

Chat

Hello, I am

Visitor Details

#83208 krisika
Email: krisika@hkidata.com 📞 7383092838
Department: Support(QB & App Hosting)
Operator: Yash Ahi
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 46 Secs
City: ANAND
State: Gujarat
Country: INDIA

Chat Transcript

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

	Hi Krisika. How are you doing today?
krisika	Quickbook many times abort error
Yash Ahi	I will surely help you with this issue.
	Could you please help me with your server name or business name?
krisika	Many times abort error in quickbook all users
	Priorware
Yash Ahi	Thankyou for the information.
krisika	Priorware.myrealdata.net
Yash Ahi	Kindly allow me two minutes to check the same.
krisika	Ok
Yash Ahi	Thank you for your patience.
	May I take the remote access of your server to see the issue?
krisika	U can proceed the server reboot
Yash Ahi	Alright.
	Since multiple users are logged in right now, let me send a broadcast message to all the users.
krisika	Ok
Yash Ahi	Thank you for your patience.
	The server has been rebooted. Please login and check if the Quickbooks is working fine.
krisika	Ok
	Quickbook working fine now in all users
Yash Ahi	Thanks for the confirmation !
	Is there anything else I may help you with ?
krisika	No
	Thank you
Yash Ahi	After this chat you will get the reference ticket ID
	You are welcome.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback on your experience. We value your input and will use it to improve our services. 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 response.
	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/)

Chat

Hello, I am

Visitor Details

#83461 David Weinstein
Email: david@davidweinsteincpa.com ☎ 19149071180
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
City: FT LAUDERDALE
State: Florida
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?
	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

Visitor Details

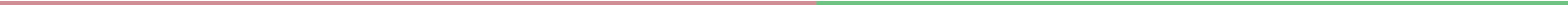
#83224 eric.simon
Email: eric.simon@cosmobiousa.com 📞 17604314600
Department: Support(QB & App Hosting)
Operator: Karan Bhattacharya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 48 Secs
City: CARLSBAD
State: California
Country: UNITED STATES

Chat Transcript

eric.simon	Hello, I am your Acebuddy
Acebuddy	Hello Eric.simon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
eric.simon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
eric.simon	I'd like to report an Issue
Acebuddy	Please select an option!
eric.simon	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
eric.simon	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
eric.simon	We have a web app for ShipRush that is not functioning, and we are unable to remove it from the web connector dialog box
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Gaurav kumar declined the transfer request.
	Karan Bhattacharya accepted the chat transfer request.
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.

	Hello Eric
	<i>10:44:26 PM</i> eric.simon is sharing a file with you Screenshot 2025-11-03 at 9.14.01 AM.png - (Size:124.85 KB)
	Let me check that
	I am checking at backend,please allow me few minutes
eric.simon	Ok, I just logged in as "Admin" and the app is working again. It requested to be verified in QBE
	I changed the "Admin" password last week, would that cause a web app to need to be reverified?
	Please disregard the problem, it is fixed
	thank you
	have a nice day

eric.simon has ended this chat session



Chat

Hello, I am

Visitor Details

#83261 Ahtashtam Bashir
Email: ahtashambashir68@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: MARIETTA
State: Georgia
Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Ahtashtam Bashir	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ahtashtam Bashir	I'd like to raise a Request
Acebuddy	Please select your request type.
Ahtashtam Bashir	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>



Chat

Hello, I am

Visitor Details

#83337 Maricel

Email: admin@taxwisecorp.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: 1 Min 15 Secs

City: PICO

State: Zambales

Country: PHILIPPINES

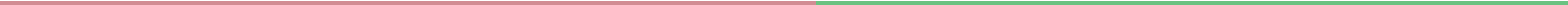
Chat Transcript

Maricel	Hello, I am your Acebuddy
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Acebuddy	Hello Maricel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Maricel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maricel	I'd like to report an Issue
Acebuddy	Please select an option!
	Please specify the issue you are facing before I connect you to an available support representative!
Maricel	Other Issue
	Hello, following up again on new IP address to whitelist?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Karan Bhattacharya accepted the chat transfer request.</i>
	<i>Karan Bhattacharya is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Maricel	myrealdata.net/Maricel username: Maricel
Yash Kalra	Kindly allow me two minutes to check the same.
Maricel	Okay
Yash Kalra	Maricel, please confirm if your account name is Taxwise (Edited)
Maricel	The company name is Taxwise Financial Services
Yash Kalra	Upon checking I found that Zachary Jensen has reached out to us on lastly for the Ip whitelist and the desired IP has been
Maricel	I just checked now and I still can't connect.
Yash Kalra	Maricel, please help me with your IP once, so that I can reconfirm it from the backend
Maricel	119.94.185.77 Here is the IP
Yash Kalra	Maricel this is a new IP, please allow me some time to get it whitelisted. The last IP's we whitelisted were 96.86.56.33 and 71.163.19.235
	Is there anything else I may help you with ?
Maricel	I don't know the 2 IP you mentioned. The one I sent is also the one I sent earlier
Yash Kalra	Kindly allow me two minutes to check the same.
	Maricel, it will greatly helpful if you can help me with the ticket id.

Maricel	here is the ticket id i received earlier. 797287
Yash Kalra	Thank you for the Ticket ID
Maricel	They are waiting for Zack's approval from the email
Yash Kalra	Maricel, please allow me a moment I will get this done for you
Maricel	Okay thank you
Yash Kalra	Maricel, I have a mail the Network team for the whitelist. It will be whitelisted soon.
	Is there anything else I may help you with?
Maricel	No, that's all. Thank you
Yash Kalra	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.

Yash Kalra has ended this chat session



Chat

Hello, I am

Visitor Details

#83802 joanna spear
Email: joanna.spear@fiveoclockbrands.com ☎ 2483303500
Department: Support(QB & App Hosting)
Operator: Luv
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 31 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

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joanna spear	Hello, I am your Acebuddy
Acebuddy	Hello Joanna Spear, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
joanna spear	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
joanna spear	I'd like to report an Issue
Acebuddy	Please select an option!
joanna spear	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
joanna spear	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh
	Do you need any further assistance on the topic?
joanna spear	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Adarsh.Shukla declined the transfer request.</i>
	<i>Luv accepted the chat transfer request.</i>
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.
	how are you?
joanna spear	hi Luv
	i have an issue with QB that i'd really like to get resolved.
Luv	Could you please elaborate what issue are you facing?
joanna spear	We updated last week with you and you said everything was fine, i looked at what version and release we are on and even asked QB and they said the server must need updating.
Luv	Kindly allow me two minutes to check the same.
joanna spear	they gave me instructions for you
Luv	Do you want me to update it right now, I only see you logged in on the server.
	or I can schedule it for after hours when everyone is logged out.
joanna spear	now would be great as no coworkers are in the system
	Log into the dedicated server that hosts the QuickBooks company file. Open QuickBooks directly from the server and veri

	ensure all workstations communicate with the same version. Restart the server after completing updates to refresh synch QuickBooks Desktop > Options. Ensure Automatic Updates are turned ON to prevent delays or missed patches in the futu on all workstations and the server, restart the server first. Restart both your desktop and your coworker’s workstation to r
Luv	Okay bare with me and can you please log off from the server.
	If you want I can update you on the email once the chat is closed, I am updating QB right now which will take some time.
	Thank you for the instructions.
	Are you there?
	I will be disconnecting the chat as there is no response from your end.
	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 app Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of <i>Luv has ended this chat session</i>

Chat

Hello, I am

Visitor Details

#83882 Kaylee VanWhy

Email: kaylee@ultimatepower.com

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 25 Secs

City: COUDERSPORT

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Kaylee VanWhy	Hello, I am your Acebuddy
Acebuddy	Hello Kaylee Vanwhy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kaylee VanWhy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kaylee VanWhy	I'd like to report an Issue
Acebuddy	Please select an option!
Kaylee VanWhy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kaylee VanWhy	Ace keeps freezing and then closing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Adarsh Singh accepted the chat transfer request.</i>
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.
Kaylee VanWhy	Hi there. My ace connect keeps freezing and closing.
Adarsh Singh	I understand that apps keep freezing. Could you please let me know if you are facing issue with any specific application or
Kaylee VanWhy	It allows me to select an email for a verification code, I click continue, I get the verification code email and then Ace Conn
	Cannot use the ace server at all. It shows kaylee.v (myrealdata)
Adarsh Singh	When was that last time you were able to connect to the server as well as please let me know if anyone facing the same i
Kaylee VanWhy	I used it yesterday with no issues. No other issues in the office.
Adarsh Singh	May I take the remote access of your local computer?
	Kaylee. Are we connected?
Kaylee VanWhy	Cannot use the ace server at all. It shows kaylee.v (myrealdata)
Adarsh Singh	No Problem we will connect remotely with your local computer to check and assist you with your issue. Please let me kno
Kaylee VanWhy	No
	ok that works.
Adarsh Singh	Thanks for the confirmation as we need to connect with your local computer to assist you with your login.
	Prior providing the access, I would suggest you to close any important documents at your end.

	And open link - https://assist.acecloudhosting.com/join/8232720364 to connect with me.
Kaylee VanWhy	ok
	is there anything else I need to do
Adarsh Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thanks for connecting. i am sending a new Server File to connect with the server Please provide your consent so i can send the file
Kaylee VanWhy	ok
Adarsh Singh	Please open the downloaded file and type in your server password to connect with the server.
Kaylee VanWhy	I am not sure what that password is. Our tech guy set that up and it automatically logs me in when I open the application
Adarsh Singh	No problem i will assist you to restore your password. Please open https://selfcare.acecloudhosting.com/ and click on Forg
	It seems we are disconnected from the remote session. Once you click on forget password, please type in your username
Kaylee VanWhy	Loading after typing new password for reset
Adarsh Singh	Perfect once password is restored please try to sign in with the new Password and let me know if you need any assistance
Kaylee VanWhy	How long should I wait for password reset to load?
Adarsh Singh	It generally restores password within couple of minutes however if in some case it fails to restore the password due to Int
Kaylee VanWhy	It is still stuck on the same page/
Adarsh Singh	Could you please try to connect remotely with link https://assist.acecloudhosting.com/join/8822507174
	Could you please show me the browser where it is stuck ?
Kaylee VanWhy	See here it has frozen. And just closed out on its own'
Adarsh Singh	Seems like you are facing intermittent internet connection issue. Could you please try to change the network connection i
Kaylee VanWhy	I turned off the wifi and am connected with an ethernet cable.
Adarsh Singh	Got you. Could you please try to connect with your phone hotspot to check.
Kaylee VanWhy	I do not have a phone hotspot
Adarsh Singh	Are you working from office or home ?
Kaylee VanWhy	I work in an office. Nobody else is having issues
Adarsh Singh	Thanks for the confirmation could you please so a speed test following Speedtest by Ookla - The Global Broadband Speed
	<i>10:56:51 PMKaylee VanWhy is sharing a file with you</i> Screenshot 2025-11-20 122631.png - (Size:375.35 KB)
	I am checking few details. However remote connection is disconnecting frequently.
	Could you please let me know when you restarted your PC last time ?
Kaylee VanWhy	It restarted this morning
Adarsh Singh	Could you please open Task manager for me.

	Kaylee. Are we connected?
	Are we connected ?
	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)
Adarsh Singh has ended this chat session	

Chat
Hello, I am

Visitor Details

#83579 Pamela Johnson

Email: pam@psjaccounting.com

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: WORCESTER

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Pamela Johnson	Hello, I am your Acebuddy
Acebuddy	Hello Pamela Johnson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Pamela Johnson	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
Acebuddy (bot) forwarded the chat request	
Pradeep Kumar accepted the chat transfer request.	

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

Pamela Johnson	hi
	cid75274
Sourav Chhikara accepted the chat transfer request.	
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.
Pamela Johnson	hi how do i get to the rdp?
	working on a new computer and i don't have access to the old desktop that had the shortcuts
	cid75274
	myrealdata\PamJohnson
Sourav Chhikara	Sure, I can help with that. Let me look into it for you.
	Please allow me sometime to check details.
	May I take the remote access of your local computer to create the RDP shortcut on your desktop?
Pamela Johnson	ok
Sourav Chhikara	I hope you remember your password.
Pamela Johnson	i do
Sourav Chhikara	Prior providing the access, I would suggest you to close any important documents at your end.
Pamela Johnson	ok
Sourav Chhikara	https://assist.acecloudhosting.com/join/4632732742
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thank you for your patience.
Pamela Johnson	thank you
	i'm all set
Sourav Chhikara	As we checked you are able to login to server and RDP has been created.
	Is there anything else I may help you with ?
Pamela Johnson	no, that's it. thanks!
Sourav Chhikara	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

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

Sourav Chhikara has ended this chat session

Chat

Hello, I am

Visitor Details

#83214 krisika
Email: krisika@hkidata.com 📞 7383092838
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 1 Min 8 Secs
City: DELSAR
State: Gujarat
Country: INDIA

Chat Transcript

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

krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>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 Krisika
krisika	Quick book very slow in all users
Shashwat Verma	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? (Edited)
krisika	No
	Many time issue
Shashwat Verma	Could you please confirm the server name as there are multiple servers on your account?
krisika	Priorware.myrealdata.com
Shashwat Verma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
krisika	Ok
Shashwat Verma	Krisika, we have checked that with same issue an ongoing ticket is in queue by our escalation team and they are currently connection or wait for the escalation team to connect with you for the same and as similar to last time we can proceed wi
	Ongoing ticket id #775795, Shall I take the remote access of your local pc?
krisika	No possible
	<i>7:16:22 PMShashwat Verma is sharing a file with you</i> <i>image.png - (Size:8.91 KB)</i>
Shashwat Verma	Kindly allow me two minutes to check the same.
krisika	Ok
	U can proceed the server reboot
	Plese msg only Reboot process start
	Not mention Ace Cloud
Shashwat Verma	Sure, we have initiated the reboot.
krisika	Ok
	Thank you
Shashwat Verma	We have rebooted the server
krisika	Ok
Shashwat Verma	You can re-login the same in 1 min.

krisika	Ok
	Thank you
Shashwat Verma	Kindly try now
krisika	Ok
Shashwat Verma	Also, for the permanent solution for the issue, our escalation team will soon connect with you.
krisika	Ok
	Thank you
	Quick book working fine now in all users
Shashwat Verma	Okay
krisika	Thank you
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.</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 appreciate your feedback.</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> <p><i>Shashwat Verma has ended this chat session</i></p>

Chat

Hello, I am

Visitor Details

#83394 Liz Owens

Email: liz@redroverpromo.com

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 13 Secs
City: SNOHOMISH
State: Washington
Country: UNITED STATES

Chat Transcript

Liz Owens	Hello, I am your Acebuddy
Acebuddy	Hello Liz Owens, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Liz Owens	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Liz Owens	I'd like to report an Issue
Acebuddy	Please select an option!
Liz Owens	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Liz Owens	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?
Liz Owens	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>Karan Bhattacharya accepted the chat transfer request.</i>
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.
Liz Owens	hello
	We are leasing Quickbooks Enterprise 24 from Ace Cloud. In order to make use of many different capabilities within QB En enterprise that we are using from you.
Karan Bhattacharya	Ok,for that you will have to login with intuit primary account.
Liz Owens	I am worried that because Ace is the owner of the Quickbooks, that we will not be able to login to the Intuit account and u
	Yes, I have tried to login to the Intuit account but it is not connected as I already said
	do we need Ace's Intuit login?
Karan Bhattacharya	There would have been a primary account of intuit.
Liz Owens	how can we connect our account to the software

	Is the primary account from Ace? you're not answering my question
Karan Bhattacharya	Let me check at backend,allow me few minutes
Liz Owens	ok
Karan Bhattacharya	Was it working earlier?
Liz Owens	the quickbooks is working. however, if I try to Manage Account or use features like accepting credit cards, it does not allow to the Qucikbooks enterprise at all.
Karan Bhattacharya	ok,with with account are you accessing quickbooks?
Liz Owens	So, we can login into our company file just fine and do the day to day things, but extra features are not accessible.
	accounting@redroverpromo.com
	well, that is the email address for the Intuit account
Karan Bhattacharya	Is this the account with which you access quickbooks?
Liz Owens	no I access quickbooks through the remote desktop connection
Karan Bhattacharya	Was there any upgradation of quickbooks happened in recent time?
Liz Owens	we recently upgraded to Enterprise 24 through you
Karan Bhattacharya	ok
Liz Owens	we are leasing
	will we be able to access all the extra features if we are leasing?????
	I have already been in email with support regarding this issue and nobody seems to have an answer
Karan Bhattacharya	let me check that,however also want to know whether in last version the same issue was there or not?
Liz Owens	we had a very old version and did not try to use extra features
Karan Bhattacharya	ok,allow me few minutes,let me check details.
Liz Owens	Plus we owed that software. this time, we are not the owner
	owned
Karan Bhattacharya	I am checking at backend,please be on chat.
Liz Owens	I am here
Karan Bhattacharya	while making the payment fro QUICKBOOKS what does it say ? any error message ?
Liz Owens	making what payment?
	I do not send payments from QB. I want to ACCEPT payments from customers but cannot even open that option until it is
Karan Bhattacharya	we have to first activate the feature
Liz Owens	I cannot activate anything, that's what I'm telling you
	it will not connect to the intuit account
Karan Bhattacharya	ok, Please accept my request on server

Liz Owens	ok
	do you need me to login
Karan Bhattacharya	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat

Hello, I am

Visitor Details

#83334 Dena Buckendorf

Email: denab@buckendorf.net 📞 19702520621

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: MONTROSE

State: Colorado

Country: UNITED STATES

Chat Transcript

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

	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Dena Buckendorf	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh
	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

Hello, I am

Visitor Details

#83563 Glenda Jones

Email: mountainprorep@yahoo.com 📞 8284217387

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 55 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Glenda Jones	I'd like to report an Issue
Acebuddy	Please select an option!
Glenda Jones	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Glenda Jones	I have a Microsoft 365 message asking me to sing in but when I try to sign in with my email it tells me that I cannot sign i
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Adarsh Singh accepted the chat transfer request.</i>
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name is Adarsh Singh. I will be assisting you today.
	I will be surely assisting you with this.
	Is this for account VanDrake Investments LLC ?
Glenda Jones	Yes, here is a screenshot of the message
	<i>11:29:26 PMGlenda Jones is sharing a file with you</i> <i>Microsoft 365 error message.pdf - (Size:241.88 KB)</i>
Adarsh Singh	Thank you for providing the screenshot.
	Could you please click on sign in option and enter your login details to check if you are able to sign in?
Glenda Jones	I received an error message. We purchased Microsoft 365 from you to use in the cloud. I do not have a login but I used my
	<i>11:35:18 PMGlenda Jones is sharing a file with you</i> <i>sign in message.pdf - (Size:177.79 KB)</i>
Adarsh Singh	Thank you for the information and allow 2 minutes to check the same.
	It is taking longer time than expected to check the details. Kindly allow me 3-4 more minutes.
Glenda Jones	ok
Adarsh Singh	Thank you for your patience.
	Since when you are experiencing this issue?
Glenda Jones	I just saw the message a few days ago.
Adarsh Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
	Please confirm.
Glenda Jones	I will ask...give me a few minutes...
Adarsh Singh	Sure.
	Please take your time.
Glenda Jones	

	I have checked with two other users and it only seems to be me with the issue
Adarsh Singh	May I take the remote access of your local computer?
Glenda Jones	yes
Adarsh Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/1822606023
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat

Hello, I am

Visitor Details

#83633 Sean Berlin
Email: sberlin@acetechgroup.com
Department: Support(QB & App Hosting)
Operator: Karan Bhattacharya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 41 Secs
City: PHILADELPHIA
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

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

Sean Berlin	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Priyanshu accepted the chat transfer request.</i>
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?
Sean Berlin	Hello, I am contacting on behalf of my client DiFilippo & Co who uses an RDP connection from a company called Lightning password is no longer with the company.
Priyanshu	Could you please help me with your businessname and username once.
	<i>12:54:40 AMSean Berlin is sharing a file with you</i> <i>image.png - (Size:33.36 KB)</i>
Sean Berlin	The company name would be Lightning Packaging
Priyanshu	Thank you for sharing us the details
	It seems that server is being managed by different team, please let me transfer your chat to the concerned team so that
	<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>
Sean Berlin	Thank you
	<i>Karan Bhattacharya accepted the chat transfer request.</i>
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.
Sean Berlin	Hello
Karan Bhattacharya	Please let us know the issue.
Sean Berlin	Hello, I am contacting on behalf of my client DiFilippo & Co who uses an RDP connection from a company called Lightning password is no longer with the company.
	<i>12:58:23 AMSean Berlin is sharing a file with you</i> <i>image.png - (Size:33.36 KB)</i>
Karan Bhattacharya	ok
	let me check few details
	Can you confirm the username?
Sean Berlin	JamesD_CPA.q14
Karan Bhattacharya	ok
Sean Berlin	The tech who helped with resetting the password a couple months ago was sangeeta@acecloudhosting.com
Karan Bhattacharya	ok,The password can be reset through MyPortal by this account lightningpkg@outlook.com user.
Sean Berlin	got it thank you. I will call Lightning Packaging now
Karan Bhattacharya	Thank you for your cooperation.Is there anything else I can help you with?
Sean Berlin	Could you please send me an email with this ticket number?

Karan Bhattacharya	Sure.
Sean Berlin	Thank you
Karan Bhattacharya	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide feedback on your experience.</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 appreciate your feedback.</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>

Karan Bhattacharya has ended this chat session



Chat

Hello, I am

Visitor Details

#83445 David Weinstein
Email: david@davidweinsteincpa.com ☎ 19149071180
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 1 Min 3 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David Weinstein, 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 report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	The VPS won't run cch ascess tax. It says "the application has detected an installation is still running. Exit the installer.....
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Please try now.
David Weinstein	I still get the error
Ashutosh Mishra	May I take the remote access of your server?
David Weinstein	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
	Please accept the prompt on the server.
	Are we still connected here?
David Weinstein	yes
	where's teh promptmt
	prompt
Ashutosh Mishra	Please accept the prompt on the server.
	Please open software now.
David Weinstein	you see the setup "error"
Ashutosh Mishra	Please open software now.
	Are we still connected here?
	The installation message is not appearing now.
David Weinstein	yes
Ashutosh Mishra	Is there anything else I may help you with ?

David Weinstein	it just reappeared
	the message is still there cch tax won't start
	I'm tryting repair
Ashutosh Mishra	Sure, please continue with the repair process.
	I will also forward this to backend team to check and repair the installation copy.
David Weinstein	this is the 2nd time I did this
Ashutosh Mishra	Within 2 to 3 hours, we will inform you to try again and if issue persists, we will arrange callback from one our senior engi
David Weinstein	wait'
Ashutosh Mishra	Sure
David Weinstein	why is the download empty??
	never mind
	can you uninstall tax?
Ashutosh Mishra	Sure, we will proceed with uninstalling CCH Access Tax and inform you once it's completed.
David Weinstein	i uninstalled it, never mind
	its uninstalling now
Ashutosh Mishra	Sure.
David Weinstein	can you see my screen?
Ashutosh Mishra	Yes I can see the screen.
David Weinstein	I got the warning again?
Ashutosh Mishra	I will try uninstalling from my end.
David Weinstein	let me know when you uninstalled it
Ashutosh Mishra	I have started the uninstallation.
	It is uninstalled now.
David Weinstein	i'm reinstalling
Ashutosh Mishra	Sure
David Weinstein	i still got the error
Ashutosh Mishra	We regret the inconvenience caused due to this. Please allow us at least 1 to 2 hours to check from the backend and inve
David Weinstein	its not canopy software
	its cch axcess
Ashutosh Mishra	Kindly show us the setup location again and i will try installing it from my end.
David Weinstein	kindly acknowledge, its cch axcess tax
Ashutosh Mishra	Yes, I completely understand that due to CCH axcess tax you are getting the error prompt for installation. If you would like

David Weinstein	hi let me try something
Ashutosh Mishra	Sure
David Weinstein	It cch axcess tax... Ok
	Let me try using the CCH install and update manager, OK?
Ashutosh Mishra	Yes we are monitoring this over the remote session.
	It is likely that due to limited rights you are not able to successfully complete the installation/uninstallation of the CCH Ax
David Weinstein	I installed it on m laptop
	It's uninstalled, I'll try installing it
Ashutosh Mishra	Let me try on my end.
David Weinstein	I started a download
	Ok, I'm going to do work on my pc, i'll checkin every 3 minutes, ok?
	ok?
Ashutosh Mishra	Sure, we will take care of this from backend. And inform you within one to two hours.
	Is there anything else I may help you with ?
David Weinstein	you'll need my account number and password
	The account number is 150630
Ashutosh Mishra	I have completed installation for CCH Axcess Tax.
David Weinstein	let me try, Ok?
Ashutosh Mishra	Sure
David Weinstein	we got the warning
Ashutosh Mishra	Let me reboot the server once.
David Weinstein	I'm trying to reinstall using the update manager
	thane I'll give up
	let it reinstall and we try ok?
Ashutosh Mishra	Sure
	Please try now, there are no more updates for the CCH application.
	Are we still connected here?
David Weinstein	yes
	im goig to click reinstall from the update manager, OK?
Ashutosh Mishra	Kindly check now if issue persist else, we can reboot server since it has just been updated.
David Weinstein	after it reinstalls i guess

Ashutosh Mishra	Sure
	Kindly check now.
David Weinstein	no good
	Should we uninstall and then reboot and then install
	I'd rather we try that
	Let me uninstall be fore you reboot
	I'm uninstalling
	if its uninstalled it should be clear when you reboot, right?
	ok reboot
Ashutosh Mishra	I would suggest doing this from backend, since you are logged in it could be that there is some backend processes still lat
David Weinstein	I'll log out and reconnectet with support on my pc, OK"
	?
	?
Ashutosh Mishra	Sure, please reconnect after an hour. Please allow at least one hour to complete the process from backend.
David Weinstein	ok
Ashutosh Mishra	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session



Chat

Hello, I am

Visitor Details



#83761 Test Account

Email: test@test.com 📞 +917878787878

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Test Account	Hello, I am your Acebuddy
Acebuddy	Hello Test Account, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Test Account	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Test Account	I'd like to report an Issue
Acebuddy	Please select an option!
Test Account	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Test Account	test
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Luv declined the transfer request.	
Adarsh Singh accepted the chat transfer request.	
Test Account has ended this chat session	



Visitor Details

#83329 Dena Buckendorf
Email: denab@buckendorf.net ☎ 19702520621
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 41 Secs
City: MONTROSE
State: Colorado
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	<i>9:11:43 PMDena Buckendorf is sharing a file with you</i> <i>image.png</i> - (<i>Size:92.52 KB</i>)
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Dena Buckendorf	server name DenaCPALLC
	my user name is DenaB
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.
Dena Buckendorf	Should I log out of the server?
Shubham Maurya	Thanks for the patience Dena, we have checked that QB Premier Accountant 2024 is your pre-owned.
	Let us check after logging to the server for the error message.
Dena Buckendorf	I paid for the 2025 QB - but I don't think we ever installed it.
Shubham Maurya	We completely understand that you have already made the payment, Dena. However, the product activation is still pending available.
Dena Buckendorf	ok. I see. i'll try to get it activated. Will I need ACE support to install it on the server?
Shubham Maurya	You can also check your active license on Intuit portal https://camps.intuit.com/
	Login using your registered email ID.
	It should activate automatically. However, if you continue to experience any issues, please let us know we can manually c
	<i>9:35:21 PMDena Buckendorf is sharing a file with you</i> <i>image.png</i> - (<i>Size:198.29 KB</i>)
	This is for pro connect application, check for quickbooks license.
Dena Buckendorf	Sorry. I will work with QB to get it activated and will reconnect with support at that time. Thanks for your help.
Shubham Maurya	Thanks for your understanding with us Dena, We will keep this ticket open for few more days so that you can continue on
	Is there anything else I may help you with ?
Dena Buckendorf	not for now. Thanks
Shubham Maurya	You are most welcome ! have a good one !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec)

Chat

Hello, I am

Visitor Details

#83195 Ethicore 360
Email: ethicore360.pmr@gmail.com
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 47 Secs
City: AHMEDABAD
State: Gujarat
Country: INDIA

Chat Transcript

Ethicore 360	Hello, I am your Acebuddy
Acebuddy	Hello Ethicore 360, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ethicore 360	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ethicore 360	I'd like to report an Issue
Acebuddy	Please select an option!
Ethicore 360	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!

Ethicore 360	we are unable to login using credentials provided by your team via mail yesterday
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Ethicore 360	I am unable to login to the website
	User added: ethicore 360 (ethicore.3@myrealddata.net)
	CID : CID73783
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.
Ethicore 360	if you are comfortable i can share my screen for quick resolution
Shubham Maurya	Sure, we have checked that your user account is active and working fine.
	May I take the remote access of your local computer?
Ethicore 360	yes
	<i>Ethicore 360 has initiated a remote assistance session. Would you like to access Ethicore 360's screen?</i>
	<i>Ethicore 360 has initiated a remote assistance session. Would you like to access Ethicore 360's screen?</i>
Shubham Maurya	https://assist.acecloudhosting.com/join/7372671605
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
Ethicore 360	Done
	<i>8:03:04 PMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:50.38 KB)</i> <i>It's still showing waiting</i>
Shubham Maurya	Please use the above link.
Ethicore 360	it shows in Session
	<i>8:04:08 PMEthicore 360 is sharing a file with you</i> <i>image.png - (Size:9.63 KB)</i>
	the link you provided asked us to download zoho assit
	after download we joined the meeting
	and has share with you the screen shot as well
Shubham Maurya	https://assist.acecloudhosting.com/join/6622591132
Ethicore 360	we have also selected the screen to share with you
Shubham Maurya	Please disconnect that and join using new link

	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Are you trying to login for Myportal?
Ethicore 360	i dont know how to login
	got this mail
	please help to login
Shubham Maurya	Do you have access of this email ID patrickrigg@pmrproperties.com
Ethicore 360	no this is our clients mail address he has granted us the access and so we have received the screened mail
	Are you there
Shubham Maurya	Alright, but we can see that currently POC for account PMR Properties LLC is Patrick patrickrigg patrickrigg@pmrproperties.com
	If you want to make any changes to that you need to mail us using that POC email ID so that we can give access to your €
	Only POC can access myportal to manage account and users.
Ethicore 360	that what is the mail about. Doesent it for the granting of access
Shubham Maurya	No, that’s just an automated “new user creation” email that gets triggered whenever a new user is created or any change
	To get Admin access changes needs to be done from our end.
Ethicore 360	So is there a user ID in that mail and if yes that what is it
	So is there a user ID in that mail and if yes then what is it. also what does CID denotes
Shubham Maurya	ethicore.3 Is the user name for this user.
	<i>8:14:17 PM</i> Ethicore 360 is sharing a file with you image.png - (Size:71.37 KB)
	CID stands for Customer ID, which is a unique account number assigned to each server account.
	If you want to login to server you need to use RDP file, please wait let me share it with you.
	https://we.tl/t-gJk3WMIuzz
	Please download RDP file using above link and login using your same password given to you.
	Now enter the password shared with you by Patrick Rigg
Ethicore 360	no such password has been received to us
Shubham Maurya	You can reset it using selfcare portal, https://selfcare.acecloudhosting.com
	We can see that you are logged into server now.
Ethicore 360	Yes thanks for the help
Shubham Maurya	You are most welcome !
	Is there anything else I may help you with ?

Ethicore 360 has ended this chat session

Chat

Hello, I am

Visitor Details

#83778 Ezra Dilger
Email: reception@rortax.com ☎ 7633189052
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
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!

reception has ended this chat session

Visitor Details

#83413 José Lima
Email: jose.lima@myrealddata.net
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: JAGUARIAIVA
State: Parana
Country: BRAZIL

Chat Transcript

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

Ended due to chat idle timeout

Visitor Details

#83222 Cindy Haden
Email: chaden@ascendmedia.com 📞 18163928260
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: 35 Secs
City: KANSAS CITY
State: Missouri
Country: UNITED STATES

Chat Transcript

Cindy Haden	Hello, I am your Acebuddy
Acebuddy	Hello Cindy Haden, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cindy Haden	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cindy Haden	I'd like to report an Issue
Acebuddy	Please select an option!
Cindy Haden	Password Reset
Acebuddy	Please select an option below
Cindy Haden	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?
Cindy Haden	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 Cindy
Cindy Haden	Hello
	I have reset my users password in the Selfcare Portal, but my user still cannot access RDC.
Shashwat Verma	I will surely help you with this issue.
	May I have the remote access of the user's pc? (Edited)
Cindy Haden	The user is CindyHad
	Yes, I am the user. you can access my PC.
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/6232874346
	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 putti
	As per discussion over the remote session, The issue is resolved by setting new password by portal
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session



Chat

Hello, I am

Visitor Details

#83597 erin
Email: erin@advocate-accounting.com ☎ 12062164629
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 46 Secs
City: BELLEVUE
State: Washington
Country: UNITED STATES

Chat Transcript

erin	Hello, I am your Acebuddy
Acebuddy	Hello Erin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
erin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
erin	I'd like to raise a Request
Acebuddy	Please select your request type.
erin	Password Reset
Acebuddy	Please select an option below
erin	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?
erin	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhishek Rakwal declined the transfer request.</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Erin.
erin	HI Sujeet.
Sujeet Kumar Suman	How are you doing?
erin	I dont know why this happens but 99 our of 100 times when I open the rdp tool i am not prompted to login. then 1 out of :
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
erin	and then I always get locked out of self help portal too somehow
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?
erin	so I guess I need to rest my password
	<i>1:03:18 PMerin is sharing a file with you</i> <i>image.png - (Size:127.84 KB)</i>
Sujeet Kumar Suman	Thank you for the screenshot.

	No worries, I will assist you with that.
	May I connect to your local machine so I can guide you through resetting the password from the self-care portal?
erin	I would prefer if you just gave me instructons. I am working and dont want to hae to stop working
Sujeet Kumar Suman	Sure, I'll help you with that.
	We see that you're already enrolled on Selfcare Portal. To reset the password using Selfcare Portal, please follow the simple steps outlined below: <ol style="list-style-type: none">1. Visit Selfcare Portal (https://selfcare.acecloudhosting.com). Click "Forgot your password".2. Enter your Server Username (ErinLouis).3. Enter the CAPTCHA verification and Click Continue.4. In the window that opens, Choose an authentication method from the list.5. Enter your new password and click Reset to finish.
	Are you able to reset the password? Were you able to log in successfully?
erin	im going through now
Sujeet Kumar Suman	Sure, please take your time
erin	okay im in the self care portal, i assume i now change my password from within there? for the realdata whategver
Sujeet Kumar Suman	Yes.
erin	okay this was eaay. new password manager. hopefully I save them right this time
Sujeet Kumar Suman	You can change your password from the self-care portal. Please try logging into the server with the new password and let us know the result.
erin	yeah Im trying to change it now but it wont let me copy and paste so tis taking forever
Sujeet Kumar Suman	You need to type the password manually while creating it from the self-care portal.
erin	well it wont let me create a new password because I dont know the old password which is why i need to reset it...
Sujeet Kumar Suman	Click on “Forgot Password”, then select the option to receive an OTP on your email. Enter the OTP, and afterward, you'll be able to create a new password.
erin	omg. okay so I have to reseat three passwords? oy I dont see a forgot password <i>1:25:24 PMerin is sharing a file with you</i> <i>image.png</i> - (<i>Size:23.67 KB</i>)
Sujeet Kumar Suman	May I take the remote access of your local computer?
erin	this is way too many steps no

Sujeet Kumar Suman	Okay no issue.
	We will reset your password from our end and notify you once it’s done.
	But for that, we need authentication via email so we can securely share the password for your account.
erin	ok
	can you tell me why i was even prompted to login in the first place? how did I get logged out?
	I can probably tell you exactlywhen the last time I had to log in was, because I probably talked to you then.
Sujeet Kumar Suman	Once the chat ends, we’ll send you an email for authentication. Please approve that email so we can share your account p
erin	ok
Sujeet Kumar Suman	Is there anything else I may help you with ?
erin	the question above about what causes this
Sujeet Kumar Suman	Could you please provide a screenshot showing where you are getting the login prompt? This will help us identify the issu
erin	it's the first screen shot I sent
	it just randomly appears every couple months or I dont know thats why Im asking. And I swear it always happen around a
Sujeet Kumar Suman	Please click on cancel. (Edited)
erin	yeah, I just checked. The last time this happened was ON October 15th final tax deadline for individuals
	Nov 15th is the final deadline for non profits
	ok
	want me to try accessing server now?
Sujeet Kumar Suman	You haven’t changed your password yet. I think your password has expired, which is why you are getting this error
erin	I couldnt change it because it required me to know it to change it which I don tunderstand
	I reset my self help portal password
	but have not been able to reset this other real.data password
	I assume its some sort of double layer security thing but having multiple sites and logins is a hassle
Sujeet Kumar Suman	If you reset the password from the self-care portal, you can access the server using the same password.
erin	are you saying the login to the server and the login to the self care portal are the same password?
Sujeet Kumar Suman	Yes.
erin	omg ok. i love ace but i hate this self care portal so much it doesnt feel useful to me
	i will try to access now
Sujeet Kumar Suman	You also have an alternative option: as the POC of the account, you can reset any user’s password from MyPortal.
	Sure, please try.
	1:42:55 PMSujeet Kumar Suman is sharing a file with you MyPortal-v2 1.pdf - (Size:1.39 MB)

	This PDF will help you with resetting the password from MyPortal.
erin	I am in now. Your system causes so much confusion by not just having one place for things. What happens is password m:
	User error, Im aware, but just for feedback. this is what happens when I look for ace in my password manager
	<i>1:44:11 PMerin is sharing a file with you</i> <i>image.png</i> - (<i>Size:48.09 KB</i>)
	clearly a result of m ebeing mesy and not managing my passwords
	but..... if there werentt multiple logins, that aren't actually multiple logins, it would be harder to confuse mysefl
	I wil lclean these up and hopefully not mess it all up again
	thank you. You are always very helpful
Sujeet Kumar Suman	Thanks for the confirmation ! We will clarify: From Self-Care, you can reset your own password. From MyPortal, you can reset the password for any user and also mana
erin	I dont even know what any of that is but I can access my software now.
	actually while I have you on here, I have some totally unrelated questions. are you able ot help with account / user type tl
Sujeet Kumar Suman	The first one is for MyPortal users, and the other is for resetting user IDs via the Self-Care portal
	Most welcome Erin.
	Thanks for the confirmation !
erin	my feedback is the same. we have to dael with so many differnt logins, Id much prefer there as just ONE login
	one portal
	one place to go
Sujeet Kumar Suman	Sure, we will help you with that.
erin	Can you tell me how user billing struture works
	can i temporarily add and remove a user?
Sujeet Kumar Suman	Then we suggest that you use ACE MyPortal.
erin	I will need a fourth user in a few months, probably just for a few months
	seasonal tax
	I dont kow what Ace my portal is.
	is that the new login app?
	honeslty I just wish I could open the desktop, close the deskop
Sujeet Kumar Suman	If you add any user for a month or two, it will be charged per user like other users. When you remove that user, the charg
erin	instead of having rdp, and my portal an self care
	okay and what is the per user charge
	and are there variations in a users charge like tiers or anything

Email: bryan@cfltaxpro.com ☎ 14078801151

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: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

BRYAN GIRGENTI	Hello, I am your Acebuddy
Acebuddy	Hello Bryan Girgenti, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
BRYAN GIRGENTI	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
BRYAN GIRGENTI	I'd like to raise a Request
Acebuddy	Please select your request type.
BRYAN GIRGENTI	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout



Chat

Hello, I am

Visitor Details

#83459 rakeshsuthar

Email: rakeshsuthar@gmail.com 📞 12407152061

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: 10 Secs

City: BANGALORE

State: Karnataka

Country: INDIA

Chat Transcript -----

rakeshsuthar	Hello, I am your Acebuddy
Acebuddy	Hello Rakeshsuthar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rakeshsuthar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rakeshsuthar	I'd like to report an Issue
Acebuddy	Please select an option!
rakeshsuthar	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
rakeshsuthar	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?
rakeshsuthar	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 Rakesh
	6:47:04 PMrakeshsuthar is sharing a file with you image.png - (Size:12.78 KB)

	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
rakeshsuthar	No other issues.
Shashwat Verma	May I take the remote access of your local computer?
rakeshsuthar	ok
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
rakeshsuthar	Sure
Shashwat Verma	https://assist.acecloudhosting.com/join/8062984291
	Kindly Click on the link and open the downloaded file.
	As per the remote session issue resolved by changing the password
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session



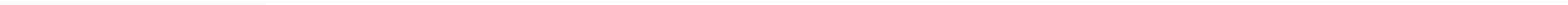
Chat

Hello, I am

Visitor Details

#83695 ryan
Email: ryan@hcfoodinc.com
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 24 Secs
City: BROOKLYN
State: New York
Country: UNITED STATES

Chat Transcript



ryan	Hello, I am your Acebuddy
Acebuddy	Hello Ryan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ryan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ryan	I'd like to raise a Request
Acebuddy	Please select your request type.
ryan	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 :
ryan	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
ryan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ryan	I can't log in to my server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
ryan	Hi, I can't log in my server
	my username is ryan.cu
Anjainay Singh	I understand your concern Ryan and assure you the best resolution possible.
ryan	thank you
Anjainay Singh	Could you please confirm since when you are facing this issue?
ryan	today
Anjainay Singh	Thankyou.
	Could you please confirm whether other users are also facing the same issue?
	May I take the remote access of your local computer?
ryan	just this username
	sure, you can
Anjainay Singh	Thankyou .

	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/4152614303
	Please copy this URL at your local machine browser and download the remote file.
	We are connected.
	As issue has been resolved over a remote session so we are disconnecting this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Chat

Hello, I am

Visitor Details

#83370 Mohita Chadha
Email: mohita@kaurtax.com 📞 19097099000
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 17 Secs
City: BLOOMINGTON
State: California
Country: UNITED STATES

Chat Transcript

Mohita Chadha	Hello, I am your Acebuddy
Acebuddy	Hello Mohita Chadha, 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 would like help downloading lacerte for 2025
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Mohita
Mohita Chadha	Hi Sujeet
	I would like some help downloading Lacerte 2025
	I have saved the set up files on the remote desktop
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?
Mohita Chadha	can you please let me know if you need anything else?
	it's Kaur Tax PC
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
Mohita Chadha	no problem
Sujeet Kumar Suman	We require email authorization to proceed with the installation of Lacerte 2025 on the server.
Mohita Chadha	okay
Sujeet Kumar Suman	Once the chat ends, we will send you the authorization request via email. Please approve it so we can proceed further
Mohita Chadha	How should i send that to you?
	okay sounds good
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
Mohita Chadha	no that is it
	thank you
Sujeet Kumar Suman	Thanks for the confirmation !
	Most welcome Mohita.
	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 survey to provide feedback on your experience.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Sujeet Kumar Suman has ended this chat session</i>

Chat

Hello, I am your Acebuddy

Visitor Details

#83250 melissa

Email: melissa@blueisleinc.com 📞 18058801681

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 12 Secs

City: VENTURA

State: California

Country: UNITED STATES

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

	Please chose an option :
melissa	I'd like to report an Issue
Acebuddy	Please select an option!
melissa	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
melissa	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
melissa	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash 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?
melissa	QB software will not open on ENT server
Yash Kalra	Melissa, is this issue occurring for all the users or is it occurring to a specific user.
melissa	all users
Yash Kalra	Please stay connected while we are checking the settings of the server from the backend,
	Melissa, we have made some changes from the backend and to implement those changes we need to reboot the server o
melissa	ok
Yash Kalra	Melissa, server will be rebooted after 5 minutes, and we have initiated the script, and the users will be getting the messa
melissa	OK to reboot now
Yash Kalra	Please login to the server and check if the issue is resolved?
melissa	Yes, seems to be working now
Yash Kalra	Is there anything else I may help you with ?
melissa	no. Thank you!
Yash Kalra	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.

Yash Kalra has ended this chat session

Chat

Hello, I am

Visitor Details

#83482 August
Email: hxing@caojonescpa.com
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 29 Secs
City: SEVIERVILLE
State: Tennessee
Country: UNITED STATES

Chat Transcript

August	Hello, I am your Acebuddy
Acebuddy	Hello August, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
August	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
August	I'd like to report an Issue
Acebuddy	Please select an option!
August	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
August	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resol
	Was that helpful?
August	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>
August	Hi I cannot connect the remote desktop
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
August	Hi Abhay
	I cannot connect the remote desktop
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	I apologize for the trouble you’ve experienced.
August	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "CaoJones.myrealdata.net" are trying to connect to. [^] Hide details [OK] [Expanded Information] Error code: 0x3000016 Extended error code: 0x0 Ti
Abhay Kumar Saraswat	Yes, there is an ongoing outage, which should be resolved within the next 30 minutes. (Edited)
August	ok, I will try again after 30 minutes
Abhay Kumar Saraswat	Thank you for your patience.
	Is there anything else I may help you with ?
August	that's all
	have a good day
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.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.
	<i>Abhay Kumar Saraswat has ended this chat session</i>

Visitor Details

#83606 ymehta
Email: ymehta@accountingresourcesinc.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: 9 Secs
City: MUDRADI
State: Karnataka
Country: INDIA

Chat Transcript

ymehta	Hello, I am your Acebuddy
Acebuddy	Hello Ymehta, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ymehta	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ymehta	I'd like to report an Issue
Acebuddy	Please select an option!
ymehta	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ymehta	I am unable to connect to the ace server in which has the QB file.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only

ymehta	My account
Shashwat Verma	Okay
ymehta	ARIINCEnt.myrealdata.net is the id
Shashwat Verma	Thanks for the confirmation !
	Could you please confirm the username through which you are trying to access the server?
ymehta	YashitMH
Shashwat Verma	Thanks for the confirmation !
	May I take the remote access of your local computer?
ymehta	Will not be possbile to give remote access
Shashwat Verma	Okay, We'll try to help you with instructions
	Could you please share me the screenshot of the issue?
	Or any prompt you are facing while login?
ymehta	Hold on - i tried again now and got into the server
Shashwat Verma	No problem!
	Is there anything else I may help you with ?
ymehta	Nothing else. Thanks
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 with a survey link. We would appreciate your feedback to help us improve our service.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shashwat Verma has ended this chat session</i>

Visitor Details

#83654 Tim Nelson

Email: sales@superiorsalesdist.com 📞 17343557260

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

Website: https://www.acecloudhosting.com/contact-us/?utm_source=google&utm_medium=cpc&utm_campaign=Branded&utm_term=ace+cloud+hosting&utm_adgroup=Core_Brand_Terms&utm_device=mobile

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 39 Secs

City: ADRIAN

State: Michigan

Country: UNITED STATES

Chat Transcript

Tim Nelson	Our Remote Desktop Login is not connecting - please help.
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
	Akash is transferring the chat to Support(QB & App Hosting).
Tim Nelson	Hello Akash
	Ashutosh Mishra accepted the chat transfer request.
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Tim Nelson	Hello our Desktop Connection is not connecting.
Ashutosh Mishra	Hello Tim, I will be surely assisting you with this. Kindly help me with your server name and user name?
Tim Nelson	SCA.myrealdata.net
	Username = Admin
Ashutosh Mishra	Kindly allow me two minutes to check the same.
Tim Nelson	thank you
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
Tim Nelson	other users are having the same issue. TremorK is not connecting. JeremyMa is connecting.
Ashutosh Mishra	Thanks for the confirmation !
	Tim, I am transferring you to another agent who will be able to assist you better with this.
	Ashutosh Mishra is transferring the chat to Sourav Chhikara.
Tim Nelson	ok
	Sourav Chhikara accepted the chat transfer request.

Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name is Sourav Chhikara. I will be assisting you today.
	Please allow me a moment to go through chat history.
Tim Nelson	ok standing by
Sourav Chhikara	May I take the remote access of your local computer?
Tim Nelson	Yes
Sourav Chhikara	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/6722506619
	Kindly paste this link in the browser of local computer and join the session.
Tim Nelson	OK it is initializing the remote session
Sourav Chhikara	Sure Tim.
Tim Nelson	It is struggling to connect -- I checked our ISP -- 255 UP and 145 DOWN -- no problem w/ Internet Connection
Sourav Chhikara	Are you getting any error message while connecting?
Tim Nelson	It is asking for Proxy Details
Sourav Chhikara	Please paste this on your browser of your local computer: - *[assist.acecloudhosting.com/join](https://assist.acecloudhosti orgid=60000688324&isCanvasSupported=true&key=6722506619&isKeylessReq=true#)* and enter this session id *672-
Tim Nelson	OK done
	Zoho Assist says "Unable to contact our servers!"
Sourav Chhikara	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
Tim Nelson	ok thank you
Sourav Chhikara	As we are connected to remote session the chat has been disconnected.
	Are we still connected?
	Are we still connected?
	Are we still connected?
	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)

Sourav Chhikara has ended this chat session

Visitor Details -----

#83675 Stacy Ciolli
Email: wildfire1789@gmail.com 📞 19702274435
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 23 Secs
City: ESTES PARK
State: Colorado
Country: UNITED STATES

Chat Transcript -----

Stacy Ciolli	Hello, I am your Acebuddy
Acebuddy	Hello Stacy Lynn Ciolli, I'm your Ace Bud
	Whom Would You Like to Connect With?
Stacy Ciolli	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stacy Ciolli	I'd like to report an Issue
Acebuddy	Please select an option!
Stacy Ciolli	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you f
Stacy Ciolli	Other QB related issue
Acebuddy	Please specify the issue you are facing b
Stacy Ciolli	Payroll is not activated although my sub:
Acebuddy	Please wait while we connect you to a St
	<i>Acebuddy (bot) forwarded the chat requ</i>
	<i>Abhay Kumar Saraswat accepted the cha</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Host today.
	I will be surely assisting you with this.

	Stacy Ciolli	great. I keep signing in but it doesn't acc
	Abhay Kumar Saraswat	Is this for account: Wildfire Developm
	Stacy Ciolli	Yes and the payroll subscription is for No
		We have multiple companies and this is
	Abhay Kumar Saraswat	Okay.
		Could you please confirm me your usern
	Stacy Ciolli	StacyCiol
	Abhay Kumar Saraswat	Okay.
		And which QB version you are using?
	Stacy Ciolli	premier contractor edition 2023
	Abhay Kumar Saraswat	Thanks for the confirmation !
		Is this issue occurring only for you, or an
	Stacy Ciolli	The other users are not in town
	Abhay Kumar Saraswat	Okay.
		And since how long you are facing this is
	Stacy Ciolli	I think it started Wed. I had to update th
		the payroll charges to
	Abhay Kumar Saraswat	Okay.
		Have you raised a ticket for this issue be
	Stacy Ciolli	maybe when we first began using payrol
	Abhay Kumar Saraswat	Let me check.
		Kindly allow me two minutes to check th
	Stacy Ciolli	okay
	Abhay Kumar Saraswat	Thank you for your patience.
		As I checked, there is no recent ticket re
		Have you tried logging out and logging b
	Stacy Ciolli	yes
	Abhay Kumar Saraswat	Okay
		Could you please provide a screenshot o

	Stacy Ciolli	I dont know how to screen shot
		I can give you access
	Abhay Kumar Saraswat	No worries.
		Sure.
		Prior providing the access, I would suggest
		https://assist.acecloudhosting.com/join/6
		Kindly paste this link in the browser of laptop
		We are connected on the remote session. At the same time, I am putting the chat on hold, I will give your confirmation on this chat.
		As we haven't got any response from you, I am ending the chat. Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat

Hello, I am

Visitor Details

#83240 carol.vance
Email: carol.vance@asgsolutions.us ☎ 352-748-2333
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 31 Secs
City: LAKE PANASOFFKEE
State: Florida
Country: UNITED STATES

Chat Transcript

	carol.vance	Hello, I am your Acebuddy
	Acebuddy	Hello Carol.vance, I'm your Ace Buddy. I'
		Whom Would You Like to Connect With?
	carol.vance	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	carol.vance	I'd like to report an Issue
	Acebuddy	Please select an option!
	carol.vance	Other Issue
	Acebuddy	Please specify the issue you are facing b
	carol.vance	unable to receive any email through Out
	Acebuddy	Please wait while we connect you to a St
		<i>Acebuddy (bot) forwarded the chat requ</i>
		<i>Gaurava Tyagi declined the transfer requ</i>
		<i>Abhay Kumar Saraswat accepted the cha</i>
		<i>Abhay Kumar Saraswat is transferring th</i>
		<i>Yash Kalra accepted the chat transfer re</i>
	Yash Kalra	Thank you for contacting Ace Cloud Host
	carol.vance	ASG Solutions
		CarolVa
	Yash Kalra	Welcome back carol
	carol.vance	canot receive any emails through outloo
	Yash Kalra	Carol, to help me assist you better, plea
		1. Is this issue occurring for all the users
		2. When was the last time it was workin
	carol.vance	(Edited)
		no just mne
	Yash Kalra	friday
		May I take the remote access of your ser
	carol.vance	yes
	Yash Kalra	Prior providing the access, I would sugge
	carol.vance	ok

	Yash Kalra	Kindly Click on the link and open the dov https://assist.acecloudhosting.com/join/3
		We are connected on the remote sessior the time, I am putting the chat on hold, I give your confirmation on this chat.
		Carol, we assisted you with the Excel file Is there anything else I may help you wit
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are discon (1-888-415-5240) if any further assistan

Yash Kalra has ended this chat session

Chat

please help us to reboot both

Visitor Details

#83446 Cesar Diaz
Email: cesar.diaz@intercentrohn.com ☎ +50499919175
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com/quickbooks-hosting/>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 51 Secs
City: CHOLUTECA
State: Choluteca
Country: HONDURAS

Chat Transcript

Cesar Diaz	please help us to reboot both server inte
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	Dev Dubey	Thank you for contacting ACE. My name
		<i>Dev Dubey is transferring the chat to Su</i>
		<i>Ashutosh Mishra accepted the chat trans</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Host
		Kindly allow me two minutes to check th
	Cesar Diaz	thanks
	Ashutosh Mishra	We have initiated the reboot.
	Cesar Diaz	excelent!!
	Ashutosh Mishra	I have rebooted the server.
		Is there anything else I may help you wit
	Cesar Diaz	i have a questions about win10, until wh
	Ashutosh Mishra	Rest assured your applications are instal safely ignore such prompts.
	Cesar Diaz	great news
	Ashutosh Mishra	Is there anything else I may help you wit
	Cesar Diaz	thanks for your help
		nothing else, thanks for your help
	Ashutosh Mishra	I would greatly appreciate if you could s smileys at the end of this chat.
		Thank you for choosing ACE cloud Hostir
		You may end this chat now. Once you en conversation, along with a ticket numbe
		I request you to kindly spare a moment t working. I will appreciate that. or you ma Thanks!
		Note: You may change/reset your server (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge B
		<i>Ashutosh Mishra has ended this chat ses</i>



Hello, I am

Visitor Details

#83535 abdullala
Email: abdullala@lalaenterprises.com ☎ 16016938300
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: MERIDIAN
State: Mississippi
Country: UNITED STATES

Chat Transcript

abdullala	Hello, I am your Acebuddy
Acebuddy	Hello Abdullala, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
abdullala	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
abdullala	I'd like to report an Issue
Acebuddy	Please select an option!
abdullala	Password Reset
Acebuddy	Please select an option below
abdullala	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@aceclc.com. Your account password needs to be reset and we'll share the steps with you.
	Do you need any further assistance on this?
	As we haven't got any response from you, we are closing this chat. Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat

Hello, I am

Visitor Details

#83828 Brady Kaiser
Email: bkaiser@truenorthoutdoor.com ☎ 19132845751
Department: Support(QB & App Hosting)
Operator: Luv
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 26 Secs
City: COLUMBIA
State: Missouri
Country: UNITED STATES

Chat Transcript

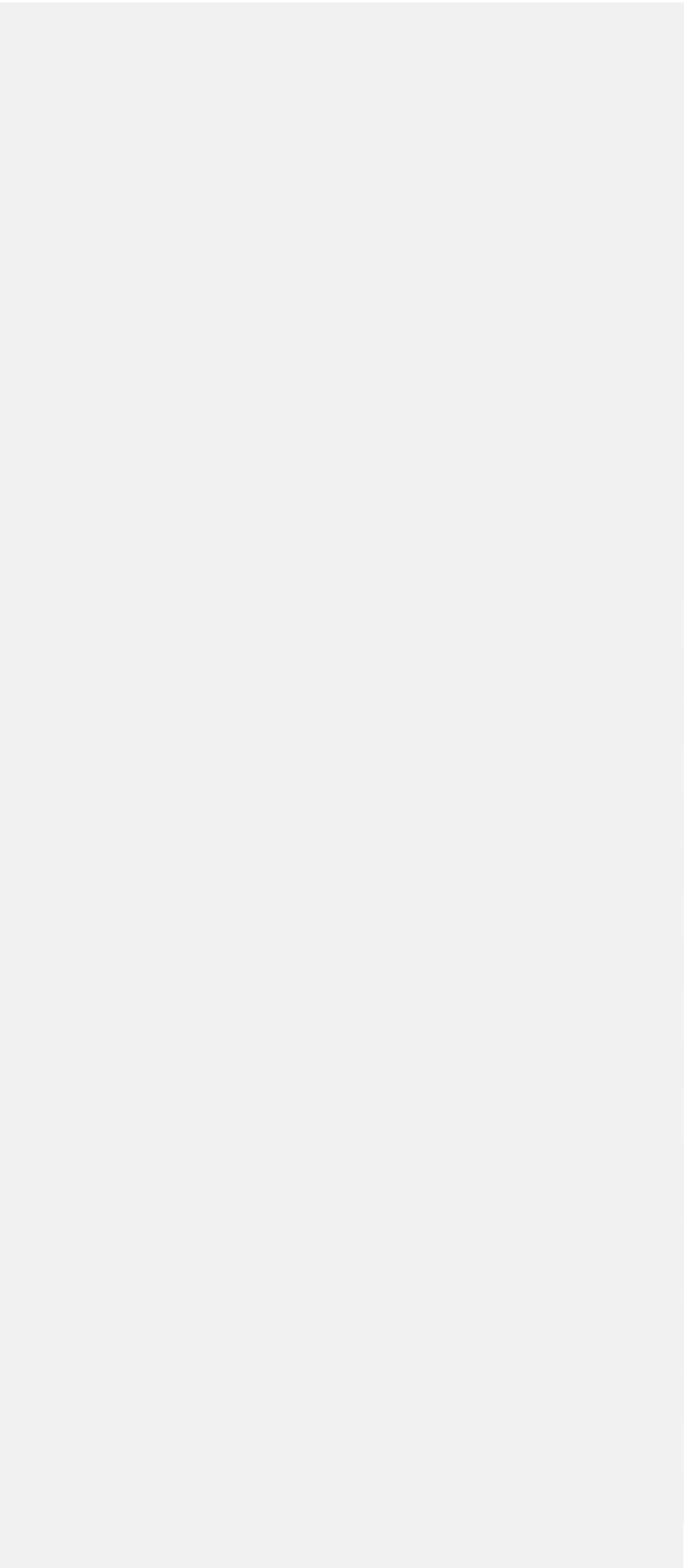
Brady Kaiser	Hello, I am your Acebuddy
Acebuddy	Hello Brady Kaiser, I'm your Ace Buddy. I
	Whom Would You Like to Connect With?
Brady Kaiser	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brady Kaiser	I'd like to raise a Request
Acebuddy	Please select your request type.
Brady Kaiser	Restart
Acebuddy	Hello Brady Kaiser, I'm your Ace Buddy. I
	Whom Would You Like to Connect With?
Brady Kaiser	VDI/DaaS Support

	Acebuddy	Please wait while we connect you to an agent
		<i>Acebuddy (bot) forwarded the chat request to Shubham</i>
		<i>Shubham accepted the chat transfer request</i>
		<i>Shubham is transferring the chat to Supriya</i>
		<i>Luv accepted the chat transfer request.</i>
	Brady Kaiser	Hello
	Luv	Thank you for contacting Ace Cloud Host
		how are you Brady?
	Brady Kaiser	Hello Luv, I am well
		I have a problem logging into my remote
		Usually my password is auto saved with credentials, but it is inconsistent and has
	Luv	Okay, I will surely help you with this, could
	Brady Kaiser	It just gives me "Logon attempt failed" a
		Sure
		full address:s:TNOLLC.myrealdata.net ga
		username:s:brady.k1@myrealdata.net
	Luv	I understand, please share the details ar
	Brady Kaiser	I have not changed my password since r
		If there is some sort of control that manag boss who has access to the portal, I just
	Luv	Sure, That makes sense we have a policy out to justin waters to have your password might be because of the expired password the account which Justin also can unlock as well which is updated and it should be
		<i>9:26:17 PMLuv is sharing a file with you MyPortal-v2.pdf - (Size:1.39 MB)</i>
	Brady Kaiser	That makes perfect sense, I imagine the confirming
		I also have one other question, I move a different computer it fails for awhile before
		I'm not sure if that has something to do with and I would like to login on Saturday from
	Luv	So I checked there are no special notes for properly when disconnecting from the session

		otherwise the session gets stuck in discc hence the delay, try this when you chan email that you can use on any new syste assist you with at the moment.
		The RDP file can also be downloaded fro
	Brady Kaiser	Would you be able to show me what the X in the top right so that makes complet
	Luv	Sure let me send you a screenshot, just
		<i>9:34:20 PM</i> Luv is sharing a file with you 2.PNG - (Size:69.0 KB)
	Brady Kaiser	Perfect, this was all very helpful, thank y
		I should be all set to reach out to Justin t
	Luv	No worries, anytime, this chat will create back to my email.
	Brady Kaiser	Thank you Luv, have a good rest of your
	Luv	yes
		Thank you for choosing ACE cloud Hostir
		I would greatly appreciate if you could s smileys at the end of this chat.
		You may end this chat now. Once you en conversation, along with a ticket numbe I request you to kindly spare a moment t working. I will appreciate that. or you ma Thanks! Note: You may change/reset your server (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge B
		<i>Luv has ended this chat session</i>

Chat

Hello, I am



Visitor Details -----

#83188 itsupport
Email: itsupport@advancefinserv.com 📞 918887771848
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 1 Min 44 Secs
City: MALKA GANJ
State: Delhi
Country: INDIA

Chat Transcript -----

itsupport	Hello, I am your Acebuddy
Acebuddy	Hello Itsupport, I'm your Ace Buddy. I'll b
	Whom Would You Like to Connect With?
itsupport	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
itsupport	I'd like to raise a Request
Acebuddy	Please select your request type.
itsupport	Application Version Upgrade
Acebuddy	Please select the application you would l
itsupport	ProSeries
Acebuddy	Kindly download the ProSeries setup file desktop.
	Once done, Please email us at support@ via email.
	Generally, application upgrades are com do specify if you need the request proce
	Do you need any further assistance on tl
itsupport	Yes
Acebuddy	Please wait while we connect you to our
	<i>Acebuddy (bot) forwarded the chat requ</i>

		<i>Shubham Maurya accepted the chat tra</i>
	Shubham Maurya	Thank you for contacting Ace Cloud Host today.
	itsupport	Hi unfortunately I'm disconnect
		From chat
		I am shashi
	Shubham Maurya	Hello Shashi, So we informed you over th them again.
	itsupport	What we can offer is either to provide y arrange a three way call with Intuit
		Please note that if you choose to procee upgrade your QuickBooks company previous QuickBooks 2024 Pro Plus v
		No I just want to upgrade ouickbooks 20
		Because that is a huge work for us to tra
	Shubham Maurya	It is not possible during this time
		I understand that you would like to upgr authorized to provide that license o QuickBooks Enterprise 2024 .
		Please arrange a call to intuit support
	Shubham Maurya	Sure, Shashi please share a preferred tin
	itsupport	Sir, not any option to purchase the licens
		Today 5.30
		Because it's very very urgent for us
		All work are panding because I haven't li
	Shubham Maurya	We completely understand the urgency o assist you promptly, we will arrange a c we'll ensure to provide the necessary gu
		Meanwhile you can check there page htt
		Try to get intouch with them if possible c
	itsupport	Which details we need to provide to him
		Please let me
	Shubham Maurya	You can simply ask them that you want t Pro Plus version.
		Share them the email ID which you used

itsupport

Where it shows that your license is expir

Thank you shubham for guide me

Itsupport has ended this chat session

Chat

Hello, I am your Acebuddy

Visitor Details

#83480 Anastasia GAINA

Email: mdmotorsvt@yahoo.com

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 54 Secs

City: BURLINGTON

State: Vermont

Country: UNITED STATES

Chat Transcript

Anastasia GAINA

Hello, I am your Acebuddy

Acebuddy

Hello Anastasia Gaina, I'm your Ace Buddy

Whom Would You Like to Connect With?

Anastasia GAINA

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Anastasia GAINA

I'd like to report an Issue

Acebuddy

Please select an option!

Anastasia GAINA

QuickBooks Issue

	Acebuddy	What type of QuickBooks Issue are you f
	Anastasia GAINA	QuickBooks is Frozen
	Acebuddy	Hmm, That doesn't sound good. But her
		Was that helpful?
	Anastasia GAINA	No
	Acebuddy	No issues, please wait while I connect yc
		<i>Acebuddy (bot) forwarded the chat requ</i>
		<i>Karan Bhattacharya accepted the chat ti</i>
	Karan Bhattacharya	Thank you for contacting Ace Cloud Host today.
		Hello
	Anastasia GAINA	hi
	Karan Bhattacharya	Please let us know the issue you are faci
	Anastasia GAINA	Qb is not showing anything
	Karan Bhattacharya	Did you receive any error?
	Anastasia GAINA	no, it just gray screen when I open the b
	Karan Bhattacharya	ok
		please share your myrealdata id?
	Anastasia GAINA	Viktoriia Tatar
	Karan Bhattacharya	ok,let me check few details at backend
		allow me few minutes
	Anastasia GAINA	thank you
	Karan Bhattacharya	I will be updating quickbooks,shall I sign
	Anastasia GAINA	yes, thanks
	Karan Bhattacharya	ok
		Updation is in progress.Shall I sent you a
		Then you can login and check if issue ex
	Anastasia GAINA	yes please, thank you
	Karan Bhattacharya	Ok,I will be sending you the email accor some time.Is there anything else I can h
	Anastasia GAINA	All set for now, thank you
	Karan Bhattacharya	Thank you for your time and cooperatio
		You may end this chat now. Once you en

conversation, along with a ticket number

I request you to kindly spare a moment if
working. I will appreciate that. or you may
Thanks!

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

For self-help, check out our Knowledge Base

Karan Bhattacharya has ended this chat

Chat

Hello, I am

Visitor Details

#83628 Sarah Adams

Email: esadams@midco.net

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 32 Secs

City: MINTO

State: North Dakota

Country: UNITED STATES

Chat Transcript

Sarah Adams	Hello, I am your Acebuddy
Acebuddy	Hello Sarah Adams, I'm your Ace Buddy.
	Whom Would You Like to Connect With?
Sarah Adams	Technical Support (QB & App Hosting)
Acebuddy	

		Welcome to Ace Support.
		Please chose an option :
	Sarah Adams	I'd like to report an Issue
	Acebuddy	Please select an option!
	Sarah Adams	Password Reset
	Acebuddy	Please select an option below
	Sarah Adams	Not Enrolled to Selfcare Portal
	Acebuddy	Please drop an email on support@acecloudhosting.com as your password needs to be reset and we'll share the steps with you.
		Do you need any further assistance on this?
	Sarah Adams	Yes
	Acebuddy	Please wait while we connect you to our support agent.
		<i>Acebuddy (bot) forwarded the chat request to Luv.</i>
		<i>Luv accepted the chat transfer request.</i>
	Luv	Thank you for contacting Ace Cloud Hosting. I will be assisting you today.
	Sarah Adams	I can not login to the Remote Desktop. It says my session has expired.
	Luv	Okay, when was the last time it was working for you?
	Sarah Adams	So this has happened a couple of times. I have tried to log in but it says my session will connect without issue. And it has done this before and it has been resolved.
	Luv	Alright, it could be because of you not logging out properly after logoff of the server?
		Meanwhile I am checking the active sessions on the server.
		I do see you logged into the server at the time you mentioned and wait till it signs out completely for full 15 minutes.
	Sarah Adams	I just click the x. How should I be logging out?
	Luv	if you want i can show you quicky by taking you to the remote desktop.
	Sarah Adams	Sure
	Luv	https://assist.acecloudhosting.com/join/2
		please use this link on your local system.
	Sarah Adams	I am messaging on my phone but working on the laptop.
	Luv	is there any email on the laptop where i can send you the steps?
	Sarah Adams	Esadams@midco.net
	Luv	just sent it, kindly check your email.

	Sarah Adams	I don't see it yet
	Luv	please open this *[assist.acecloudhostin viewer=html&x-com-zoho-assist- orgid=60000688324&isCanvasSupporte &isKeylessReq=true#)*
		and enter this session code on your lapt
		so one of the options is the highlighted l log off is more preferable as it completel
		you can try using the log off and try sign
	Sarah Adams	No it is not allowing me back on.
	Luv	what error is it giving right now?
	Sarah Adams	Problem connecting contact network adr
		The same error as before
		Now it did
	Luv	yeah i see your active session now on th
		Kindly allow me two minutes to check th
	Sarah Adams	Ok
	Luv	Are you the only one facing this issue?
	Sarah Adams	My coworker has mentioned it as well
	Luv	Okay Can you please open this link on y issue further? https://assist.acecloudhos
		<div>513-206-4066</div>
		Are you there?
		Due to no response, I am closing the cha out on the ticket created as I will be ema
		Thank you for choosing ACE cloud Hostir
	Sarah Adams	Sorry yes I am back.
	Luv	Can you please open this link on your loc
		okay I am connected now, just wanted to
		Please stay connected i am working on i
		is this the error you get while signing in?
	Sarah Adams	No
	Luv	or is it a different one?
	Sarah Adams	It was a different one.

	Luv	okay, I think your account is locked, I am
	Sarah Adams	It was a sentence or 2 that there was a p administrator
	Luv	okay, thanks I am checking account stat please stay connected
		please enter your most recent password
		please stay connected, i am working on
		I am going to configure Ace connect for ;
		it should be asking for admin creds pleas
		please enter your password
		So far as i have analyzed it seems to be latency, can you please try switching yo
	Sarah Adams	I only have that option
	Luv	Okay, try to enter the password now.
	Sarah Adams	That is the error I always get
	Luv	Try again.
		alright, please have your password reset (https://crm.zoho.in/crm/org6000068283 for you, as it is locking your account eac
		Rest of the settings are fine and try char
	Sarah Adams	Ok
		Can you help me get back on right now s not available today
	Luv	let me try.
		Enter now
	Sarah Adams	Thank you
	Luv	alright there you go, seems to be a pass know over the email.
		is there anything else i can assist you wi
	Sarah Adams	Not right now
	Luv	Thank you for choosing ACE cloud Hostir
		I would greatly appreciate if you could s; smileys at the end of this chat.
		You may end this chat now. Once you en conversation, along with a ticket numbe

I request you to kindly spare a moment if you are not working. I will appreciate that. or you may not be working. Thanks!

Note: You may change/reset your server IP address (https://selfcare.acecloudhosting.com).

For self-help, check out our Knowledge Base.

Luv has ended this chat session

Chat

Hello, I am

Visitor Details

#83820 Michael Parente
Email: michael@parentefinancial.com ☎ 5084734492
Department: Support(QB & App Hosting)
Operator: Adarsh Singh
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 17 Secs
City: MILFORD
State: Massachusetts
Country: UNITED STATES

Chat Transcript

Michael Parente	Hello, I am your Acebuddy
Acebuddy	Hello Michael Parente, I'm your Ace Buddie
	Whom Would You Like to Connect With?
Michael Parente	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

		Please chose an option :
	Michael Parente	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Michael Parente	Server Resource Addition
	Acebuddy	Please select the resource type you'd like to add.
	Michael Parente	Disk Space
	Acebuddy	Please be informed that we have automatic disk space management enabled on all our servers by default.
		This ensures that the disk space on the server is managed efficiently and you won't have to manually do a cleanup.
		If you wish to free up additional disk space, you can refer to the below links :
		Do you need any further assistance on this?
	Michael Parente	Yes
	Acebuddy	Please wait while we connect you to our support team.
		<i>Acebuddy (bot) forwarded the chat request to Adarsh Singh.</i>
		<i>Adarsh Singh accepted the chat transfer.</i>
	Adarsh Singh	Thank you for contacting Ace Cloud Host. I will be assisting you today.
	Michael Parente	Noticed C drive is at 91%. We will be adding more space to increase space or should we do some cleanup?
	Adarsh Singh	Hi Michael, I understand that you wish to increase the disk space. Please allow me 2-3 minutes so i can check the current status of your server.
	Michael Parente	Thanks for checking
	Adarsh Singh	After reviewing the server's junk and temporary files, we can remove them to free up space. To maintain optimal performance, we recommend regular cleanup. If all files on the C drive are required, we can consider upgrading the disk space.
	Michael Parente	OK what are the current options and costs for upgrading?
	Adarsh Singh	Please review the available upgrade plans: Plan 1: 200 GB – \$120/month Plan 2: 100 GB – \$60/month Plan 3: 80 GB – \$50/month Plan 4: 60 GB – \$40/month
	Michael Parente	so plan 4 would be an additional 60 GB?
	Adarsh Singh	Yes that is correct Michael.
	Michael Parente	OK lets go ahead and add the additional 60 GB?
	Adarsh Singh	Sure, I will be creating a case and will be working on it immediately.

Average Response Time: 34 Secs

City: REDONDO BEACH

State: California

Country: UNITED STATES

Chat Transcript -----

tina	Hello, I am your Acebuddy
Acebuddy	Hello Tina, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
tina	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tina	I'd like to report an Issue
Acebuddy	Please select an option!
tina	Other Issue
Acebuddy	Please specify the issue you are facing by clicking on the below options.
tina	restart my rdp
Acebuddy	Please wait while we connect you to a Support Agent.
	<i>Acebuddy (bot) forwarded the chat request to the Support Agent.</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer.</i>
	<i>Abhay Kumar Saraswat is transferring the chat to the Support Agent.</i>
	<i>Shubham Kataria accepted the chat transfer.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Host today.
	Hello Tina
tina	hello, can you please restart my user rdp
	i installed the new DMS version and it re in
Shubham Kataria	I will be surely assisting you with this. Kindly wait for a moment.
tina	DejeneAInc.myrealddata.net
	Tina.W@myrealddata.net
Shubham Kataria	Thank you for the information.
	kindly confirm if you would like to reboot

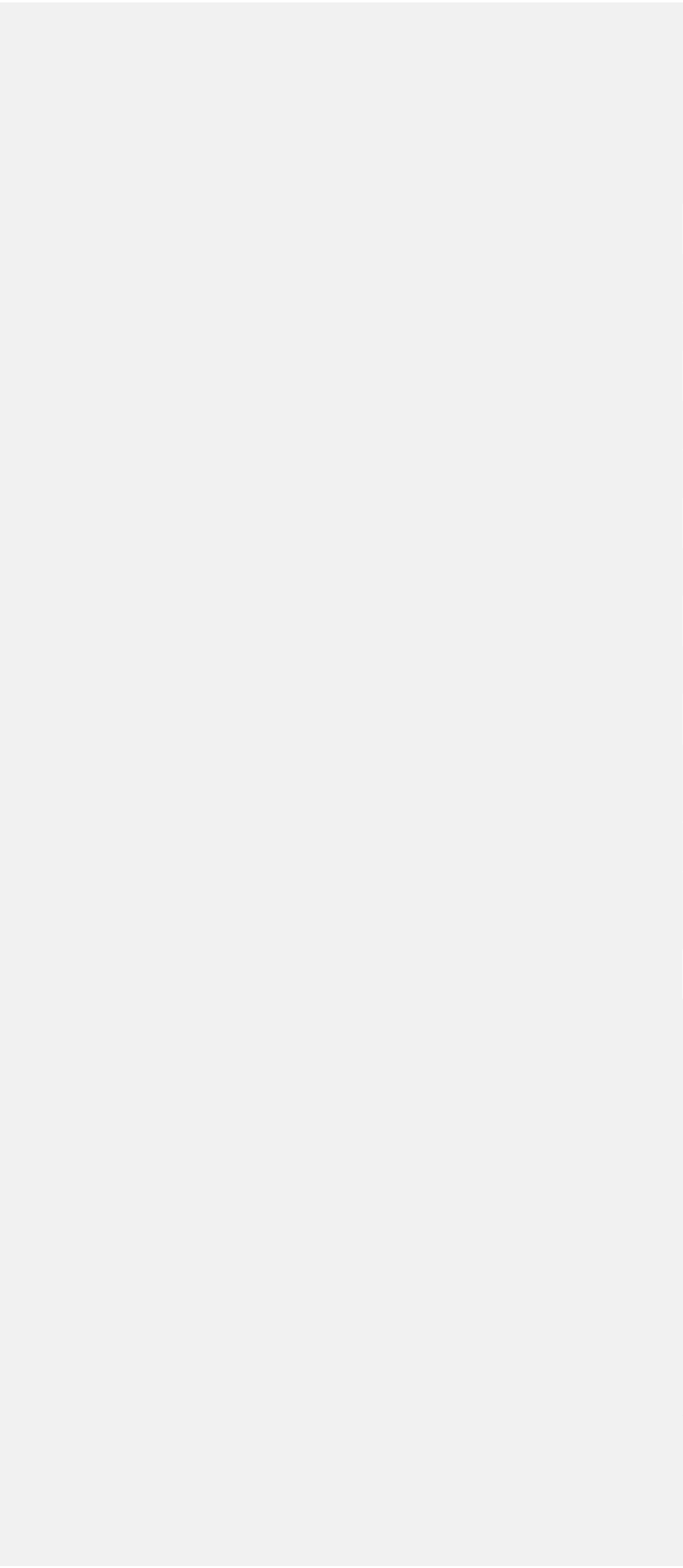
	tina	i think just my user
	Shubham Kataria	Currently you're not logged onto the ser
		Could you please try now
		Now I can see you're logged onto the ser
	tina	okay sorry it wouldnt let me for 30 minu
	Shubham Kataria	You're welcome
		I would greatly appreciate if you could s smileys at the end of this chat.
		Thank you for choosing ACE cloud Hostir
		You may end this chat now. Once you en conversation, along with a ticket numbe
		I request you to kindly spare a moment t working. I will appreciate that. or you m Thanks!
		Note: You may change/reset your server (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge B
		<i>Shubham Kataria has ended this chat se</i>

Chat

Hello, I am

Visitor Details

#83420 Clay Lomax
Email: claylomax@gmail.com 📞 19162762529
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: RICHMOND



State: California
Country: UNITED STATES

Chat Transcript -----

Clay Lomax	Hello, I am your Acebuddy
Acebuddy	Hello Clay Lomax, I'm your Ace Buddy. I'll be glad to help you.
	Whom Would You Like to Connect With?
Clay Lomax	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Clay Lomax	I'd like to report an Issue
Acebuddy	Please select an option!
Clay Lomax	Password Reset
Acebuddy	Please select an option below
Clay Lomax	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@aceclerk.com. Your account password needs to be reset and we'll share the steps to you.
	Do you need any further assistance on this?
	As we haven't got any response from you, we are closing this chat. Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat

Hello, I am your Acebuddy

Visitor Details -----

#83380 SB Baras
Email: sbbaras@proton.me
Department: Support(QB & App Hosting)

		May I take the remote access of your loc
	SB Baras	What does that mean
	Shashwat Verma	I will take the remote access of your acc
	SB Baras	Ok
		I just shut it down I have to open again
	Shashwat Verma	Let me know the device you are using fo
		Kindly open the affected PC, and open th
		https://assist.acecloudhosting.com/join/5
		Kindly Click on the link and open the dov
	SB Baras	I'm using from my phone because my co
		One minute
	Shashwat Verma	Okay, kindly try to open the pc
	SB Baras	Can you send it to me by email
	Shashwat Verma	Sure
		sbbaras@proton.me is that work for you
		Or you can share me the other one too.
	SB Baras	You need my email address?
		Or you have it
		Yes that one. Actually now I got in to the
		So I guess we are good and it's working
	Shashwat Verma	Great!
		Is there anything else I may help you wit
	SB Baras	In general it doesn't always let me log in
	Shashwat Verma	May be the issue was the reboot time of makes the cloud session stuck
	SB Baras	Or stop it from freezing and reconnecting
		Oh
	Shashwat Verma	Do you face freeze issue frequently?
	SB Baras	Only when I'm on the cloud. My internet
		It can be slow
	Shashwat Verma	Let me check the resources for you
	SB Baras	Thanks

	Shashwat Verma	Is the entire server slow, or is the issue l
	SB Baras	I only use the quickbooks and that's slov
	Shashwat Verma	Okay
		Are all users affected, just some users, c
		Are we still connected? (Edited)
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are discon (1-888-415-5240) if any further assistanc

Shashwat Verma has ended this chat ses

Chat

Hello, I am

Visitor Details

#83216 Kevin Burnett
Email: kevin@hbastax.com 📞 16144362735
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 28 Secs
City: LEWIS CENTER
State: Ohio
Country: UNITED STATES

Chat Transcript

Kevin Burnett	Hello, I am your Acebuddy
Acebuddy	Hello Kevin Burnett, I'm your Ace Buddy.

		Whom Would You Like to Connect With?
	Kevin Burnett	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Kevin Burnett	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Kevin Burnett	Setup Ace Server
	Acebuddy	If you would like to configure the server Operating System
	Kevin Burnett	Microsoft Windows
	Acebuddy	Please Click on the below link and use th on your Windows PC
		Do you need any further assistance on tl
	Kevin Burnett	Restart
	Acebuddy	Hello Kevin Burnett, I'm your Ace Buddy.
		Whom Would You Like to Connect With?
	Kevin Burnett	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Kevin Burnett	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Kevin Burnett	Password Reset
	Acebuddy	Please select an option below
	Kevin Burnett	Already Enrolled to Selfcare Portal
	Acebuddy	Please follow the process mentioned in t
		Do you need any further assistance on tl
	Kevin Burnett	Yes
	Acebuddy	Please wait while we connect you to our
		<i>Acebuddy (bot) forwarded the chat requ</i>
		<i>Shashwat Verma accepted the chat tran:</i>
		<i>Shashwat Verma is transferring the chat</i>
	Kevin Burnett	One of staff didn't click on password link care and created a password but can noi

Sanyam Madan accepted the chat transi	
Sanyam Madan	Thank you for contacting Ace Cloud Host
	I will be surely assisting you with this. Ki
Kevin Burnett	HBAS.myrealdata.net. I'm Kevin.Burnett
Sanyam Madan	Kindly allow me two minutes to check th
	Kevin , we have received your request, a ticket number
	Is there anything else I may help you wit
Kevin Burnett	sounds good. Thank you
Sanyam Madan	Please provide your authorization via em
	Please mail to support@acecloudhosting further with the request (Edited)
Kevin Burnett	just emailed
Sanyam Madan	Got it , Kevin.
	Is there anything else I may help you wit
Kevin Burnett	will i get an email with her password anc
Sanyam Madan	Yes , this is exactly what you have to do
	just change the password in aceconnect
Kevin Burnett	ok will wait for email
Sanyam Madan	Yes , we will be emailing you in the next
	Is there anything else I may help you wit
Kevin Burnett	no. all set. thank you
Sanyam Madan	Kindly share your feedback by clicking tl
	Thank you for choosing ACE cloud Hostir
Sanyam Madan has ended this chat sess	

Visitor Details -----

#83638 taxadmin
Email: taxadmin@silversfs.com
Department: Support(QB & App Hosting)
Operator: Adarsh Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 16 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript -----

taxadmin	Hello, I am your Acebuddy
Acebuddy	Hello Taxadmin, I'm your Ace Buddy. I'll be happy to help you with your issue.
	Whom Would You Like to Connect With?
taxadmin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
taxadmin	I'd like to report an Issue
Acebuddy	Please select an option!
taxadmin	Password Reset
Acebuddy	Please select an option below
taxadmin	Setback
Acebuddy	Please select an option!
taxadmin	Other Issue
Acebuddy	Please specify the issue you are facing below
taxadmin	Audio on Teams
Acebuddy	Please wait while we connect you to a Support Agent.
	<i>Acebuddy (bot) forwarded the chat request to the Support Agent.</i>
	<i>Abhay Kumar Saraswat accepted the chat request.</i>
	<i>Abhay Kumar Saraswat is transferring the chat to the Support Agent.</i>

		<i>Adarsh Singh accepted the chat transfer</i>
	Adarsh Singh	Thank you for contacting Ace Cloud Host
		I understand that you are facing issue ge
	taxadmin	Hello, Adarsh
		Yes, correct
		My microphone is not working
	Adarsh Singh	Thanks for the confirmation as i am not i taxadmin@silversfs.com. Could you plea
	taxadmin	that is my registered email. Company is
		I use server Silversfs_5
	Adarsh Singh	Thanks for the confirmation. Could you p use Microphone ?
	taxadmin	I had asked for your colleague earlier to am about to have a call with my colleagu
	Adarsh Singh	May I take the remote access of your loc
	taxadmin	sure, please
	Adarsh Singh	Prior providing the access, I would sugge
		https://assist.acecloudhosting.com/join/2
		Please use above link to connect with m
		We are connected on the remote sessior the time, I am putting the chat on hold, give your confirmation on this chat.
		As the issue was resolved after tweaking resolved. If you face any such issues do not hesita
		You may end this chat now. Once you en conversation, along with a ticket numbe
		I request you to kindly spare a moment t working. I will appreciate that. or you ma Thanks!
		Note: You may change/reset your server (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge B
		I would greatly appreciate if you could sq chat.
		<i>Adarsh Singh has ended this chat sessio</i>

Chat

Hello, I am

Visitor Details

#83529 Dennis Norman
Email: dennis@stlre.com 📞 13143321012
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
City: EUREKA
State: Missouri
Country: UNITED STATES

Chat Transcript

Dennis Norman	Hello, I am your Acebuddy
Acebuddy	Hello Dennis Norman, I'm your Ace Budd
	Whom Would You Like to Connect With?
Dennis Norman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dennis Norman	I'd like to raise a Request
Acebuddy	Please select your request type.
Dennis Norman	Other Request
Acebuddy	Please drop an email to support@aceclo technicians will connect with you for furt
	If you are facing any issue/problem with
	As we haven't got any response from yo

Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat

Hello, I am your Acebuddy

Visitor Details

#83347 alexis

Email: admin@sandiegodemolition.com 📞 16199772652

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

alexis	Hello, I am your Acebuddy
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
alexis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
alexis	I'd like to raise a Request
Acebuddy	Please select your request type.
alexis	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com

		technicians will connect with you for furt
		If you are facing any issue/problem with
	alexis	Yes, I'm facing issues with my server
	Acebuddy	Please select an option!
	alexis	Other Issue
	Acebuddy	Please specify the issue you are facing b
	alexis	I want to install the remote option in oth
	Acebuddy	Please wait while we connect you to a St
		<i>Acebuddy (bot) forwarded the chat requ</i>
	alexis	Thank you
		<i>Ashutosh Mishra accepted the chat trans</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Host
		I will be surely assisting you with this. Ki
	alexis	CID74071
		My user Leontina.T
	Ashutosh Mishra	Thank you for providing the details. Let r
	alexis	Thank you
		I have other computer the I need to Sept
	Ashutosh Mishra	I understand you would like to access Ac RDP (file that is used to access server) c
		Currently My Portal Admin is Alexis.
	alexis	Yes please
		Yes you can sent to Alexis the indication:
	Ashutosh Mishra	Over the email I can share the instructio
		Apart from this is there anything else I n
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are discon (1-888-415-5240) if any further assistanc
		<i>Ashutosh Mishra has ended this chat ses</i>

Chat

Hello, I am

Visitor Details

#83703 lily
Email: lily@smb-advisors.com
Department: Support(QB & App Hosting)
Operator: Sourav Chhikara
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 42 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

lily	Hello, I am your Acebuddy
Acebuddy	Hello Lily, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
lily	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lily	I'd like to report an Issue
Acebuddy	Please select an option!
lily	Other Issue
Acebuddy	Please specify the issue you are facing by clicking on the below link.
lily	Our team is having trouble getting outlo board.
Acebuddy	Please wait while we connect you to a Support Agent.
	<i>Acebuddy (bot) forwarded the chat request to Support Agent.</i>

	<i>Sourav Chhikara accepted the chat transcript</i>
Sourav Chhikara	Thank you for contacting Ace Cloud Host
lily	hello!
	When trying to open emails in outlook or
	<i>8:55:48 PM</i> lily is sharing a file with you image.png - (Size:10.88 KB)
	And this is happening for a couple of our
Sourav Chhikara	I will be surely assisting you with this. Pl
	Lily could you confirm how many people
lily	Three people so far
Sourav Chhikara	Could you please confirm user names fo
lily	give me one minute
Sourav Chhikara	Sure, please take your time.
lily	mine is lily.l
Sourav Chhikara	May I take the remote access of your loc
lily	sure
Sourav Chhikara	Prior providing the access, I would sugge
	https://assist.acecloudhosting.com/join/5
	Kindly paste this link in the browser of lo
	We are connected on the remote session the time, I am putting the chat on hold, p give your confirmation on this chat.
	Are we still connected?
	Are we still connected?
	Are we still connected?
	As there was no response, we are discon (1-888-415-5240) if any further assistan

Sourav Chhikara has ended this chat session.

Chat

Hello, I am

Visitor Details

#83877 austin smith
Email: austin@gwinnetteletricsupply.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat-mail.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript

austin smith	Hello, I am your Acebuddy
Acebuddy	Hello Austin Smith, I'm your Ace Buddy. I
	Whom Would You Like to Connect With?
austin smith	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
austin smith	I'd like to raise a Request
Acebuddy	Please select your request type.
austin smith	Password Reset
Acebuddy	Please select an option below
austin smith	Setback
Acebuddy	Please select your request type.
austin smith	Other Request
Acebuddy	Please drop an email to support@aceclo technicians will connect with you for furt
	If you are facing any issue/problem with

As we haven't got any response from you. Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat

Hello, I am your Acebuddy

Visitor Details

#83487 office

Email: office@pricecontracting.com 📞 14062743064

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 19 Secs

City: STEVENSVILLE

State: Montana

Country: UNITED STATES

Chat Transcript

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

	Acebuddy	What type of QuickBooks Issue are you f
	office	QuickBooks is Frozen
	Acebuddy	Hmm, That doesn't sound good. But here
		Was that helpful?
	office	No
	Acebuddy	No issues, please wait while I connect yc
		<i>Acebuddy (bot) forwarded the chat requ</i>
		<i>Shubham Kataria accepted the chat tran</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Host today.
		Hello
	office	Hello
	Shubham Kataria	How may I assist you today?
	office	My Quickbooks is frozen, i tried to follow as listed
	Shubham Kataria	I will be surely assisting you with this. Ki
		Are we still connected here?
	office	yes
	Shubham Kataria	Kindly provide your server name and use
	office	NicoleRainwater@myrealdata.com
		Nicole Rainwater
	Shubham Kataria	Thank you for the information.
		Please try to access QB now
		I have also added the shortcut of QB res from your end.
	office	still frozen, not responding to my mouse
	Shubham Kataria	Kindly confirm if the QB app still opened
	office	yes, its still open.
	Shubham Kataria	May I take the remote access of your ser
	office	yes
	Shubham Kataria	Prior providing the access, I would sugge
	office	ok
	Shubham Kataria	Kindly accept the remote request on the

	office	ok, i'm not seeing one
	Shubham Kataria	alright
		May I take the remote access of your loc
	office	yes
	Shubham Kataria	https://assist.acecloudhosting.com/join/2
		Kindly paste this link in the browser of lo
		We are connected on the remote sessior the time, I am putting the chat on hold, give your confirmation on this chat.
		Thank you for your patience.
		As per our remote conversation your issi
		Is there anything else I may help you wit
	office	Thank you for your help, i think i'm good
	Shubham Kataria	You're welcome
		I would greatly appreciate if you could s smileys at the end of this chat.
		Thank you for choosing ACE cloud Hostir
		You may end this chat now. Once you en conversation, along with a ticket numbe
		I request you to kindly spare a moment t working. I will appreciate that. or you m Thanks!
		Note: You may change/reset your server (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge B
		<i>Shubham Kataria has ended this chat se</i>

Chat

Hello, I am

Visitor Details -----

#83653 tiffany
Email: ap@columbiahomeservices.com ☎ 14088949072
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: HOUTZDALE
State: Pennsylvania
Country: UNITED STATES

Chat Transcript -----

tiffany	Hello, I am your Acebuddy
Acebuddy	Hello Tiffany, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?
tiffany	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tiffany	I'd like to raise a Request
Acebuddy	Please select your request type.
tiffany	Other Request
Acebuddy	Please drop an email to support@aceclo technicians will connect with you for furt
	If you are facing any issue/problem with
tiffany	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, H

Acebuddy has ended this chat session



Chat

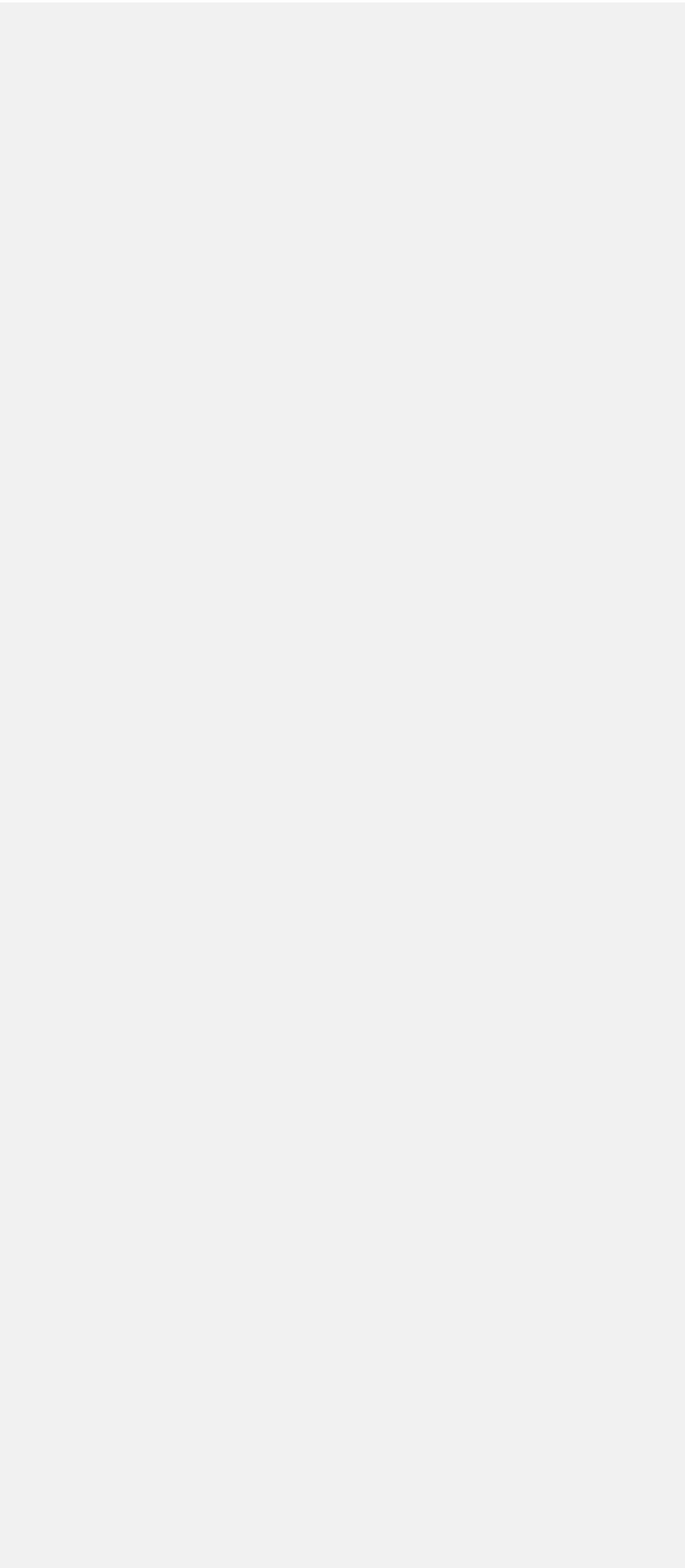
Hello, I am

Visitor Details

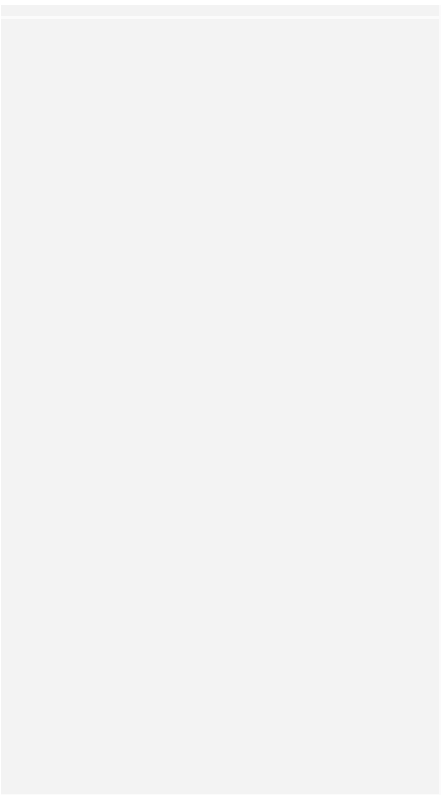
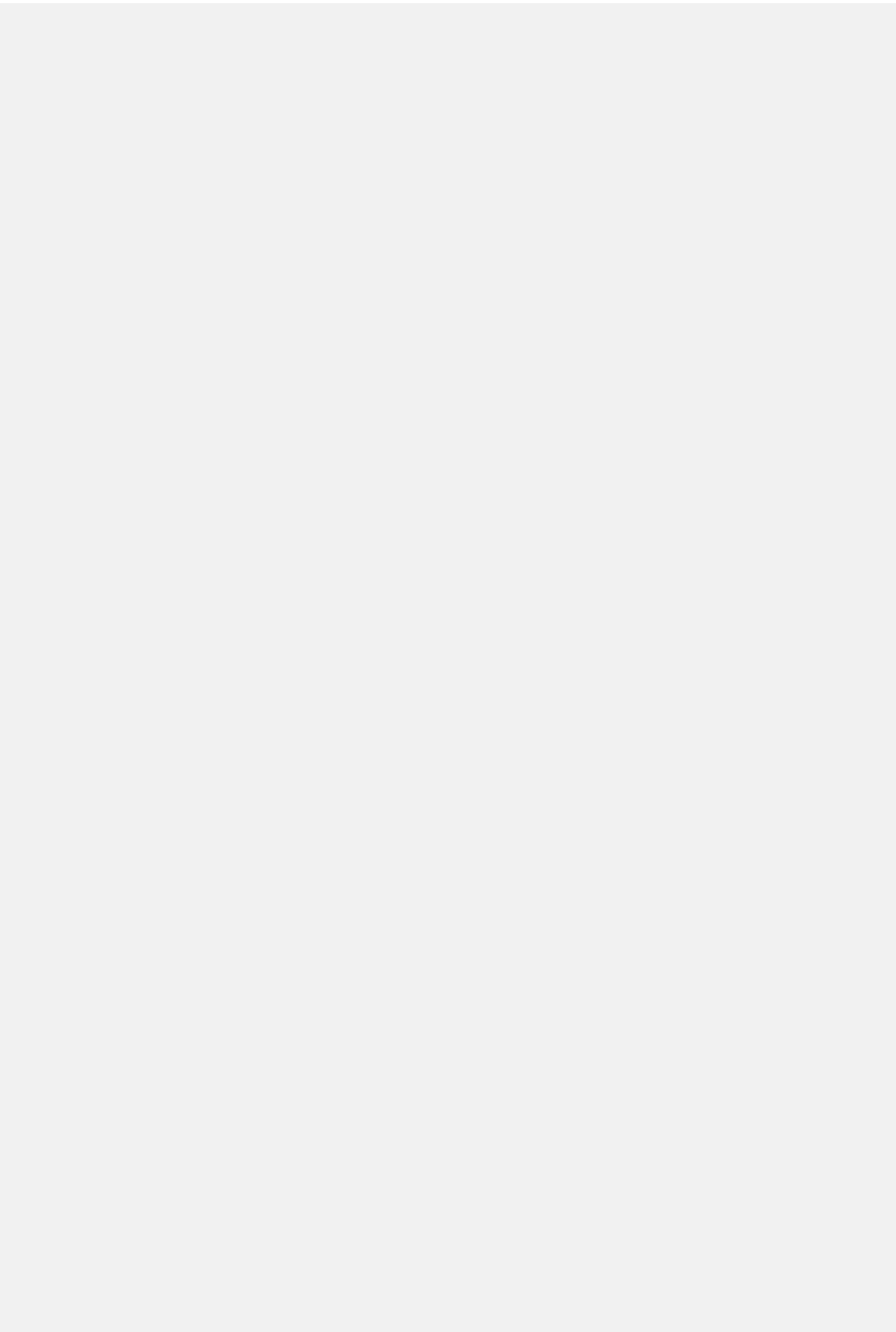
#83773 will.okeefe
Email: will.okeefe@emailshutters.com 📞 16185670384
Department: Support(QB & App Hosting)
Operator: Sourav Chhikara
Website: https://www.acecloudhosting.com/support-chat-mail.
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 9 Secs
City: AUSTIN
State: Texas
Country: UNITED STATES

Chat Transcript

will.okeefe	Hello, I am your Acebuddy
Acebuddy	Hello Will.okeefe, I'm your Ace Budc
	Whom Would You Like to Connect W
will.okeefe	Technical Support (QB & App Hostin
Acebuddy	Welcome to Ace Support.
	Please chose an option :
will.okeefe	I'd like to report an Issue
Acebuddy	Please select an option!
will.okeefe	Password Reset
Acebuddy	Please select an option below
will.okeefe	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentione
	Do you need any further assistance
will.okeefe	Yes
Acebuddy	Please wait while we connect you to



	<i>Acebuddy (bot) forwarded the chat</i>
	<i>Sourav Chhikara accepted the chat</i>
Sourav Chhikara	Thank you for contacting Ace Cloud you today.
	Will could you please elaborate you
will.okeefe	I am trying to change the password please contact support team
Sourav Chhikara	Have you tried to open myportal?
	Or shall I take the remote access to
will.okeefe	yes I am doing it in myportal
	<i>10:06:38 PMwill.okeefe is sharing a image.png - (Size:317.82 KB)</i>
	any help you can provide
Sourav Chhikara	May I take the remote access of you
will.okeefe	I am not doing this on the remote se
	you want to take access of my lapto
Sourav Chhikara	Outside the server, I only want to w
will.okeefe	i would rather not give access for th
Sourav Chhikara	Could you please confirm for which
will.okeefe	jenniferbau
Sourav Chhikara	Are you using any identical passwor constraints for a strong password?
will.okeefe	the password is not like the usernan
	could you tell me what is currently s
Sourav Chhikara	We cannot see the password for the
will.okeefe	understood
Sourav Chhikara	In your case please drop an email to password for this issue. Please ema (mailto:will.okeefe@emailshutters.c
will.okeefe	will do. thank you
Sourav Chhikara	For your myportal issue we will send inconvenience caused.
	Is there anything else I may help yo
will.okeefe	no thank you
Sourav Chhikara	Thank you for choosing ACE cloud H



Once you end this chat, you will rec
with a ticket number and survey fee

I request you to kindly spare a mom
how I am working. I will appreciate t
quality@acecloudhosting.com. Thar

Note: You may change/reset your se
Portal (<https://selfcare.acecloudhost>

For self-help, check out our Knowlec
(<https://www.acecloudhosting.com/k>

Sourav Chhikara has ended this cha

