

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79484 George Fowler
Email: gpmfowler@gmail.com ☎ 8478991763
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 37 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat

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

	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
George Fowler	I'd like to report an Issue
Acebuddy	Please select an option!
George Fowler	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
George Fowler	please connect me with a representative for an existing ticket
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>
	<i>Anjainay Singh is transferring the chat to Sanyam Madan.</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
George Fowler	ok i have an existing ticket number if that is helpful
Sanyam Madan	Hello George, please share the ticket number
George Fowler	Ticket ID: 735563
Sanyam Madan	Kindly allow me two minutes to check the same.
George Fowler	ok, can you help me add company files to the new user Matt Barton that was just added to our remote desktop
Sanyam Madan	is the user Matt logged in to the server?
George Fowler	not at this time
	does he need to be logged in to his server>
	?
Sanyam Madan	Could you please confirm whether you would like to restrict Matt's access to the company file , or if the issue is that company files are not appearing when Matt tries to access QuickBooks ?
George Fowler	The company files are not appearing when Matt tried to access quickbooks
	I am not looking to restrict access
Sanyam Madan	In order to assist Matt with accessing the company file, he will need to be logged in to the server.
George Fowler	Ok I can login to his desktop now
Sanyam Madan	okay that sounds good
	I will send a request to access matt's server
	please accept it

George Fowler	ok sure
Sanyam Madan	Please confirm here once Matt is logged in
George Fowler	Im confused. You want me to login to Matts server now or you will login?
Sanyam Madan	Please log in to the server using Matt’s account. Once you're logged in, I’ll send a remote access request to that session, ‘ you’ll need to accept so I can assist you further.
George Fowler	ok i am currently logged in to my server
	so i will need to log out and then log in to his. and then i will lose our chat
	but i can start a new chat
Sanyam Madan	okay you can reinitiate the chat
George Fowler	ok be back in one moment
Sanyam Madan	Sure
	You may re-initiate the chat or call us at (1-888-415-5240)

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79315 Evelyn Danish
Email: edanish@nsigs.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: BIG RAPIDS
State: Michigan
Country: UNITED STATES

Chat Transcript

Chat

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79003 brian kachel
Email: bkachel@lightbridgeacademy.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: ROANOKE RAPIDS
State: North Carolina
Country: UNITED STATES

Chat Transcript

brian kachel

Cha

	Hello, I am your Acebuddy
Acebuddy	Hello Brian Kachel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brian kachel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
brian kachel	I'd like to raise a Request
Acebuddy	Please select your request type.
brian kachel	Password Reset
Acebuddy	Please select an option below
brian kachel	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
brian kachel	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!
Acebuddy has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78888 ankit
Email: ankit@hkidata.com
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 5 Secs

City: VADODARA
State: Gujarat
Country: INDIA

Chat Transcript

Cha

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

ankit	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ankit	server not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
ankit	Ok
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	As this chat session is disconnected from your end.
	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) further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Tushar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79673 Ashley Johnson
Email: ajohnson@ipsiscan.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 48 Secs
City: LANSDALE
State: Pennsylvania
Country: UNITED STATES

Ashley Johnson	Hello, I am your Acebuddy
Acebuddy	Hello Ashley Johnson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ashley Johnson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ashley Johnson	I'd like to report an Issue
Acebuddy	Please select an option!
Ashley Johnson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ashley Johnson	Cannot get into server: An authentication error has occurred, restarted and am still getting the error
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.
	Hello Ashley, I will be surely assisting you with this. Kindly help me with your server name and user name?
Ashley Johnson	ajohnson@myrealdata.net
	but I think it's different on the backend, it had to be reconfigured a few weeks ago
	can you remote into my computer?
	[Window Title] Remote Desktop Connection [Content] An authentication error has occurred. The function requested is not supported Remote computer: IPSLLC.myrealdata.net This could be due to NTLM authentication being blocked on the remc computer. This could also be due to CredSSP encryption oracle remediation. (see <a 1152444210"="" assist.acecloudhosting.com="" href="https://go.microsoft.com/fwlink/?linkid={[^] Hide details [OK] [Expanded Information] Error code: 0x0 Extended error code: 0x0 Timestamp (UTC): 07/22/25 12:36 Activity ID: 35a6f621-8ea5-49d1-927f-ad5b33df0100 Press Ctrl+C to copy.</td></tr><tr><td>Ashutosh Mishra</td><td>Sure, Prior providing the access, I would suggest you to close any important documents at your end.</td></tr><tr><td>Ashley Johnson</td><td>certainly, we are good to go, thank you</td></tr><tr><td>Ashutosh Mishra</td><td>Kindly paste this link in the browser of local computer and join the session.</td></tr><tr><td></td><td>https://assist.acecloudhosting.com/join/1152444210
	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

#79070 ewallace
Email: ewallace@teazzers.com ☎ 14698674781
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 5 Secs
City: PLANO
State: Texas
Country: UNITED STATES

Chat Transcript

Chat

ewallace	Hello, I am your Acebuddy
Acebuddy	Hello Ewallace, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ewallace	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	<div>【</div> <div>】</div> <p>We are currently seeing higher than normal contact volume related to a "certificate revoked" error when utilizing the Quic web connector service.</p>
	Are you also experiencing issues related to server connectivity?
ewallace	No, I'd like to report another Issue
Acebuddy	Please chose an option :
ewallace	I'd like to report an Issue
Acebuddy	Please select an option!
ewallace	Other Issue
Acebuddy	

	Please specify the issue you are facing before I connect you to an available support representative!
ewallace	When I connect to the Remote Desktop at the windows log in screen I am greeted with a Restrictions Alert
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
ewallace	When I connect to the remote sever, I am greeted a Restrictions Alert "This action requires MFA verification, ensure the id verification server is reachable." when you hit OK, it closes the remote session. I turned off MFA hoping it would help, but doesn't.
<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.
	There is currently a technical outage. Please try to access server after 30-60 minutes. You may try in the meantime; however, we will update you as soon as the server is back up and running. (Edited)
	Are we still connected here?
	Are we still connected here?
ewallace	still here
Manish Singh	Yes
	There is currently a technical outage. Please try to access server after 30-60 minutes. You may try in the meantime; however, we will update you as soon as the server is back up and running.
	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) further assistance is required.
<i>Manish Singh has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 15 Secs
City: KANSAS CITY
State: Missouri
Country: UNITED STATES

Chat Transcript

Cha

Stacey Williamson	Hello, I am your Acebuddy
Acebuddy	Hello Stacey Williamson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stacey Williamson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stacey Williamson	I'd like to report an Issue
Acebuddy	Please select an option!
Stacey Williamson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Stacey Williamson	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Stacey Williamson	I'm not able to email from QuickBooks. I've been speaking with Sanyam Madan.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Stacey
	How are you doing?
Stacey Williamson	Fine thanks
	I'm not able to email reports from QuickBooks.
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?

Stacey Williamson	I don't know my server name. My user name is Stacey
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	May I take the remote access of your server?
Stacey Williamson	Yes
Sujeet Kumar Suman	Thanks for the confirmation !
	kindly approve on server
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	<p>Below are steps for a possible workaround.</p> <ol style="list-style-type: none">1. Create a new test company file. File > New Company2. In the test file, go to Company > My Company.3. Click Sign In and successfully log in with your Intuit account.4. Close the test file. File > Close Company5. Open the live (affected) company file.6. Go to Company > My Company and attempt to sign in again.
	Thank you for your patience.
	We are still working on your concern. Kindly stay connected on chat.
	Thank you for your patience.
	As per discussion over the remote session, The issue is resolved.
Stacey Williamson	Yes! Thank you very much!
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
Stacey Williamson	No thank you! Have a great day!
Sujeet Kumar Suman	Same to you.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v 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 know how I am working. I will appri 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 Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Sujeet Kumar Suman has ended this chat session

Chat Transcript

I need to reset my password

Visitor Details

#79013 Blais
Email: janice@catholicshop.ca ☎ 19053355599
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/contact-us/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 42 Secs
City: HAMILTON
State: Ontario
Country: CANADA

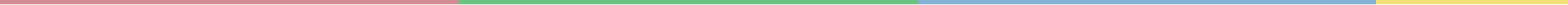
Chat Transcript

Chat

Blais	I need to reset my password
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Blais	Thank you
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Blais	I have no idea ...
	BChurchsupply
Shivam Singh	Is BChurchSupply your server name
	?
	Could you please share the username whom password you want to reset ?
Blais	I'm not sure. I did not know the server has a name. I have a blue computer icon that I click on

	I think JaniceBs
	I never get asked the password to access the server, but today they are asking and I have tried everything i can think of.
Shivam Singh	Yes, I have found a match- JaniceBs@myrealdata.net
Blais	Then I found a way into the portal and tried to change my password but it did not work, and now I am locked out of the pc
Shivam Singh	I understand that and would like to apologize for the inconvenience caused to you.
Blais	No apology needed. I'm just so confused
Shivam Singh	The MyPortal application is currently undergoing maintenance, which is why it may not be functioning properly on your er assured, our team is actively working on it, and the service will be restored shortly.
	I will be sending you an email after the chat ends, just provide the approval of the account owner and I will be actively prc you with the updated password.
Blais	thank you
	is that going to be the password to access the server, or the portal
Shivam Singh	It will be for the server.
Blais	Okay great
Shivam Singh	I completely understand and thank you for your patience. It’s totally okay to feel confused—these things can be tricky sometimes.
	Blais, Is there anything else I may help you with?
Blais	thank you, thats it
Shivam 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 w 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 know how I am working. I will appri 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 Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
Blais	you too

Shivam Singh has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79422 ayiana
Email: ayiana@franklinassociates.com 📞 2257689060
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 12 Secs
City: BATON ROUGE
State: Louisiana
Country: UNITED STATES

Chat Transcript

Chat

ayiana	Hello, I am your Acebuddy
Acebuddy	Hello Ayiana, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ayiana	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ayiana	I'd like to report an Issue
Acebuddy	Please select an option!
ayiana	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ayiana	Can't get into ACE at all, wondering if it is down? I keep getting the message attached
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Abhay Kumar Saraswat accepted the chat transfer request.	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.

	<i>1:38:26 AM</i> ayiana is sharing a file with you 1_image.png - (Size:358.11 KB)
	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?
ayiana	I believe the server name is Franklin Associates, LLC and the UserName may be my name Ayiana Givens or ayiana.g
Abhay Kumar Saraswat	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
ayiana	unsure, I am usually the only one at my office using the server every day. It seems to stutter alot, I haven't had the proble day. I am suddenly back in but sometimes it freezes or says it lost connection
Abhay Kumar Saraswat	Okay.
	I just checked on server, Lee Kidder is also accessing the server now.
	I can see you as well on server.
ayiana	oh okay!
Abhay Kumar Saraswat	Are you logged in onto the server?
ayiana	Yes, it let me in. Maybe it's because it's a cloudy day. Sorry about that :(I just didn't know why connection kept dropping a couldn't get in
Abhay Kumar Saraswat	No worries.
	We request you to please update us if you experience any difficulty accessing the server.
	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) further assistance is required.

Abhay Kumar Saraswat has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79846 Shaharyar
Email: reliable.karachioffice@gmail.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: 48 Secs
City: OAK BROOK
State: Illinois
Country: UNITED STATES

Chat Transcript

Shaharyar	Hello, I am your Acebuddy
Acebuddy	Hello Farzina, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shaharyar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shaharyar	I'd like to raise a Request
Acebuddy	Please select your request type.
Shaharyar	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Shaharyar	Other Application
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server de
	Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you nee request processed at a specific time.
	Do you need any further assistance on the topic?

Shaharyar	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Shaharyar	I Am unable to use teams on my rdp
	can you please help me with that
Ashutosh Mishra	Hello Farzina, I will be surely assisting you with this. Kindly help me with your server name and user name?
Shaharyar	Server Name RAS
	UserName Farzinal
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.
	Is this the first time you are facing this issue?
Shaharyar	Actually I am using the old version of teams I want to upgrade to latest
Ashutosh Mishra	I understand you are able to use Teams however you want to upgrade it to the latest version, is that correct?
Shaharyar	The Older Version is no longer Working
Ashutosh Mishra	Kindly allow me two minutes to check and i will assist further.
Shaharyar	I have Installed the Latest Version by myself
	I think It will Work Now
Ashutosh Mishra	I see, please let us know if it is working.
	Are we still connected here?
Shaharyar	Its Working Now
	Yes its Now Working
	thanks for your time
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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 know how I am working. 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 Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79853 tclark
Email: tclark@peakmedicalpc.com
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 34 Secs
City: PARK CITY
State: Utah
Country: UNITED STATES

Chat Transcript

Chat

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
tclark	since the reboot I have been locked out with an error message administrator permission.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
tclark	great
Abhay Kumar Saraswat	I will be surely assisting you with this.
	Is this for account: Peak Medical LLC ?
tclark	correct
Abhay Kumar Saraswat	Thanks for the confirmation !
	Let me transfer you to a specialist who can better address your concern.
<i>Abhay Kumar Saraswat is transferring the chat to Rohan.</i>	
<i>Rohan accepted the chat transfer request.</i>	
Rohan	Hi. My name is Rohan. I will be assisting you onwards.
tclark	thank you
Rohan	May I confirm that you are getting this message while opening the QuickBooks Company file? or while logging to the serv
tclark	When the reboot happened today it kicked me out and I tried signing back in and I get a message stating administrator permissions are needed.
	It is after I put in my log in information in, but now it is frozen on that message
Rohan	Thank you for all the information
	Please check now and let me know the status of the issue
tclark	I'm back in. Thank you for your help!
Rohan	That's Great
	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) further assistance is required.
<i>Rohan has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79651 Kurtis Coty
Email: accountspayable@epilepsychicago.org ☎ 17737201178
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: ADDISON
State: Illinois
Country: UNITED STATES

Chat Transcript

Chat

Kurtis Coty	Hello, I am your Acebuddy
Acebuddy	Hello Kurtis Coty, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78875 alysa.o.bhi
Email: alysa.o.bhi@gmail.com 📞 13213617833
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 30 Secs
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

alysa.o.bhi	Hello, I am your Acebuddy
Acebuddy	Hello Alysa.o.bhi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
alysa.o.bhi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
alysa.o.bhi	I'd like to report an Issue
Acebuddy	Please select an option!
alysa.o.bhi	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
alysa.o.bhi	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
alysa.o.bhi	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
alysa.o.bhi	Hello my employee Brian Quickbooks is frozen and not allowing him to do anything
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?

aLYSA.O.BHI	brian phone number is 4077025574
	CID74858
	user is Brian Lawley
Sanyam Madan	Kindly allow me two minutes to check the same.
aLYSA.O.BHI	ok
Sanyam Madan	Please check now, I have made some changes from the backend
aLYSA.O.BHI	one moment
Sanyam Madan	sure
aLYSA.O.BHI	thank you
Sanyam Madan	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) further assistance is required.

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79970 scott
Email: scott@aabs.tax ☎ 17205418788
Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 55 Secs
City: COLORADO SPRINGS

State: Colorado
Country: UNITED STATES

Chat Transcript

Cha

scott	Hello, I am your Acebuddy
Acebuddy	Hello Scott, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
scott	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
scott	I'd like to report an Issue
Acebuddy	Please select an option!
scott	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
scott	Drake 2024 is not opening. DSTART launches and shows in the Task Manager, but the program never actually launches.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
scott	Hi Vikas!
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
scott	Thanks in advanced for your help!
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.
	Is it for account Aabs LLC ?
scott	YEs
Vikas Singh Chauhan	Thanks for the confirmation !
	May I take the remote access of your local computer?
scott	Sure
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/6892360123
	Kindly paste this link in the browser of local computer and join the session.
scott	You shoudl be able to take control now. The blue desktop is the ACE server
Vikas Singh Chauhan	

	I have rebooted the server, please try to launch the Drake application after reboot.
scott	OKay
	No luck - neither of the icons on the desktop appear to be launching. Would the low space on the C drive be the cause? 20 open earlier
Vikas Singh Chauhan	Yes, I was checking the space on the server, only 1% space is remaining. Let me clear the Temp files to get enough space drive.
scott	Thank you
	u
Vikas Singh Chauhan	Kindly allow me sometime to free up the space on the server
scott	Absolutely thank you
Vikas Singh Chauhan	It is done, please try now.
scott	No luck
Vikas Singh Chauhan	May I take the remote access of your server session?
scott	yes
Vikas Singh Chauhan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
scott	ok
Vikas Singh Chauhan	Please try to login and check.
scott	Looks like it might be working!
	Awesome. Thank you!
Vikas Singh Chauhan	Yes but we found that the Drake 22, 23 and 24 are installed on User profile SomonaPheils.
	We have to move it back to C drive to fix this issue. Allow me sometime to move all the 3 Drake to C drive.
scott	Samona is the other user on our business - so wouldn't that make sense?
Vikas Singh Chauhan	That is fine, I am moving all three Drake version to C drive and will make a shortcut in the desktop for everyone for all three drake.
scott	Thank you
	What else do you need to do at this time?
Vikas Singh Chauhan	We are almost done, allow me 1-2 more minutes, just creating a shortcut for all users.
	Okay, now if you see three new Icons for Drake 22, 23 and 24 on your server screen, please try to launch them.
scott	Is there a way to clean up the desktop so there aren't so many icons?
Vikas Singh Chauhan	Sure, let me clean most of the icons.
	Please try the three icons on the left to launch.
scott	They don't appear to be working

Vikas Singh Chauhan	Please try now and login.
	We should be good now.
scott	Awesome!
Vikas Singh Chauhan	Thank you!! Is there anything else I may help you with ?
scott	Not at this time. Thank you!
Vikas Singh Chauhan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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 know how I am working. 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 Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Vikas Singh Chauhan has ended this chat session</i></p>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78973 llewis
Email: llewis@tayloengineers.com
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 39 Secs
City: OAKLAND
State: California
Country: UNITED STATES

Ilewis	Hello, I am your Acebuddy
Acebuddy	Hello Lea Lewis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ilewis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ilewis	I'd like to report an Issue
Acebuddy	Please select an option!
Ilewis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ilewis	ticket 726586
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 Lea
Ilewis	hello
Anurag Sharma	Do you like me to reboot the server?
Ilewis	yes let's try that first
Anurag Sharma	Okay, I am proceeding with the same.
	I have successfully rebooted the server.
	You can now login back to the server and check.
Ilewis	ok
Anurag Sharma	Is it working now?
Ilewis	just a minute
Anurag Sharma	Okay
Ilewis	ok it appears to be working thank you
Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
Ilewis	no

Anurag Sharma	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.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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 know how I am working. 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 Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79441 ryan
Email: ryan@hcfoodinc.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: BROOKLYN
State: New York
Country: UNITED STATES

Chat Transcript

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

ryan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ryan	I'd like to raise a Request
Acebuddy	Please select your request type.
ryan	Password Reset
Acebuddy	Please select an option below
ryan	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
	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

#79980 johnny
Email: johnny@canyongrill.com 📞 +14235058773
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 44 Secs
City: RISING FAWN
State: Georgia
Country: UNITED STATES

Chat Transcript

Chat

johnny	Hello, I am your Acebuddy
Acebuddy	Hello Johnny Lee Holland, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
johnny	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnny	I'd like to report an Issue
Acebuddy	Please select an option!
johnny	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
johnny	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
johnny	we us quickbooks webconnect to pull sales journal entries and sync GL codes to toast pos freature called xtrachef. when i sync in QUICKBOOKS IT ISNT THERE
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
johnny	HELLO
	sorry for caps lol
Shubham Maurya	No worries, I will be surely assisting you with this. Kindly help me with your server name and user name?
johnny	i am on the work pc and it is logged in automatically asd my bookeeper is that ok? i have the info for her but i want to be
	i can set it up for me to log in from here or pull my laptop out to log in from mine if i need to
Shubham Maurya	Johnny, are you facing a challenge using Web connector on the server
johnny	CanyonGrill.myrealdata.net
	server name
Shubham Maurya	Sure, thanks.
johnny	CG_Elizabeth
	user name im logged in under
Shubham Maurya	Have you used web connect earlier under your username.
johnny	CG_Johnny
	this is my user name

	i have it set up on my laptop under my log in but we have the office pc set to automaticvally connect to elizabeth for ease for her
Shubham Maurya	So this is an issue on Elizabeth's profile, correct !
johnny	it shouldnt be. we share the same quickbooks program and i am logged in under Admin for her. should i try it with my QB
Shubham Maurya	Let me access your server session once so I can check this on issue.
johnny	ok
Shubham Maurya	I am sending a remote session request to you, kindly accept it.
johnny	ok
Shubham Maurya	This request is being sent on Elizabeth's remote session, do you have access to that session.
	Kindly enter admin password in QuickBooks company file.
	Johnny, are you sure Web connector is setup on your other computer under username "Johnny". As I can't see web connec intergrated here.
johnny	no this was prior to us switching to this server. idk if something didnt get brought over
Shubham Maurya	Johnny, this Web connect is something for which we need .qwc file, so we can add the file to this "Integrated applications' Quickbooks. Once its done, it stays there.
johnny	i may need help findimng that file and i might need to pull my laptop. i couldn't openm the old quickbooks file on this pc
Shubham Maurya	Please login over here to download .qwc file which is required. To integrate with Quickbooks desktop.
johnny	would it need to be xtrachef
	i need to go i wi8ll mess with this laterr. if i can find the QWC file i can move it over?
	all the other times ive restored from backup it just worked
Shubham Maurya	Okay no worries you can perform this later, we'll mail you the ticket details to continue later. In case if backup is not able the .qwc file then we need to fetch it back from the source like in this case.
	Then you can create the backup of that file, Just enter how frequently you want the data to be fetched and click on downl icon to get the file.
	Select the "defined Interval" option and mention the duration in days, that's it.
	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) further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shubham Maurya has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79744 Queenie Zhao
Email: queenie@trinityd.com ☎ 13237737777
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: MAYWOOD
State: California
Country: UNITED STATES

Chat Transcript

Chat

Queenie Zhao	Hello, I am your Acebuddy
Acebuddy	Hello Queenie Zhao, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Queenie Zhao	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Queenie Zhao	I'd like to raise a Request
Acebuddy	Please select your request type.
Queenie Zhao	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Queenie Zhao	Setback
Acebuddy	Please select your request type.
Queenie Zhao	Password Reset
Acebuddy	Please select an option below
Queenie Zhao	Not Enrolled to Selfcare Portal

Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79815 Iijun
Email: Iijun@lyhcpa.com 📞 13134330711
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 31 Secs
City: PLYMOUTH
State: Michigan
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select your request type.
Iijun	Password Reset
Acebuddy	Please select an option below
Iijun	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Iijun	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
Iijun	Hi Sanyam
Sanyam Madan	Hi Lijun , can you please explain your issue ?
Iijun	I have the account password, but somehow messed up the security questions which prevented me from logging in.
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Iijun	LYH.myrealdata.net
	LYHCPA_1 user name
Sanyam Madan	Kindly allow me two minutes to check the same.
Iijun	take time.
Sanyam Madan	Do you want password to be reset ?
Iijun	that sounds good.
Sanyam Madan	Please send us an email from the registered email address at support@acecloudhosting.com so that we can reset it right
	I will do it on the chat , please mail with registered email id
Iijun	Just sent the email. Please check.
Sanyam Madan	Kindly allow me two minutes to check the same.
	I just sent you the password, please check
	Is there anything else I may help you with ?
	Lijun you can also reset any user password through MyPortal as you are the point of contact .
Iijun	for user LYHCPA_3, can you help to generate a temp password also as mentioned in the email?
	sounds good.
Sanyam Madan	I will send you the guide for MyPortal after this chat ends
	if you want us to generate a temp password, please let us know

	Lijun
lijun	I can not log in as my answers to my security questions are not being accepted.
	IS there any way I can do the enrollment again?
Sanyam Madan	Let me go ahead and disenroll you from the Self-Care Portal. Once that's done, you'll be able to re-enroll again.
lijun	cool
Sanyam Madan	Kindly allow me two minutes.
	Thank you for your patience.
	We have disenrolled you from the Self-Care Portal.
	You can now enroll again , this will resolve your login issue
lijun	That's great. I will work on that. Thank you for your help.
Sanyam Madan	Is there anything else I may help you with ?
lijun	That's it. Thanks again.
Sanyam Madan	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.

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78945 johnismerio
Email: johnismerio@gmail.com 📞 18183998208
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 47 Secs
City: CIPOCOK JAYA
State: Banten

Chat Transcript

Chat

johnismerio	Hello, I am your Acebuddy
Acebuddy	Hello John Ismerio, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
johnismerio	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnismerio	Setback
Acebuddy	Hello John Ismerio, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
johnismerio	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnismerio	I'd like to report an Issue
Acebuddy	Please select an option!
johnismerio	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
johnismerio	my cloud is too slow
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
	Are we still connected here?
	Are we still connected here?
johnismerio	hi
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
johnismerio	cloud 2 and cloud rose that we try

Manish Singh	As we can check Rose was in disconnected state removed the user from the server.
	Kindly ask her to login once.
	And I have checked the RAM and CPU consumption it is working fine.
	Kindly confirm if everything is working fine,
johnismerio	yes she disconnect because the cloud is error
Manish Singh	Alright, kindly ask her to check now.
	Are we still connected here?
johnismerio	wait im talking to her
	she will try please waitt
	i will also try to login to cloud 2
Manish Singh	Yes, please try once.
johnismerio	when open chrome super slow
	my cloud 2 also slow
Manish Singh	May I take the remote access of your local computer?
johnismerio	cloud 2 first okay
	because cloud rose need to go for a while
Manish Singh	https://assist.acecloudhosting.com/join/4782466367
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
johnismerio	local computer is throught the cloud
Manish Singh	Need to check the sync through local system to server if everything is working fine.
johnismerio	ok its initializing
Manish Singh	Yes, please take your time.
johnismerio	its okay now
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
johnismerio	ok
Manish Singh	https://assist.acecloudhosting.com/join/8942492905
	Kindly open this link on your local end not on sever end.
johnismerio	pls give me a new link
Manish Singh	.
johnismerio	i have 2 screen

Manish Singh	Alright!
johnismerio	ok wait
	downloading
Manish Singh	Yes, John please take your time.
	Are we still connected here?
johnismerio	yes
Manish Singh	Kindly try to access server once.
	And check if you are still facing slowness.
johnismerio	see
	i connect the zoho
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
johnismerio	hello
	do you also need cloud rose access like this
	i think its good now
Manish Singh	Yes
	Sharing the link for Rose Access.
	https://assist.acecloudhosting.com/join/3722017830
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
johnismerio	i think she is okay now, but please take an eye for our cloud if some low latency or something happenwe
	we will contact you again okay
	thank you so much
Manish Singh	Absolutely, we are here to assist you.
	Is there anything else I may help you with ?
johnismerio	nothing else
	thank you for your help
	<i>Visitor changed the visitor's Email to johnismerio@gmail.com.</i>
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

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 know 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 Selfcare Portal (<https://selfcare.acecloudhosting.com>).

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79022 tannerp
Email: tannerp@cr-t.com
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: AMERICAN FORK
State: Utah
Country: UNITED STATES

Chat Transcript

Chat

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

tannerp	I'd like to raise a Request
Acebuddy	Please select your request type.
tannerp	Change in Users
Acebuddy	Please select your desired option!
tannerp	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer t following link for a detailed guide on how to manage users via MyPortal!
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79922 Corey Burstad
Email: corey@elevagegroup.com 📞 16122804328
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: CROSSLAKE
State: Minnesota
Country: UNITED STATES

Chat Transcript

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

Corey Burstad	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Corey Burstad	I'd like to raise a Request
Acebuddy	Please select your request type.
Corey Burstad	Password Reset
Acebuddy	Please select an option below
Corey Burstad	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79956 aroldan
Email: aroldan@tippfloor.com
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 10 Secs
City: RIDGEFIELD
State: New Jersey
Country: UNITED STATES

aroldan	Hello, I am your Acebuddy
Acebuddy	Hello Aroldan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
aroldan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
aroldan	I'd like to report an Issue
Acebuddy	Please select an option!
aroldan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
aroldan	i had someone yesterday add a printer from my local desktop to virtual and now its not showing up on my virtual desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
aroldan	Hello
Abhay Kumar Saraswat	Hello
	How are you doing today?
aroldan	Good, Thank you
Abhay Kumar Saraswat	Could you please confirm me your username?
aroldan	aroldan
Abhay Kumar Saraswat	Albert, right?
aroldan	yes
Abhay Kumar Saraswat	Great.
	So, you are unable to print, right?
	Is printer missing from the list of printers?
aroldan	yes
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this.

aroldan	Kyocera TASKalfa 2554ci
	that is the name of the printer
Abhay Kumar Saraswat	Thank you for confirming the name and model number.
	May I take the remote access of your local computer?
aroldan	it is showing up on my local desktop but not the virtual
	yes go on
Abhay Kumar Saraswat	No worries, I'll assist you in this.
	Prior providing the access, I would suggest you to close any important documents at your end.
aroldan	good to go
Abhay Kumar Saraswat	https://assist.acecloudhosting.com/join/2642635161
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
aroldan	Thank you for your help
Abhay Kumar Saraswat	My pleasure to assist you.
	Is there anything else I may help you with ?
aroldan	no thank you
	you
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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 know 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 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.

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79277 George Fowler
Email: gpmfowler@gmail.com 📞 8478991763
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 28 Secs
City: EVANSTON
State: Illinois
Country: UNITED STATES

Chat Transcript

George Fowler	Hello, I am your Acebuddy
Acebuddy	Hello Gpmfowler, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
George Fowler	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
George Fowler	I'd like to raise a Request
Acebuddy	Please select your request type.
George Fowler	Change in Users
Acebuddy	Please select your desired option!
George Fowler	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer t following link for a detailed guide on how to manage users via MyPortal!
	Do you need any further assistance on the topic?
George Fowler	Yes

Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
George Fowler	Hello, I logged in to my portal to add a user, but when I am try to add them I am receiving an error message that says to contact customer support
Abhay Kumar Saraswat	Hello George
	How are you doing today?
	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this.
	Is this for account: Candlelite ?
George Fowler	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	May I take the remote access of your local computer?
George Fowler	sure
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
George Fowler	sure go ahead
Abhay Kumar Saraswat	https://assist.acecloudhosting.com/join/7562037492
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Are we still connected here?
	Hello George (Edited)
	Are we still connected here?
	Hello George,
	Thank you for your patience.
	As discussed, after this chat session, I'll send an email to you with your given details.
	Kindly approve the same and I'll create a user for you.
	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) further assistance is required.
Abhay Kumar Saraswat has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79483 Cesar Diaz
Email: cesardiaz98776@gmail.com 📞 150499420028
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 11 Secs
City: ?
State: Honduras
Country: HONDURAS

Chat Transcript

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

Cesar Diaz	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Cesar Diaz	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Cesar Diaz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Cesar Diaz	i can not access remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name or account name?
Cesar Diaz	intercentro\cesard
	<i>3:58:56 AM</i> Cesar Diaz is sharing a file with you 1_image.png - (Size:11.74 KB)
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
	And could you please confirm me the correct server name, as I checked the server Intercentro , I can't see your name th
	Upon checking, I found the server name Intercentnew , where I can see you as a primary owner. (Edited)
	Could you please confirm me your registered email address?
	Are we still connected here?
	Are we still connected here?
Cesar Diaz	yes
	sorry
	cesar.diaz@intercentrohn.com
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.
	Yes, as I checked, the account name is: InterCentro New
	Please provide me your username.
Cesar Diaz	both intercentro and intercentnew
	Your IP address 190.4.47.66

Abhay Kumar Saraswat	For the server you were trying to log in to and encountering an error.
Cesar Diaz	we has to wait
Abhay Kumar Saraswat	I apologize but I didn't get you.
	Are we still connected here?
Cesar Diaz	yes i am connect
Abhay Kumar Saraswat	Great.
	I'm looking for the username by which you were trying to connect with the server via RDP setup.
Cesar Diaz	cesard
	intercentro\cesard
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.
Cesar Diaz	ok
Abhay Kumar Saraswat	Thank you for your patience.
	May I take the remote access of your local computer?
Cesar Diaz	go ahead
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/7102147475
	Kindly paste this link in the browser of local computer and join the session.
Cesar Diaz	go ahead
	u are connect
Abhay Kumar Saraswat	Not yet.
	I can't see your screen.
	<i>4:42:54 AMAbhay Kumar Saraswat is sharing a file with you</i> <i>image.png - (Size:40.95 KB)</i> <i>It is still stuck on the second option at my end.</i>
Cesar Diaz	i will tried
Abhay Kumar Saraswat	You can check your downloads.
	There is a setup files for remote session.
	Or it is still in downloading process.
Cesar Diaz	yes i did
	<i>4:45:12 AMCesar Diaz is sharing a file with you</i>

	1_image.png - (Size:5.58 KB)
Abhay Kumar Saraswat	Let me send you the another link.
Cesar Diaz	ok
Abhay Kumar Saraswat	https://assist.acecloudhosting.com/join/2332008833
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Are we connected?
	Are we still connected here?
Cesar Diaz	i have some problem with the internet, but know is connect
Abhay Kumar Saraswat	okay, no worries.
	Let me send you the remote link again.
	https://assist.acecloudhosting.com/join/2282120596
	Are we still connected here?
Cesar Diaz	yes
Abhay Kumar Saraswat	Please join the link.
Cesar Diaz	i did
Abhay Kumar Saraswat	Looking like there is an internet issue at your end.
	Or it is working very slow.
Cesar Diaz	may be
	i make click on the file and doesnt open
Abhay Kumar Saraswat	Yes, it could be.
	Again, I'm unable to join the remote with you.
	Give me your registered email, let me share the new RDP setup with you.
Cesar Diaz	can u sendme another link
Abhay Kumar Saraswat	Please open the RDP setup with the same password you shared with me.
	Because it is working at my end.
	It is ok.
	You can share the email with me. I can share the new RDP setup file, then you don't need to use the setup which is on you desktop.
Cesar Diaz	let me check with other network

Abhay Kumar Saraswat	Okay.
Cesar Diaz	try again
Abhay Kumar Saraswat	Okay.
	<i>5:18:53 AM</i> Cesar Diaz is sharing a file with you 1_image.png - (Size:10.19 KB)
	Let me send you the link again.
	https://assist.acecloudhosting.com/join/9282075403
Cesar Diaz	please
Abhay Kumar Saraswat	Please try with this.
	I've sent the link again.
	Are we still connected here?
	<i>5:23:22 AM</i> Cesar Diaz is sharing a file with you 1_image.png - (Size:9.29 KB)
	I apologize but there is an issue with the network connectivity at your end.
	Hello Cesar
	As we discussed on remote, there is a internet speed issue at your end.
	Please contact your ISP to give you minimum 50Mbps to connect with server and to access the RDP efficiently.
	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) further assistance is required.

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

#79541 shah

Email: shah@get1geek.com 📞 17083699690

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: 45 Secs

City: LAKE ZURICH

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat

shah	Hello, I am your Acebuddy
Acebuddy	Hello Shah, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shah	I'd like to report an Issue
Acebuddy	Please select an option!
shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shah	Garzaroofting.myrealdta.net
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Ashutosh Mishra accepted the chat transfer request.
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
shah	cannot access
	Garzaroofting.myrealdta.net
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your user name?
shah	shah
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
	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) further assistance is required.
Ashutosh Mishra has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79967 mrodriguez
Email: mrodriguez@mgrinc1.com ☎ 3059780022
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 23 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat

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

Acebuddy	Please select an option!
mrodriguez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mrodriguez	I receive an error message when trying to access a webpage. I access this webpage constantly throughout the day and to has occasionally given me the message "looks like there's a problem with this page".
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Abhay Kumar Saraswat accepted the chat transfer request.	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this.
	Is this for account: CPACWC LLC ?
mrodriguez	yes it is
Abhay Kumar Saraswat	Thanks for the confirmation !
	Is this issue occurring only for you, or are other users on the server also experiencing it?
mrodriguez	And Is this the first time you are facing this issue?
	No one else has access
	It is my secure portal through the tax software
	I have been experiencing this issue sporadically today
Abhay Kumar Saraswat	Okay.
	Thank you for the information.
mrodriguez	Error code: 400 Bad Request
Abhay Kumar Saraswat	Okay.
	May I take the remote access of your local computer?
mrodriguez	yes
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/8172718714
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.

Is there anything else I may help you with ?

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79188 Michel Gloaguen
Email: michel@breizelec.com 📞 17138171872
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: 47 Secs
City: CYPRESS
State: Texas
Country: UNITED STATES

Chat Transcript

Ch

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

Michel Gloaguen	Server message only 10% memory left on C: drive. I only use Quickbooks (data on D:). Acecloud needs to clean the serve used. Thank you
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 Michel
Michel Gloaguen	HI SHASHWAT
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	<i>6:55:36 AMShashwat Verma is sharing a file with you</i> <i>image.png - (Size:40.34 KB)</i>
	Here is the detailed usage of your C drive
	Let me clean some temporary files, to get some space free.
Michel Gloaguen	ok. You can clean anything you need. All I use is QB hosting.
	<i>7:00:38 AMShashwat Verma is sharing a file with you</i> <i>image.png - (Size:15.09 KB)</i> <i>We are able to free 5GB of data on your c drive</i>
	ok
Shashwat Verma	But it still falls below the recommended level which is at least 20%
Michel Gloaguen	i have not done anything different or using the C; drive. What is Ace Cloud loading on C: ?
Shashwat Verma	The C: drive on a Server is the primary system drive that stores the operating system, installed applications, and system
	All updates of QB applications and user profiles are saved in this drive
Michel Gloaguen	so what else can you remove ?
Shashwat Verma	As of now, instead of removing any files, we recommend shifting some storage from the D drive to the C drive, as the D d currently 90% free. (Edited)
Michel Gloaguen	ok feel free to do so.
Shashwat Verma	Okay, will shift 30 GB from D drive to C drive.
	Once we are done, will inform you on email.
Michel Gloaguen	sounds good, thank you Shashwat
Shashwat Verma	Is there anything else I may help you with ?
Michel Gloaguen	no, that's it.
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.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79898 Chase Henderson

Email: ch@emersonrussell.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: CHATTANOOGA

State: Tennessee

Country: UNITED STATES

Chat Transcript

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

Chase Henderson	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Chase Henderson	Email from invoice generation is not sending once outlook opens with the invoice to send.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	hello Chase
Chase Henderson	Hello
Sujeet Kumar Suman	How are you doing today?
Chase Henderson	I'm doing well
Sujeet Kumar Suman	Kindly help me with your server name and user name?
Chase Henderson	emerson.myrealddata.net & chase.h@myrealddata.net
	RDG.myrealddata.net is the RD Gateway server
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	Could you please explain more about the issue you are facing?
Chase Henderson	Sending an Email while in invoice generation in Quickbooks is not sending once outlook opens with the invoice to send.
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
Chase Henderson	Thank you
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session.
	Are we still connected here?
Chase Henderson	Yes. Which link?
Sujeet Kumar Suman	May I take the remote access of your local computer?
Chase Henderson	Yes
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
Chase Henderson	Done
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2612105654
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	We are still working on your issue via remote session. Kindly stay connected on the chat.

	Thank you for your patience.
	As per discussion over the remote session, The issue is resolved.
	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) further assistance is required.
Sujeet Kumar Suman has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79502 accountant
Email: accountant@silversfs.com ☎ 7472192947
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 34 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
accountant	I'd like to report an Issue
Acebuddy	Please select an option!
accountant	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
accountant	Ace working slow and disconnecting issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
accountant	Hi Sujeet
Sujeet Kumar Suman	Hello Benny
accountant	My Ace is working slowly and disconnecting too many times today
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
	Sure, I can help with that. Let me look into it for you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
accountant	Benny Smith
	BennySm
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
accountant	Sure
Sujeet Kumar Suman	Are you the only one facing this problem, or is anyone else also facing the same issue?
accountant	I think I'm the only one today
Sujeet Kumar Suman	Okay, let me check.
	May I take the remote access of your local computer?
accountant	sure
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/1602240370
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	As we guided you to switch the network on your system, the remote session got disconnected when you switched to anot

	network.
accountant	Hi
Sujeet Kumar Suman	Are we still connected here?
	Hello Benny
	Have you connected to another network?
accountant	Yes, as you advised, I changed the network to my phone’s internet. After that, we got disconnected, and I was unable to k ACE. Please advise.
	It's still running very slow
Sujeet Kumar Suman	Kindly reconnect to your previous Wi-Fi network and try accessing the server again. Please let us know if you still encount issues. (Edited)
accountant	I already did and reconnect with same wifi as I was using before
	It's looks like working okay
Sujeet Kumar Suman	That's great!
	Thanks for the confirmation !
accountant	It's slow again
Sujeet Kumar Suman	No worry.
	May I take the remote access of your local computer?
accountant	Sure in 2 mins
Sujeet Kumar Suman	Sure, please take your time
accountant	Please share
	the link
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/8192829156
	Shared.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	I’ve tried my best to resolve your issue, but unfortunately, I wasn’t successful.
	As checked, we are escalating your concern to the next-level team. They will reach out to you soon to assist you further.
	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) further assistance is required.

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79306 Chase Scott

Email: chases@cfcpapc.com ☎ 2107485846

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 14 Secs

City: MCALLEN

State: Texas

Country: UNITED STATES

Chat Transcript

Chat

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

Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
	Is this the first time you're experiencing this issue?
Chase Scott	yes
Manish Singh	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
Chase Scott	sure
Manish Singh	https://assist.acecloudhosting.com/join/8842365728
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Is there anything else I may help you with ?
Chase Scott	hello
Manish Singh	Yes Chase, Is there anything else I may help you with?
	As you are able to access server again
Chase Scott	No, that is all.
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of chat.
Chase Scott	Yes I accessed it
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v 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 know how I am working. I will appi 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 Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Manish Singh has ended this chat session

Chat Transcript

saigonservices.myrealddata.net

Visitor Details

#79679 **nguyen**
Email: chinh_cn@yahoo.com ☎ 4082096515
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 46 Secs
City: JACKSONVILLE
State: Florida
Country: UNITED STATES

Chat Transcript

Chat

nguyen	saigonservices.myrealddata.net
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.
nguyen	good morning
Amit	Good morning.
nguyen	yesterday, I request for quickbook to be updated
Amit is transferring the chat to Support(QB & App Hosting).	
	however, this morning, everytime I log in, it still asking me to update
	and I keep getting msg "The Quickbooks Enhanced payroll for accountants service is not currently available. Please try ag later [PS060]
Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
nguyen	THX
Manish Singh	May I know the ticket number associated with it, Chinh

nguyen	let me check
	738179
Manish Singh	Alright, May I know what exactly the issue you are facing?
nguyen	quickbook keep asking me to update
	however, when i click on "update"
	i got a msg "the quickbooks payrolls service is not currently available. Please try again later [PS060]
Manish Singh	May I take the remote access of your server?
nguyen	YES
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
nguyen	OK
Manish Singh	Are you on server right now?
nguyen	YOU WANT ME TO LOG IN?
Manish Singh	Yes, Please
nguyen	OK, ONE SECOND
	ok, i loged in
Manish Singh	Kindly accept the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Payrolls need to be updated and we will proceed with the update in night hours.
	Once done we will email you.
	Is there anything else I may help you with ?
nguyen	that all
	thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
nguyen	yes, will do
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v 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 know how I am working. I will appi 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 Selfcare Portal (https://selfcare.acecloudhosting.com).

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79361 Jessica Martinez
Email: jessica@adducibookkeepingservices.com ☎ 18607593747
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: MERIDEN
State: Connecticut
Country: UNITED STATES

Chat Transcript

Chat

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

	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79370 Roberto
Email: roberto@lopezramoscpa.com 📞 17873096343
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: HATILLO
State: Puerto Rico
Country: PUERTO RICO

Chat Transcript

Chat

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

Acebuddy	Please select your desired option!
Roberto	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer t following link for a detailed guide on how to manage users via MyPortal!
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79333 test
Email: test@gmail.com 📞 +16887849764
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Google Chrome
Device: Mobile
City: 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	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
test	Test
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Test has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79539 Corrine Baxter

Email: cbaxter@headwaymktg.com ☎ 17707150034

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 12 Secs

City: GAINESVILLE

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Corrine Baxter	I'd like to raise a Request
Acebuddy	Please select your request type.
Corrine Baxter	Change in Users
Acebuddy	Please select your desired option!
Corrine Baxter	User Replacement
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existi (that you'd like to replace) and instead add a new user from MyPortal.
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer t following link for a detailed guide on how to manage users via MyPortal!
	Do you need any further assistance on the topic?
Corrine Baxter	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Corrine Baxter	Thank you :)
Ashutosh Mishra	Hello Corrine, I will surely help you with this issue.
	May I know the username you would like to replace?
Corrine Baxter	David Gulchuk
	With WB Accountant
	tscarnati@windhambrannon.com
Ashutosh Mishra	Corrine, due to security reasons we require a formal request over the email from registered contact to replace the user. Pl allow me to inform you can also do this from My Portal, you simply have to remove the existing user and then add new us
	If you are facing any issues with the My Portal, please let us know and we will be happy to assist further.
Corrine Baxter	I don't know my password for the portal, I've never used it
	What is the email address for tickets? Thank you
Ashutosh Mishra	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur with the request. We will also share the My Portal guide that will help you how to login and reset the password as well as enable/disable users.
	Are we still connected here?
Corrine Baxter	Thank you so much. have a great day
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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 know 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 Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79181 Jennifer Ba
Email: jennifer.ba@pearlmangrp.com
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 23 Secs
City: MARIETTA
State: Georgia
Country: UNITED STATES

Chat Transcript

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

Jennifer Ba	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Ba	I'd like to raise a Request
Acebuddy	Please select your request type.
Jennifer Ba	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Jennifer Ba	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Jennifer Ba	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jennifer Ba	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 issue
	Was that helpful?
Jennifer Ba	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
	<i>Anjainay Singh is transferring the chat to Abhay Kumar Saraswat.</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
Jennifer Ba	Hi, thanks for chatting w me
Abhay Kumar Saraswat	Hi Jennifer.
	How are you doing today?
Jennifer Ba	doing well. i am having an issue restoring client's QB
Abhay Kumar Saraswat	Okay.
	I will be surely assisting you with this. Kindly help me with your server name or account name?
Jennifer Ba	I am trying to restore a qb file for Turning point supply
	earlier today, Ace Cloud assigned my to rdp server TPLmyrealdata.net

	but is there a way i can access the qb via a different rdp as i have been using prior?
Abhay Kumar Saraswat	Sure, I'll look into this for you.
Jennifer Ba	thanks
Abhay Kumar Saraswat	So, basically you are looking to restore QB file for account: Turning Point Supply ?
Jennifer Ba	correct
Abhay Kumar Saraswat	What RDP you were using before?
	Could you please share the username with me?
Jennifer Ba	i am using RDP pg-p21dev, username is "Admin"
	username to the qb is 'admin', it is my window user name to the server (company domain server)
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.
Jennifer Ba	ok
Abhay Kumar Saraswat	Thank you for your patience.
	Could you please confirm if you are talking about for server connectivity or it is related to QB company file ?
Jennifer Ba	QB company file. to be clear, I am with Pearlmangroup and trying to extract data from Turnning point's QB using Pearlmar domain server on which QB, QODBC, DB access, and QREMOTE reside. I am currently having trouble restoring the qbb file
	the same task I have done in previous months without an issue. but now it only lets me access using ACE Cloud provided rdp
Abhay Kumar Saraswat	Okay.
	Let me walk around on this.
Jennifer Ba	sure, thank you!
Abhay Kumar Saraswat	Kindly allow me sometime to look into this.
Jennifer Ba	sure. i can also share screen if that works eaiser
Abhay Kumar Saraswat	Yes please. Let me send you the remote link.
Jennifer Ba	ok
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/3802462743
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
Jennifer Ba	ok

Abhay Kumar Saraswat	Are we still connected here?
	Thank you for your patience.
	As we discussed on remote session, I'll acknowledge you after this chat and will revert you on your email. (Edited)
	Is there anything else I may help you with ?
Jennifer Ba	my email is jennifer.ba@pearlmangrp.com
	i am good for now
	thank you so much!
Abhay Kumar Saraswat	Yes, noted already.
	My pleasure to assist you.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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 know 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 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.

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79562 Hedley and Bennett Inc
Email: finances@hedleyb.com ☎ 12623910904
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

Chat

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79283 Brian Leavitt
Email: 1car@earthlink.net 📞 4253482777
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 55 Secs
City: EVERETT
State: Washington
Country: UNITED STATES

Chat Transcript

Brian Leavitt	Hello, I am your Acebuddy
Acebuddy	Hello Brian Leavitt, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brian Leavitt	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brian Leavitt	I'd like to report an Issue
Acebuddy	Please select an option!
Brian Leavitt	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brian Leavitt	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Brian Leavitt	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	Acebuddy (bot) forwarded the chat request
	Sujeet Kumar Suman accepted the chat transfer request.
Brian Leavitt	Hi again it was working fine until I got to the Payroll page than it crashed and wont open now. can you please do a restart end because it seems to be better after you guys do that
	Sujeet Kumar Suman is transferring the chat to Abhay Kumar Saraswat.

Abhay Kumar Saraswat accepted the chat transfer request.

Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	Is this for account: Leavitt Auto Sales ?
Brian Leavitt	yes
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
Brian Leavitt	BrianL.npro1 is the server user name
	its happemning on both computers
Abhay Kumar Saraswat	Okay.
	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	As I checked, I thin you raised the same issue yesterday as well, correct?
Brian Leavitt	Tuesday yes and it should've updated Tuesday night?
Abhay Kumar Saraswat	Yes, as per that ticket.
	QuickBooks has been updated.
Brian Leavitt	it was working fine all morning than it crashed
Abhay Kumar Saraswat	May I take the remote access of your server?
	And I deeply apologize for the inconvenience caused to you again.
Brian Leavitt	yes
Abhay Kumar Saraswat	We just sent the message on server to reboot.
	And the server will be rebooted in few minutes.
Brian Leavitt	do you need me to close the window
Abhay Kumar Saraswat	Yes please
	Save your work.
	Kindly allow two minutes and the server will be restarted.
	Server is restarted.
	Could you please check now? (Edited)
	Are we still connected here?
Brian Leavitt	it looks like its working
	thank you!

Abhay Kumar Saraswat	Great.
	Is there anything else I may help you with ?
Brian Leavitt	no hopefully I can stop bugging yall
Abhay Kumar Saraswat	No worries.
	It's my pleasure to assist you.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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 know 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 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.

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

can you help me retrieve our company information, we need support but i do not know the account number

Visitor Details

#79760 karen
Email: karen@brilliantroofing.com ☎ 772-678-6654
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/hosting/quickbooks-enterprise/?utm_source=Bing&utm_medium=cpc&utm_campaign=Enterprise_Sitelink&utm_term=Ace%20Cloud&msclkid=df217153f7d813b2634519d1b4bcfd4
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 38 Secs

City: STUART
State: Florida
Country: UNITED STATES

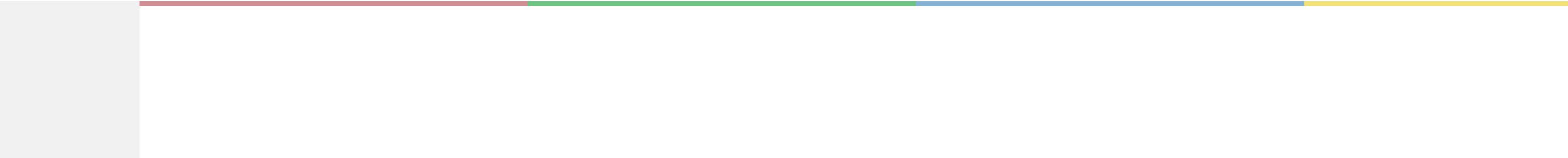
Chat Transcript

Chat

karen	can you help me retrieve our company information, we need support but i do not know the account number
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.
	Do you have the name of the person who is associated with this account.
karen	Troy Glowth
Amit	Advanced Metal Roofing Inc
karen	yes
Amit	Let me transfer you to our technical team.
	<i>Amit is transferring the chat to Support(QB & App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
karen	hi thank you
Manish Singh	How may I assist you today?
	Regarding this your account name is Advanced Metal Roofing Inc
karen	i sign into quickbooks on a remote desktop
	i am trying to save and email reports from quickbooks
Manish Singh	Alright, so what exactly the issue you are facing?
karen	yes
	i cant email
	i dont have an email account on the desktop
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
karen	its always been this way for me.
Manish Singh	May I take the remote access of your server?
karen	i would like to export to excel and i do not see that also
	how
Manish Singh	Kindly accept the remote session on your server end so that I can take remote of your server and check.
	Prior providing the access, I would suggest you to close any important documents at your end.
karen	how do i accept

Manish Singh	Your username is Karen right?
karen	yes
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
karen	ok
	hello
Manish Singh	Regarding the Excel issue kindly email us on support@acecloudhosting.com from authorized email rebecca@brilliantroofing.com, troy@brilliantroofing.com or Mackenzie@brilliantroofing.com and regarding email addition you need Intuit credentials and for that kindly contact your QuickBooks Admin or Intuit support.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
karen	ok done
	did you sign off remote/
Manish Singh	Please let us know if you need any assistance, we would be happy to assist you.
	Yes. sign off the remote session.
	Is there anything else I may help you with ?
karen	no
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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 know how I am working. 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 Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Manish Singh has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

7 Jul

#79017 Mauricio Lopez
Email: ventas9@disval.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 22 Secs
City: EL BORDO
State: Distrito Capital
Country: COLOMBIA

Chat Transcript

Chat Duration : 12 |

Mauricio Lopez	Hello, I am your Acebuddy	7 Jul
Acebuddy	Hello Mauricio Lopez, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Mauricio Lopez	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Mauricio Lopez	I'd like to report an Issue	
Acebuddy	Please select an option!	
Mauricio Lopez	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
Mauricio Lopez	Good morning, my email server is bouncing the addresses of some emails. For example, these emails aren't being sent from the account ventas5@disval.com.co. yaarevalo@indracompany.com. isvanegas@indra.es. lcbecerra@indracompany.com.	
Acebuddy	Please wait while we connect you to a Support Representative	
	Acebuddy (bot) forwarded the chat request	
	Manish Singh accepted the chat transfer request.	

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Mauricio Lopez	Good morning, my email server is bouncing the addresses of some emails. For example, these emails aren't being sent from the account ventas5@disval.com.co. yaarevalo@indracompany.com. isvanegas@indra.es. lcbecerra@indracompany.com.
Manish Singh	I will surely help you with this issue.
	Kindly help me with your server name and user name?
Mauricio Lopez	disval.com.co ventas5@disval.co
Manish Singh	May I know your company name or CID associated with us
Mauricio Lopez	Okay. I'll ask the manager and get back to you later.
Manish Singh	Sure
	Is there anything else I may help you with ?
Mauricio Lopez	no. thanks
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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 know how I am working. 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 Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Manish Singh has ended this chat session</i></p>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79278 g.hostelley

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

Department: Support(QB & App Hosting)

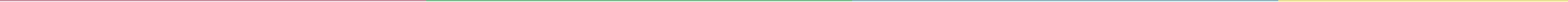
11 Jul

Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

Chat Durat

g.hostelley	Hello, I am your Acebuddy
Acebuddy	Hello Gregory D 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 connect with you for further assistance.
	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

I am trying to log into my different servers but they are all logging me into the Jeremy Shiner one

Visitor Details

#79810 Phoenixforkliftservice

Email: phoenixforkliftservice@gmail.com 📞 16026535511

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

Website: https://www.acecloudhosting.com/account-login/

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: MESA

State: Arizona

Country: UNITED STATES

Chat Duration : 32 |

Chat Transcript

Phoenixforkliftservice	I am trying to log into my different servers but they are all logging me into the Jeremy Shiner one	26
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.	
	<i>Akash is transferring the chat to Support(QB & App Hosting).</i>	
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	
Phoenixforkliftservice	Hi and thank you	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.	
Phoenixforkliftservice	ok thankyou	
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.	
	I will be surely assisting you with this.	
	Is this for account: Phoenix Forklift Services ? (Edited)	
Phoenixforkliftservice	yes	
Abhay Kumar Saraswat	Could you please confirm the username you used to attempt logging into the server?	
Phoenixforkliftservice	jamieshiner	
Abhay Kumar Saraswat	Thanks for the confirmation !	
Phoenixforkliftservice	but its logging me into the Jeremy Shiner one. I think its because i accidentally hit save password	
Abhay Kumar Saraswat	No worries. I'll assist you in this.	
	I can see [Jeremy Shiner](https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Contacts&id=23102000036405161) is the account owner of this account.	

		May I take the remote access of your local computer?
	Phoenixforkliftservice	yes please
	Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
		https://assist.acecloudhosting.com/join/4492734441
		Kindly paste this link in the browser of local computer and join the session.
		We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
		Thank you for your patience.
		Is your issue resolved?
	Phoenixforkliftservice	yes thank you
	Abhay Kumar Saraswat	My pleasure to assist you.
		Is there anything else I may help you with ?
	Phoenixforkliftservice	can you just send the pdf of how to fix it myself next time
	Abhay Kumar Saraswat	Yes, sure.
		Is this your email: phoenixforkliftservice@gmail.com ?
	Phoenixforkliftservice	yes
	Abhay Kumar Saraswat	Thanks for the confirmation !
		I'll send it after closing this chat.
		Is there anything else I may help you with ?
	Phoenixforkliftservice	no thank you
	Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
		<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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 know how I am working. 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 Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		<i>Abhay Kumar Saraswat has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Jul,

#78873 help
Email: help@triadcybersolutions.com 📞 3362999989
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 2 Mins 22 Secs
City: ORANGEBURG
State: New York
Country: UNITED STATES

Chat Transcript

Chat Duration : 2 H

help	Hello, I am your Acebuddy	1 Jul
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
help	Managed IT	
Acebuddy	Please wait while we connect you to an available Representative.	
	Acebuddy (bot) forwarded the chat request	
	Pradeep Kumar accepted the chat transfer request.	
	Pradeep Kumar is transferring the chat to Support(QB & App Hosting).	
help	Hi Pradeed it me Wasim again	
	Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.	
	11:32:34 PMhelp is sharing a file with you	

		1_image.png - (Size:271.03 KB)
	help	facing this issue
	Manish Singh	I will surely help you with this issue.
		Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
	help	TPCCSVR.myrealdata.net user name: Fredpeg
		??????
	Manish Singh	Kindly allow me two minutes to check the same.
		Kindly check now.
	help	ok
		11:36:38 PMhelp is sharing a file with you
		1_image.png - (Size:359.83 KB)
		same man
	Manish Singh	Kindly allow me two minutes to check the same.
		Let me try with reinstalling the application for you.
	help	ok
		???
	Manish Singh	Working on it, please wait.
		This will take some time, once done we will notify you.
	help	stay on chat and do it right now
	Manish Singh	Working on it.
		Need to reboot the server once.
		Kindly ask user Fred to logout of the server once.
	help	check if there is any other user logged in?
	Manish Singh	No, just Fred
	help	done
	Manish Singh	Please wait for few more minutes.
		Thank you for your patience.
		We are getting an error while installing Adobe Acrobat, please wait working on it.
	help	man user is on hold
	Manish Singh	Please wait for 5 more minutes.
		Kindly let users logged into the server.

	help	should we check now?
	Manish Singh	Not now, as the installation is still underway.
	help	how much time for just a small software installation???
	Manish Singh	We were getting an error while downloading the application, fixed that now installation is in process.
		Successfully reinstalled Adobe Acrobat on the server.
		Kindly check now with users if the issue is resolved.
	help	ok wait
		<i>12:26:12 AMhelp is sharing a file with you</i> <i>image.png - (Size:220.19 KB)</i> <i>now what is this</i>
		<i>12:27:40 AMhelp is sharing a file with you</i> <i>image.png - (Size:63.05 KB)</i> <i>this again came</i>
		????????????????????
	Manish Singh	Checking with the Escalation team, please wait.
		Can you please check now? (Edited)
	help	ok
		same
	Manish Singh	Alright! So, as we have reinstalled Adobe Acrobat and checked the services and checked the McAfee with Adobe.
		We need to upgrade Server to Windows Server 2022.
		That will be done in the night hours.
	help	why
		why upgrade
		just resolve my issue
	Manish Singh	As there is the compatibility issue we can see with Adobe Acrobat.
	help	this is not a compatibility issue
		Im also a technician
		its not related
	Manish Singh	Or I can arrange a callback with my senior to check and help you on this.
	help	resolve my issue here
		consult with your senior team
		and ask them

		do what ever you want to do and resolve this please
	Manish Singh	I am taking help from my senior at the moment.
	help	issues on issues in your server
		check the history we connect 2 times a week for issuses in the server
	Manish Singh	I really apologize for the inconvenience caused by continuous issues. We will definitely report this to our Escalation Team.
		May I take the remote access of your server?
		Let me know if you are logged in as FredPeg on the server.
	help	sure
		you can
	Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
		Please go ahead and try again.
	help	ok
		why its asking sighin
		it was not before
	Manish Singh	As this is a paid version and need to sign in
	help	did you guys install the same version?
		as there was no need to sighin before
	Manish Singh	Yes, we have installed the same.
		If you want, I can install the free version now. It will not require sign in
	help	please install the free one
	Manish Singh	Alright!
		I appreciate for your patience, please stay on chat.
	help	ok
	Manish Singh	I have run the Adobe Clean up utility to clean all traces of the program from the server. This will ensure a healthy and fresh installation of the program.
		I would need around 5 minutes.
	help	please take last 5
		and resolve
		waiting
		?

	Manish Singh	What is happening is that the Adobe reader seems to not be compatible with the Windows Server 2016. We will need to upgrade your server to Windows server 2022. One of our senior Engineers just confirmed that as they have faced this issue before.
		If your server is available then we can start the upgrade the server upgrade now, but this will take around three-four hours.
		Are we still connected here?
	help	yes
		im here
	Manish Singh	Can we proceed with the server upgrade?
	help	wait
		there is an error during installation?
	Manish Singh	No, it just crashing
		At 61% installation.
	help	ok give me the permissions let me try
	Manish Singh	For that we need email from will@triadcybersolutions.com
		Kindly email us on support@acecloudhosting.com
	help	is there any charges for the upgrade?
	Manish Singh	So that we can proceed with the Admin Access.
		For Server upgrade there will be no charges.
		We understand the issue and due to compatibility issue, we need to upgrade the server.
	help	ok so the plan is you can go ahead and upgrade the server and after that take user session and test it with the file I highlighted and once all is good send me the email, one again testing is necessary, it should not be like when the user come tomorrow morning and he have to test it, test everything yourself and get it fully ready
	Manish Singh	Alright! Noted all the instructions we will notify you over the email for the same.
		I apologize for any delay. Thank you for your patience.
		Is there anything else I may help you with ?
	help	ok send mew a seperate email with a brief detailof issue and the fixes you tried and no luck and now upfradind the server and its of no cost and all story andd cc Will Casterlow in it
	Manish Singh	Yes, we will email on help@triadcybersolutions.com and add Will too.
	help	ok
	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 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 know 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 Selfcare Portal (<https://selfcare.acecloudhosting.com>).

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79201 Andrea Decowsk
Email: andreadecowski@careerteam.com ☎ 2034078800
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 2 Secs
City: MOUNTAIN TOP
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

Andrea Decowsk	Hello, I am your Acebuddy	9 Jul
Acebuddy	Hello Andrea Decowsk, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Andrea Decowsk	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	

	Please chose an option :
Andrea Decowsk	I'd like to report an Issue
Acebuddy	Please select an option!
Andrea Decowsk	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Andrea Decowsk	We have a new employee who was given log in information but he is getting "Invalid" when he enters the info that we received. Is there a way to re-set his log in info?
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.
	Hello Andrea, I will surely help you with this issue.
	Kindly help me with your server name and user name of the affected user?
	<i>7:45:57 PMAndrea Decowsk is sharing a file with you</i> Ace remote desktop log in .png - (Size:419.44 KB)
Andrea Decowsk	This is the info that we received. The user is Ofim Baranda
Ashutosh Mishra	Kindly allow me two minutes to check the same.
Andrea Decowsk	OK!
Ashutosh Mishra	We have checked from the backend and found no issues on the server side or with user status.
	If possible, please also share the screenshot of the message you receive when connecting to server.
	<i>7:54:27 PMAndrea Decowsk is sharing a file with you</i> screenshot - ACE error.png - (Size:235.63 KB)
Andrea Decowsk	Here you go
Ashutosh Mishra	As per the image shared the credentials are not meant for My Portal, this portal can only be accessed by the registered My Portal Admin. I will be sharing a new RDP (application required to connect with server) for the user Ofim, please try login with this one. (Edited)
	Kindly allow me two minutes and i will share the RDP.
Andrea Decowsk	OK thank you!
	<i>7:58:52 PMAshutosh Mishra is sharing a file with you</i> ofim.b@myrealddata.net.rdp.zip - (Size:803 Bytes) <i>Please extract this folder and you will find the RDP.</i>
	OK thanks!
Ashutosh Mishra	Is there anything else I may help you with ?
	Are we still connected here?

	Are we still connected here?
Andrea Decowsk	I just sent him the info, I'll leave the chat for now and join again if he still can't log in
	Thank you!
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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 know 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 Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
Ashutosh Mishra has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Jul

#79612 chappellfarms1935

Email: chappellfarms1935@gmail.com 📞 9566427062

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: RIO GRANDE CITY

State: Texas

Country: UNITED STATES

chappellfarms1935	Hello, I am your Acebuddy	10 Jul, 2024
Acebuddy	Hello Chappellfarms1935, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	
Ended due to chat idle timeout		

Chat Transcript

Hello, I am your Acebuddy

#79244 Flores
Email: kristy.flores@refinedkind.com ☎ 7144713010
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 38 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Flores	Hello, I am your Acebuddy	10 Jul, 2024
Acebuddy	Hello Kristy Flores, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Flores	Technical Support (QB & App Hosting)	

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Flores	I'd like to report an Issue
Acebuddy	Please select an option!
Flores	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Flores	Server reboot
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 Kristy
Flores	Hello. Please reboot server. It is stuck on a blue screen. myrealdata\RK_Bookkeeping
Shashwat Verma	I will surely help you with this issue.
	Is this the first time you are facing this issue?
Flores	today yes
Shashwat Verma	Okay
	We have just rebooted the server, kindly login the server in 1 min and let us know if the issue still persists?
Flores	Ok
	Works thank you. Have a good day.
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.
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79012 Blais
Email: janice@catholicshop.ca ☎ 19053355599
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: HAMILTON
State: Ontario
Country: CANADA

Chat Transcript

Chat Duration : 54 |

Blais	Hello, I am your Acebuddy	7 Jul 2024 10:00
Acebuddy	Hello Janice Blais, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Blais	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Blais	I'd like to raise a Request	
Acebuddy	Please select your request type.	
Blais	Password Reset	
Acebuddy	Please select an option below	
Blais	Already Enrolled to Selfcare Portal	
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.	
	Do you need any further assistance on the topic?	
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	
	Ended due to chat idle timeout	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Jul 2023

#79380 Erin Music
Email: erin.music@sutter-usa.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: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript

Chat Duration : 43 minutes

Erin Music	Hello, I am your Acebuddy	14 Jul 2023
Acebuddy	Hello Erin Music, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Erin Music	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Erin Music	I'd like to report an Issue	
Acebuddy	Please select an option!	
Erin Music	Password Reset	
Acebuddy	Please select an option below	
Erin Music	Not Enrolled to Selfcare Portal	
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.	
	Do you need any further assistance on the topic?	
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

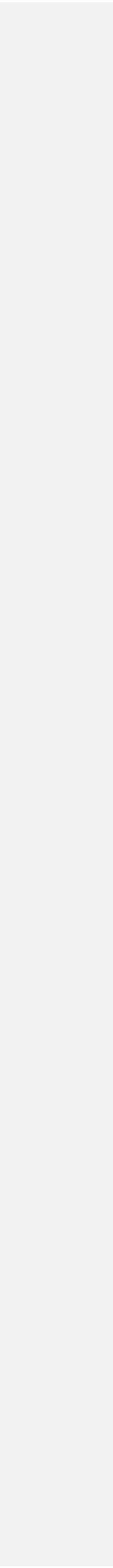
2 Jul, 11:20

#78913 louis pav
Email: louis pav@d asystems.com 📞 19495823908
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: 21 Secs
City: HAILEY
State: Idaho
Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mins

louis pav	Hello, I am your Acebuddy	2 Jul, 11:20
Acebuddy	Hello Louis pav, I'm your Ace Buddy. I'll be happy to assist you!	11:20
	Whom Would You Like to Connect With?	11:20
louis pav	Technical Support (QB & App Hosting)	11:30
Acebuddy	Welcome to Ace Support.	11:30
	Please chose an option :	11:30
louis pav	I'd like to report an Issue	11:30
Acebuddy	Please select an option!	11:30
louis pav	Other Issue	11:30
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	11:30
louis pav	I am unable to login to the server	11:30



Acebuddy	Please wait while we connect you to a Support Representative	11:30
	<i>Acebuddy (bot) forwarded the chat request</i>	11:30
	<i>Anjainay Singh accepted the chat transfer request.</i>	11:30
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.	11:30
louispav	greaet	11:30
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.	11:30
	As I can see at my end you are already logged into the server.	11:30
louispav	when I click the button to login it says I can't. Why don't I try and shut down completely and retry, one moment	11:30
	<i>11:33:50 PMAnjainay Singh is sharing a file with you</i> <i>image.png - (Size:11.67 KB)</i> <i>Could you please confirm your username?</i>	11:30
	I'm Louis, yes	11:34
Anjainay Singh	May I take the remote access of your local computer?	11:34
louispav	I logged in, it worked, I manually closed the process and restarted and its now working	11:34
Anjainay Singh	That's good to hear Louis.	11:34
louispav	I should have thought of that first, but I got an odd prompt saying I couldn't access the server which looked odd. But all good, I got it going no problem	11:36
Anjainay Singh	I will keep this issue under observation.	11:36
louispav	thank you. Have a great day	11:36
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.	11:36
	Is there anything else I may help you with ?	11:36
	I will also share the ticket id with you over the mail once this chat is disconnected.	11:37
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	11:37
louispav	that is all, thank you	11:37
Anjainay Singh	You may disconnect this chat.	11:37
	<i>louispav has ended this chat session</i>	11:37

