

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73344 Karen Kropp

Email: karen.bythebooks@gmail.com ☎ 16074374988

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: 11 Secs

City: COLORADO SPRINGS

State: Colorado

Country: UNITED STATES

Chat Transcript

Karen Kropp	Hello, I am your Acebuddy
Acebuddy	Hello Karen.bythebooks, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Karen Kropp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Karen Kropp	I'd like to report an Issue
Acebuddy	Please select an option!
Karen Kropp	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Karen Kropp	Can't login to server
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.

Karen Kropp	I can't login to the server. I'm getting the following error message.
Shashwat Verma	hello Karen
	<p>1:28:32 AMKaren Kropp is sharing a file with you Screenshot 2025-02-28 125717.png - (Size:94.63 KB)</p>
	I will surely help you with this issue.
	May I take the remote access of your local computer?
Karen Kropp	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/8642712389
	Kindly Click on the link and open the downloaded file.
Karen Kropp	Can you see my computer
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74264 Maureen Burgess

Email: bookkeeper@dublinlake.org **Phone:** 6039242053

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: JAFFREY

State: New Hampshire

Country: UNITED STATES

Chat Transcript

Maureen Burgess	Hello, I am your Acebuddy
Acebuddy	Hello Maureen Burgess, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Maureen Burgess	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maureen Burgess	I'd like to raise a Request
Acebuddy	Please select your request type.
Maureen Burgess	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Maureen Burgess	Setback
Acebuddy	Please select your request type.
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73878 g.hostelley

Email: g.hostelley@innercircle.cpa ☎ 216.642.0330 x1113

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: AURORA

State: Ohio

Country: UNITED STATES

Chat Transcript

g.hostelley	Hello, I am your Acebuddy
Acebuddy	Hello G.hostelley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
g.hostelley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
g.hostelley	I'd like to raise a Request
Acebuddy	Please select your request type.
g.hostelley	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 :
g.hostelley	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74394 Betty Willis

Email: betty@qualitycarshippers.com

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: 33 Secs

City: MURRIETA

State: California

Country: UNITED STATES

Chat Transcript

Betty Willis	Hello, I am your Acebuddy
Acebuddy	Hello Betty Willis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Betty Willis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Betty Willis	I'd like to report an Issue
Acebuddy	Please select an option!
Betty Willis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Betty Willis	661822 Case Number
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>1:24:02 AM Betty Willis is sharing a file with you 1_image.png - (Size:12.76 KB)</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
	<i>Shivam Singh is transferring the chat to Ashutosh Mishra.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you are getting update prompts for file doctor.
Betty Willis	Yes. I received an email telling me that it had been corrected to sign in and this still shows up
	Dear Betty, Greetings from Ace Cloud! Ticket ID: 661822 Issue: Quick Books Issue Summary: This is in reference to the required changes on the server end. Please check and confirm if QB is working or not. Please feel free to reach us if you need further assistance. You can contact our 24/7 helpline on 888-415-5240 (toll-free) or you may reach us on our instant chat support through Ace Cloud Hosting Website. You can also send an email to quality@acecloudhosting.com . Best regards, Sandeep Kumar
Ashutosh Mishra	Please cancel the update and see if you can use QuickBooks.
Betty Willis	I did...

	It brings up the company and I try to sign in and it gives the same error
Ashutosh Mishra	After cancelling updates, QuickBooks is not accessible?
Betty Willis	I cancel and it gives me the option to sign into the company. When I try to sign in it gives the same erro
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	<i>1:31:08 AM Betty Willis is sharing a file with you image.png - (Size:29.37 KB)</i>
	May I take the remote access of your server?
Betty Willis	sure
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Betty Willis	All files are close
Ashutosh Mishra	I will send a prompt please accept that.
	I am sending a prompt on the server please accept that.
Betty Willis	are you sending it to my email?
Ashutosh Mishra	Please connect to server, i am sending prompt on the server.
Betty Willis	I don't see where you sent the prompt
Ashutosh Mishra	I can take remote of the local computer, i will send you invite on betty@qualitycarshippers.com
	I have sent the invite, please click on the join link.
	Are we still connected here?
Betty Willis	Yes
Ashutosh Mishra	We are connected now
	Thank you for confirmation on remote session regarding the updates that should be executed again during night hours. A

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74570 Gita Faust

Email: gita@fasttracconsulting.com ☎ na

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Gita Faust Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Gita Faust Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Gita Faust I'd like to report an Issue

Acebuddy Please select an option!

Gita Faust Other Issue

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

Gita Faust QUickBooks is hanging. and not closing. Your team has to install and update QB Enterpries

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

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

Gita Faust Hello SHubham

Shubham Kataria Hello Gita

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

Gita Faust cid 73398

Ana

Shubham Kataria Thank you for the information and allow 2 minutes to check the same.

Could you please confirm your username for the server login and also confirm if you're the only users who is facing QB fre

Gita Faust	Not sure who else is logged on. MYREALDATA\SICB_Ana SICB.myrealdata.net
Shubham Kataria	Okay no problem, let me check the server
Gita Faust	QB is frozen
Shubham Kataria	Could you please try to access now <i>8:41:55 AM Shubham Kataria is sharing a file with you image.png - (Size:5.58 KB)</i> <i>Additionally, you can unfreeze QuickBooks using the QB Reset option available on your taskbar.</i>
Gita Faust	OMG - totally forgot about that. Can you update all QB users and install the updates? Do I have to be on the chat for you?
Shubham Kataria	Sure, No you may close the chat, I will inform you once the update completed Could you please ask everyone to log off for next 15-20 minute so that we can update the application
Gita Faust	Oh and by the way. I disable IIF Transaction Creator Pro from excel and every time i open excel it gives me a messaged. tr I do not know who else is logged on. Can you check the users please. BTW - Excel is also running slow since last week or so. Can you reset the server also?
Shubham Kataria	May I take the remote access of your server to check this
Gita Faust	yes
Shubham Kataria	Sure, will do the same after checking the Excel error Prior providing the access, I would suggest you to close any important documents at your end.
Gita Faust	Is there a way, if we log into our email and logout of the server, the email accounts gets logged off too? Done We use Gmail
Shubham Kataria	You are currently the only one logged in. Once the chat session is complete, I will update the QB application, and after that We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat. Thank you for your patience. As per our remote conversation, we have reviewed the Excel error and will investigate it further. We will keep you informed Is there anything else I may help you with ? Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73555 Larry Garcia

Email: larry@standardus.com  6302899500

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: DES PLAINES

State: Illinois

Country: UNITED STATES

Chat Transcript

Larry Garcia Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Larry Garcia Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Larry Garcia I'd like to report an Issue

Acebuddy Please select an option!

Larry Garcia

	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Larry Garcia	QuickBooks 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?
Larry Garcia	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>
Larry Garcia	I can't get into QB and I got an email from ACE saying my password was changed and I did not change it.
	Please tell them to remote in to my computer it is faster and easier.
	<i>Chat request was not picked up by the operators</i>
	I can't get into QB and I got an email from ACE saying my password was changed and I did not change it. Please tell them WILL WAIT.

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74077 ap

Email: ap@joannabranzellinteriordesign.com ☎ 7756222680

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: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

ap	Hello, I am your Acebuddy
Acebuddy	Hello Joanna Branzell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ap	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
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73933 srinivas

Email: srinivas@taxgeeks.com  2252847776

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 42 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
srinivas	server issue
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.
srinivas	taxg1 server name
	server usage is 78%
	causing issues
	whenever server usage is high proseries is working
	can youy restart the server
	so that you close all the programs on the server
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
srinivas	and it will restart the server
	TAXG1
	this is happening for all
Ashutosh Mishra	Kindly allow me two minutes to check the same.
srinivas	ok
	asked everyone to logoff
	you can restart
	I can log out
	but it is showing high usage for some users
	want to make sure that it will reset all applications
	also I want your second level to keep an eye on the server...this is causing big issue
Ashutosh Mishra	Ok, I will restart the server now.
	If issue persists, I can forward this to senior level for assistance.

Are we still connected here?

Are we still connected here?

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74422 David Harrington

Email: info@anchortitlefl.com  14073921181

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: 47 Secs

City: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

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

David Harrington	Setback
Acebuddy	Welcome to Ace Support. Please chose an option :
David Harrington	I'd like to raise a Request
Acebuddy	Please select your request type.
David Harrington	Setback
Acebuddy	Welcome to Ace Support. Please chose an option :
David Harrington	I'd like to report an Issue
Acebuddy	Please select an option!
David Harrington	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Harrington	Ticket ID: 661989
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.
David Harrington	Hello
Anjainay Singh	Hello David I am going through your ticket to know about existing issue
David Harrington	lol
	Now it's working.
Anjainay Singh	That's great
David Harrington	Since I am unable to remove items from the remote desktop Would you be able to remove the QB version 21 icon from the desktop?
Anjainay Singh	Would you like to completely remove the QB 2021 from server ?
David Harrington	Yes, the current version is 24 that I am using. So long as it does not negatively effect version 24.
Anjainay Singh	No uninstalling QB 2021 will not have any impact on QB 24
David Harrington	Ok, that works then,
Anjainay Singh	We are uninstalling the QB 2021
David Harrington	Thank you
Anjainay Singh	Before removing the QB 2021 could you please send us the authorisation email to support@acecloudhosting.com from en

(mailto:info@anchortitlefl.com) so that we can remove it asap

After removing it we will notify you over an same email

David Harrington Sent, thanks for your help.

Anjainay Singh Please also provide your positive feedback once this chat get ended , you just need to click on smile

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

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

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73491 hitesh

Email: hitesh@patel.cpa

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

hitesh Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

hitesh Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
hitesh	I'd like to report an Issue
Acebuddy	Please select an option!
hitesh	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
hitesh	Hi Ace Server not working properly again and again disconnecting
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Could you please let me know the server name that you are having issues with?
hitesh	Hi Ace Server not working properly again and again disconnecting
<i>3:17:58 PMhitesh is sharing a file with you 1.jpeg - (Size:532.02 KB)</i>	
	as per attached screen short for your reference
Sharath Kumar	Thank you, allow me 2 minutes to look into the server to check why this is happening
hitesh	ok
Sharath Kumar	In the meantime, could you let me know since when are you experiencing this issue
hitesh	last problem showing 3 months ago
Sharath Kumar	understood, just to isolate the issue could you try connecting to the server from a different network such as your hotspot
hitesh	yes
Sharath Kumar	are you still experiencing the same issue when connecting from your hotspot or has it been better?
	Hitesh, are we still connected?
hitesh	5 minits
Sharath Kumar	Sure, no problem.
hitesh	same problem showing
Sharath Kumar	understood, am connected to the server and checking a few settings
hitesh	yes please
Sharath Kumar	Thank you for your patience.
	I was able to check and find that the resource utilization on the server is normal, I also see other users currently using the Kavitha and Parizad, could you please check with them and let me know they are also experiencing the same issue
hitesh	ok 5 minuets

	hi
	parizad says she server slow working
Sharath Kumar	noted! could you also confirm if they all can sign out for a2 minutes so that I can reboot the server
hitesh	ok 5 miuets
Sharath Kumar	sure, thank you
hitesh	hi all member is sign out. please reboot server
Sharath Kumar	thank you for the confirmation
	rebooting a in a minute (Edited)
hitesh	ok
Sharath Kumar	I have initiated the reboot
hitesh	please inform me after reboot
Sharath Kumar	the server is back up and running again
hitesh	may i log in?
Sharath Kumar	Yes sir, please go ahead
hitesh	ok 5 miuets
Sharath Kumar	take your time, do let me know the result
hitesh	kavita and parijat say server is same as previous
Sharath Kumar	I see, are they on the same network as you?
hitesh	yes
Sharath Kumar	https://www.speedtest.net/
hitesh	may i share you she is host name
Sharath Kumar	I will still be connecting to their remote session (server) but I need to check their internet speed on the local machine could you share this with them and ask to provide a screenshot of the result.
	<i>3:58:09 PMhitesh is sharing a file with you image.png - (Size:100.85 KB)</i>
	<i>My internet speed</i>
hitesh	ok
Sharath Kumar	Yours look great! No latency how about your experience with the server, still slow?
	Are we still connected here?

hitesh	2 minutes
	my server is working fine
	but other member server is slow work
Sharath Kumar	good to hear that it is working fine for you, I will need to check their Spees test results to see if there is any latency at all.
	If you could share with me their email address, I can check with them and instruct how they can send in the screenshot vi
hitesh	give me 10 minutes
Sharath Kumar	may I follow up with you on email instead, would that be okay?
	I will be sending an email to you shortly, you can simply reply to it with the result.
hitesh	ok done
Sharath Kumar	alright, anything else that I may assist you with in the meantime?
hitesh	no Thak you
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hi...I'm not able to get into the self care portal

Visitor Details

#74110 Stephanie Howe

Email: stephaniehowe2019@gmail.com ☎ 16098902888

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: <https://www.acecloudhosting.com/>

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 45 Secs

City: MORRISVILLE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Stephanie Howe	Hi...I'm not able to get into the self care portal
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.
Stephanie Howe	Great! I wasn't able to log in and when I tried to reset the password the email wasn't mine
Siddhant	No issues.
	I am transferring this chat to the support team and they will be assisting you further.
Stephanie Howe	Can I ask a question first?
Siddhant	Sure.
Stephanie Howe	I'm looking to download a file I have on Ace to my local computer....once I'm back in, will I be able to do that in the self po
Siddhant	Stephanie, this question will be answered by my dedicated support team. Don't worry, they will give you a solution. Let m
	<i>Siddhant is transferring the chat to Support(QB & App Hosting).</i>
Stephanie Howe	Great, thanks so much!
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Stephanie Howe	Hi
Manish Singh	I will also share the ticket id with you over the mail once this chat is disconnected.
Stephanie Howe	Sounds good
Manish Singh	Would you like to transfer data from Ace to your local?
Stephanie Howe	Yes
Manish Singh	May I know which specific file you would like to transfer?
	Are we still connected here?
Stephanie Howe	Yes, I was just looking for the file. JH > This PC > Documents > Name ds * nts x Date modified Type Size Custom Office Temp 2025 QB 3/14/2025 11:32 AM Adobe Acrobat D... 52 KB 曜 PMG Q4 2024 2/16/2025 3:47 PM Microsoft Excel W... 306 KB 41 PM Microsoft Excel W... 306 KB ta oks 2024 ts
	Sorry that didn't copy very well haha. It's the 'Operating Feb 2025 QB'
Manish Singh	Alright!
	So, how may I assist you?

	In QB 2025
Stephanie Howe	I was trying to sign in to the Ace self portal hoping I could get the file I need there....but I wasn't able to log in
Manish Singh	Ace Self-care portal is for password change are you referring to Ace Server?
Stephanie Howe	Self care portal
Manish Singh	May I take the remote access of your local computer?
Stephanie Howe	Sure!
Manish Singh	https://assist.acecloudhosting.com/join/3312663754
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Is there anything else I may help you with ?
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
Stephanie Howe	No thank you! Have a great day!
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hi I have Ace Cloud hosting on my laptop and drake tax software installed on it. and i just got a new desktop computer that i need to have the same software installed on it also.

Visitor Details

#73840 Angalee Roberts

Email: spunkyfrog87@gmail.com ☎ 4355572221

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 51 Secs

City: SMITHFIELD

State: Utah

Country: UNITED STATES

Chat Transcript

Angalee Roberts	Hi I have Ace Cloud hosting on my laptop and drake tax software, and i just got a new desktop computer that i need to ha
Rahul	Thank you for contacting ACE. My name is Rahul. I will be assisting you further.
Angalee Roberts	ok thats great
Rahul	May i confirm your business name or Client ID
Angalee Roberts	The business name is carefree professional practice services
Rahul	let me check
Angalee Roberts	sorry resources not services
Rahul	no worries
	I am transferring you to our support team
	have a Great Day ahead!
<i>Rahul is transferring the chat to Support(QB & App Hosting).</i>	
Angalee Roberts	thanks you too
<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Angalee Roberts	hi thats great, thanks
Tushar Pharswan	Hello Angalee.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Angalee Roberts	my user name is ARoberts and is the server name the account or pin?
Tushar Pharswan	Server name will have myreldata at the end also if have the CID number that will help us identify.
	Company name would also help.
Angalee Roberts	ok the cid number is 72915
	and company name is carefree professional practice resources

Tushar Pharswan	Thank you for the details.
	May I know if you want to access an existing user profile on your new desktop if so kindly let me know the username.
Angalee Roberts	yes that would be great if it could be the same one as my laptop. its Angalee Roberts and i think the user name is ARober
Tushar Pharswan	I can see one username with Angelee Roberts user name :Angelee.R@myreldata.net
	Is this the one?
Angalee Roberts	yes thats the one
Tushar Pharswan	Kindly allow me two minutes set up the RDP file so that you can connect with your desktop.
Angalee Roberts	no problem at all
Tushar Pharswan	The chat window is not letting me send the file here.
	What we can do is I can email you the RDP file through which you can login on your desktop kindly let me know the email
Angalee Roberts	ok its Angalee.Roberts.cpa@outlook.com
Tushar Pharswan	Thank you for providing the email address I will email you as soon as this chat ends as a ticket will be generated instantly ?
Angalee Roberts	yes thats correct
Tushar Pharswan	Okay.
	Is there anything else I may help you with ?
Angalee Roberts	so that will allow me to install the desktop icon for ace cloud and then ill have access to the drake software i do now?
Tushar Pharswan	Yes, you will have to just simply download the icon file and open it after which you will have to enter your password which
Angalee Roberts	that perfect, thank you!
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Angalee Roberts	thanks you too
Tushar Pharswan	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73771 Colby Eklund

Email: colby.eklund@gmail.com ☎ 14145308838

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: SARAJEVO

State: Federacija Bosna I Hercegovina

Country: BOSNIA AND HERZEGOVINA

Chat Transcript

Colby Eklund Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Colby Eklund Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Colby Eklund I'd like to report an Issue

Acebuddy Please select an option!

Colby Eklund Other Issue

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

Colby Eklund I tried to log into change my passport and your site wouldn't let me log in, it said my account is locked.

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Yadav accepted the chat transfer request.

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

	I will be surely assisting you with this. Kindly help me with your server name and user name?
Colby Eklund	Can you tell me where I can find that information?
Shubham Yadav	Please let me know your business name ?
Colby Eklund	Red Sky Partners
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Colby kindly check now
	If you are able to login ?
Colby Eklund	OK let me try now
Shubham Yadav	Sure
Colby Eklund	No it still says your account has been disabled. Please see your system administrator.
Shubham Yadav	Let me check.
	Kindly check now
Colby Eklund	Now it says Your account has been restricted. Please contact the administrator.
Shubham Yadav	Please try to login again
Colby Eklund	Same. It still says Your account has been restricted. Please contact the administrator.
	I'm going to the part of the site that says self service portal, is that the right place to change your password?
Shubham Yadav	Yes Colby
	You can reset password using selfcare portal
Colby Eklund	Great, I just wanted to make sure I was logging into the right place
Shubham Yadav	Sure Colby
	Please try
Colby Eklund	Still the same Your account has been restricted. Please contact the administrator.
Shubham Yadav	Please try to login into the server once
Colby Eklund	Ahh, that worked! I thought I needed to change my password but that wasn't the problem.
	Thank you for your help.
Shubham Yadav	That's great
	Is there anything else I may help you with ?
Colby Eklund	That's it, thanks again.
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along
	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

quality@acecloudhosting.com. Thanks!

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

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

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74621 JOAN

Email: joan@enscpny.com ☎ 631-734-5330

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: OAKBORO

State: North Carolina

Country: UNITED STATES

Chat Transcript

JOAN Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

JOAN Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

JOAN I'd like to raise a Request

Acebuddy	Please select your request type.
JOAN	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will contact you shortly.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
JOAN	Restart
Acebuddy	Hello Joan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
JOAN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
JOAN	I'd like to report an Issue
Acebuddy	Please select an option!
JOAN	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
JOAN	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
JOAN	I can't find a QB file
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohit Kumar accepted the chat transfer request.</i>
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.
JOAN	Thank you
	<i>Rohit Kumar is transferring the chat to Shubham Kataria.</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
JOAN	Thank you
	Eierman I Joan
Shubham Kataria	Thank you for the information
	Could you please provide the location and name of the company file
JOAN	myrealdata\Eierman\Joan
	ESAssocinc.myrealdata.net

Shubham Kataria	May I take the remote access of your server screen
JOAN	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am put. Once the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	As per our remote conversation I've restored the company file in D drive.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74356 Nathan Urry

Email: techs@cr-t.com  13853251678

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: DRAPER

State: Utah

Country: UNITED STATES

Chat Transcript

Nathan Urry	Hello, I am your Acebuddy
Acebuddy	Hello Nathan.urry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nathan Urry	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?
Nathan Urry	Case 661275
	I scheduled a call for today at 930 AM MST at the end of that chat
	Please provide the meeting invite for that call
Pradeep Kumar	Alright, Let me transfer the chat to the concerned Team.
Nathan Urry	thank you
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Nathan Urry	thank you
Sharath Kumar	Hello Nathan, One moment while I look into this for you
Nathan Urry	thank you
Sharath Kumar	Thank you for your patience.
	I am checking with the appropriate team member regarding this meeting, please allow me a couple more minutes
Nathan Urry	thank you
Sharath Kumar	Thanks again for your patience, unfortunately, my colleague is currently in a different meeting. Could you allow me half an hour to check with him?
Nathan Urry	We confirmed the meeting last night per that chat
	Please send the meeting invite
Sharath Kumar	That is correct, we also have an another colleague who would be joining in to check your concern
	I will have him send the meeting invite on the same ticket
Nathan Urry	I really need this done as soon as possible
Sharath Kumar	or I will schedule the meeting and send it to you shortly
	I just need some time to check and confirm who all will be joining it
	The meeting will be scheduled for today 9:30 AM mountain time

Nathan Urry	please send the meeting invite and then confirm
	thank you
	ok thank you
Sharath Kumar	yes, it will hardly take 15-20 minutes for me to do that
	anything else that I may assist you with in the meantime?
Nathan Urry	no thank you
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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 quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73502 EMILY JACOBS

Email: emily@850-cpa.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NICEVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

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

EMILY JACOBS has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73939 lsmith.gandf

Email: lsmith.gandf@gmail.com ☎ 209-599-8911

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Mins 2 Secs

City: MANTECA

State: California

Country: UNITED STATES

Chat Transcript

Ismith.gandf	Hello, I am your Acebuddy
Acebuddy	Hello Lisa Smith, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ismith.gandf	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ismith.gandf	I'd like to report an Issue
Acebuddy	Please select an option!
Ismith.gandf	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ismith.gandf	I cannot print from Ace Hosting when using my laptop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Lisa
Ismith.gandf	Hello
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Ismith.gandf	gandfag lisasmith
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
Ismith.gandf	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/1652033951
	Kindly paste this link in the browser of local computer and join the session.
Ismith.gandf	ok
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am put! Once the issue is resolved, kindly give your confirmation on this chat.
Ismith.gandf	ok
Anurag Sharma	Please stay connected. I am still working on your issue.

The issue seems to be resolved.

Is there anything else I may help you with ?

Ismith.gandf No, that's it

Anurag Sharma Thanks for the confirmation !

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

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

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

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 quality@acecloudhosting.com. Thanks!

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73520 Jennifer

Email: jennifer@galleriaofstone.net  13035152904

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: 23 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Jennifer	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jennifer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer	I'd like to report an Issue
Acebuddy	Please select an option!
Jennifer	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jennifer	Can not connect rto server
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 Jennifer
	<i>Shashwat Verma is transferring the chat to Ashutosh.</i>
	<i>Ashutosh accepted the chat transfer request.</i>
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.
Jennifer	Thank you
Ashutosh	/Please confirm if you are unable to connect to server.
Jennifer	Im needing to access my remote desktop
Ashutosh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jennifer	user name Jennifer.D
	Galleria.myrealdatal.net
Ashutosh	Kindly allow me two minutes to check the same.
Jennifer	I figured it out
	thank u
Ashutosh	I understand the issue is resolved.
	Is there anything else I may help you with ?
	Are we still connected here?

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

Ashutosh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74166 Adam Schipani

Email: info@mjschipanielectric.com ☎ 19084470805

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: LEBANON

State: New Jersey

Country: UNITED STATES

Chat Transcript

Adam Schipani Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Adam Schipani Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Adam Schipani I'd like to report an Issue

Acebuddy Please select an option!

Adam Schipani QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Adam Schipani

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?
Adam Schipani	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>
Adam Schipani	hello my name is adam Schipani. when i log into my server the screen is completely blank except for a recycle bin
	Username: AdamS.q1
	<i>Ankit Kumar has not responded for the transfer request.</i>
	<i>Chat request was not picked up by the operators</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73905 ravi mansukhani

Email: ravi@paypluspr.com

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 22 Secs

City: PUNE

State: Maharashtra

Country: INDIA

Chat Transcript

ravi mansukhani Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
ravi mansukhani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ravi mansukhani	I'd like to report an Issue
Acebuddy	Please select an option!
ravi mansukhani	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ravi mansukhani	Cant connect to Ace cloud after my network settings of computer has been reset.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
	<i>Sharath Kumar is transferring the chat to Ashutosh Mishra.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
ravi mansukhani	Hi Ashutosh, my network setttings has been reset but even before that i could not connect to ace cloud at all
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
ravi mansukhani	myrealdatal.net and ravi mansukhani username
Ashutosh Mishra	Kindly allow me two minutes to check the same.
ravi mansukhani	ok, thx
Ashutosh Mishra	May I take the remote access of your local computer?
ravi mansukhani	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
ravi mansukhani	ok. you can access it now.
Ashutosh Mishra	Please share your email address and I will send an invite over the email to join the remote session.
ravi mansukhani	can i give you my personal email as my work email is not opening
Ashutosh Mishra	Sure, that should work as well.
ravi mansukhani	plz give me 2 mins
Ashutosh Mishra	Sure, please take your time
	Are we still connected here?
ravi mansukhani	yes
	sorry 2xmins

Ashutosh Mishra	Sure, please take your time
ravi mansukhani	ravs83@hotmail.com
Ashutosh Mishra	I have sent the invite over the email for remote session.
ravi mansukhani	i am sorry but hotmail is not opening on my computer, neither any microsoft apps but i still have not received your email as i am connected on my phone. i received your email on my phone but microsoft is not opening on my computer.
Ashutosh Mishra	It is required to join the remote session over your computer to troubleshoot the login related concern.
ravi mansukhani	let me see if i can give you another email address.
Ashutosh Mishra	Sure, please take your time If you are getting any error message, please share the screenshot so we can identify the issue.
ravi mansukhani	Error as in while connecting to microsoft?
Ashutosh Mishra	Error while connecting to the server. Are we still connected here? <i>11:10:13 PM ravi mansukhani is sharing a file with you error.png - (Size:496.68 KB)</i>
	Please try connecting to a different network.
ravi mansukhani	i dont have another network, it is only this which i have been provided with. can i give you another email address?
Ashutosh Mishra	Sure, please share any other email address.
ravi mansukhani	ravi.mansukhani1983@gmail.com
Ashutosh Mishra	I have sent the invite over the email.
ravi mansukhani	did you get it?
Ashutosh Mishra	I am not connected yet, allow me a minute to check. Please click on join in the email you have received again. Are we still connected here?
ravi mansukhani	yes did you get through? through?
Ashutosh Mishra	I am not connected to your computer yet. Please go to this web address * [assist.acecloudhosting.com/join](https://assist.acecloudhosting.com/viewer-assist?vieweorgid=60000688324&isCanvasSupported=true&key=7982519186&customer=ravi.mansukhani1983%40gmail.com&isKe

Enter this Session ID: **798-251-9186**

	I am connected now.
ravi mansukhani	ok
Ashutosh Mishra	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the <i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73985 Bright Tax Solutions LLC

Email: cathleenmanning@gmail.com  12142436574

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: 19 Secs

City: PROSPER

State: Texas

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
Bright Tax Solutions LLC	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Bright Tax Solutions LLC	Cathleen.Manning portal needs a Lacerte 2024 update installed now.
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 Cathleen
	I will surely help you with this issue.
Bright Tax Solutions LLC	ok
Shashwat Verma	Proceeding with Lacerte 24 update.
	<i>10:30:32 PM Bright Tax Solutions LLC is sharing a file with you image.png - (Size:84.14 KB)</i>
	We'll push the update from our end
Bright Tax Solutions LLC	Thanks.
Shashwat Verma	Kindly ask other user to logoff. (Edited)
Bright Tax Solutions LLC	who is the other user
Shashwat Verma	TandyErvin, we 'll prompt them to logoff
Bright Tax Solutions LLC	ok
	I sent a text message to her
	She hasn't answered
	Can you push her out?
Shashwat Verma	We have pushed the update, it will take around 10 mins to complete, we'll update you on email.
Bright Tax Solutions LLC	thx
Shashwat Verma	Yes we have done that
	We'll update you on email once completed.
Bright Tax Solutions LLC	Thx
Shashwat Verma	Is there anything else I may help you with ?
Bright Tax Solutions LLC	no

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

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 quality@acecloudhosting.com. Thanks!

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

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

Shashwat Verma has ended this chat session

Shashwat Verma has ended this chat session

Chat Transcript

I'm getting an error that says my computer does not belong to the network

Visitor Details

#74428 jennifer

Email: jennifer@absoluterv.com **Telephone:** 14807681618

Department: Support(QB & App Hosting)

Operator:

Website: <https://www.acecloudhosting.com/>

utm_source=Bing&utm_medium=cpc&utm_campaign=Ace%20Cloud%20Hosting%20Branded&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

CITY OF PHOENIX

State Action

STATE: ARIZONA

Chat Transcript

jennifer I'm getting an error that says my computer does not belong to the network

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

Hey Jennifer, I am forwarding this chat to the support team. They'll be assisting you with this.
Thanks and have a good day.

8:30:21 PM *jennifer is sharing a file with you*
[1_image.png](#) - (Size:12.29 KB)

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

Sharath Kumar accepted the chat transfer request.

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

Hello Jennifer, allow me one moment to check if the server is reachable to us

Thank you for your patience.

I can confirm that the server is accessible

could you delete your stored credentials on the RDP file and try signing in again

jennifer I don't know how to do that

It's fixed now

Sharath Kumar oh! glad to hear that

Is this something that happens often

jennifer Not sure what happened. It gave me the error three times

Sharath Kumar understood, it must be a network fluke

may have taken some time to connect to the server

if possible, could you logout of the server and then sign in again to make sure that is connecting as it should

Are we still connected here?

Are we still connected here?

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74769 Gerald Graves

Email: ggraves@blessmaninternational.org  15153435920

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: WAUKEE

State: Iowa

Country: UNITED STATES

Chat Transcript

Gerald Graves	Hello, I am your Acebuddy
Acebuddy	Hello Gerald, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gerald Graves	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gerald Graves	I'd like to report an Issue
Acebuddy	Please select an option!
Gerald Graves	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Gerald Graves	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with reso
	Was that helpful?
Gerald Graves	Setback
Acebuddy	What type of QuickBooks Issue are you facing?
Gerald Graves	Restart
Acebuddy	Hello Gerald, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gerald Graves	Technical Support (QB & App Hosting)
Acebuddy	

	Welcome to Ace Support.
	Please chose an option :
Gerald Graves	I'd like to report an Issue
Acebuddy	Please select an option!
Gerald Graves	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Gerald Graves	Switched from shared hosting to dedicated hosting. I figured out the new RDP clients and log in OK now. Desktop not quiet working. Unable to open the likely QB company file with any of our current password
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Gerald
Gerald Graves	Also we may have been using our own QB license.
Anurag Sharma	Thanks for the confirmation.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Gerald Graves	bethany.k@myrealdatal.net
Anurag Sharma	May I take the remote access of your local computer? (Edited)
Gerald Graves	yes
	I believe transactions were recorded yesterday. Can you tell if the file was updated without opening it?
Anurag Sharma	I will surely assist you with all your queries.
	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/3812320526
	Kindly paste this link in the browser of local computer and join the session.
Gerald Graves	done and out of rdp.
Anurag Sharma	Please let me once you are connected on the remote session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am put on hold. Once the issue is resolved, kindly give your confirmation on this chat.
	Please stay connected
	The issue seems to be resolved.
	Is there anything else I may help you with ?
Gerald Graves	no.. thank you
Anurag Sharma	

Thank you so much Gerald for such a wonderful chat session.

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

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

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

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 quality@acecloudhosting.com. Thanks!

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74887 Jacob LaCour

Email: jacob@expertbookkeeping.net  13372703513

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Jacob LaCour Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
Jacob LaCour	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jacob LaCour	I'd like to report an Issue
Acebuddy	Please select an option!
Jacob LaCour	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jacob LaCour	Can not connect to server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Jacob LaCour	Good morning my server did a reboot at 4:00 am it is now 421 and I still can not login is the server still booting or do i ha
Sharath Kumar	Hello Jacob, let me check the server for you
	Thank you for your patience.
Jacob LaCour	No problem!
Sharath Kumar	I can reach the server and it has been up for 16 minutes could you provide me with a screenshot of the error that you receive
	<i>2:54:24 PM Jacob LaCour is sharing a file with you</i> <u>1_image.png</u> - (Size:19.96 KB)
Jacob LaCour	is this what you need?
Sharath Kumar	Yes, thank you! may I connect to your computer and check for a few RDP settings to see why it won't let you connect
Jacob LaCour	Oh it looks like on the auto try it may be connecting this time
Sharath Kumar	that is strange!
Jacob LaCour	very much so I never had the issue before
Sharath Kumar	does that happen often where you have to try multiple times to get connected to the server
Jacob LaCour	no actually first time ever. while i have you on the line we have been trying to get my auto backup to work and it did not
	<i>2:57:15 PM Jacob LaCour is sharing a file with you</i> <u>image.png</u> - (Size:17.88 KB)
	I am not computer man but I think the probelm may be that I have to be connected to the server for the backup to work line at that time. is there any way to connect to the server auto at 2:50 before the 3am backup?

Sharath Kumar	there is a way and that is to create an autologon user on the server and configure the backup on this "autologon" user a
Jacob LaCour	Ok that may be something we need to do. I will reach back out I have a zoom meeting about to start for thsi morning.
	Thank you so much for your time I do appriacite you guys always willing to help
Sharath Kumar	you're welcome, Jacob. I'll inform the appropriate team member who is working on your ticket regarding the backup and
	Is there anything else I may help you with ?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74860 SHARIDA YASSIN

Email: hello@teamupgrp.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Mins 9 Secs

City: NEW ROCHELLE

State: New York

Country: UNITED STATES

Chat Transcript

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

SHARIDA YASSIN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
SHARIDA YASSIN	I'd like to report an Issue
Acebuddy	Please select an option!
SHARIDA YASSIN	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
SHARIDA YASSIN	I received information for a remote cloud setup and I am unable to access the portal. Please help me with my download
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.
SHARIDA YASSIN	thank you
Shashwat Verma	hello Sharida
SHARIDA YASSIN	hi verma
Shashwat Verma	I will surely help you with this issue.
SHARIDA YASSIN	thank you
	Here is my server details User Name : VA_Sharida Server Name :- Victor.myrealdatal.net
	When I log in, it tells me that my log in is incorrect. then I noticed after a while it says my password is expired but I am s
	I need help setting up the server
Shashwat Verma	Sure
	May I take the remote access of your local computer?
SHARIDA YASSIN	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
SHARIDA YASSIN	ok done
Shashwat Verma	https://assist.acecloudhosting.com/join/6412309896
	Kindly Click on the link and open the downloaded file.
SHARIDA YASSIN	ok I did
	let me know if you can see
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am put Once the issue is resolved, kindly give your confirmation on this chat.
SHARIDA YASSIN	ok thanks

Shashwat Verma issue resolved on remote session by configuring the remote app.

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

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 quality@acecloudhosting.com. Thanks!

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74686 leontina.tda

Email: leontina.tda@gmail.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: CHULA VISTA

State: California

Country: UNITED STATES

Chat Transcript

leontina.tda Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

leontina.tda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
leontina.tda	I'd like to report an Issue
Acebuddy	Please select an option!
leontina.tda	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
leontina.tda	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at regular intervals and when issued by Intuit, It might get delayed due to unforeseen circumstances. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloud.com. We will implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
leontina.tda	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Leontina
leontina.tda	Hi
	<i>5:12:53 AM leontina.tda is sharing a file with you</i> <u>Screenshot 2025-03-25 163851.png</u> - (Size:31.69 KB)
	<i>I try to send report in excel format so the Quick Book don't allow me</i>
	<i>5:12:53 AM leontina.tda is sharing a file with you</i> <u>Screenshot 2025-03-25 163851.png</u> - (Size:31.69 KB)
	hello
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Let me transfer you to a specialist who can better address your concern.
leontina.tda	My Client ID – CID74071
<i>Anurag Sharma is transferring the chat to Shivam Singh.</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
Shivam Singh	Allow me 2 minutes to check the same.

	May I take the remote access of your local computer?
leontina.tda	Okay let me closed the other program
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
leontina.tda	okay I am ready
Shivam Singh	Kindly paste this link in the browser of local computer and join the session. https://assist.aceclouddhosting.com/join/7682238291
leontina.tda	Are you access
Shivam Singh	We're currently connected through the remote session and will start troubleshooting right away. I'll be placing the chat o disconnect. Once we've resolved everything, just let me know here in the chat.
	Hi there
	Could you please provide more details about the issue you're experiencing? Any additional information you can share wi you more effectively.
	<i>5:34:34 AM leontina.tda is sharing a file with you</i> <u>Screenshot 2025-03-25 163851.png</u> - (Size:31.69 KB)
	<i>Yes I want to send the report in Excel by email but When I try the sistem show me this Warning</i>
leontina.tda	You understand
Shivam Singh	yes I do.
	Just allow me some time to check my resources on my end.
leontina.tda	Okay I will wait
Shivam Singh	Thanks
	Okay let me try change the setting
	I will let you know once the fix is complete.
	Are we still connected here?
leontina.tda	okay
	I still wait
Shivam Singh	Thanks for understanding, I will let you know once done.
	I have made some changes in the backend
	Could you please check
leontina.tda	okay
Shivam Singh	Sure, I will wait.
leontina.tda	I did the test but it tells me that it is loading normally and it doesn't take that long.
Shivam Singh	were you to perform the export.
leontina.tda	Y try the boton for send email with excel

	In Quicbooks
	Quickbook
Shivam Singh	Let me try signing you off and then you can sign yourself back to get the patches installed.
	Yes, I do understand.
leontina.tda	Okay
Shivam Singh	Thanks for your confirmation
	I will let you when to sign in.
leontina.tda	okay thank you
Shivam Singh	Log in in 1 minutes
	try now
leontina.tda	okay
Shivam Singh	sure
	Have you checked ?
	Are we still connected here?
leontina.tda	I checked is fine. Thank you for you help
Shivam Singh	thanks for the confirmation
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here ?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shivam Singh has ended this chat session

Chat Transcript

hi when i log into my ace account it only brings up a black

Visitor Details

#74387 Angalee Roberts

Email: spunkym87@gmail.com  4355572221

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: <https://www.acecloudhosting.com/>

utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary&

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 18 Secs

City: HERRIMAN

State: Utah

Country: UNITED STATES

Chat Transcript

Angalee Roberts	hi when i log into my ace account it only brings up a black screen
Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.
Angalee Roberts	great thanks
<i>Amit Raina is transferring the chat to Support(QB & App Hosting).</i>	
Amit Raina	Let me transfer your chat to the technical team.
Angalee Roberts	ok
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Angalee Roberts	ok thanks
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
Angalee Roberts	sorry ill have to get back with you later
Shivam Singh	okay
	You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Angalee Roberts	i actually have a cid number wiill that work
Shivam Singh	sure
	that will work
Angalee Roberts	ok its CID72915 and the user is ARoberts

Shivam Singh	Thank you for the information and allow 2 minutes to check the same.
Angalee Roberts	ok
Shivam Singh	Could you please provide more details about the issue you're experiencing? Any additional information you can share will help me assist you more effectively.
Angalee Roberts	no problem. when i logged in by clicking the ace shortcut on my desktop computer it just goes to black screens on both bar i can go to chrome in
Shivam Singh	I understand that allow me to check on my end for the same. Allow me 2 minutes.
Angalee Roberts	no problem, i shut down my computer and restarted it and it before the chat and it didnt fix it. One of my coworkers is having the same issue
Shivam Singh	Could you please check if any other coworker of yours facing such issue.
Angalee Roberts	nope as far as i know its just mine and jessica wards actually one more just said his just went out now too
Shivam Singh	it seems Jessica is with one of our agents and she stated the same issue. wait let me make changes again. Could you please try again and let me know
Angalee Roberts	ok and the other user is wchild, but he said his just started working again now yes ill try now
Shivam Singh	could you please check for yourself is it working for you ? have you checked ? I'm waiting for your response.
Angalee Roberts	its letting me log in now, and i can get into drake, but the taxdome i access through chrome isnt loading im not sure if that's because of the chrome or the application
Shivam Singh	that's great part of your problem has resolved let me see for the Taxdome application As I have checked for the TaxDome application and its services are up and running.
	could you please close and reopen it again.
Angalee Roberts	ok its working now too, i think everyone is good now, thank you for your help
Shivam Singh	that's great Is there anything else I may help you with ?
Angalee Roberts	nope i think thats everything
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day. I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74092 erin

Email: erin@advocate-accounting.com ☎ 12062164629

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: OLYMPIA

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 Managed IT

Acebuddy Please wait while we connect you to an available Representative.

Acebuddy (bot) forwarded the chat request

Suneetha Barre accepted the chat transfer request.

Suneetha Barre Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you, may i help you?

erin I just received a warning that my server would reboot for scheduled maintenance and (some acronym I don't remember and didn't recognize) to request a change to maintenance

how long will my system be down? I'd like to reschedule so I can keep working if possible

Im on a roll and dont want to get shut down

Suneetha Barre	Hi Erin
erin	I work nights
Suneetha Barre	I will surely assist you on this Kindly confirm your business name
erin	advocate accounting why is this happening so frequently? This is the 3rd or 4th time Ibe been alerted that out of my system while working in the last 2 weeks ish it just said I have two minutes I really need to be working if I can be
Suneetha Barre	Let me transfer the chat to concern team <i>Suneetha Barre is transferring the chat to Support(QB & App Hosting).</i>
erin	oh shoot I'll wait for that, but some feedback, I need a warning way earlier, obviously this war enough time to prevent interruption to my work <i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be ass
erin	oh hi Sharath, we've worked together a lot I'm trying to not get kicked out of my system while working, which it's too late now, I enough warning Why is this happening so frequently? This is the 3rd or 4th time I have been kicked o maintenance how long am I unable to work for
Sharath Kumar	Hello Erin, my apologies for the inconvenience. I am sure that someone from support is working on making changes to server, we ty maintenance during afterhours as users are no logged in at the moment by any chance, did you request for any changes to be made to the server recently?
erin	No. I work nights. So this is constantly disrupting me and I'm only given like 5 minute I should be notified the day before or at least many many hours before. As you know from our many prior tech interactions with you, I am CONSTANTLY unab ACE hosting issues this year
Sharath Kumar	Understood!
erin	How long am I stuck hear losing time and twiddling my thumbs?
Sharath Kumar	Am not sure whose working on the server at this moment, but I will check and definit as soon as I do, I will let them know about your concern

erin	thank you. I really cant afford this time especially after already losing three weeks of time for prior issues and am so behind I am so disappointed in ACE this year
Sharath Kumar	totally understandable, just allow me some time, I will check with the appropriate team will let you know shortly
erin	can you be more specific than "some time" and "shortly" that isn't helpful
Sharath Kumar	hardly 20 minutes!
erin	okay. thank you. that helps me figure out how to adjust my work.
Sharath Kumar	Erin, I just checked the server and found that the server is set to reboot every night at 2am
erin	okay, well that explains why this keeps happening to me
Sharath Kumar	so that is why it prompted you to sign out
erin	that is very helpful at least I can plan for it now so every night at 2am I can't work for what 20 minutes? 30 minutes? I need to account for this time i just lost finding this out can I request a different time of day for it to happen?
Sharath Kumar	It will take 20 minutes
erin	ok.
Sharath Kumar	absolutely, what time do you prefer for the restart
erin	I'm thinking for one second on what would work best for me. How about 8am PST? and this is just my user right? my employees will have the 2am?
Sharath Kumar	I can set the server to restart at that time
erin	for their logins? thank you!
Sharath Kumar	Actually, the server will restart for all users at the same time
erin	oh, well then I can't do 8am.
Sharath Kumar	so if others are logged in at 8, they will be kicked out
erin	yikes, this is tough. we all work different hours. If I said 6am PST, would that mean it would get rebooted again in a few hours or would it be at 6am 3/15?
Sharath Kumar	we will do the settings after 6 AM, that way the server will restart at 6 AM from tomorrow

erin

okay. that works for me. So, to confirm, I can get back into my server in 10 minutes c
scheduled reboot will be 3/15 at 6am PST, it should last 20 minutes, and from then o
every morning at 6am PST. Today, 3/14, once I'm back in I should not be kicked out a
reason) at 6AM (3.5 hours from now). Is that all correct?

Sharath Kumar

Yes, that is correct

erin

okay. thank you very much for the speedy support.

Sharath Kumar

always a pleasure!

Is there anything else I may help you with ?

erin

is thre a way to be notified when the server is available again so if I'm trying to work
reason the reboot take less or more than 20 minute, I know I can log back in. Instead
it or spend time attempting to login when it's still unavailable?

like can i get a confirmation email every time it's complete?

Sharath Kumar

that is a difficult task to get done, but I cannot assure you if that will work

erin

if it's too much hassle, it's fine. it's not that critical.

im sure the reboot time will not be highly variable

I'll just assume I need to plan to be out of system 5:45-6:30

to be safe

Sharath Kumar

but it is for sure that at 6 AM the server will at 6, at times if there are not updates to
take only a couple minutes to reboot

but the maximum time it will take to reboot is 20 minutes,

erin

okay thanks. I'm nearly able to get back to work I think. off I go. thanks

Sharath Kumar

Alright, Erin.

Have a good day!

erin

you too

Sharath Kumar

You may end this chat now. Once you end this chat, you will receive an email from us
conversation, along with a ticket number and survey feedback form.

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

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

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74084 antony.wu

Email: antony.wu@snrtea.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: ROWLAND HEIGHTS

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
antony.wu	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
antony.wu	Hello, i am facing a blue screen issue again, if you can kindly please reboot my user: antony.wu be great Server name: SunrightCorp.myreldata.net User name: myreldata\Antony.wu
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you with your issue.
antony.wu	Hi Shivam, thanks
Shivam Singh	please allow me 2 minutes to check the information.
antony.wu	alright
Shivam Singh	thanks
	Changes made from the backend, kindly check now
antony.wu	awesome, was able to get through now
	thank you!
Shivam Singh	really appreciated
	Is there anything else I may help you with ?
antony.wu	no, that was all for now, thank you
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback on this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us summarizing the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our website (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74199 Megan Szul

Email: szulsland@verizon.net  6092919663

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: CHESTERFIELD

State: New Jersey

Country: UNITED STATES

Chat Transcript

Megan Szul	Hello, I am your Acebuddy
Acebuddy	Hello Megan Szul, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Megan Szul	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Megan Szul	I'd like to report an Issue
Acebuddy	Please select an option!
Megan Szul	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Megan Szul	The hosting environment has been very slow today and keeps shutting down and restarting. Please check it for me.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	

Megan Szul	<p>My credentials are as follows:</p> <p>Server Name: SzulLandscapes.myrealdata.net User 1: myrealdata\MeganSz</p>
Shubham Kataria	<p>Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be a today.</p>
Megan Szul	Hello
Shubham Kataria	<p>Thank you for the information and allow 2 minutes to check the same.</p> <p>Could you please confirm if you're the only user who is facing latency on server</p>
Megan Szul	<p>As of now I am the only user. The other two users have not really been using the account returning to work this coming week</p>
Shubham Kataria	<p>I've checked the CPU and RAM utilization, and both seem fine. I'm going to reboot the server. I will update you once it's up and running.</p>
Megan Szul	ok
Shubham Kataria	<p>Please confirm if you're encountering any errors when the server disconnects.</p>
Megan Szul	<p>ok let me log in to see if it is better. Give me a moment</p>
Shubham Kataria	<p>Sure, please take your time</p>
Megan Szul	<p>It appears to be better. Can you reboot the server for the other two users as well?</p>
Shubham Kataria	<p>The server functionality is the same for all users; it has been rebooted for everyone.</p>
	<p>Additionally, I will keep this ticket under observation for the next two days. If you encounter any issues again, please revert over the same email.</p>
Megan Szul	sounds good. thank you!
Shubham Kataria	<p>you're welcome (Edited)</p>
	<p>Is there anything else I may help you with ?</p>
Megan Szul	That is all.
Shubham Kataria	<p>I would greatly appreciate if you could spare a minute to give your valuable feedback on this chat.</p>
	<p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>
	<p>You may end this chat now. Once you end this chat, you will receive an email from us summarizing our conversation, along with a ticket number and survey feedback form.</p>
	<p>I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p>
	<p>Note: You may change/reset your server password on your own by registering on our website (https://selfcare.acecloudhosting.com).</p>
	<p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).</p>

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73783 Cheryl

Email: clientsupport@silversfs.com ☎ 7905922798

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Cheryl	Hello, I am your Acebuddy
Acebuddy	Hello Clientsupport, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cheryl	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cheryl	I'd like to report an Issue
Acebuddy	Please select an option!
Cheryl	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support r
Cheryl	jOHNNY CANNOT GET INO SERVER
Acebuddy	

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be a today.
Cheryl	Hello Shubham
	Johnny cannot get into server
Shubham Kataria	Hello
	I will be surely assisting you with this. Kindly help me with the server name and user
Cheryl	Silversfs_8_FSI
Shubham Kataria	Could you please confirm if user Johnny is receiving any error while accessing the sei
	<i>12:56:58 PMCheryl is sharing a file with you <u>1_image.png</u> - (Size:504.0 KB)</i>
	May I take the remote access of your local computer?
Cheryl	Can you call him or contact him directly?
	You can contact him on 9878175475
Shubham Kataria	Thank you for the information. Could you also confirm your name
Cheryl	My Name is prachi
Shubham Kataria	Okay, we are calling Johnny in next few minutes.
	Is there anything else I may help you with ?
Cheryl	Not as such Shubham. Thanks just make this as apriority
Shubham Kataria	Yes, we are just arranging a call back for him
Cheryl	Great
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Cheryl	You too
Shubham Kataria	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74325 Orlando Chamberlain

Email: orlando@continental24-7.com ☎ 13176957773

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: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73602 Mark Dobbs

Email: ashley@redtruckmedia.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: FT MILL

State: South Carolina

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74854 test

Email: test@gmail.com  +16887849764

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 7 Secs

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

test	Hello, I am your Acebuddy
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
test	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
test	I'd like to report an Issue
Acebuddy	Please select an option!
test	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
test	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
test	QB not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Test chat
	Ending
	<i>Rohan Prajapati has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73975 Dmitri Rakitski

Email: dima@ensolusa.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 10 Secs

City: NORTHBROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

Dmitri Rakitski	Hello, I am your Acebuddy
Acebuddy	Hello Dmitri Rakitski, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dmitri Rakitski	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dmitri Rakitski	I'd like to report an Issue
Acebuddy	Please select an option!
Dmitri Rakitski	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Dmitri Rakitski	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
	Was that helpful?
Dmitri Rakitski	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assis
Dmitri Rakitski	Any news on Ticket ID: 644130?

Manish Singh	Kindly allow me two minutes to check the same.
	Are you the only one facing this issue?
Dmitri Rakitski	yes
Manish Singh	We are in the final stage of creating new profile we will schedule a callback after the
Dmitri Rakitski	thank you
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73784 sharath.kumar

Email: sharath.kumar@myrealdata.in

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

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

sharath.kumar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sharath.kumar	I'd like to report an Issue
Acebuddy	Please select an option!
sharath.kumar	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
sharath.kumar	Test
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar declined the transfer request.</i>
	<i>sharath.kumar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74683 Natalia Geva

Email: account@alliance-fencing-academy.com  17135153905

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Natalia Geva	Hello, I am your Acebuddy
Acebuddy	Hello Natalia Geva, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Natalia Geva	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Natalia Geva	I'd like to report an Issue
Acebuddy	Please select an option!
Natalia Geva	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Natalia Geva	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Natalia Geva	unable to send emails from quickbooks! The credentials are correct but it still doesn't work
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Natalia Geva	ok
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you.
	Hello Natalia
	Are we still connected here?
Natalia Geva	yes
	waiting for your response
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and use case.
Natalia Geva	NataliaGe.pro1 Alliance Fencing Academy
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Natalia Geva	ok
Anurag Sharma	Thank you for your patience.
	May I take the remote access of your server?
	Are we still connected here?
Natalia Geva	yes

Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at
Natalia Geva	ok
Anurag Sharma	Please accept the remote session request on the server.
Natalia Geva	ok
Anurag Sharma	Please use this link to connect on remote session
	https://assist.acecloudhosting.com/join/2392892527
	Kindly paste this link in the browser of local computer and join the session.
	Are you able to join?
	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	Please stay connected
	Please stay connected
	The issue seems to be resolved.
	Is there anything else I may help you with ?
Natalia Geva	no, thta's it so far
Anurag Sharma	Thanks for the confirmation.
Natalia Geva	thank you for your help!
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!
	Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know
Natalia Geva	ok
<i>Anurag Sharma has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73742 Mark Helm

Email: mark@integrahealthwellness.com ☎ 5592592502

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: SANGER

State: California

Country: UNITED STATES

Chat Transcript

Mark Helm	Hello, I am your Acebuddy
Acebuddy	Hello Mark, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mark Helm	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mark Helm	I'd like to report an Issue
Acebuddy	Please select an option!
Mark Helm	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Mark Helm	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when issue might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message support@acecloudhosting.com. Our engineers will manually check and implement the issue and share a confirmation via email.

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73823 chris

Email: chris@svefoundation.org ☎ 408.790.9432

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

chris Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

chris Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

chris I'd like to report an Issue

Acebuddy Please select an option!

chris	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
chris	Ticket ID: 653354
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh accepted the chat transfer request.</i>	
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you with your issue.
chris	Thank you
Ashutosh	Kindly allow me two minutes to check the ticket.
chris	Is anybody there ?
Ashutosh	Yes, we are still connected.
	Thank you for your patience. I am checking from the backend for the login issue you are facing.
	Chris, I have just checked from the backend and the server should be accessible for you now. Please use the credentials ChrisCa.npre1 using the new RDP we sent you.
chris	Good to know, but I still can't get in. After I enter my new password for that user name it fails to connect. I am still able to connect using the old one, and then fails to connect.
Ashutosh	Kindly allow me two minutes and I will send you the new RDP, try to login from that and you should be able to access the server.
	<i>11:35:37 PM chris is sharing a file with you</i>
	<i>Image 3-10-25 at 11.04 AM.jpeg - (Size:746.34 KB)</i>
	May I take the remote access of your local computer?
chris	yes
Ashutosh	I have sent you an invite for remote session over your email.
	Prior providing the access, I would suggest you to close any important documents at this time.
	As the issue has been resolved over the remote session.
	You may end this chat now. Once you end this chat, you will receive an email from us with a link to review this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review your feedback. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
<i>Ashutosh has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73587 Mike Flynn

Email: mflynn@mdfconsultingservices.com  16108423245

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 47 Secs

City: BLUFFTON

State: South Carolina

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Shubham Yadav accepted the chat transfer request.

Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you with your issue.
	I will be surely assisting you with this. Kindly help me with your server name and user details.
Mike Flynn	I am trying to log into to get to my quickbook files...but I cannot get logged in Michael since when are you facing the issue ?
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Michael since when are you facing the issue ?
Mike Flynn	today...tried the remote connection and it says my pw is incorrect...
Shubham Yadav	Michael are you enrolled in Self care portal ?
Mike Flynn	i do not think so...I do not use the site too often
Shubham Yadav	May I take the remote access of your local computer?
Mike Flynn	yes
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at this time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly let me know and give your confirmation on this chat.
Mike Flynn	ok
	ready
Shubham Yadav	https://assist.acecloudhosting.com/join/4582859801 Kindly Click on the link and open the downloaded file.
	Michael are you able to connect ?
	We are connected on the remote session and will proceed with the troubleshooting once the issue is resolved. Kindly let me know if you require any further assistance.
Mike Flynn	Your help was efficient and unrelenting despite a few initial setbacks. I would not have been able to resolve this on my own.
Shubham Yadav	As per remote session you are now able to login
	Is there anything else I may help you with ?
	Please give me the feedback once chat ends.
Mike Flynn	not at this time...thanks!
Shubham Yadav	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us summarizing the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our website.

(<https://selfcare.acecloudhosting.com>).

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

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73442 fscoffice

Email: fscoffice@fsc-consulting.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: SAN ANTONIO

State: Texas

Country: UNITED STATES

Chat Transcript

fscoffice	Hello, I am your Acebuddy
Acebuddy	Hello Fscoffice, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fscoffice	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
fscoffice	I'd like to report an Issue
Acebuddy	Please select an option!
	As we haven't got any response from your end, We are closing this chat. If you still n

Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73371 yusufnajib1

Email: yusufnajib1@gmail.com ☎ 7774511

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: FAJARA

State: Banjul

Country: GAMBIA

Chat Transcript

yusufnajib1	Hello, I am your Acebuddy
Acebuddy	Hello Yusu Najib, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
yusufnajib1	one of the rdp not opening myrealdatalaccounts1
Acebuddy	You have chosen an Invalid Option. Please try Again!
	Whom Would You Like to Connect With?
yusufnajib1	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
yusufnajib1	I'd like to report an Issue
Acebuddy	

Please select an option!

yusufnajib1 QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

yusufnajib1 Other QB related issue

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

yusufnajib1 one of our rdp not opening myrealdata\accounts1

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

yusufnajib1 ok\

Gurwinder Singh has not responded for the transfer request.

Chat request was not picked up by the operators

one of our rdp not opening myrealdata\accounts1 plz restart

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74650 monique

Email: monique@qps4u.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 56 Secs

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

monique	Hello, I am your Acebuddy
Acebuddy	Hello Monique Doughty, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
monique	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
monique	I'd like to report an Issue
Acebuddy	Please select an option!
monique	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
monique	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
monique	2 users are not able to email invoices, PO's, sales order, etc from Quickbooks
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 Monique
monique	great
	hello
Shashwat Verma	I will surely help you with this issue.
	When they were last able to email the same from the QuickBooks?
monique	last Friday
	I am able to but they are not
Shashwat Verma	Kindly confirm their username?
monique	checking...
Shashwat Verma	Sure
monique	still waiting...sorry
Shashwat Verma	No problem.
	Monique, we have checked and to resolve the same, we have to take the remote session on the affected user end, kindly confirm whether they are able to do it now, or we can also suggest to callback directly to them for the Hassle free solution as we required the direct access to the system.

monique	checking...
Shashwat Verma	Okay
monique	one user is John Johnson the other is zacharyd
	It is OK to take over their remote sessions now
Shashwat Verma	Okay, Got it.
	We'll move one by one.
	Prior providing the access, I would suggest you to close any important documents at
monique	ok
Shashwat Verma	Kindly ask john to accept the session.
monique	ok. i told them...they are in a different location so it might take a few minutes
Shashwat Verma	Okay
	Kindly ask zacharyd to login the server. (Edited)
monique	ok
Shashwat Verma	John issue resolved.
monique	ok great
Shashwat Verma	Let me have the zacharyd session.
	Monique, as per John, zacharyd is busy with something else he will contact us later.
monique	need a few minutes for Zachary...
	ok that is fine. sorry for the delay
Shashwat Verma	Okay we also want to inform your C drive running very low
monique	is that why our back ups don't happen automatically?
	I will let our IT guy know...
Shashwat Verma	Backups from our side is taken of whole server, can be reclaim for last 45 days.
	Shall I share you the additional storage prices?
monique	sure, but i don't make those decisions
Shashwat Verma	Okay, you can share that with your team
monique	yes
Shashwat Verma	Plan 1 : 200GB - \$120/Month Plan 2 : 100GB - \$60/Month Plan 3 : 80GB - \$50/Month Plan 4 : 60GB - \$40/Month Plan 5 : 40 GB : \$28/Month
	This situation may soon impact the performance of your system, causing potential issues with company files, applications, and overall system responsiveness as available space decreases.

monique	OK
Shashwat Verma	You can let us know for the same on email.
	Is there anything else I may help you with ?
monique	Not me. Thank you.,.
Shashwat Verma	Okay, thanks.
monique	Zach is now able to log in. thank you for your help
Shashwat Verma	Okay, means they are able to send the email?
monique	checking...
Shashwat Verma	Are we still connected here?
monique	yes. confirming if Zachary can email
	sorry
Shashwat Verma	John tell us that he will assist the Zachary as the issue is same
	Hence we have not initiated the session at Zachery end.
monique	ok
	confirming if he can email
Shashwat Verma	Okay, so you can confirm us the same on email too, Is that work for you?
monique	mine works
Shashwat Verma	Okay shall we end this session for now?
monique	yes thanjks

Monique Doughty has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73729 carmstrong

Email: carmstrong@mdcollision.net

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 16 Secs

City: WESTMINSTER

State: Maryland

Country: UNITED STATES

Chat Transcript

carmstrong	Hello, I am your Acebuddy
Acebuddy	Hello Carmstrong, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
carmstrong	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
carmstrong	Restart
Acebuddy	Hello Carmstrong, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
carmstrong	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
carmstrong	I'd like to report an Issue
Acebuddy	Please select an option!
carmstrong	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
carmstrong	thank you
Rohan Prajapati	Hello Carms, How are you doing today ?

carmstrong	Im good, I cannot print out of my remote desktop anymore
Rohan Prajapati	I will surely help you with this issue.
	May I know if you are able to Print from your Local PC ?
carmstrong	yes. just not out of my remote desktop.
Rohan Prajapati	Thanks for the confirmation !
carmstrong	you're welcome
Rohan Prajapati	May I take the remote access of your local computer?
carmstrong	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at
carmstrong	ok!
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the ses
	https://assist.acecloudhosting.com/join/1622291523
	This message has been deleted
	We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	We have assisted you with this issue.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!
	Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73657 Aaron Akzin

Email: aakzin@lanspeed.com ☎ 13234320379

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 33 Secs

City: IRVINE

State: California

Country: UNITED STATES

Chat Transcript

Aaron Akzin	Hello, I am your Acebuddy
Acebuddy	Hello Aaron Akzin, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Aaron Akzin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Aaron Akzin	I'd like to report an Issue
Acebuddy	Please select an option!
Aaron Akzin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Aaron Akzin	Need to know how to connect to a server to clear out space
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 with your issue.
Aaron Akzin	We were notified by you that our server is low on space
	The server name is NHC.myrealdatal.net
	I need to know how to connect to the server so I can clear out space

Anjainay Singh	Please allow me two minutes so that I can analyze the issue to assist you in better w
Aaron Akzin	Thank you
Anjainay Singh	Could you please help us with your account name so that we can assist you in better
Aaron Akzin	Natural Healing Center LLC
	Server name is NHC.myrealdata.net
Anjainay Singh	As we have just removed the temporary files and folders from server which has clear available free space has increased to 20 GB
Aaron Akzin	Awesome
	Thank you!
Anjainay Singh	We are clearing more space in C drive and will let us know update shortly on this cha
Aaron Akzin	Ok thanks
Anjainay Singh	*you know
	It is in process and may take 2 to 3 minutes
Aaron Akzin	Thank you
Anjainay Singh	Please stay connected as we are still clearing up space
Aaron Akzin	Ok
Anjainay Singh	We have cleared up 1 GB extra space now the free space is 21.75 GB
Aaron Akzin	Perfect
	Thank you
Anjainay Singh	Please let me know if your concern is addressed properly
Aaron Akzin	Yes, appreciate it
	Have a great day
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback on this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us summarizing the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it. Your feedback is highly valued. Thank you for your time and cooperation while working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
	Thanks!

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73837 Friday Burke

Email: friday@drfriday.com  16153670819

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 8 Secs

City: NASHVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

Friday Burke	Hello, I am your Acebuddy
Acebuddy	Hello Friday, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Friday Burke	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Friday Burke	I'd like to report an Issue
Acebuddy	Please select an option!
Friday Burke	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Friday Burke	My system is down it's not working
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assis...

	Hello
Friday Burke	Hello I tried calling and the phone your number is nit working
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
Friday Burke	I need to get into my system I have clients waiting
Anurag Sharma	I will surely help you with this issue over the chat.
Friday Burke	Ok
	<i>1:22:51 AM Friday Burke is sharing a file with you image.jpg - (Size:2.98 MB)</i>
Anurag Sharma	As I can check there is a high flow of calls on our system. Due to which you experience this issue.
Friday Burke	You can call me at (615) 367-0819
Anurag Sharma	Kindly help me with your server name and user name?
Friday Burke	Friday burke
	dr Friday tax and financial firm inc
	cid 73121
Anurag Sharma	I can surely arrange a callback for you. Or if you wish to resolve this issue over the chat, kindly share your details with that too.
	Thanks for the information.
	Please confirm if I can proceed with the trouble shooting over the chat ? (Edited)
Friday Burke	Yes
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
Friday Burke	Yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at this time.
Friday Burke	All closed
Anurag Sharma	https://assist.acecloudhosting.com/join/4162604694
	Kindly paste this link in the browser of local computer and join the session.
Friday Burke	ok
Anurag Sharma	Are you able to connect?
Friday Burke	Have to type it not on the computer
Anurag Sharma	Okay, no problem. Please take your time. (Edited)
Friday Burke	Sorry I have to restart the computer I will go on chat in while
Anurag Sharma	Okay no problem.
	I would request you to please re-initiate the chat when you are free.

	So that we can help you with this issue.
	Is there anything else I may help you with ?
Friday Burke	I am in one minute
Anurag Sharma	Okay
Friday Burke	It says site can't be reached
Anurag Sharma	No problem
	I will share another link with you.
	Please use that to connect over the remote session.
Friday Burke	Ok thank you
Anurag Sharma	I would recommend you to close any important docs at your end before joining the remote session. https://assist.acecloudhosting.com/join/1152298965
	Kindly paste this link in the browser of local computer and join the session.
Friday Burke	I am in
Anurag Sharma	I can't see your screen connected.
	Please check again.
	We are connected on the remote session and will proceed with the troubleshooting once the issue is resolved. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, please give your confirmation on this chat.
Friday Burke	Ok
	You are not in the right account
Anurag Sharma	Yes, please check the screen.
Friday Burke	My app is not working I have been using email
Anurag Sharma	please stay connected
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74872 Cindy Holloway

Email: qualityquicktaxoffice@gmail.com ☎ 13346460662

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Apple iPhone

Browser: Google Chrome

Device: Mobile

Average Response Time: 16 Secs

City: HENRY

State: Tennessee

Country: UNITED STATES

Chat Transcript

Cindy Holloway	Hello, I am your Acebuddy
Acebuddy	Hello Cindy Holloway, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cindy Holloway	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cindy Holloway	I'd like to report an Issue
Acebuddy	Please select an option!
Cindy Holloway	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Cindy Holloway	Can I change from using Wi-Fi to an Ethernet?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
Cindy Holloway	Hello Cindy, How are you doing today ?
Rohan Prajapati	I am doing fine.
Rohan Prajapati	That's Great
	Yes, you can shift to the Ethernet.
	That's not the Problem
Cindy Holloway	can I just hook it up as I normally do or would I need you guys to assist me?
Rohan Prajapati	Cindy, you can do it yourself and if you face any issue, you can contact your Local IT department.
Cindy Holloway	Ok that sounds great. I am going through this Network Hub which I believe is not working. I will have to purchase a new one.
Rohan Prajapati	Sure Cindy
	Is there anything else I may help you with ?
Cindy Holloway	No that will be all. Thanks for helping.
Rohan Prajapati	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 summarizing our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review your feedback. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).

Rohan Prajapati has ended this chat session

Chat Transcript

Hi, I was wondering if you could restart my server

Visitor Details

#74147 Tana Fakkema**Email:** tana@mannainsurancegroup.com ☎ 15594166620**Department:** Support(QB & App Hosting)**Operator:** Shivam Singh**Website:** <https://www.acecloudhosting.com/ace-support/>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 57 Secs**City:** LYNDEN**State:** Washington**Country:** UNITED STATES**Chat Transcript**

Tana Fakkema	Hi, I was wondering if you could restart my server
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
	Hi Tana,
	Welcome back to Ace,
	Please allow me a minute to review your account history
Tana Fakkema	Hi, i really need my remote server restarted. my software inside is throwing errors
	i am on the phone with the softwares IT and it is holding up my issues
Gantavya	sure, I am transferring this chat to support to help you with your issue
	<i>Gantavya is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Tana Fakkema	HI i need my remote server restarted
	asap
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assis
	I will be surely assisting you with this. Kindly help me with your server name and use
Tana Fakkema	myrealdatal\tana_mig
	tanas mac
Shivam Singh	server rebooted as per your request
Tana Fakkema	thank you
Shivam Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?

Are we still connected here?

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 conversation, along with a ticket number and survey feedback form.

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

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74333 Ezra Dilger

Email: reception@rortax.com  7633189052

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 12 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Ezra Dilger

Hello, I am your Acebuddy

Acebuddy

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

	Whom Would You Like to Connect With?
Ezra Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ezra Dilger	I'd like to raise a Request
Acebuddy	Please select your request type.
Ezra Dilger	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you w once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Ezra Dilger	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be ass
	hello
Ezra Dilger	Hello, we need to update Lacerte 24
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and use
Ezra Dilger	RORTax
	I am ROR Reception
Anurag Sharma	Okay
	Thanks for the confirmation
	Please confirm the application version which you want us to update?
Ezra Dilger	Lacerte 24
Anurag Sharma	Okay, thank you for the confirmation.
	Do you want to schedule this application update during the night hours?
	When users are less active on the server?
Ezra Dilger	No, now is okay
Anurag Sharma	Okay
	I have initiated the application update. We will update you via email once it is comple
	Is there anything else I may help you with ?

Ezra Dilger	Sounds good, thank you
	nothing else
Anurag Sharma	Thank you so much for such a wonderful chat session.
	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73434 patrick

Email: patrick@africanenergy.com  5208914822

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 52 Secs

City: ST DAVID

State: Arizona

Country: UNITED STATES

Chat Transcript

patrick	Hello, I am your Acebuddy
Acebuddy	Hello Patrick, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
patrick	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
patrick	I'd like to report an Issue
Acebuddy	Please select an option!
patrick	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
patrick	installing Microsoft 365 on my desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be available to you today.
	Hello Patrick, How are you doing today ?
patrick	k
	Could you please help me setting up MS 365 on my desktop
Rohan Prajapati	I will surely help you with this.
	Kindly allow me two minutes to check the same.
	Patrick, I'm going through the previous tickets regarding the same. Please allow some time to check it
	Thank you for your patience.
	May I take the remote access of your server?
patrick	sure
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents or applications in the background.
	Kindly accept the remote request once you see it on your server screen
patrick	Ok go ahead
Rohan Prajapati	Aren't you seeing the prompt on your server screen ?

	We are connected on the remote session and will proceed with the troubleshoot remote. Till the time, I am putting the chat on hold, please do not disconnect it. issue is resolved, kindly give your confirmation on this chat.
patrick	got it
Rohan Prajapati	I'm not able to type anything on your NotePad
	May I know which application, you would like to setup first ?
patrick	Microsoft 365
	I am not able to use any of the MS365 apps
Rohan Prajapati	Thanks for the confirmation !
patrick	let me see if I can used the classic outlook
Rohan Prajapati	Do you have your office 365 credentials with you?
patrick	I am seeing my apps now than before maybe I can do it
Rohan Prajapati	Kindly open the Excel first so that all the Office 365 App can be activated
patrick	Look at my screen , it says that I am used unlicensed product
Rohan Prajapati	Kindly enter that email which has Office 365 License
patrick	can you please activate the office
Rohan Prajapati	Let me check from the backend what is your office 365 email !
	Patrick, this is your office 365 email.
	Patrick_AE@AfricanEn.onmicrosoft.com
	May I know if you have password of this email ?
patrick	no, that's not my email
	my email is patrick@africanenergy.com
Rohan Prajapati	That's your office 365 Email
	This email will be used for activating your Office 365 Products. (Edited)
	Patrick if you don't have the Password for this email, then we would need an app Debra Lee to reset the password for this email. Can you ask her to do it right aw can setup this while we are connected on the chat ?
patrick	please send her an email and she will respond right away
Rohan Prajapati	Patrick, I have sent the email
	Please inform her to approve the request
patrick	She replied
	she did
Rohan Prajapati	Thanks for the confirmation !

patrick	what's next
Rohan Prajapati	I've sent the new credentials to you and Debra.
	Please login with new login credentials into Excel application.
	Please login with new credentials
	Patrick not that email
	Please use the email address that i have sent you via email
	Please change the Password for it
	Yes Please setup this
	Please note that all the office 365 App has been activated
patrick	now I need to to set up outlook
Rohan Prajapati	Sure Lets see
	Please check it if it is working fine
patrick	I am checking if it linked to my other programs
Rohan Prajapati	Sure take your time
patrick	Yes, it's working
Rohan Prajapati	That's Great
patrick	Thank you very much for your support.
Rohan Prajapati	Thanks for the confirmation !
	Is there anything else I may help you with ?
patrick	That's it for now.
Rohan Prajapati	I would request you to please give your Valuable feedback after ending the chat
patrick	Thanks
Rohan Prajapati	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 ticket number and survey feedback for us to review.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. You can also provide feedback on how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Self-care Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
patrick	I will do.

Thanks

Rohan Prajapati has ended this chat session