

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75207 nidia

Email: nidia@cronintax.com

Department: Support(QB & App Hosting)

Operator: Saurabh Surana

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: MOHEGAN LAKE

State: New York

Country: UNITED STATES

Chat Transcript

nidia	Hello, I am your Acebuddy
Acebuddy	Hello Nidia Pena, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
nidia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
nidia	I'd like to report an Issue
Acebuddy	Please select an option!
nidia	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
nidia	I'm and admin for the account and still can't update lacerte
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Saurabh Surana accepted the chat transfer request.</i>
Saurabh Surana	Thank you for contacting Ace Cloud Hosting. My name is Saurabh Surana. I will be assisting you today.

	As per you request, you would like to update lacerte 2024 application on the server?
nidia	Please
Saurabh Surana	Kindly allow me two minutes to check the same.
	Thank you for staying connected on the chat.
	I have update the lacerte application on the backend kindly try now
nidia	Still not loading
Saurabh Surana	May I take the remote access of your server?
	Kindly close all important tabs and documents for not to breach any security concern.
nidia	yes
Saurabh Surana	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it resolved, kindly give your confirmation on this chat.
	Thank you for your patience on the Chat, Server has been rebooted successfully kindly try now connecting to the server.
	And verify the Lacete 2024 launching issue. (Edited)
nidia	It works know thank you
Saurabh Surana	Kindly confirm If the issue has been resolved?
nidia	yes
Saurabh Surana	Thank you for the confirmation.
	Is there anything else I may help you with ?
nidia	no, thanks again
Saurabh Surana	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Nidia Pena has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75956 Amy Salter

Email: amy.h.salter@gmail.com **Phone:** 19035703459

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: HUNTSVILLE

State: Alabama

Country: UNITED STATES

Chat Transcript

Amy Salter	Hello, I am your Acebuddy
Acebuddy	Hello Amy.h.salter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amy Salter	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amy Salter	I'd like to report an Issue
Acebuddy	Please select an option!
Amy Salter	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Amy Salter	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Amy Salter	Error message when printing or exporting reports
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Amy Salter	Quickbooks can't complete the current action due to a missing component.
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	<i>9:00:14 PMAmy Salter is sharing a file with you</i>
	<i>1_image.png - (Size:8.94 KB)</i>
	<i>9:00:27 PMAmy Salter is sharing a file with you</i>
	<i>1_image.png - (Size:10.85 KB)</i>
Amy Salter	Hey there. Those are two error messages I have received when trying to print and export. Also - This is not solely a problem
	Thank you for your help Sharath

Sharath Kumar	Understood, and does this happens only with a particular company file?
Amy Salter	I think so. But this is the only company file we remote in to.
Sharath Kumar	Got it, what file format are you exporting these files to?
Amy Salter	We had this similar issue a few weeks ago and Ace thought an update would fix it. Unfortunately it didn't fix the problem. We've tried pdf, and excel. Main problem is that no one can print
Sharath Kumar	noted! am checking the previous ticket and a few server settings as well allow me a few minutes to gather some information
Amy Salter	thank you so much. If you need to know the rdp's, let me know :)
Sharath Kumar	Thank you for your patience. Could you confirm that the account that you are signed in with is - AmySa.pre2 Are we still connected here?
Amy Salter	yes sorry Yes, that is what I am signing in as. but the WFGBookkeeping.pre2 is also having the same issues I apologize for the delay in responding. Are you still there?
Sharath Kumar	yes, I am
Amy Salter	:)
Sharath Kumar	may I take remote session to check a few settings on your session
Amy Salter	of course.
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.
Amy Salter	Ok
Sharath Kumar	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this resolved, kindly give your confirmation on this chat. as discussed over the remote session, we will once again update the app during afterhours and will keep you informed
Amy Salter	Do we need to make sure everyone is logged out of the files for the update?
Sharath Kumar	yes, that'd be helpful. Thank you.
Amy Salter	Got it
Sharath Kumar	since you mentioned there is nothing else that you need assistance with, I am closing this chat. a positive feedback would be appreciated Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76257 Jonathan Jones

Email: jonathan@musicnomad.com  14076202298

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: SONOMA

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jonathan Jones	I'd like to report an Issue
Acebuddy	Please select an option!
Jonathan Jones	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jonathan Jones	Ticket 684124
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<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.
	Kindly allow me two minutes to check the same.
	Thank you for waiting.
Jonathan Jones	No problme
Tushar	As per the ticket it seems you want to create a test company file and connect a WebConnector to it.
Jonathan Jones	yes. I can create the company file, just need help installing the webconnector on the user myrealdatalaurenS_MLLC profi
Tushar	Okay what we will do is our team will install the QuickBooks web connector on the server and email you once it is installed.
	Kindly log off the users so that we can install it.
Jonathan Jones	We already have one on the Admin profile and want to keep that way. Just need a separate one on the user I specified, the
	Maybe someone can call me at 407-620-2298 about this to discuss the best way to accomplish
Tushar	Okay, for that we will need remote connection to that users system.
Jonathan Jones	That is fine. I'm logged in now if you would like to do that
Tushar	We can do this on chat or you can call us at 888-415-5240 (toll-free)
Jonathan Jones	Let's just do it via chat
Tushar	Okay.
	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/6972250987
	Kindly Click on the link and open the downloaded file.
Jonathan Jones	Can you see the screeen
Tushar	No.
	Kindly provide the necessary access.
	The session has been ended.

Jonathan Jones	I did but says the session expired, please resend
Tushar	Let me share a new link again. https://assist.acecloudhosting.com/join/8972848922
	Kindly try now.
Jonathan Jones	Ok I believe it is working now
	Can you see the screen?
Tushar	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting resolved, kindly give your confirmation on this chat.
	I am installing the prerequisite things.
	Thank you for waiting may I know the web connector you want to setup.
Jonathan Jones	Quickbooks we connector
	Quickbooks web connector
Tushar	Kindly login to the company file in which web connector is already configured.
Jonathan Jones	I'm logged in as the user LaurenS, I need the webconnector installed on this desktop
	Can you see the remote login screen?
Tushar	The webconnector is configured in the company file, its not the user profile specific could you please login in here please login to this company file
Jonathan Jones	I don't want it tied to the company file. We will configure, I just need it visible on the desktop for this user.
	I just pulled up the admin login. The webconnector is on the desktop, see here
Tushar	I understand that, but I want to verify the type of the webconnector which is currently logged in thank you
Jonathan Jones	Perfect
Tushar	Kindly call us at 888-415-5240 (toll-free) to better communication and understanding.
Jonathan Jones	Ok, you have solved my issue. Thank you
Tushar	So are you going to call or is this what you wanted ?
Jonathan Jones	This is all I wanted, thank you
Tushar	Great.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Jonathan Jones	Have a great day
Tushar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.

quality@acecloudhosting.com. Thanks!

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

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

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75016 Mariella Cashen

Email: mariella@integritybp.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: LAS VEGAS

State: Maryland

Country: UNITED STATES

Chat Transcript

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

	Please select an option!
Mariella Cashen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mariella Cashen	I have lost access to excel even though I was allowed 2 months ago. This is a recurring issue.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Mariella Cashen	mariella@integritybp.com
	Mariella Cashen
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 4-5 minutes to check the same.
	Thank you for your patience.
Mariella Cashen	You're welcome
Anurag Sharma	Please stay connected I am checking the issue
Mariella Cashen	Okay
Anurag Sharma	May I take the remote access of your server?
Mariella Cashen	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Mariella Cashen	Okay
Anurag Sharma	https://assist.acecloudhosting.com/join/9962637936
	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 it resolved, kindly give your confirmation on this chat.
	We have made changes from the backend.
	The issue should be now resolved.
	Please log off and re-login back to the server to check if it 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)

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75329 ricky pais

Email: ricky@brannanhessel.cpa

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

ricky pais Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

ricky pais Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

ricky pais I'd like to report an Issue

Acebuddy Please select an option!

ricky pais Other Issue

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

ricky pais	2 different users today received a popup notification asking if they want to install/update F360 and F360 printers. they said. now they are not able to print F360 and adobe issues
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aalok Kumar Yadav declined the transfer request.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
ricky pais	hello
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
ricky pais	HSProSeries.myrealdatal.net
	user RickyPai
Shivam Singh	Thanks for the information
	Kindly allow me two minutes to check the same.
ricky pais	ok, thank you
Shivam Singh	Are you able to print locally.
ricky pais	yes
	but not from remote / F360
Shivam Singh	Okay, let me take a look.
ricky pais	thank you
Shivam Singh	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
ricky pais	local computer or remote PC, because all of this occurred on the remote server, nothing on local. and my local computer is
Shivam Singh	need to look at it locally.
	Kindly paste this link in the browser of local computer and join the session. https://assist.aceclouddhosting.com/join/1872240781
ricky pais	let me see, that employee has already left for the day.
	We might have to do this tomorrow. would someone be available to assist us at 11am EST?
Shivam Singh	Is everybody facing this issue or is it specific for particular users
	Okay, I will arrange a callback for the 11AM EST then
ricky pais	yes, thank you. i will gather more details in the mean time.
Shivam Singh	Is there anything else I may help you with ?
ricky pais	no, thank you. i will add to our calendar for tomorrow at 11AM
Shivam Singh	Great

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

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

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75358 Dean Nguyen

Email: dean.n@enagic.com ☎ 13105427700

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: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Dean Nguyen	I'd like to raise a Request
Acebuddy	Please select your request type.
Dean Nguyen	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Dean Nguyen	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76034 Amy Salter

Email: amy.h.salter@gmail.com ☎ 19035703459

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: 4 Mins 20 Secs

City: HUNTSVILLE

State: Alabama

Country: UNITED STATES

Chat Transcript

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

Amy Salter	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amy Salter	I'd like to report an Issue
Acebuddy	Please select an option!
Amy Salter	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Amy Salter	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Amy Salter	Ticket ID: 682337
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>
Amy Salter	Hello there.
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Amy Salter	A ticket was raised yesterday regarding printing issues in QB. Ticket ID: 682337 A QB update was performed overnight and receiving a different error message
	<i>10:47:56 PMAmy Salter is sharing a file with you image.png - (Size:10.62 KB)</i>
	This message has appeared now for several months. We just have worked past it but we really need to get it fixed. We ha
Ashutosh Mishra	I will surely help you with this issue.
	is the issue faced by other users too?
Amy Salter	I don't know.
Ashutosh Mishra	I see, Kindly help me with your server name and user name?
Amy Salter	AmySa
	AmySa.pre2
	Correction - We tried to perform the print and repair tool but receive a system admin error
	<i>10:53:46 PMAmy Salter is sharing a file with you 1_image.png - (Size:5.09 KB)</i>
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Amy Salter	thx
Ashutosh Mishra	May I take the remote access of your server?

Amy Salter	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Amy Salter	ok
Ashutosh Mishra	As per discussion over the remote session, The issue will be resolved by running QB Tool Hub and XPS drivers repair. As di server. Since you have informed to close the session over the remote session, i am proceeding to close the chat and will update t
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76117 steven

Email: steven@lynncpas.com  17204703581

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
steven	I'd like to raise a Request
Acebuddy	Please select your request type.
steven	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
steven	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

#74998 Nathan Urry

Email: techs@cr-t.com  13853251678

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: DRAPER

State: Utah

Country: UNITED STATES

Chat Transcript

Nathan Urry Hello, I am your Acebuddy

What is the status of ticket 670895? This is a simple ask and it has been 2.5 ours. Please advise

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Nathan Urry	Hello Nathan
Nathan Urry	hi
	how are you?
Anurag Sharma	I am good. What about you?
	Are we still connected here?
Nathan Urry	What is the status of ticket 670895? This is a simple ask and it has been 2.5 ours. Please advise
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
Nathan Urry	thank you
Anurag Sharma	I am so sorry Nathan for the delay. I just checked this out with the agent. He is currently working on your issue only.
Nathan Urry	I would guess this takes the agent less than 5 minutes
	thank you
	i will wait while the agent completes the task. thank you
Anurag Sharma	Yes, you will get the update in 5-10 minutes.
	Is there anything else I may help you with ?
	Are we still connected here?
Nathan Urry	i will wait
	let me know when he is done
Anurag Sharma	Thank you for understanding.
	Please confirm if we can disconnect the chat now?
Nathan Urry	no
	we can disconnect when your agent is done
Anurag Sharma	Okay no problem
	Thank you for your patience.
	I would like to inform you that our agent has made the requested changes.
	Is there anything else I may help you with ?
Nathan Urry	no thank you
	have a great day!
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

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

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

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

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76228 djimeno

Email: djimeno@agtaxes.com  13058261711

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: CHICAGO

State: Indiana

Country: UNITED STATES

Chat Transcript

djimeno Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

djimeno Technical Support (QB & App Hosting)

Acebuddy

	Welcome to Ace Support.
	Please chose an option :
djimeno	I'd like to report an Issue
Acebuddy	Please select an option!
djimeno	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
djimeno	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
djimeno	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>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
djimeno	Hello I need to reset an admin password for a QB file using QB 2022 that I am leasing from ACE but the reset token is beir
Sharath Kumar	understood, checking the license detail, please allow me a minute to check this
	Thank you for your patience. May I take a remote session of your screen to help you with the password reset of admin acc
djimeno	YES
Sharath Kumar	thank you!
	Prior providing the access, I would suggest you to close any important documents at your end.
	My apologies that I did not inform this earlier, but we will require an email request from you regarding this
djimeno	what does it need to say
Sharath Kumar	just the same thing that you mentioned initially in the chat
	I need to reset an admin password for a QB file using QB 2022 that I am leasing from ACE but the reset token is being sen
	This will suffice
djimeno	EMAIL SENT
Sharath Kumar	checking
	got it, thank you
	waiting for the code
	try pasting this as the code
	5091bd830a60ebf0
djimeno	THANK YOU
Sharath Kumar	

	My pleasure,
	anything else that I may assit you with before I disconnect
djimeno	That is all thank you again
Sharath Kumar	alright sir, In that case, I wish you have a good rest of your day ahead
djimeno	you too, please confirm when you have remote disconnected from my screen
Sharath Kumar	I did as soon as you said that's all
	May I close this chat as well
djimeno	YES, HAVE A AGOOD DAY

djimeno has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75157 David Rouse

Email: david@rousefinancial.com  12108727073

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: 29 Secs

City: PROSPER

State: Texas

Country: UNITED STATES

Chat Transcript

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

David Rouse	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Rouse	I'd like to report an Issue
Acebuddy	Please select an option!
David Rouse	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Rouse	If I have to use the ACE Hub to login how do I use a window to move between screens like with the regular RDP login
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.
David Rouse	When I can't login with the RDP I have to use the ACE hub login and it doesn't give me the flexibility to move between screens like with the regular RDP login
Ashutosh Mishra	I understand you want to resize the Ace hub window.
David Rouse	yes just like the RDP windows.
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
David Rouse	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
David Rouse	done
	you sending an email
Ashutosh Mishra	Please click on the link below to join session
	https://assist.acecloudhosting.com/join/2132747973
	As the issue is resolved over remote session, I am closing the chat session.

Ashutosh Mishra has ended this chat session

Chat Transcript

Visitor Details

#75959 LESLIE STEPHENS

Email: stephenshardwood@highland.net ☎ 14236632564

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: PINE KNOT

State: Kentucky

Country: UNITED STATES

Chat Transcript

LESLIE STEPHENS	Hello, I am your Acebuddy
Acebuddy	Hello Leslie Stephens, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
LESLIE STEPHENS	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
LESLIE STEPHENS	I'd like to raise a Request
Acebuddy	Please select your request type.
LESLIE STEPHENS	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
LESLIE STEPHENS	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update.
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need immediate assistance.
	Do you need any further assistance on the topic?
LESLIE STEPHENS	Yes

Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
LESLIE STEPHENS	Hello Leslie
Shashwat Verma	Hello
Shashwat Verma	So you want to upgrade the QuickBooks application, right?
LESLIE STEPHENS	I received a notification in Quicbooks that 'Quickbooks Destop Payroll service expires soon' and payroll services in Quickbo
Shashwat Verma	I will surely help you with this issue.
LESLIE STEPHENS	Can the changes be made after hours?
Shashwat Verma	After May 31, 2025, QuickBooks Desktop 2022 users will lose access to live technical support and essential services s
	your system becomes more vulnerable to cyber threats, putting sensitive financial data at risk.
	In that case you have upgrade the QB pro 22 to latest version
LESLIE STEPHENS	That is fine.
	Can you do that after hours?
Shashwat Verma	This may affect the charges, will move the case to concerned team, they will help you to get new license
LESLIE STEPHENS	Thank you.
Shashwat Verma	Once we get the approval and details will proceed with same in night hours
	Is there anything else I may help you with ?
LESLIE STEPHENS	That is all. Thank you.
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75538 Porter

Email: gporter@facilitiesadvisors.com  17026052394

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: 21 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Porter	Hello, I am your Acebuddy
Acebuddy	Hello Gary Porter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Porter	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Porter	I'd like to report an Issue
Acebuddy	Please select an option!
Porter	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Porter	I have lost my login data - all of it, and cannot log in. You have me registered under email address gary@facilitiesadvisors grporter@facilitiesadvisors.com
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.

	I understand you are unable to login and require the credentials and application to login again.
Porter	yes
Ashutosh Mishra	I will surely help you with this issue.
	We require this request over the email along with approval from the official account holder email, gporter@facilitiesadvise.com
	We can end the chat session, this way the ticket for your request will be generated and i will email you for approval.
Porter	Who do I send the email to?
Ashutosh Mishra	After the chat ends, you will receive the email from me. You just have to reply to that.
Porter	Thank you.
Ashutosh Mishra	Is there anything else I may help you with ?
Porter	No
Ashutosh Mishra	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.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76104 erica.terminello

Email: erica.terminello@gmail.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 22 Secs

City: VIRGINIA BEACH

State: Virginia

Country: UNITED STATES

Chat Transcript

erica.terminello	Hello, I am your Acebuddy
Acebuddy	Hello Erica, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
erica.terminello	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
erica.terminello	I'd like to raise a Request
Acebuddy	Please select your request type.
erica.terminello	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
erica.terminello	I'd like to report an Issue
Acebuddy	Please select an option!
erica.terminello	Password Reset
Acebuddy	Please select an option below
erica.terminello	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.
	Do you need any further assistance on the topic?
erica.terminello	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	Could you please confirm if this the company name; ' Rita's Italian Ice Virginia '
erica.terminello	Can't login to my QB. Have tried to do the reset myself but doesn't seem to work
Shivam Singh	Okay
	No problem Allow me 2 minutes to check the same
	I will be surely assisting you with this. Kindly help me with your server name and user name?
erica.terminello	myreldata\Erica.T_RAG
Shivam Singh	Thanks for the Information. Allow me 2 minutes

May I take the remote access of your local computer?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76147 szolad

Email: szolad@cdt.org

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 43 Secs

City: WASHINGTON

State: District Of Columbia

Country: UNITED STATES

Chat Transcript

szolad Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

szolad Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

szolad	I'd like to raise a Request
Acebuddy	Please select your request type.
szolad	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
szolad	Setback
Acebuddy	Please select your request type.
szolad	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
szolad	Setback
Acebuddy	Please select your request type.
szolad	Change in Applications
Acebuddy	Please select your desired option!
szolad	Setback
Acebuddy	Please select your request type.
szolad	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
szolad	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an upda
	<ul style="list-style-type: none"> • QuickBooks Year • Variant : Pro / Premier / Enterprise / Accountant • License Number • Product Code
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you nee
	Do you need any further assistance on the topic?
szolad	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<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.
szolad	Hi - you guys just migrated us to a new server. We have been able to log into our new version of QB. We have three users
Tushar	I will be surely assisting you with this. Kindly help me with your server name and user name?
szolad	Give me a sec to find it

Tushar	Sure, please take your time
szolad	name: QBNXTENT1.myrealdata.net My user name is SarahZ.NENT1@myrealdata.net
	This user is using the file we want to share CatherineK.NENT1@myrealdata.net
	and it is called CDTcompanysz2
	or CDTcompany-sz2
Tushar	Kindly allow me two minutes to check the same.
szolad	Thanks!
	Hi Tushar - are you still there?
Tushar	Yes
szolad	I actually need to leave work shortly.
Tushar	Apologies for the delayed response I was checking your server and locating the file. As this is a migration case I have to look into previous server as well.
szolad	I appreciate that this isn't necessarily a simple request. I do need to sign off as I have to get to an appointment. Can you follow up with me in an email later?
Tushar	Sure we can do that.
szolad	Thanks Tushar. Have a great day. Or a great night?
Tushar	Also we will have enough time to have conversation with the engineer who did the migration on your server as well. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	This message has been deleted
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76240 Patricia Gostyla

Email: pgostyla@maassagency.com ☎ 917-656-1855

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: ROCKAWAY PARK

State: New York

Country: UNITED STATES

Chat Transcript

Patricia Gostyla	Hello, I am your Acebuddy
Acebuddy	Hello Pgostyla, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Patricia Gostyla	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Patricia Gostyla	I'd like to report an Issue
Acebuddy	Please select an option!
Patricia Gostyla	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Patricia Gostyla	i cannot login. the sofware wants to update. I cannot do it???!!!! I'm not the admin????!!!! No one is answering your phone. OF WORK TO DO.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Deepak Taneja declined the transfer request.</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	

Rohan Prajapati	<p>Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.</p> <p>Hello, how are you doing today ?</p> <p>We do apologize for the inconvenience caused to you.</p>
Patricia Gostyla	<p>no off to good start. need tech support by phone. can you call me - 917-656-1855.</p> <p>or send direct phone number</p>
Rohan Prajapati	<p>We will surely assist you with all the issues that you are facing.</p>
Patricia Gostyla	<p>my phone rejects some incoming calls because i have to resent it because of junk scam callls</p> <p>are you there.</p>
Rohan Prajapati	<p>Actually, today we have a high volume of tickets and chats, which is why the agents are busy with other clients.</p>
Patricia Gostyla	<p>well i gave up on friday</p> <p>and NEED HELP NOW</p> <p>need to pay clients</p> <p>cannot wait my turn</p> <p>its an emmegency</p>
Rohan Prajapati	<p>Kindly allow me 3-4 minutes to check the accessibility issue that you are facing. (Edited)</p>
Patricia Gostyla	<p>i despise tech support by chat. its slow and inefficient. and there are typos. thats why i want phone support.</p> <p>i'm trying to login - i don't have permissions to update the file. is that why i cannot open it</p> <p>i have a long list of clients pay and need the file</p>
Rohan Prajapati	<p>I would request you to please bear with us, as the agents are currently busy with other clients on calls. If you'd like, I can chat.</p> <p>May I take the remote access of your server?</p>
Patricia Gostyla	<p>yes</p> <p>but we are chatting outside the server on chrome - if that matters</p>
Rohan Prajapati	<p>No Issue, Just confirm the username through which you are logged in on the server</p>
Patricia Gostyla	<p>i don't have that - it's set up that i automatically login and enter my qb password</p> <p>i click on QB icon and enter password</p>
	<p><i>9:00:06 PMRohan Prajapati is sharing a file with you image.png - (Size:9.56 KB)</i></p> <p><i>These are the active users</i></p>
	<p>does not work today</p> <p>i am patricia</p>
Rohan Prajapati	<p>Thanks for the confirmation !</p>

	Can you see the server screen ?
Patricia Gostyla	i click on it and there is a box about updates aren't you loggin in?
Rohan Prajapati	Please accept the prompt We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting resolved, kindly give your confirmation on this chat. Please login back
	Patricia, I'm still working on it, Please allow me some time
Patricia Gostyla	OK
Rohan Prajapati	As I checked, we might need to repair it or re-install it in order to resolve it permanently.
Patricia Gostyla	Please explain in more detail someone helped me with this upgrade last week is something wrong this is URGENT - i have certain clients to pay today and need the file also - technically i contacted ACE on Friday so i need to be prioritized also - i have payroll on WED so this program has to work
Rohan Prajapati	Yes I'm doing it right now <i>9:14:18 PM Rohan Prajapati is sharing a file with you</i> <u>image.png</u> - (Size:17.75 KB) <i>Actually, we are getting this error while updating it.</i>
Patricia Gostyla	i am in chrome on my computer. i am not on the service. will stay here unless you need me to login onto ACE i don't know that error you guys upgraded it for me - so please fix it you need to understand that this is an emergency for me i need to enter deposits and pay clients today agents contact me requested payment data for their clients i am basically locked out of my job
Rohan Prajapati	Yes, we completely understand the urgency of this matter; therefore, we are working on it right now.
Patricia Gostyla	and, i'm going to add - i really cannot do any other type of work because i have to keep an eye on this chat dialogue box.
Rohan Prajapati	Yes, I understand the limitations of chat assistance. However, the call support team would perform the same troubleshoot working on resolving the issue.
	The installation has been completed and now its being updated

Patricia Gostyla	thanks
Rohan Prajapati	Thank you for your patience.
	This has been completed now
Patricia Gostyla	should i login now
Rohan Prajapati	You can login back now and use the QuickBooks
Patricia Gostyla	keep the chat open until it's confirmed that i am in
Rohan Prajapati	Sure take your time
	We really appreciate your patience and understanding in this matter.
Patricia Gostyla	i'm in - thanks. i will be back in touch later this week about removing the 2023 qb file - that we saved after the upgrade -
Rohan Prajapati	Sure Patricia.
	Is there anything else I may help you with ?
Patricia Gostyla	no - signing off - thanks
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75999 sang

Email: sang.wong@snrtea.com **6262640797**

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 14 Secs

City: LA PUENTE

State: California

Country: UNITED STATES

Chat Transcript

sang	Hello, I am your Acebuddy
Acebuddy	Hello Sang.wong, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sang	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sang	I'd like to report an Issue
Acebuddy	Please select an option!
sang	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
sang	Can't connect to server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
sang	Hi Shubham
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hello Sang (Edited)
sang	I'm having trouble connection to the server
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
sang	Sunright.myreldata
	Sang Wong
Shubham Kataria	Thank you for the information.
	Kindly confirm if you're receiving any error while accessing server

sang	says cant connect contact admin
Shubham Kataria	Please allow me minute to check the same
sang	it's connectin now...
Shubham Kataria	Great
	Are you able to access now?
sang	yes, thank you
Shubham Kataria	You're welcome
	Is there anything else I may help you with ?
sang	that's it
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75989 Pearl Nartey

Email: pearl@wgengineering.com  14042715990

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: 19 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Pearl Nartey	Hello, I am your Acebuddy
Acebuddy	Hello Pearl Nartey, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Pearl Nartey	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Pearl Nartey	I'd like to report an Issue
Acebuddy	Please select an option!
Pearl Nartey	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Pearl Nartey	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Pearl Nartey	Not able to send payroll file. Have to do it in next half hour
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer 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 Pearl
Pearl Nartey	thk u. getting an error that i can't send payroll file
	hi!
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Pearl Nartey	CID74034
Anurag Sharma	Thanks for the confirmation !

	May I take the remote access of your server?
Pearl Nartey	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Pearl Nartey	ok
Anurag Sharma	Please accept the remote session request on the server.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it resolved, kindly give your confirmation on this chat.
	The issue seems to be resolved.
	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)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75881 ayiana

Email: ayiana@franklinassociates.com  2257689060

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: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

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 raise a Request
Acebuddy	Please select your request type.
ayiana	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
ayiana	Restart
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 :
	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

#75620 Mandeepsinh

Email: camandeepjadeja@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75264 Rubens S Jacob

Email: seflglass@gmail.com  13058233097

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 59 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Rubens S Jacob	Hello, I am your Acebuddy
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
Rubens S Jacob	Hi Tusahr sorry for the disconection
Tushar	No problem, I checked in your account and ongoing tickets. Currently, I checked and found that we are awaiting response from our security team as the website is getting blocked on
Rubens S Jacob	oh ok thank you so much!! I'd like to install Quicbooks with the licenciste number you have in our local computer in order to do a test
Tushar	Kindly allow me two minutes to check.
Rubens S Jacob	Ok Thank you!!
Tushar	Thank you for waiting. (Edited) I will be able to assist you with the installation, but it will take time could you wait for two minutes as I will check with the
Rubens S Jacob	I undestand It will take time till the issue is resolved let's install it on your local system to check.
	Rest assured our team is working on it and it will get resolved on the server end as well.
	Are we still connected here?
	Are we still connected here?
Rubens S Jacob	yes Ok We recived a call from you
Tushar	Should we proceed with the installation on local system ? Okay you got connected over a call session.
	What was the conclusion of the call session?
	Or is it active at the moment?
Rubens S Jacob	The call is in process

Tushar	Okay then we will have to close this chat and document this session so the other engineer could take over the troubleshooting. With your permission should we go ahead and close this chat session.
Rubens S Jacob	no Sorry the call wasnt from Ace cloud
Tushar	Okay we will be on hold.
Rubens S Jacob	We can go ahead with the test
Tushar	Okay So how would you like to proceed further now? Okay.
Rubens S Jacob	we want you please install the QB on our local computer and then we can run a test
Tushar	https://assist.acecloudhosting.com/join/5242592815 Kindly Click on the link and open the downloaded file. Prior providing the access, I would suggest you to close any important documents at your end.
Rubens S Jacob	Ok
Tushar	We are connected now. May I know the QuickBooks version that you want to install is it 24?
Rubens S Jacob	Did you disconnect? We need the same you have on your server
Tushar	I'm unable to access your system and currently the connection has been lost with your remote session. no. I can share a new link if you want ?
Rubens S Jacob	Please share it
Tushar	https://assist.acecloudhosting.com/join/9032274924 Kindly Click on the link and open the downloaded file. (Edited)
Rubens S Jacob	Ok
Tushar	.
	This message has been deleted
	 We were able to assist you with the installation of the QuickBooks on your local system, currently the test was successful file.
Rubens S Jacob	You did a good job with the installation process thank you so much!!
Tushar	We are always here to help 24/7 rest assured we are working on your server end to fix the issue. As per our conversation over the remote chat we are now disconnecting this chat session.

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

Rubens S Jacob Thank you

Please make sure to revoires the IP in order to fix the problem

Please send me the link to give you a review

Tushar Sure.

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

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

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

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

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75461 analia.fernandez

Email: analia.fernandez@dispartilaw.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 20 Secs

City: BOYDTON

State: Virginia

Country: UNITED STATES

Chat Transcript

analia.fernandez	Hello, I am your Acebuddy
Acebuddy	Hello Analia Fernandez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
analia.fernandez	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham accepted the chat transfer request.</i>
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hello Analia
	How may I assist you today?
analia.fernandez	Hi would you please reboot our server?
Shubham Kataria	Sure, Could you please confirm if you're facing any issue in server
analia.fernandez	Yes, it's frozen
Shubham Kataria	I deeply apologize for the delay in response. my system was stuck
	Kindly confirm if the whole server is freeze or just the QB application or any particular application
analia.fernandez	DOMO workbench and it won't work uness the server is reboot
	unless
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
analia.fernandez	this is the ticket, please reboot it 668085
Shubham Kataria	Let me check, allow me two minutes
	I've rebooted the server. You may login after two minutes
analia.fernandez	thank you
Shubham Kataria	You're welcome. You may try now and check if everything working fine now
analia.fernandez	ok
Shubham Kataria	Is it working fine now?
analia.fernandez	not yet, but I will contact later if I need you to reboot again thank you
Shubham Kataria	Okay
	Kindly confirm if you're having any issue in the application
analia.fernandez	Yes I am, I will contact you back if I need help thanks
Shubham Kataria	Noted

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75161 Roy Rubio

Email: roy.rubio@kmgus.com  15165823156

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

Roy Rubio Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Roy Rubio Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Roy Rubio	I'd like to raise a Request
Acebuddy	Please select your request type.
Roy Rubio	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Roy Rubio	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76272 Christopher Facendola

Email: chris@amgair.com ☎ 201-782-1782

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Facendola	
Acebuddy	Welcome to Ace Support. Please chose an option :
Christopher Facendola	I'd like to report an Issue
Acebuddy	Please select an option!
Christopher Facendola	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Christopher Facendola	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Christopher Facendola	QB keeps failing and I believe Avatax is the issue.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Christopher Facendola	Hi Anurag, I keep getting errors with QB and I believe Avatax might be the issue.
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Christopher Facendola	Hi are we still connected?
Anurag Sharma	Hello Chris 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?
Christopher Facendola	can't you see that with the name of the company airmarketing.myrealdatal.net is the server i'm not sure of the user
Anurag Sharma	Thanks for the confirmation ! Kindly allow me two minutes to check the same.
	Chris, I believe I need to reboot the server
Christopher Facendola	ok go ahead
Anurag Sharma	But there are active users on the server. Please confirm if I can proceed
Christopher Facendola	Well i'm speaking to you on the server right now

please just reboot and if there is still an issue i'll reach back out.

Thanks

Anurag Sharma

Okay

Please re-initiate another chat if you still face any issue.

I have successfully rebooted the server now.

Please login back to the server and check if the issue is now 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)

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76188 Shaddia

Email: sjoseph@getvanda.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: 30 Secs

City: MARIGOT

State: Saint George

Country: DOMINICA

Chat Transcript

Shaddia	Hello, I am your Acebuddy
Acebuddy	Hello Shaddia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shaddia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shaddia	I'd like to report an Issue
Acebuddy	Please select an option!
Shaddia	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Shaddia	my login credentials work for the selfcare portal and does not work for the ACE cloud hosting portal.
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.
Shaddia	ok
Manish Singh	Hii Shaddia
	Are you trying to change your password?
Shaddia	hii Manish
	no im not
	im trying to login to the portal
Manish Singh	Alright, let me assist you
	May I take the remote access of your local computer?
Shaddia	the thing is i am able t login to the self care portal but cant login to the ace cloud hosting portal
Manish Singh	Try using your CID number
	CID74888
	In My Portal
Shaddia	ok
	should i use the same password?
Manish Singh	Only POC can access My Portal
	With his/her password
Shaddia	POC?

Manish Singh	Christanie Carty
Shaddia	And can manage users from there
Shaddia	yes she's my boss
Manish Singh	She is the one who can access My Portal and make the changes.
	Kindly connect with her.
Shaddia	so basically with my credentials i can only have access to the self care portal, however christanie carty would be the one
Manish Singh	Yes, please connect with her and take the credentials from her to access that.
Shaddia	ok will do
	thank you Manish
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 w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75175 Bryan Straight

Email: rbs@auto-graphics.com  19095691535

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: 1 Min

City: DEPAUW

State: Indiana

Country: UNITED STATES

Chat Transcript

Bryan Straight	Hello, I am your Acebuddy
Acebuddy	Hello Bryan Straight, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bryan Straight	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bryan Straight	I'd like to raise a Request
Acebuddy	Please select your request type.
Bryan Straight	Change in Users
Acebuddy	Please select your desired option!
Bryan Straight	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to MyPortal!
	Do you need any further assistance on the topic?
Bryan Straight	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar declined the transfer request.</i>
Bryan Straight	The Ticket Number is: 672984
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you want to add a user.
	Are we still connected here?
Bryan Straight	yes - i have already started a ticket
	The Ticket Number is: 672984
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.

	The new user you have added is Ryan Khan?
Bryan Straight	Yes
Ashutosh Mishra	Since you would already have the password for the user, i will send you the RDP application that is required to login. I will send the application over the email.
	Is there anything else I may help you with ?
Bryan Straight	I dont know how to setup him up for remote desktop and everything else - what web address do I send him so he can sign Cloud?
Ashutosh Mishra	I can send you the Remote desktop, also you can download it from my portal you just have to click on the icon as shown in <i>12:06:35 AM Ashutosh Mishra is sharing a file with you</i> <u>image.png</u> - (Size:18.37 KB)
Bryan Straight	I am not IT savvy - where do I tell him to put this file?
Ashutosh Mishra	Just put this file on the desktop and that's all you have to do, the application already has the settings saved in it to connect you added the user.
Bryan Straight	Ok - go ahead and send me the app and remote desktop via email
Ashutosh Mishra	sure we will send the RDP once the chat ends
	Is there anything else I may help you with ?
Bryan Straight	I will try what you say and contact you if I need more help
Ashutosh Mishra	Great, we are here to assist you. Just start a chat session or reply to my email if any further assistance is required. 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 summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Ashutosh Mishra has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74990 heidi

Email: heidi@scottscpa.com  512-900-7974 ext 115

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

heidi	Hello, I am your Acebuddy
Acebuddy	Hello Heidi, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
heidi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
heidi	I'd like to report an Issue
Acebuddy	Please select an option!
heidi	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
heidi	Was kicked off ace; when I try logging in the multi factor authentication says Sorry, the page you requested was not found
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
heidi	this happened yesterday as well but I was finally able to log in
<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 Heidi
heidi	heloo
	hello
Anurag Sharma	

I deeply apologize for the inconvenience caused to you.

Could you please confirm if the issue is now resolved?

heidi i have not tried it

let me try again

Anurag Sharma Sure, please take your time

heidi ok I was able to log on

can you tell what or why this is happening that the authenitaor is not working

Anurag Sharma I deeply apologize for the inconvenience caused. I would like to inform you that sometimes it happens due to some techni

heidi ok, as i mentioned it happened yesterday morning too I started a chat and then I was finally able to log in

Anurag Sharma I would request you to please reach out to us again. If you face any of these errors in future. Please also take a snapshot o

heidi will do

have a good afternoon

Anurag Sharma Is there anything else I may help you with ?

heidi no that is all

Anurag Sharma Thanks for the confirmation !

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

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

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

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

#75282 David Weinstein**Email:** david@davidweinsteincpa.com  19149071180**Department:** Support(QB & App Hosting)**Operator:** Anurag Sharma**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Mozilla Firefox**Device:** Desktop**Average Response Time:** 29 Secs**City:** FULLERTON**State:** New York**Country:** UNITED STATES**Chat Transcript**

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	CCH axcess tax won't start
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 David
David Weinstein	CCH axces tax won't start
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
David Weinstein	DavidWein. My name is david weinstein
Anurag Sharma	Thanks for the confirmation

	Kindly allow me two minutes to check the same.
	David can I reboot the server once?
David Weinstein	wait 2-3 minutes
	I'm on a support call
Anurag Sharma	Okay, please let me know once I can proceed with the server reboot.
	Are we still connected here?
David Weinstein	yes
Anurag Sharma	Please confirm if I can proceed with the server reboot now?
David Weinstein	2 more minutes
Anurag Sharma	Okay
	Please confirm
David Weinstein	reboot now
Anurag Sharma	Thanks for the confirmation !
	I would like to inform you that I have successfully rebooted 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)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75850 Joan Hail

Email: joanie@kr-cpa.com ☎ 9132203414

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: INDEPENDENCE

State: Missouri

Country: UNITED STATES

Chat Transcript

Joan Hail	Hello, I am your Acebuddy
Acebuddy	Hello Joan Hail, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Joan Hail	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joan Hail	I'd like to report an Issue
Acebuddy	Please select an option!
Joan Hail	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Joan Hail	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Joan Hail	ticket 681081 - Keep having issues with quickbooks freezing. Maybe the server needs a reboot???
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Joan Hail	something is wrong with the server today. I have had to unfreeze quickbooks several times and it is still having issues its frozen again!!!!
	desktop shortcut to quickbooks is also not working
Shivam Singh	Please allow me to have a look at it.

	Okay we have rebooted the server.
	Thank you for your patience. Will update you on the same.
Joan Hail	okay I will let you know if i have further issues
	I'm assuming its not up yet?
Shivam Singh	Yes, it will take 5 minutes.
	Could you please check now?
Joan Hail	okay we are back up again
Shivam Singh	oh! that's Great
	Is there anything else I may help you with ?
Joan Hail	that should do it for now. thanks
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74996 Carolyn Pote

Email: carolyn@nracpa.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 20 Secs

City: FAIRHOPE

State: Alabama

Country: UNITED STATES

Chat Transcript

Carolyn Pote	Hello, I am your Acebuddy
Acebuddy	Hello Carolyn Pote, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Carolyn Pote	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Carolyn Pote	I'd like to report an Issue
Acebuddy	Please select an option!
Carolyn Pote	Password Reset
Acebuddy	Please select an option below
Carolyn Pote	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?
Carolyn Pote	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Carolyn
Carolyn Pote	Hi! It won't let me reset my password, can you help?
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Carolyn Pote	nracpallc I'm not sure if that is what you are looking for or my user name?
	TaxN
Anurag Sharma	Please confirm if your username is Carolyn@myrealdata.net?
Carolyn Pote	When I log in all it says is TaxN

Anurag Sharma	Could you please share me the snapshot?
	Are we still connected here?
	<i>1:25:19 AM Carolyn Pote is sharing a file with you</i> <u>Screenshot 2025-04-01 145438.png</u> - (Size:9.32 KB)
	Okay
	Kindly allow me two minutes to check the same.
Carolyn Pote	Thank you
	I am assuming my password expired, but when I went to self help it said I was missing from the active directory
Anurag Sharma	Okay
	Let me check the issue from the backend
	Please stay connected for a while
Carolyn Pote	will do
Anurag Sharma	I am so sorry for the delay.
	It is taking more time than usual.
Carolyn Pote	I'm still here. thank you
Anurag Sharma	We would recommend you to register yourself on our Selfcare Portal (https://selfcare.acecloudhosting.com) to manage pa server without having to contact support.
Carolyn Pote	I am registered, that is where it said I was not in the active directory
Anurag Sharma	I deeply apologize for the inconvenience. I would like to inform you that I have escalated this issue. Our concerned team w I hope you will understand.
	Yes, I also just checked and found this issue. Please allow us some time to review in this case.
Carolyn Pote	Thanks
Anurag Sharma	We will update you soon with the resolution.
	Is there anything else I may help you with ?
Carolyn Pote	No, I just to get back in so I can work. Thank you
Anurag Sharma	I can understand Carolyn. Sorry for the inconvenience.
	You will definitely get an update from us within 24 hours.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl

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

Carolyn Pote has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75111 bobi

Email: bobi@courtsense.com  12012861318

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: LISBON

State: Lisboa

Country: PORTUGAL

Chat Transcript

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

bobi	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?
bobi	Yes
Acebuddy	Please wait while we connect you to our Support Representative <i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
bobi	Hi.. I am getting this in the selfcare portal Your account has been disabled. Please see your system administrator.
	I am trying to login as an admin
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
bobi	myrealdatalAdmin_Court CourtSense.myrealdatal.net
Shivam Singh	Thank you for the information and allow 2 minutes to check the same. As I can check you are the account owner, Bob
	You can do that using Myportal
bobi	I need to reset a pass for a user thats only thing I need to do
Shivam Singh	It would help you do so I will send you guide to help you get more information on that
bobi	ok
Shivam Singh	Anything else I can assist you with ??
bobi	so how do I access the portal?
Shivam Singh	Let me share the guide right away.
	<i>11:23:56 PMShivam Singh is sharing a file with you</i> <u>How to Manage ACE Server Users 4.pdf</u> - (Size:1.33 MB)
bobi	give me the url here
	<i>11:25:12 PMbobi is sharing a file with you</i> <u>1_image.png</u> - (Size:315.85 KB)
	I can't login, I tried to reset the pass says invalid username
Shivam Singh	Put your cid in it
	CID73764

The visitor's phone number was changed to 12012861318.

have you tried ?

bobi ok I'm in

thanks

Shivam Singh are you able to get in

oh that's great

Is there anything else I may help you with ?

bobi no that's it

thanks

Shivam Singh Are we still connected here?

thanks for the confirmation

bobi I will disconnect now

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

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of

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

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

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76049 kanderson

Email: kanderson@andersonbryant.com  214-2262147

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: 40 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

kanderson Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

kanderson Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

kanderson I'd like to report an Issue

Acebuddy Please select an option!

kanderson Other Issue

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

kanderson I purchased a Microsoft Office Account earlier this week so I could export reports form QB but I never got the log in

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

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

Hello Kanderson

kanderson Hello

Anurag Sharma I deeply apologize for the inconvenience caused to you.

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

kanderson I am trying to find them, one sec

Anurag Sharma Sure, please take your time

kanderson Server name is AndersonBryant.myreldata.net

username is myreldata/KaliAnderson

Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your server?
kanderson	sure
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
kanderson	ok
Anurag Sharma	Please accept the remote session request on the server.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it resolved, kindly give your confirmation on this chat.
	We will be sharing you the O365 login credentials on the email within 30 minutes. (Edited)
	Please use that to login into the server.
	Is there anything else I may help you with ?
kanderson	no that should do it
	thank you
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76192 mdoughty

Email: mdoughty@qps4u.com  6025718200

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: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

mdoughty Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

mdoughty Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

mdoughty I'd like to report an Issue

Acebuddy Please select an option!

mdoughty QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

mdoughty QuickBooks Update

Acebuddy Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at Intuit, It might get delayed due to unforeseen circumstances.

If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com patches if need be and share a confirmation via email.

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76173 Amanullah Sajwani

Email: sajwanicpa@hotmail.com ☎ 19018572194

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Amanullah Sajwani	Hello, I am your Acebuddy
Acebuddy	Hello Amanullah Sajwani, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amanullah Sajwani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amanullah Sajwani	I'd like to raise a Request
Acebuddy	Please select your request type.
Amanullah Sajwani	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Amanullah Sajwani	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Amanullah Sajwani	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Amanullah Sajwani	need admin rights on remote pc

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Amanullah Sajwani ??

Chat request was not picked up by the operators

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74993 assembly

Email: assembly@rortax.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

assembly Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

assembly Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

assembly I'd like to report an Issue

Acebuddy Please select an option!

assembly	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
assembly	Printer does not work
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello, How are you doing today ?
assembly	good, how are you?
Rohan Prajapati	That's Great. I'm good too, thanks for asking
	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
	May I know if you are able to print from your local PC ?
assembly	I am
Rohan Prajapati	You are just not able to Print from the server right ?
assembly	correct, I cannot print from the application lacerte 24 when I am in the cloud
Rohan Prajapati	May I take the remote access of your local computer?
assembly	and this is a continued issue over the past few weeks. I was just on the phone with lacerte, per the recommendation of ot that it is not.
	yes it is okay if you take remote access
Rohan Prajapati	As I can see, this case has already been escalated, and the escalation team is waiting for your response. Please reply to ti reach you. They will assist you accordingly.
	May I know your Full Name ??
assembly	direct contact number is 612-383-1913, someone should be able to answer between 9:15-11:30 am and 1-4:30 pm. My na
Rohan Prajapati	Thank you for providing the details. We will inform the team to get back to you shortly.
	May I know your time zone ?
assembly	okay, thank you. Is there anything else you need from me now?
Rohan Prajapati	May I know your time zone ?
assembly	cst
Rohan Prajapati	Thanks for the confirmation !
	That is all I needed
	Is there anything else I may help you with ?
assembly	no that is all

	thanks
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of this transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76255 Norma Jean Hoskins

Email: nhoskins@siberianchill.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Norma Jean Hoskins	Hello, I am your Acebuddy
Acebuddy	Hello Norma Jean Hoskins, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Norma Jean Hoskins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Norma Jean Hoskins	I'd like to report an Issue
Acebuddy	Please select an option!
Norma Jean Hoskins	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Norma Jean Hoskins	My ticket # is 684821. Is there anyway to expedite this order. My email has been down all morning. Thank you.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Norma, how are you doing today ?
Norma Jean Hoskins	I'm fine. Thank you.
Rohan Prajapati	Thank you for Providing the ticket number
	Kindly allow me 4-5 minutes to check the same.
	Norma, was the email you're using in Outlook created in Google Workspace?
Norma Jean Hoskins	I think so??
Rohan Prajapati	Is anyone else managing this email account as an administrator?
Norma Jean Hoskins	Don't think so??
Rohan Prajapati	Okay
	May I take the remote access of your server?
Norma Jean Hoskins	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
	Please accept the prompt
Norma Jean Hoskins	I did
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it resolved, kindly give your confirmation on this chat.
	Is there anything else I may help you with ?
Norma Jean Hoskins	No, thank you.
Rohan Prajapati	Thanks for the confirmation !

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

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

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

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75787 Yunyun Z

Email: crm@estarfirm.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: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Yunyun Z Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Yunyun Z Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
Yunyun Z	I'd like to raise a Request
Acebuddy	Please select your request type.
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75050 shannon

Email: shannon@deyoungmw.com ☎ 7133766700

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: MISSOURI CITY

State: Texas

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select your request type.
shannon	Application Update
Acebuddy	<p>Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.</p> <p>Typically, the application update is performed overnight.</p> <p>Do you need any further assistance on the topic?</p>
shannon	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Shivam Singh accepted the chat transfer request.</i></p>	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
shannon	hello my whole icon is gone from my pc to log onto qb when i logged on this morning, it was not there pelase help me reinstall
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
shannon	shannon deyoung i dont know the server name exactly but i think it is dmw
Shivam Singh	could you please tell which QuickBooks version you are missing ?
shannon	i dont have anything to click on to open the server even its gone from my desktop
Shivam Singh	Do you have the RDP file to access the server?
shannon	um i doont now know where would i go for that
Shivam Singh	May I take the remote access of your local computer?
shannon	yes
Shivam Singh	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. https://assist.acecloudhosting.com/join/4332077285
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this issue resolved, kindly give your confirmation on this chat.
	Are we still connected here?

	Hi there
shannon	hello
Shivam Singh	Is there anything else I may help you with ?
shannon	regarding the update of version, intuit says i must upgrade by may of my desktop version will you do that? or do i do that remotely on each pc
Shivam Singh	Yes you may share the license and product number for the latest QuickBooks Once it is installed on the server all users will be able to access it
shannon	ok what does that mean share ?
Shivam Singh	We will need the different license to install the latest version.
shannon	ok how do i get that for you from intuit? and send to you
Shivam Singh	Existing will not work for the latest version We can provide the License only for the QB Enterprize 2024 (Edited)
shannon	yes i understand i have paid for i have already paid for it and my cc has been charged etc but i have not upgraded yet how do i do that where do i get the license information from for what i paid for
Shivam Singh	please share the ticket number and I will look into it
shannon	i dont have a ticket number. im only now asking the questions where do i go in qb to see the version, and what ive paid for to get to
Shivam Singh	Could you please tell me for how many users you want the Quickbook enterprize for
shannon	i am confused. i dont need to buy anything. i just need the software to be upgraded
Shivam Singh	You could contact intuit to discuss if the existing version license includes the upgrades or not
shannon	yes it does. but my question is, once its available, how do i install the updates?
Shivam Singh	We will install it for you once the license details are available for that as your product number for new version will be different support to get these details.
shannon	ok
Shivam Singh	Is there anything else I may help you with ?

shannon all good thanks

Shivam Singh I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.

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

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello. Having issues emailing from qB

Visitor Details

#75616 Lahka Peacock

Email: lahka@ruralfinancialservices.com  19073046021

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

Lahka Peacock Hello. Having issues emailing from qB

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

Lahka Peacock Hi Dev.

Dev Dubey	Hello Lahka
	Let me quickly transfer the chat to a support Representative for assistance.
	<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Lahka Peacock	Hi Shubham. For some reason, for the past couple of weeks, I am unable to email invoices. It says the password is wrong.
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Lahka Peacock	Yes. One moment please
Shubham Kataria	Sure, please take your time
Lahka Peacock	Qcard1.pro2
Shubham Kataria	Thank you for the information
	May I take the remote access of your server?
Lahka Peacock	Yes please
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Lahka Peacock	All good
Shubham Kataria	Please accept the remote request (Edited)
Lahka Peacock	ok
Shubham Kataria	Please check your server screen and accept the request
Lahka Peacock	The server screen?
	<i>7:48:18 AM Shubham Kataria is sharing a file with you image.png - (Size:13.44 KB)</i>
	<i>Remote request denied from your end. please accept it</i>
Shubham Kataria	Yes
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
Lahka Peacock	Thanks again
Shubham Kataria	As per our recent chat conversation, I found that there are multiple updates pending in QB hence we are scheduling QB update.
	Is there anything else I may help you with ?
Lahka Peacock	No thank you. VEry help ful
Shubham Kataria	you're welcome
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the solution.

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

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

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75696 REBECCA HARDY

Email: rebecca@trelfalabs.com ☎ 19784172525

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: SALISBURY

State: Massachusetts

Country: UNITED STATES

Chat Transcript

REBECCA HARDY Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

REBECCA HARDY Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

REBECCA HARDY I'd like to report an Issue

Acebuddy	Please select an option!
REBECCA HARDY	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
	As we haven't got any response from your end, We are closing this chat. If you Kindly re-initiate the chat.
<i>Ended due to chat idle timeout</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76169 Steve Frisbie

Email: ap@ifsgroupusa.com ☎ 18165478338

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: 5 Mins 9 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Steve Frisbie I'd like to report an Issue

Acebuddy Please select an option!

Steve Frisbie Other Issue

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

Steve Frisbie Recently, when I do a Google search, on your server, the search results start with Yahoo window. Why? Can you stop it? Yahoo is not the search engine that I use this on my laptop

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anjainay Singh accepted the chat transfer request.

Anjainay Singh Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will help you with your issue

May I take the remote access of your server?

<https://assist.acecloudhosting.com/join/5932360009>

Please copy this URL in your server browser , so that I can access your server

Are we still connected?

Steve Frisbie yes

Do you have access to my computer

Anjainay Singh Prior providing the access, I would suggest you to close any important documents

Steve Frisbie ok

Anjainay Singh I am still not able to access your server.

Steve Frisbie Please send me a new one, i just log out of the old one

Anjainay Singh <https://assist.acecloudhosting.com/join/4462512917>

Steve Frisbie Ok now?

Anjainay Singh Yes we are connected

Steve Frisbie I'm logged in

Anjainay Singh Unfortunately the remote session is disconnected, could you please re-connect?

Are we still connected here?

Are we still connected here?

As you're disconnected from the chat, hence we are disconnecting the chat. You can leave the chat or call us at (1-888-415-5240) if any further assistance is required.

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75677 samantha

Email: samantha@ultimatepower.com ☎ 18142743233

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 45 Secs

City: GREENSBORO

State: North Carolina

Country: UNITED STATES

Chat Transcript

samantha	Hello, I am your Acebuddy
Acebuddy	Hello Samantha Hofmann, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
samantha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
samantha	I'd like to report an Issue
Acebuddy	Please select an option!
samantha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
samantha	Morgan_UPC needs access to the Ultimate Power folder to load the QB file ↴
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	

Sharath Kumar accepted the chat transfer request.

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I w
samantha	Hello Sharath
	The user MorganH_UPC needs access/permissions to our Ultimate Power Co
	Please.
Sharath Kumar	Hi Samantha, thank you for letting me know the username
	please allow me a moment to check the same
	Thank you for your patience.
	Could you please confirm that the folder that you are referring to is under C checked and found that not all users have access to this particular folder ar an email approval from Jacob or Jason
samantha	Can you send both of them an email requesting that approval now so they c fashion please?
Sharath Kumar	absolutely, a ticket will be created as soon as we close this chat. I will then
	Is there anything else I may help you with ?
samantha	No, thank you, Sharath
Sharath Kumar	Alright, in that case, I wish you have a good day ahead
	You may end this chat now. Once you end this chat, you will receive an ema 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 ma working. I will appreciate that. or you may send your feedback at quality@ace Thanks!
	Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.co)

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76207 bedfordfeedandseed

Email: bedfordfeedandseed@yahoo.com  18122794136

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: BLOOMINGTON

State: Indiana

Country: UNITED STATES

Chat Transcript

bedfordfeedandseed	Hello, I am your Acebuddy
Acebuddy	Hello Brad Flinn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bedfordfeedandseed	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bedfordfeedandseed	I'd like to report an Issue
Acebuddy	Please select an option!
bedfordfeedandseed	Password Reset
Acebuddy	Please select an option below
bedfordfeedandseed	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your
	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 Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75523 Samantha Boothe

Email: sdrboothe@gmail.com ☎ 4802965758

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

Samantha Boothe	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Alt application updates at the backend and apply the necessary patches as and might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error and support@acecloudhosting.com. Our engineers will manually check and implement and share a confirmation via email.
	Do you need any further assistance on the topic?
Samantha Boothe	Setback
Acebuddy	What type of QuickBooks Issue are you facing?
Samantha Boothe	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Samantha Boothe	I just upgraded to Pro 2023. How do I transfer my companies to be able to see them in the new version?
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 help you with your issue.
	Hello
Samantha Boothe	hi
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Do you facing issue in fetching your QB files right?
Samantha Boothe	I am not sure how to go about it, and do not wish to make an error.
Shashwat Verma	No problem
	May I take the remote access of your server?
Samantha Boothe	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents.
	Is that your company file?
	I am unable to write on notepad
	Or let me know the file name you want to access.
	Is this the file?
	Samatha, is your issue resolved?
	Are we still connected here?

	Are we still connected here?
	<i>sdrboothe has initiated a remote assistance session. Would you like to accept?</i>
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate a session (1-888-415-5240) if any further assistance is required.
Samantha Boothe	I cannot type while you have control
Shashwat Verma	Let me know, have you get the file, take the control please
Samantha Boothe	I have 4 other files. If you show me slowly, I can make notes and do the rest can we open power ranch please
Shashwat Verma	Samantha, let me know the name of the file you are looking for?
Samantha Boothe	power ranch llc
Shashwat Verma	Okay
	I have pasted the shortcut of the file on desktop
	You can check the location in desktop path.
	Press open please
	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 a session (1-888-415-5240) if any further assistance is required.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75558 Ve Gumbs

Email: ve@taxbypa.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: ST PETERSBURG

State: Florida

Country: UNITED STATES

Chat Transcript

Ve Gums	Hello, I am your Acebuddy
Acebuddy	Hello Ve Gums, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ve Gums	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ve Gums	I'd like to report an Issue
Acebuddy	Please select an option!
Ve Gums	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Ve Gums	1: unable to log into ACE , when I select the icon to open Ace, I receive a bl else. OR 2: I am able to reach the screen were I enter my access code but t but cannot do anything w/i UT b/c it freezes.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I
	Hello Ve, how are you doing today ?
Ve Gums	Pretty good and yourself?
Rohan Prajapati	That's good. I'm good too, thanks for asking
	I will surely help you with this issue.
	Kindly allow me 5-6 minutes to check the same.
Ve Gums	ok

Rohan Prajapati	Could you please try logging again ?
Ve Gumbs	will do
	It work and can enter my required program. Did you do anything or it just a
Rohan Prajapati	You were logged in on the server but in disconnected state. I have logged y
Ve Gumbs	TY! This was driving me crazy
Rohan Prajapati	I would have felt the same if i would have been in your place. However i ho
Ve Gumbs	Yes, it is. Have a good day.
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an ema 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 ma working. I will appreciate that. or you may send your feedback at quality@ace Thanks!
	Note: You may change/reset your server password on your own by registering (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
<i>Rohan Prajapati has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75931 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 9 Secs

City: BORIAVI

State: Gujarat

Country: INDIA

Chat Transcript

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 report an Issue
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
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 report an Issue
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
ankit	Hi
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 wil

Hii Ankit

ankit

Hi

I lost the connection

Manish Singh

Yes

ankit

All good now

Manish Singh

Is everything working fine now?

ankit

What was issue? Update again?

Yes

Manish Singh

It was an update that has to run.

All good now you will not face any problem now.

Is there anything else I may help you with ?

ankit

Ok

No thanks

Manish Singh

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

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

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

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76008 lorena seppanen

Email: lorenas@sentryusa.com ☎ 6058801246

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

lorena seppanen Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

lorena seppanen Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

lorena seppanen I'd like to report an Issue

Acebuddy Please select an option!

lorena seppanen QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

lorena seppanen QuickBooks Login Issue

Acebuddy I understand that you are unable to login to your QuickBooks company file. help you with resolving the issue

Was that helpful?

lorena seppanen No

Acebuddy No issues, please wait while I connect you to one our support engineers wh

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

6:48:04 PM lorena seppanen is sharing a file with you

[Screenshot 2025-04-24 081741.png](#) - (Size:67.08 KB)

Login error message

Sharath Kumar

Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I w

lorena seppanen

Hi Sharath

Sharath Kumar

Hi Lorena, I have seen this error before, the services for QB must have stop

Let me check that and make the appropriate changes

allow me two minutes

lorena seppanen

Ok, thank you

Sharath Kumar

and just to confirm you are using QuickBooks 2024 correct?

lorena seppanen

Yes

Sharath Kumar

Alright, I have restarted the QB service and set it to automatic so that it res
stopped state

could you close QB and try accessing the company file once again and let m

lorena seppanen

Thank you! It allows me in the file now

Sharath Kumar

glad to hear that!

lorena seppanen

That was all I needed help with. Thank you for your quick response

Sharath Kumar

My pleasure, positive feedback would be appreciated

You may end this chat now. Once you end this chat, you will receive an ema
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 ma
working. I will appreciate that. or you may send your feedback at quality@ace
Thanks!

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

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

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

Lorena Seppanen has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76327 Charla Collins

Email: charlarae@ymail.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Charla Collins Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Charla Collins Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Charla Collins I'd like to raise a Request

Acebuddy Please select your request type.

Charla Collins Printer/Scanner Addition

Acebuddy Please select your desired option :

Charla Collins Printer Addition

Acebuddy Kindly install the client version of 'Uniprint' on your local Desktop by followi mentioned in the knowledge-base article attached below.

Once the local client has been installed, Please try printing from the server from the printers list and select your desired printer when prompted.

Do you need any further assistance on the topic?

Charla Collins

Yes

Acebuddy

Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Shivam Singh accepted the chat transfer request.

Shivam Singh

Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be surely assisting you with this. Kindly help me with your server nam

Charla Collins

Storm Water Services Inc

Charla Collins

Shivam Singh

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

As I checked the services are up and running.

Are you able to print using your local machine.

Charla Collins

no it wont recognize it

Shivam Singh

If you are having issue while printing locally, please check with printer's prc

Charla Collins

the printer works from mym computer but does not work from the remote c

Shivam Singh

Okay I get it.

May I take the remote access of your local computer?

Charla Collins

yes

Shivam Singh

As I need to check some requisite on your end

Prior providing the access, I would suggest you to close any important docu

Charla Collins

all closed

Shivam Singh

thanks for the confirmation.

Kindly paste this link in the browser of local computer and join the session.

<https://assist.acecloudhosting.com/join/5512660177>

<https://assist.acecloudhosting.com/join/1512708189>

Use this link please and paste it in your local PC outside server environmen

I am closing the chat as another chat of you is active currently.

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75263 Rubens S Jacob

Email: seflglass@gmail.com ☎ 13058233097

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Rubens S Jacob Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Rubens S Jacob Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Rubens S Jacob I'd like to report an Issue

Acebuddy Please select an option!

Rubens S Jacob Other Issue

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

Rubens S Jacob we are waiting on a phone call from ace reference bank feed issue have no

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

Sharath Kumar Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I w

Rubens S Jacob can you check if anything been resolved

Sharath Kumar Sure, Ruben. Is there a ticket number that I can reference?

Thank you for your patience. I checked and found that we are awaiting response from our technical team as the website is getting blocked on the server

Are we still connected here?

I will have the appropriate team look into this and provide you with an update shortly.

As there was no response, we are disconnecting the chat now. You may re-connect by calling us at (1-888-415-5240) if any further assistance is required.

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76078 Brenda Taylor

Email: brenda@ermechanical.com ☎ 7572371667

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 28 Secs

City: PORTSMOUTH

State: Virginia

Country: UNITED STATES

Chat Transcript

Brenda Taylor

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Brenda Taylor	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Taylor	I'd like to report an Issue
Acebuddy	Please select an option!
Brenda Taylor	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available representative!
Brenda Taylor	none of our logons are recognizing our credentials and we cannot log on
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi declined the transfer request.</i>
Brenda Taylor	Username : myrealdatalBrendaTay
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I am here to help you today.
Brenda Taylor	Good morning
Anjainay Singh	Please allow me sometime so that I can look into the issue.
Brenda Taylor	ok
Anjainay Singh	Please confirm whether you are not able to login into the server.
Brenda Taylor	none of us can log on
	our entire company
Anjainay Singh	Thankyou for your confirmation , please allow me sometime so that I can look into the issue .
	Since when you are facing this issue .
Brenda Taylor	this morning. We all just came into work and are all receiving the same error message.
Anjainay Singh	Was there any network outage at your end ?
Brenda Taylor	not that we are aware of. Everything else is working fine.
Anjainay Singh	May I take the remote access of your local computer?
Brenda Taylor	yes
Anjainay Singh	Kindly close all important tabs and documents for not to breach any security.
	https://assist.acecloudhosting.com/join/7492439411
	As we haven't got any response from your end, We are closing this chat.

assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout