going to initiate a remote session to look into your concern
	Prior providing the access, I would suggest you to close any important documents at your end.
	FBS_Staff7 appears to be in a disconnected state
Rincy Jacob	Ok I am not logged in. Can you give me a momnet
Sharath Kumar	certainly, take your time
	could you show me file that you were trying to access earlier
Rincy Jacob	for ex, I need SCA Associates access from Outsource folder
	FBS_Staff7 must be updated I believe
Sharath Kumar	I am on the server and trying to find "SCA Associates" in the Foresight Outsource folder.
	I don't see it either
	could it be possible that the company file you are referring to is in a different location
	Rincy, are we still connected here?
Rincy Jacob	Yes
	it is in the internal file
	I need that to be accessed from the outsource folder
Sharath Kumar	would you like me to copy the file to outsource folder?
Rincy Jacob	ok let try that
Sharath Kumar	I see that you have the permissions to make changes and since both the folders are accessible to you, simply open the cc
Rincy Jacob	Ok that's not helpful nevermind thanks!
Sharath Kumar	

	I am not sure what your request is for
	If you want I can have someone call you and assist you with your request over the phone
Rincy Jacob	Yes please!
	my contact is +1 215-758-1060
Sharath Kumar	what will be an appropriate time today to reach you
Rincy Jacob	anytime
Sharath Kumar	noted! I'll have a team member call you at the earliest to help you resolve your concern
	anything else that I can assist you with in the meantime?
Rincy Jacob	no that's all
	thank you.
Sharath Kumar	you're welcome
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	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 Acebus support bot.

Visitor Details

#72252 Kaitlyn Thompson

Email: kaitlyn@kacconsulting.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: 1 Min 15 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Kaitlyn Thompson	Hello, I am your Acebuddy
Acebuddy	Hello Kaitlyn Thompson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kaitlyn Thompson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kaitlyn Thompson	I'd like to report an Issue
Acebuddy	Please select an option!
Kaitlyn Thompson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kaitlyn Thompson	Programs closing when Ace Cloud closes
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.
Kaitlyn Thompson	Hi, this may not be an option but I wanted to see if it's possible for my programs to stay open inside of Ace Cloud whenever I would like everything to be open still when I come back.
Sharath Kumar	I understood your request
	A workaround for this would be to extend the idle disconnection time to 2 hours
	However, this change will reflect to all users on the server
	To proceed with this, an email request from Brandon has been sent to the support team
Kaitlyn Thompson	Okay thanks!
Sharath Kumar	Is there anything else I may help you with ?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#71870 duane

Email: duane@cartercpatax.com ☎ 19703907348

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

duane Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

duane Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

duane I'd like to report an Issue

Acebuddy Please select an option!

duane Other Issue

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

duane ATX 24 Installshield Wizard Did not Complete

Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Yadav accepted the chat transfer request.</i>	
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
duane	CarterCPAATX2.myrealdatal.net
	Amanda_CCPA
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
duane	thank you
Shubham Yadav	Duane as I can check ATX 2024 is opening fine
duane	CarterCPAATX2 server: ATX 24 open but will not update
Shubham Yadav	May I take the remote access of your server?
duane	yes, please
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
	Please accept the request on the server.
duane	I accept
Shubham Yadav	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
	Can you please share me the username and password. So that I can update the application on server ?
duane	Amanda
	Bulldog\$77
Shubham Yadav	Thank you
	I am updating the application
duane	thank you
Shubham Yadav	Please provide secure code
duane	431523
Shubham Yadav	Thank you
	Application is updated now.
	Thank you for waiting.
	Is there anything else I may help you with ?
duane	thank you
	Appreciate your help

Shubham Yadav 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 transcript.

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

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

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

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72576 Brady Woodward

Email: brady.woodward@onfloor.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 6 Secs

City: TULSA

State: Oklahoma

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brady Woodward	I'd like to raise a Request
Acebuddy	Please select your request type.
Brady Woodward	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 :
Brady Woodward	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Brady Woodward	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Brady Woodward	I need to set up ace cloud in my windows computer and I haven-t been able to do it. I already have credentials from my c
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 Brady
	I will surely help you with this issue.
Brady Woodward	Thanks!
Shashwat Verma	May I take the remote access of your local computer?
Brady Woodward	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
Brady Woodward	Okay
Shashwat Verma	https://assist.acecloudhosting.com/join/6722788388
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
	Issue resolved on remote session by setting up the RDP file
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr

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

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

Shashwat Verma has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72891 Julissa Rodriguez

Email: julissarodriguez@careerteam.com  12035430766

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: HAMDEN

State: Connecticut

Country: UNITED STATES

Chat Transcript

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

Julissa Rodriguez	Other Request
Acebuddy	<p>Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co</p> <p>If you are facing any issue/problem with your server, Please select the appropriate option below :</p>
Julissa Rodriguez	Restart
Acebuddy	Hello Julissa Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Julissa Rodriguez	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?
Julissa Rodriguez	<p>Hi. i am not sure if i'm in the right place. I'm calling about ACE Support ticket # 644300.</p> <p>tried calling the toll free number, but it hung up.</p>
Pradeep Kumar	Alright, Let me transfer the chat to the concerned team.
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	<p>Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.</p> <p>Hello Julissa</p>
	Kindly allow me two minutes to check the same.
Julissa Rodriguez	ok
Shashwat Verma	<p>I have checked the ticket, kindly confirm whether you have any of the Office 365 license?</p> <p>As you have raised the ticket for Excel addition.</p>
Julissa Rodriguez	let me see...
Shashwat Verma	Okay
Julissa Rodriguez	can you guide me where I can find the license #?
Shashwat Verma	<p>Kindly login in the Login Microsoft 365 Copilot , in the profile section, you can check for license details</p> <p>Moreover, Office 365 is the paid license facility provided by Microsoft, you may have the details on the invoice you got fro</p>
Julissa Rodriguez	Then I need to get that from someone else.
Shashwat Verma	<p>Okay, if you get the details and your license are of the version from O365 Apps for Enterprise</p> <p>O365 E3</p> <p>O365 E5</p>
	If you have license of any of these versions, we'll install the same on the server and you can login with your existing cred
Julissa Rodriguez	okay

Shashwat Verma	If not, then you have to lease the same from us , depending upon the features, will share you the different plans.
Julissa Rodriguez	Let me track that info down, please do not close the ticket.
Shashwat Verma	Sure, ticket is in open state.
	Is there anything else I may help you with ?
Julissa Rodriguez	That's it for now. Thank you
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72012 Gypsy

Email: woodpro@gmail.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: BOISE

State: Idaho

Country: UNITED STATES

Chat Transcript

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

Hello, I am your Acebu

Visitor Details

#73014 Terri Peters

Email: terri@taxtimeledgers.com  +19707648825

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Mins 40 Secs

City: NAPLES

State: Florida

Country: UNITED STATES

Chat Transcript

Terri Peters	Hello, I am your Acebuddy
Acebuddy	Hello Terri Peters, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Terri Peters	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Terri Peters	I'd like to report an Issue
Acebuddy	Please select an option!
Terri Peters	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Terri Peters	my windows app access and atx keeps disconnecting and i am unable to work
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 terri
Terri Peters	hi...i have a case number 646176
	i cannot continue to be down any longer today....i am in tax season and this simply cannot continue
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Terri Peters	ok
Shashwat Verma	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your local computer?
Terri Peters	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/8922577392
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
Terri Peters	ok
Shashwat Verma	issue resolved on remote session by updating the ATX 2024
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

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

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#72783 David Weinstein

Email: david@davidweinsteincpa.com  19149071180

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

David Weinstein	I'd like to raise a Request
Acebuddy	Please select your request type.
David Weinstein	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
David Weinstein	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC Do you need any further assistance on the topic?
David Weinstein	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
David Weinstein	I was unable to use the self-portal to add another user
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. I will be surely assisting you with this. Kindly help me with your server name and user name?
David Weinstein	DavidWein David Weinstein David@davidweinsteincpa.com
Yash Kalra	Kindly allow me two minutes to check the same.
David Weinstein	The new user is PragatiG Her email is seastars@davidweinsteincpa.com err the new user to be added
Yash Kalra	May I take the remote access of your server?
David Weinstein	I'm on a support call with thomson reuters after they are done
Yash Kalra	David,for user addition, please ensure you're using My Portal and not the Self-Care Portal. If you're encountering any error, kindly share a screenshot of the error.
David Weinstein	I did use my portal after 3 tries it said error
Yash Kalra	hold on
Yash Kalra	David, To resolve the issue for the time, please email us at support@acecloudhosting.com the following new user details: User Full Name User Email ID User Phone Number We'll create the user from the backend.
	Sure, please take your time

David Weinstein	It created the RDP thank you
Yash Kalra	Is there anything else I may help you with ? We believe the issue is now resolved. Could you please provide your confirmation so we can proceed with ending this chat
	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 Transcr

Hello, I am your Acebu

Visitor Details

#72830 Brian Leavitt

Email: 1car@earthlink.net **Phone:** 4253482777

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: 11 Secs

City: EVERETT

State: Washington

Country: UNITED STATES

Chat Transcript

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

Brian Leavitt	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brian Leavitt	I'd like to report an Issue
Acebuddy	Please select an option!
Brian Leavitt	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brian Leavitt	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Brian Leavitt	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

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Brian
	I will surely help you with this issue.
Brian Leavitt	Hi there I tried t open qb and it won't even open I tried to use qb unfreeze it didn't work
Shashwat Verma	Okay
	Kindly try now.
Brian Leavitt	it is still not working qb un freeze froze
Shashwat Verma	Okay
	Can you please logoff and re-login the server?
Brian Leavitt	ok i did that and still nothing
Shashwat Verma	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your local computer?
Brian Leavitt	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/5072287420
	Kindly Click on the link and open the downloaded file.

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

As per the remote session we are rebooting the server and will let you know once we done with it.

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

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/>)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72074 lauro lopez

Email: laurojr@me.com  19567237245

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 54 Secs

City: LAREDO

State: Texas

Country: UNITED STATES

Chat Transcript

lauro lopez

Hello, I am your Acebuddy

Acebuddy

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

	Whom Would You Like to Connect With?
Iauro lopez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Iauro lopez	I'd like to report an Issue
Acebuddy	Please select an option!
Iauro lopez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Iauro lopez	Ace Cloud is hosting Sage 50 Accounting for our firm. Upon opening SAGE 50 Accounting in the cloud we receive a messa
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.
Iauro lopez	Thank you
Sharath Kumar	Hi Lauro, yes we can do this update for you
Iauro lopez	Do we need to logout of the program while you do this?
Sharath Kumar	Yes, it is necessary that you close SAGE 50 while the update is in progress. It will take not more than 30 minutes to update
	Please let me know what an appropriate time will be to update it
Iauro lopez	I believe there is also a payroll update that goes with our SAGE accounting subscription.]
	Could you please advise us once the the update is going so we can continue work.
Sharath Kumar	Sure, whatever update is there we will get it installed
	would you like me to proceed with the installation now or during afterhours so that we can do the installation when the us
Iauro lopez	you may do it now. We are not using the SAGE program at this time. we can wait for the install if it will only take approxim
Sharath Kumar	Alright, thank you for the confirmation.
Iauro lopez	Your welcome
	<i>7:50:46 PM Sharath Kumar is sharing a file with you image.png - (Size:16.78 KB)</i>
	<i>Lauro, I am on the server but only seeing Payroll updates</i>
Sharath Kumar	Are we still connected here?
Iauro lopez	yes i am getting you a screen shot of what i am seeing
Sharath Kumar	sure, thanks
	<i>7:54:00 PM Iauro lopez is sharing a file with you IMG_8399.JPG - (Size:3.38 MB)</i>

This is what I see on SAGE when I open it.

I have installed the payroll updates

and now when I check for updates, the application says no more updates

lauro lopez OK then I suppose we are good. Thank you for your time.

7:58:56 PM Sharath Kumar is sharing a file with you

[image.png](#) - (Size:2.84 KB)

Sharath Kumar my pleasure, anything else that I may assist you with?

lauro lopez That is all. Have a nice day.

Sharath Kumar Thank you, I wish you the same.

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

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

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

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

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

Sharath Kumar has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#71777 info

Email: info@brkimcpa.com  9729724930

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcr

Hello, I am your Acebu

Visitor Details

#71830 Matt Ates

Email: matthewates@gmail.com  5127619988

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: 12 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

Matt Ates	Hello, I am your Acebuddy
Acebuddy	Hello Mattheawates, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Matt Ates	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Matt Ates	I'd like to report an Issue
Acebuddy	Please select an option!
Matt Ates	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Matt Ates	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Matt Ates	My server was just upgraded to QB enterprise from QB desktop. I need help opening my QB company files, I am getting e
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.
	I will surely help you with this issue.
Matt Ates	Thank you
	<i>7:19:59 PM Manish Singh is sharing a file with you</i>
	<i>QuickBooks Company File Upgrade 1 (2).pdf - (Size:352.62 KB)</i>
Manish Singh	Kindly check this PDF
Matt Ates	How do I make a backup of the old file? QB Desktop is no longer on my server
Manish Singh	You can use Wetransfer.com for making backup link (Edited)
	And upload it on client data folder.
Matt Ates	ok. Do you also make back-ups every 24 hours, correct?
Manish Singh	Yes
	We have the backup of last 45 days.
Matt Ates	ok, thanks

Manish Singh	Is there anything else I may help you with ?
Matt Ates	Yes, actually. I have 4 monitors. And when I open the remote server it shows on all 4 monitors. Do you know how I get the
Manish Singh	Yes
	May I take the remote access of your local computer?
Matt Ates	Yes
Manish Singh	https://assist.acecloudhosting.com/join/6102922162
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting confirmation on this chat.
	Is there anything else I may help you with ?
Matt Ates	That's all, 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 with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#71946 Alba Calispa

Email: albac@internationalpd.net **Phone:** 17737277698

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: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72378 Azhar Bocus

Email: azhar@umgroup.mu  23052587585

Department: Support(QB & App Hosting)

Operator: Vignesh Arul

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: CAP MALHEUREUX

State: Port Louis

Country: MAURITIUS

Chat Transcript

Azhar Bocus Hello, I am your Acebuddy

Hi Manish.. Apologies for the late reply..

All is well..

Thank you for your kind support..

Azhar Bocus has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#72283 Rob Riss/ Go West

Email: rob@justgowest.com ☎ 19704938441

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: 1 Min 2 Secs

City: LOVELAND

State: Colorado

Country: UNITED STATES

Chat Transcript

Rob Riss/ Go West

	Hello, I am your Acebuddy
Acebuddy	Hello Rob, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rob Riss/ Go West	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rob Riss/ Go West	I'd like to report an Issue
Acebuddy	Please select an option!
Rob Riss/ Go West	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Rob Riss/ Go West	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?
Rob Riss/ Go West	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>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.
Rob Riss/ Go West	Hi Tushar, how are you
Tushar Pharswan	Hello Rob I'm good.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Rob Riss/ Go West	GoWest.myrealdatal.net
	I'm Rob
Tushar Pharswan	Thank you for the details.
	Are you able to login to server?
Rob Riss/ Go West	Yes, I can
	but i'm having a quickbooks issue i hope you can help with
	there are currently 3 users logged into my quickbooks file and switching to single user mode is not working. Im wondering
Tushar Pharswan	Yes, I can do that as users are not using the active session, do note that force rebooting the server might cause data loss
Rob Riss/ Go West	sounds good, I believe that those users do not have any unsaved work open
	please proceed and thank you
Tushar Pharswan	It will log off your session as well so kindly save any active work and let me know so that I will proceed with the reboot tas

Rob Riss/ Go West	I have closed my session ,thank you for the reminder - please proceed
Tushar Pharswan	<p>Server is now rebooting.</p> <p>Server is rebooted you can login now.</p> <p>Is there anything else I may help you with ?</p> <p>Are we still connected here?</p>
Rob Riss/ Go West	<p>that worked! THanks for the help Tushar, much appreciated</p> <p>i'm in single user mode now. Thank you and have a good rest of your day.</p>
Tushar Pharswan	<p>Okay.</p> <p>Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.</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 regarding this conversation, along w</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Tushar Pharswan has ended this chat session

Chat Transcr

Hello, I am your Acebu

Visitor Details

#71918 Jonathan Whitman

Email: jonathan@soleilfloors.com ☎ 7372996380

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 47 Secs

City: ROUND ROCK

State: Texas

Country: UNITED STATES

Chat Transcript

Jonathan Whitman	Hello, I am your Acebuddy
Acebuddy	Hello Jonathan Whitman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jonathan Whitman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jonathan Whitman	I'd like to report an Issue
Acebuddy	Please select an option!
Jonathan Whitman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jonathan Whitman	Server is freezing
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.
Jonathan Whitman	Thank you Manish
Manish Singh	May I know what's happening other than freezing issue?
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Jonathan Whitman	that's really it. the server just keeps freezing
	My colleague said it was doing the same for her yesterday
Manish Singh	Alright, let me check.
	We have checked CPU health and RAM consumption.
	Everything seems to be working fine.
	Let me reboot the server once.
	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)

Manish Singh has ended this chat session

Chat Transcr

NEED TO DO A PASSWORD RESET FOR ONE OF MY COMPANY USERS

Visitor Details

#71872 craig

Email: craig@enscpany.com  7188351978

Department: Support(QB & App Hosting)

Operator:

Website: https://www.acecloudhosting.com/hosting/quickbooks-enterprise/?utm_source=google&utm_medium=cpc&utm_campaign=QB_License&utm_term=qb%20enterprise%20hosting&utm_adgroup=Broad&gad_source=1

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 55 Secs

City: AMAGANSETT

State: New York

Country: UNITED STATES

Chat Transcript

craig NEED TO DO A PASSWORD RESET FOR ONE OF MY COMPANY USERS

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

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

craig MY FIRM NAME IS EsAssocInc.

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

Sharath Kumar accepted the chat transfer request.

I need a password reset sent to my email craig@enscpany.com for User Seasonal3

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

Hello Craig, please allow me a moment to look into this for you

craig	ok
Sharath Kumar	I found the account to be in a restricted state due to inactivity, I have just enabled the user account Try signing in with the last known password
craig	ok please give me a moment
Sharath Kumar	sure, take your time
craig	it does not work
Sharath Kumar	Sir, you will have to send an email request to support for resetting the password for this account
craig	craig@enscpny.com
Sharath Kumar	Yes, that is the email address that we have as an authorized account. The request needs to come in with this email address
craig	I already sent a request and they told me I could do it myself, but I was unable to use the self support
Sharath Kumar	could you please help me with the ticket number
craig	Hello craig schulken, Greetings from Ace Cloud Hosting! Ticket ID: Issue: Password Reset This is in regard to the password same to reset your password. It is a quick and easy process that will allow you to reset your password on your own, without follow the simple steps outlined below: 1. Visit Selfcare Portal https://selfcare.acecloudhosting.com Click "Forgot your password" window that opens, choose an authentication method from the list. 5. Enter your new password and click Reset to finish. If you require any further assistance. We are open & available 24/7 and happy to help. *We would love to hear from you, please share your ticket number if you have one. no ticket number was given
Sharath Kumar	I see, allow me a moment to search for the ticket
	in the meantime, could you confirm if you have access to MyPortal. This is different from the self care portal my colleague has
craig	not sure - where is that sign in
Sharath Kumar	let me send you the link https://myportal.acecloudhosting.com/
	Unlike selfcare, this is for authorized contacts only, you will be able to check billing details and manage user accounts from here
	The login will be same as your CID, i.e. CID61885
	<i>2:28:23 AM Sharath Kumar is sharing a file with you</i> <u>(My Portal) How to Manage ACE Server Users.pdf</u> - (Size:1.33 MB)
	The shared document contains details about MyPortal login and user management
craig	what does CID stand for
	is that my user name
Sharath Kumar	that will be Customer ID
craig	is that my server name?
Sharath Kumar	CID is a unique identification number we give to all of our customers
craig	I don't have access
Sharath Kumar	

and CID is the username **just for Myportal**

craig I can not access it

can you please just send me the reset password email

Sharath Kumar certainly, just allow me a moment

I have just sent you the new password, could you please try signing in and let me know the result

craig ok I am in, now I have to change the password from within the user, correct?

Sharath Kumar yes, sir

craig ok lets just make sure it worked

Sharath Kumar or you can also change it from the link provided in my email. the one just below the password link

craig all set. Thank you!!!

Craig has ended this chat session

