

Chat Transc

Hello, I am your Ace

Visitor Details

#80263 Ganesh
Email: infocohenassociates@gmail.com 📞 +91 8447018372
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 38 Secs
City: GAUTAM BUDDHA NAGAR
State: Uttar Pradesh
Country: INDIA

Chat Transcript

| | |
|--------------------|---|
| Ganesh | Hello, I am your Acebuddy |
| Acebuddy | Hello George, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Ganesh | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Ganesh | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Ganesh | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Ganesh | bokkeeper 1 is not working |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. |

| | |
|--------------------|---|
| Ganesh | hi |
| Sujeet Kumar Suman | Hello George |
| Ganesh | my server is CohenAssociates.myrealdata.net |
| Sujeet Kumar Suman | How are you doing? |
| Ganesh | bookkeeper 1 is our user is not working plz check |
| Sujeet Kumar Suman | Thank you for the information and allow 2 minutes to check the same. |
| Ganesh | and also plz check the recycle bin and restore th eqb to the bookkpper folder qb file |
| Sujeet Kumar Suman | Sure, I can help with that. Let me look into it for you. |
| | <i>9:43:20 PMGanesh is sharing a file with you</i> <i>image.png - (Size:15.4 KB)</i> <i>this is the error</i> |
| | Kindly allow me two minutes to check the same. |
| Ganesh | sure and plz do not empty recycle bin |
| Sujeet Kumar Suman | Okay. |
| | Thank you for your patience. |
| | We are currently making changes from the back end. Kindly connect with us on chat for further assistance |
| Ganesh | sure |
| Sujeet Kumar Suman | As we are making changes, the server needs to be rebooted to apply them. Kindly guide all users to log out of the server temporarily |
| Ganesh | plz msg to all our users and restart it |
| Sujeet Kumar Suman | Okay. |
| Ganesh | done? |
| Sujeet Kumar Suman | We have sent a message to all users requesting them to log out. Once all users have logged out, we will proceed with the |
| Ganesh | ok no problm |
| Sujeet Kumar Suman | There are still some users logged into the server. |
| Ganesh | pl z do force close now no one is logged in, right? |
| Sujeet Kumar Suman | All user are logged out. |

| | |
|--------------------|---|
| | We have now rebooted the server from the backend. Once it is back online, we will inform you. |
| | Yes. |
| Ganesh | ok |
| Sujeet Kumar Suman | Thank you for your patience. |
| | The server is now back online. Kindly guide Booker1 to log into the server and let us know if they are still facing any issue |
| Ganesh | plz wait |
| Sujeet Kumar Suman | Sure, please take your time |
| Ganesh | now its working thank you |
| | and one more questions |
| | helo, r u there? |
| Sujeet Kumar Suman | Thanks for the confirmation ! |
| | Yes please. |
| Ganesh | we have 4 users (1) Jay, (2) Bookepeer3, (3) Alex_gkp and (4) EduardM, we need to find out that how many hours are the |
| Sujeet Kumar Suman | Yes, we can do that, but please note it will take some time to generate the report |
| Ganesh | no prob. |
| Sujeet Kumar Suman | Sure, we will send it to you via email. |
| | Is there anything else I may help you with ? |
| Ganesh | ok thanks |
| Sujeet Kumar Suman | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| Ganesh | bye |
| Sujeet Kumar Suman | Bye. |

Sujeet Kumar Suman has ended this chat session



Chat Transcript

Hello, I am your Ace

Visitor Details

#80264 fawn
Email: fawn@unksconstruction.com ☎ 7026368671
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 5 Secs
City: LAS VEGAS
State: Nevada
Country: UNITED STATES

Chat Transcript

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|----------|---|
| fawn | Hello, I am your Acebuddy |
| Acebuddy | Hello Fawn Smith, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| fawn | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| fawn | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| fawn | Setup Ace Server |
| Acebuddy | If you would like to configure the server access link on your computer, Kindly select your desired Operating System |
| fawn | Microsoft Windows |
| Acebuddy | Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC |
| | Do you need any further assistance on the topic? |
| | <i>The visitor's email address and phone number were changed.</i> |
| fawn | Yes |
| | |

| | |
|----------------|--|
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today. |
| | Hello Fawn |
| | 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) |
| | <i>Shashwat Verma has ended this chat session</i> |

Chat Transcript

Hello, I am your Ace

Visitor Details

#80546 cvilla

Email: cvilla@dixxon.com 📞 4805180568

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: TEMPE

State: Arizona

Country: UNITED STATES

Chat Transcript

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| cvilla | Hello, I am your Acebuddy |
| Acebuddy | Hello Cvilla, I'm your Ace Buddy. I'll be happy to assist you! |
| | |

| | |
|----------|--------------------------------------|
| | Whom Would You Like to Connect With? |
| cvilla | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |

cvilla has ended this chat session



Chat Transc

Hello, I am your Ace

Visitor Details

#80668 Cheri Giglia
Email: cgiglia@supportingstrategies.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: COMMACK
State: New York
Country: UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout



Chat Transc

Hello, I am your Ace

Visitor Details

#80704 Kevinder

Email: k.singh@innercircle.cpa

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 54 Secs

City: NOIDA

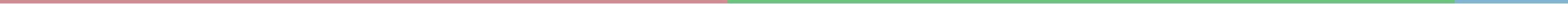
State: Uttar Pradesh

Country: INDIA

Chat Transcript

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|------------|--|
| Kevinder | Hello, I am your Acebuddy |
| Acebuddy | Hello Kevinder, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Kevinder | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Kevinder | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Kevinder | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Kevinder | I am unable to get in server.While opening this it shows blue screen. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Yash Kalra accepted the chat transfer request.</i> |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Kevinder | ICA_Kevinder |
| Yash Kalra | Please confirm if your server's name is: ICAdvisors.myrealdata.net |
| Kevinder | Yes |
| Yash Kalra | To help me assist you better, please answer the following questions: <div>1. Are you receiving any error message while attempting to connect to the Ace server? If yes, kindly share the exact mes</div> <div>2. Are you using a Windows PC or a Mac?</div> <div>3. When was the last time you were able to access the server successfully?</div> |
| Kevinder | No I am just seeing blue screen and seems like my connections are going in queue. This error comes every month |
| Yash Kalra | May I take the remote access of your local computer? (Edited) |
| Kevinder | yes |
| | |

| | |
|------------|---|
| Yash Kalra | Prior providing the access, I would suggest you to close any important documents at your end. |
| | Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/8702302098 |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti this chat. |
| | Kevinder, we assisted you regarding the login issue. Is there anything else I may help you with? (Edited) |
| Kevinder | No Thanks |
| Yash Kalra | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | <i>Yash Kalra has ended this chat session</i> |



Chat Transc

Hello, I am your Ace

Visitor Details

#80781 Suzette Drew

Email: drew@drewunderground.com 📞 17077992189

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: SANTA ROSA

State: California

Country: UNITED STATES

Chat Transcript

| | |
|--------------|--|
| Suzette Drew | Hello, I am your Acebuddy |
| Acebuddy | Hello Suzette Drew, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Suzette Drew | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Suzette Drew | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Suzette Drew | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Suzette Drew | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Suzette Drew | license update crash current ticket 755601 no response |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> |
| | <i>Abhay Kumar Saraswat is transferring the chat to Sanyam Madan.</i> |
| | <i>Sanyam Madan accepted the chat transfer request.</i> |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. |
| | Hello Suzette , how are you doing |
| Suzette Drew | Good |
| Sanyam Madan | I will be surely assisting you with this. |
| | Kindly allow me two minutes to check the same. |
| Suzette Drew | ok |
| Sanyam Madan | Just checked the ticket and discussed with my team |
| | There seems to be a problem at the backend |
| | We will Clean install QuickBooks which will surely resolve the issue. As soon as the QB is up and running, we will inform yc |
| Suzette Drew | Ok My employees are waiting for their checks |
| Sanyam Madan | We will clean install QB on priority |
| | |

| | |
|--|--|
| | Your request has been noted and i will personally inform my team member to complete the installation within 1 hour |
| Suzette Drew | Thank you |
| Sanyam Madan | Is there anything else I may help you with ? |
| Suzette Drew | NO thank you |
| Sanyam Madan | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| Sanyam Madan has ended this chat session | |

Chat Transc

Hello, I am your Ace

Visitor Details

#80779 Lisa
Email: lisa@hemrindustrial.com 📞 541-396-4674
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 44 Secs
City: BANDON
State: Oregon
Country: UNITED STATES

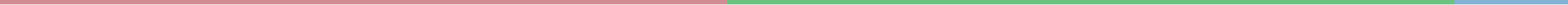
Chat Transcript

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

| | |
|--------------|--|
| | Please chose an option : |
| Lisa | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Lisa | 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 : |
| Lisa | Restart |
| Acebuddy | Hello Lisa, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Lisa | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Lisa | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Lisa | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Lisa | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Lisa | I need to be able to create a backup file to send to our accountant for tax purposes |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sanyam Madan accepted the chat transfer request.</i> |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. |
| | Hello Lisa , how are you doing |
| Lisa | Thank you. My name is Lisa and I'm with HEMR Industrial Contractors, LLC. I need to create a backup file to send to our ac |
| Sanyam Madan | Do you need accountant copy or backup copy of the file ? |
| Lisa | A backup file would be great. That way they can look at everything they may need. |
| Sanyam Madan | Can you please share the location of the file |
| | also, the name please |
| | Lisa |
| Lisa | I'm not sure what you are asking for. Because our QB is hosted on the Cloud, I don't have the ability to create a backup fil 2024 |
| | |

| | |
|--------------|---|
| Sanyam Madan | I will be surely assisting you with this. |
| | Lisa we need to know the name of the file so that we can get the file for you |
| | Also, we need the location of the file you are asking for |
| | Are we still connected here? |
| Lisa | sorry I'm working and had to take a phone call |
| Sanyam Madan | No worries Lisa |
| | Take your time |
| Lisa | I don't know the name of the file. |
| | I can try to create a local backup but it saves it to your server (or it did last year). I need help to be able to get that file to |
| Sanyam Madan | Lisa what you can do is, you can confirm the name of the file as well as the location from Reese (POC) and then you can r |
| | Yes , we can also do that |
| Lisa | "The company file for HEMR is stored on a drive in a remote computer. QB may not be able to backup all file associated w |
| Sanyam Madan | Kindly allow me two minutes to check the same. |
| Lisa | Backup Aug 22, 2025 is the file name it was saved as |
| Sanyam Madan | May I take the remote access of your server? |
| Lisa | yes |
| Sanyam Madan | Please accept the request |
| | Lisa. I will be sending you the backup file over email |
| | Is there anything else I may help you with ? |
| Lisa | Thank you! That is all |
| Sanyam Madan | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Sanyam Madan has ended this chat session



Chat Transc

Add the user as Ad

Visitor Details



#80413 sundar sundaram

Email: sundar@wizcom.com ☎ 6099369401

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: BENSALEM

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

| | |
|--|---|
| sundar sundaram | Add the user as Admini |
| Riten | Thank you for contacting ACE. My name is Riten. I will be assisting you further. |
| sundar sundaram | ok, thanks Riten |
| | I have been authorized to be added as Admin to the account. |
| | Is there anyway you can confirm this, from your end? |
| | Understood Sundar let connect you to support for this |
| sundar sundaram | sure |
| Riten is transferring the chat to Support(QB & App Hosting). | |
| Sujeet Kumar Suman accepted the chat transfer request. | |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. |
| | Hello Sundar |
| sundar sundaram | sure |
| Sujeet Kumar Suman | How are you doing? |
| sundar sundaram | doing fine. How about you? |
| Sujeet Kumar Suman | I'm good too. Thank you for asking. |
| | Kindly help me with your server name and user name? |
| sundar sundaram | Wizcom Corporation |
| | SundarSundaram |
| Sujeet Kumar Suman | Thank you for the information and allow 2 minutes to check the same. |
| sundar sundaram | no issues |
| Sujeet Kumar Suman | Could you please confirm your concern so we can assist you accordingly? |

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| sundar sundaram | 2 concerns.... |
| | one, I was not able to login using remote access and kept me throwing out |
| | 2. I wanted to be added into our account as an Admin. |
| Sujeet Kumar Suman | No worries, let me help you with your concerns. I will address and resolve both issues one by one. |
| sundar sundaram | Venkat Marama (who is the current Admin) has already sent an email to your support team some time ago, to add me as |
| Sujeet Kumar Suman | Let me check it for you. |
| | Could you please confirm the error message you are receiving while accessing the server? |
| | And when was the last time you were able to access the server? |
| sundar sundaram | this morning |
| | was not able to connect to the server |
| | even one of the representative was trying to help me out through remote ZOHO access but could not |
| | since the request to reset the password has to come from the authorized admin, this got delayed |
| | that's the reason for adding me as an Admin on this account (as I am also one of the partners, like Mr. Venkat Maram) |
| Sujeet Kumar Suman | No worry. |
| | May I take the remote access of your local computer? |
| | Are we still connected here? |
| | <i>9:49:47 PMsundar sundaram is sharing a file with you</i> image.png - (Size:104.11 KB) |
| sundar sundaram | This is what it showed up earlier |
| | Manish Singh from your team try to get the issue resolved through remote login |
| | unsuccessfully |
| | Can we do my 2nd request first? |
| | Have I been added as an Admin? |
| Sujeet Kumar Suman | Sure. but for that, we need authentication from the account owner. As per our records, the account owner is Venkat Maram . \ |
| | Once we receive the confirmation, we will proceed further. |
| sundar sundaram | Venkat has already sent an email today |
| | <i>9:53:35 PMsundar sundaram is sharing a file with you</i> image.png - (Size:135.54 KB) |
| Sujeet Kumar Suman | Thanks for the confirmation ! |
| | After receiving the new password for your account, kindly enroll your account on the Self-Care Portal. This will allow you to |
| sundar sundaram | what is my userid for the enrollment? |
| Sujeet Kumar Suman | UseID: SundarSundaram |
| | |

| | |
|--------------------|--|
| sundar sundaram | Invalid UserID |
| Sujeet Kumar Suman | Kindly provide your contact number and email ID so we can proceed with adding you as the admin. |
| sundar sundaram | <i>9:56:55 PMsundar sundaram is sharing a file with you</i> 1_image.png - (Size:750.89 KB) |
| | Sundar@wizcom.com |
| | 609 936 9400 x 302 |
| | Sundar Sundaram |
| Sujeet Kumar Suman | As of now, you are not registered on the Self-Care Portal. Once you receive the new password from our end, please register. |
| sundar sundaram | ok, has the password been reset? |
| Sujeet Kumar Suman | As checked with my team, the new password has already been shared with you via email. |
| | Regarding the admin registration, we have already escalated your ticket to the dedicated team. They will assist you further. |
| | 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) |

Sujeet Kumar Suman has ended this chat session



Chat Transcript

Hello, I am your Ace

Visitor Details

#80740 Zoya Roberts
Email: zroberts@spbh.org
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: YULEE

State: Florida
Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session



Chat Transc
Hello, I am your Ace

Visitor Details

#80291 ymehta
Email: ymehta@accountingresourcesinc.com
Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: COIMBATORE

State: Tamil Nadu

Country: INDIA

Chat Transcript

| | |
|--------------------|---|
| ymehta | Hello, I am your Acebuddy |
| Acebuddy | Hello Ymehta, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| ymehta | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| ymehta | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| ymehta | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| ymehta | Unable to get into the ace server |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. |
| ymehta | I am unable to connect to the ace network |
| Sujeet Kumar Suman | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| ymehta | ARIINC.myrealdata.net |
| Sujeet Kumar Suman | Thank you for the information and allow 2 minutes to check the same. |
| | Thank you for your patience. |
| | Are you the only one facing the problem, or is someone else experiencing the same issue? |
| ymehta | Just me |
| | YashitMH is the user id |
| | |

| | |
|--------------------|---|
| Sujeet Kumar Suman | Thanks for the confirmation ! |
| | When was the last time you were able to access the server? |
| ymehta | Yesterday |
| Sujeet Kumar Suman | May I take the remote access of your local computer? |
| ymehta | Is there no other way to resolve this? |
| Sujeet Kumar Suman | We need to connect to your local system to check the RDP settings and try to fix the issue. |
| ymehta | Okay I jsut tried again, I am ablr to connect now |
| | *able |
| Sujeet Kumar Suman | Thanks for the confirmation ! |
| | Is there anything else I may help you with ? |
| ymehta | Nothing for now. Thanks |
| Sujeet Kumar Suman | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Sujeet Kumar Suman has ended this chat session



Chat Transc

Good day, may ask for an assistance ple
desktop

Visitor Details

#80639 team
Email: team@infiniteaccountants.com 📞 2125440001
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: <https://www.acecloudhosting.com/ace-support/>
Operating System: Microsoft Windows

Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: SINALHAN
State: Laguna
Country: PHILIPPINES

Chat Transcript

| | |
|---|--|
| team | Good day, may ask for an assistance please regarding quickbooks desktop |
| Rishabh Gogia | Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further. |
| team | Hi, is this for the account - Infinite Accounting Services? |
| | Yes, may you help me with something |
| Rishabh Gogia | You need technical support right? |
| team | yes |
| Rishabh Gogia is transferring the chat to Support(QB & App Hosting). | |
| Yash Kalra accepted the chat transfer request. | |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. |
| team | Actually Im having trouble with a file sent by a client. The file is QBB but I can't upload nor download it inside the QB Desk |
| Yash Kalra | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| team | Qbnxtpre.myrealdata.net |
| | myrealdata\IASAdmin.NPRE |
| Yash Kalra | Kindly allow me two minutes to check the same. |
| team | Okay |
| Yash Kalra | Are you receiving any error message while attempting to upload or download? If yes, kindly share the exact message. |
| team | I tried to open the gmail since my boss forwarded an email regading to a company file that i need to upload its QBO beca download it inside the QB Desktop it says error and not enough storage even though we still have a lot of space in QB De |
| Yash Kalra | May I take the remote access of your server? |
| team | sure. I also opened the gmail there where you can see the file forwarded to me. I don'thow am i supposed to upload that. |
| Yash Kalra | Prior providing the access, I would suggest you to close any important documents at your end. |
| Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/1392667824 | |
| As per our session, we assisted you in downloading the file. If you require any assistance at any point, please feel free to | |
| team | Yes, will do. Thank you for the assistance. We will ask help again once we can't resolve other issues. Thank you very much |
| Yash Kalra | sure , we are always here to help you out. |

| | |
|------------|---|
| | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| team | may i also close the zoho assistant? |
| Yash Kalra | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> |

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Ace

Visitor Details

#80601 Matthew Orth

Email: morth@menkeco.com ☎ 3197532000

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 53 Secs

City: WEST POINT

State: Illinois

Country: UNITED STATES

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

| | |
|--|--|
| Matthew Orth | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Matthew Orth | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Matthew Orth | Restart |
| Acebuddy | Hello Matthew Orth, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Matthew Orth | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Matthew Orth | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Matthew Orth | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Matthew Orth | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue. |
| | Was that helpful? |
| Matthew Orth | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |
| Acebuddy (bot) forwarded the chat request | |
| Shubham Maurya accepted the chat transfer request. | |
| Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Matthew Orth | I work for Menke and Company. One of our customers was kickoff quickbooks and the word abort showed up. then she could not login. |
| Shubham Maurya | I will surely help you with this issue Matthew. Please do let me know the server name on which the user is facing this issue. |
| Matthew Orth | This issue happened friday. I dont know if she still has the problem. I was see if that is a you problem? |
| | and I dont have that info server name or user name |
| Shubham Maurya | Thank you for the update! Since this happened on Friday, it's understandable if you're not sure if the issue is still there. We'll continue troubleshooting to check the root cause of this. |
| | It probably happens due to multiple reasons like: |
| | Temporary system glitch or software crash |

| | |
|----------------|--|
| | Corrupted company file Outdated QuickBooks version Installation or update issues Server or network problems in multi-user setup |
| Matthew Orth | ok thank you very much |
| Shubham Maurya | You are most welcome ! We will create a ticket number for this you will be getting after this chat, so you can take a follow |
| | Is there anything else I may help you with ? |
| | 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) |
| | <i>Shubham Maurya has ended this chat session</i> |

Chat Transcript

Hello, I am your Ace

Visitor Details

#80313 Donald Johnson

Email: don.johnson@dljtax.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Chrome OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: ROYAL OAK

State: Michigan

Country: UNITED STATES

Chat Transcript

| | |
|----------------|--|
| Donald Johnson | Hello, I am your Acebuddy |
| Acebuddy | Hello Donald Johnson, I'm your Ace Buddy. I'll be happy to assist you! |
| | |

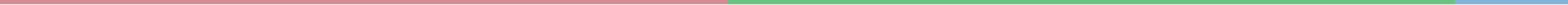
| | |
|-------------------------|--|
| | Whom Would You Like to Connect With? |
| Donald Johnson | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Donald Johnson | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Donald Johnson | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Donald Johnson | I'm interfacing with AceCloud using xtralogic RDP client on my Chromebox. Receiving a message that Google will no longer support Chrome OS devices starting with C |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. |
| Donald Johnson | Hello. |
| Abhay Kumar Saraswat | Hello Donald |
| | How are you doing today? |
| | And is this for account: DLJTAX LLC? |
| Donald Johnson | Doing fine. Yes it is. |
| Abhay Kumar Saraswat | I will be surely assisting you with this. |
| Donald Johnson | Thanks. |
| Abhay Kumar Saraswat | Since when have you been experiencing this issue? |
| | Are we still connected here? |
| Donald Johnson | Yes. |
| Abhay Kumar Saraswat | Could you please confirm? |
| Donald Johnson | I've been getting the message for about a month. The Xtralogic RDP Client for Chrome OS is no longer supported by Google starting with Chrome OS version 120.0.6321.0 out in 2025. Specifically, NaCl is disabled by default on managed (enterprise-enrolled) Chrome OS devices starting with Chrome OS version 120.0.6321.0 |
| Abhay Kumar Saraswat | Are you encountering this error on the ACE server while using Chrome, or does it occur with another application? |
| Donald Johnson | I only use xtralogic RDP to log in to the ace cloud server. I get the message every time I log in. |
| Abhay Kumar Saraswat | Can you show me that error or notification? (Edited) |
| Donald Johnson | Sure. How do I show you? |
| | |

| | |
|-------------------------|--|
| Abhay Kumar Saraswat | Let me take the remote access of your local computer. |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| Donald Johnson | ok they are closed.] |
| Abhay Kumar Saraswat | Thanks. |
| | https://assist.acecloudhosting.com/join/5202517924 |
| | Kindly paste this link in the browser of local computer and join the session. |
| Donald Johnson | I can't install this on my Chromebox. Only my laptop or phone. |
| Abhay Kumar Saraswat | So, you’re saying you’re unable to open this link in your local browser? |
| Donald Johnson | I open the link. But when I click on install it only gives my the laptop and phone options. Not the Chromebox which I'm wo |
| Abhay Kumar Saraswat | Understood. |
| | Kindly allow me two minutes to check the same. |
| Donald Johnson | ok. |
| | Please see the following explanation of the problem... https://www.perplexity.ai/search/xtrallogic-rdp-client-for-chrom-Yh_Li |
| Abhay Kumar Saraswat | Sure. |
| | Allow me 2 more minutes. |
| | <i>12:59:30 AMDonald Johnson is sharing a file with you</i> <i>image.png - (Size:28.51 KB)</i> <i>Here's a picture of the chrome message.</i> |
| | Meanwhile could you please download "*Chrome Remote Desktop" ?* |
| | Unable to open this as this is private. |
| Donald Johnson | Here's the info... |
| | Xtrallogic RDP Client for Chromebox: Fixes & Key Updates Background: The Xtrallogic RDP Client has been a leading solutic ChromeOS—like the deprecation of Chrome Apps and Native Client (NaCl) support—have required significant changes and Transition to Isolated Web App (IWA) Due to Chrome Apps and NaCl being deprecated (final support expected with Chrom as version 4.x. The IWA app works on both managed and unmanaged Chrome devices. The new app is auto-updated and enable the Chrome flags: chrome://flags/#enable-isolated-web-app-dev-mode (chrome://flags/#enable-isolated-web-app-i manifest URL: https://www.xtrallogic.com/wp-content/uploads/xtrchromerd-update-manifest.json Managed installs can use managed Chromebox/Chromebook devices, NaCl can be temporarily re-enabled via the DeviceNativeClientForceAllowed p 138 LTS (support ends April 2026). On unmanaged devices, ChromeOS 138 will be the final OS version with NaCl support- Recent version histories include fixes for crashes (e.g., when copying files in Adobe Acrobat), improvements to password : released a File System Provider extension to enable seamless copy/paste and drag-and-drop file transfers between Chrom in the app’s settings and install the File System Provider extension as prompted. |
| | Here's the code from chrome remote desktop... 554698965971 |
| Abhay Kumar Saraswat | Kindly allow me two minutes to check the same. |
| | |

| | |
|----------------------|---|
| | do you have a managed (enterprise-enrolled) Chrome OS device or unmanaged (consumer) devices |
| Donald Johnson | No. I have a business starter edition of Chrome with 2 users. |
| Abhay Kumar Saraswat | could you please confirm the version of Xtrallogic RDP Client that you have right now |
| Donald Johnson | not sure how to find this. |
| | Sorry. It is 3.1 |
| Abhay Kumar Saraswat | The recommended move is to switch to the new Xtrallogic RDP Client version 4.x , built as an Isolated Web App (IWA) updated via Google Admin Console for managed users (your 2 users). |
| | You or your admin can enable Chrome flags and install the IWA version manually per user if needed, or push centrally through Google Admin Console. |
| Donald Johnson | can you help walk me through this process? I'm a tax accountant. |
| | Or is there another way to connect with Ace Cloud from my Chromebox? |
| Abhay Kumar Saraswat | sure, unfortunately we were unable to take remote access of your device |
| | do you use any other remote app like zoom or MS teams |
| | or do have IT who manage your device? |
| Donald Johnson | No, I'm on my own. Did the code I sent you for Chrome Remote Desktop not work? |
| Abhay Kumar Saraswat | No. |
| Donald Johnson | can I uninstall and re install chrome remote desktop since I haven't used it in a while? |
| Abhay Kumar Saraswat | Let me tell you the process to install the latest version. |
| Donald Johnson | ok |
| Abhay Kumar Saraswat | Open Chrome Browser on Your Chromebox/Chromebook, just click the Chrome browser icon as usual. |
| | Then Enable Required Chrome Flags: In the Chrome address bar, type the below text and press Enter: chrome://flags/#enable-isolated-web-app-dev-mode |
| Donald Johnson | ok |
| Abhay Kumar Saraswat | Now, You will see a setting called " Enable isolated web app development mode. " Click on the dropdown next to it and select Enabled . |
| Donald Johnson | ok I enabled. Now it wants to restart my device. Will I lose you? |
| Abhay Kumar Saraswat | Yes, you will. |
| | Would you like me to arrange a callback for you? |
| Donald Johnson | That would be great! 248-660-0048 |
| Abhay Kumar Saraswat | No worries. |
| | |

| | |
|----------------------|---|
| Donald Johnson | Ok. I'm restarting now. |
| Abhay Kumar Saraswat | Let me close this chat. |
| Donald Johnson | ok. |
| Abhay Kumar Saraswat | I request you to share preferred time to contact you. |
| Donald Johnson | Today 4-5pm if possible. |
| Abhay Kumar Saraswat | Okay. |
| | Is there anything else I may help you with ? |
| Donald Johnson | That's all. Thanks. |
| Abhay Kumar Saraswat | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback. |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response. |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Abhay Kumar Saraswat has ended this chat session



Chat Transcript

I can't login to the server

Visitor Details

#80803 Roberts
Email: shane.roberts.cpa@outlook.com 📞 4357605161
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop

Average Response Time: 43 Secs
City: SMITHFIELD
State: Utah
Country: UNITED STATES

Chat Transcript

| | |
|--|---|
| Roberts | I can't login to the server. |
| Rishabh Gogia | Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further. |
| | Hi Shane, could you please confirm your account name registered with Ace Cloud Hosting? |
| Roberts | CPPR |
| | Carefree Professional Practice Resources |
| Rishabh Gogia is transferring the chat to Support(QB & App Hosting). | |
| Manish Singh accepted the chat transfer request. | |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| | I will surely help you with this issue. |
| | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only |
| Roberts | Yes, it is the first time. It made me change my password, but then wouldn't accept any password I tried to use. |
| Manish Singh | Alright! |
| | Kindly allow me two minutes to check the same. |
| | May I know your username? |
| Roberts | sroberts |
| Manish Singh | You session was in disconnected state on server removed that kindly try to access server now. |
| | Kindly use log off icon while disconnecting from the server. |
| Roberts | Thanks, that is working now. |
| Manish Singh | Is there anything else I may help you with ? |
| Roberts | No, that is all. |
| | Thanks |
| Manish Singh | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) |

Chat Transc

Hello, I am your Ace

Visitor Details

#80022 Lindsay Groves
Email: lindsay@wendyjweissman.com ☎ 406-205-4462
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 23 Secs
City: GREAT FALLS
State: Montana
Country: UNITED STATES

Chat Transcript

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

| | |
|-------------------------|--|
| Acebuddy | Please select an option below |
| Lindsay Groves | Not Enrolled to Selfcare Portal |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re |
| | Do you need any further assistance on the topic? |
| Lindsay Groves | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Gaurav Kumar declined the transfer request.</i> |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. |
| | Is this for account: Wendy J Weissman CPA PC ? |
| | Are we still connected here? |
| Lindsay Groves | yes |
| | this is for Wendy J Weissman CPA PC for Liinda's computer |
| Abhay Kumar Saraswat | Hello Lindsay. (Edited) |
| | How are you doing today? |
| Lindsay Groves | This is Lindsay. I am well |
| Abhay Kumar Saraswat | Great. |
| | Are you looking to reset your password? |
| Lindsay Groves | yes |
| | For LINDA |
| Abhay Kumar Saraswat | Linda McNeill ? |
| Lindsay Groves | Yes |
| Abhay Kumar Saraswat | Okay. |
| Lindsay Groves | Linda can't log into her server and we verified the password is correct |
| Abhay Kumar Saraswat | As I can see, she's enrolled on selfcare portal tool and can reset her password by herself. (Edited) |
| Lindsay Groves | yes I just found that out |
| Abhay Kumar Saraswat | Okay. |
| | So do you need any assistance from my end? |
| | Are we still connected here? |

| | |
|--|--|
| Lindsay Groves | yes i am here |
| | i still need help as the old password is not correct |
| Abhay Kumar Saraswat | May I take the remote access of her local computer? |
| Lindsay Groves | yes |
| Abhay Kumar Saraswat | Prior providing the access, I would suggest you to close any important documents at your end. |
| Lindsay Groves | ok |
| Abhay Kumar Saraswat | https://assist.acecloudhosting.com/join/8172900426 |
| | Kindly paste this link in her browser of local computer and join the session. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti this chat. |
| | Thank you for your patience. |
| | 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) |
| Abhay Kumar Saraswat has ended this chat session | |



Chat Transc

Hello, I am your Ace

Visitor Details

#80187 Rebecca Marsh
Email: becca@hbnoco.com 📞 17632329660
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: 23 Secs
City: FT COLLINS
State: Colorado
Country: UNITED STATES

Chat Transcript

| | |
|---------------|---|
| Rebecca Marsh | Hello, I am your Acebuddy |
| Acebuddy | Hello Rebecca Marsh, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Rebecca Marsh | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Rebecca Marsh | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Rebecca Marsh | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Rebecca Marsh | 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? |
| Rebecca Marsh | 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>Manish Singh accepted the chat transfer request.</i> |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| | I will surely help you with this issue. |
| | <i>11:00:58 PMRebecca Marsh is sharing a file with you</i> <i>image.png - (Size:28.26 KB)</i> |
| | <i>I received this error message when attempting to open our QB file</i> |
| | May I know what error code you are getting while accessing QuickBooks? |
| | May I take the remote access of your server? |
| Rebecca Marsh | yes |
| Manish Singh | Prior providing the access, I would suggest you to close any important documents at your end. |
| | |

| | |
|--|---|
| Rebecca Marsh | Done, thank you |
| Manish Singh | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti this chat. |
| Rebecca Marsh | I won't disconnect, thank you |
| Manish Singh | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only |
| Rebecca Marsh | this is the 1st time I've seen this error messgae |
| | I have not heard if other users are experiencing this issue |
| Manish Singh | Alright! |
| Rebecca Marsh | I was able to access our QB file |
| Manish Singh | Is there anything else I may help you with ? |
| Rebecca Marsh | Not today, thank you so much!!! |
| Manish Singh | I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| Rebecca Marsh | Absolutely |
| Manish Singh | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| Manish Singh has ended this chat session | |



Chat Transc

Hello, I am your Ace

Visitor Details

#81007 Victor
Email: taxmanager@fintaxcpas.com
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: OAK BROOK

State: Illinois

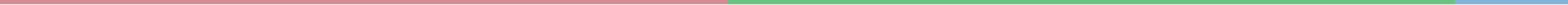
Country: UNITED STATES

Chat Transcript

| | |
|--------------|--|
| Victor | Hello, I am your Acebuddy |
| Acebuddy | Hello Victor, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Victor | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Victor | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Victor | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Victor | Likewise yesterday, again we have issue in login into CCH ProsystemFX with error mentioned as 'Maximum number of use |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sanyam Madan accepted the chat transfer request.</i> |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. |
| | Hello Victor |
| Victor | HI Sanyam |
| | <i>10:50:56 PMVictor is sharing a file with you</i> <i>image.png - (Size:3.5 KB)</i> |
| | Likewise yesterday, again we have issue in login into CCH ProsystemFX with error mentioned as 'Maximum number of use |
| Sanyam Madan | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| | Seems like this is related to the license issue with an application |
| Victor | RDC Server Name: Fintax.myrealdata.net Username: Victor.j@myrealdata.net |
| Sanyam Madan | Victor the issue you are experiencing with CCH ProSystemFx is caused by a license limitation |
| | You need to contact CCH ProSystemFx support or you can ask someone to logout so that you can access it |

| | |
|--------------|--|
| Victor | But, day before yesterday, we are using to simultaneously at the same time |
| | without any license issues. Can you please look into it, how it differ from yesterday? |
| Sanyam Madan | Victor I am checking something from the backend, till then please Saty connected |
| Victor | Sure please! |
| Sanyam Madan | Victor , how many users license do you have ? |
| Victor | Angie and mickey is dealing license stuff, so I don't know about it. |
| Sanyam Madan | Please try to login now, I have ended the session of the user who were disconnected |
| | Try to login now and let us know |
| Victor | Thanks, now I'm able to access CCH PRosystem FX |
| Sanyam Madan | Is there anything else I may help you with ? |
| Victor | Yup, if you can figure out the concern and resolve it completely, so that while starting our day tomorrow we didn't have se |
| Sanyam Madan | Victor the issue you are experiencing with CCH ProSystemFx is caused by a license limitation. After removing the user v |
| | You need to contact CCH ProSystemFx support , they will assist you in license limitation issue |
| | or alternatively , you can ask any user to log out |
| Victor | Okay, but my also note one thing, my other buddy is still able to login into CCH ProsystemFX simultaneously, right now! |
| Sanyam Madan | 7 users are logged in currently, previously there was 8 users |
| | So, I guess 7 is the limit, who can simultaneously log in |
| Victor | Okay, I'll discuss the concern with Angie today. Then we will connect again if found required. |
| Sanyam Madan | Is there anything else I may help you with? we are always here to help😊 |
| Victor | Thank you so much, Sanyam! Have a nice day! |
| Sanyam Madan | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Sanyam Madan has ended this chat session



Chat Transc

Hello, I am your Ace

Visitor Details

#80822 cyndi goddard
Email: cyndi@clgoddardfinancial.com ☎ 14158882222
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 5 Secs
City: GLENDALE
State: California
Country: UNITED STATES

Chat Transcript

| | |
|--|--|
| cyndi goddard | Hello, I am your Acebuddy |
| Acebuddy | Hello Cyndi Goddard, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| cyndi goddard | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| cyndi goddard | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| cyndi goddard | 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 : |
| cyndi goddard | Yes, I'm facing issues with my server |
| Acebuddy | Please select an option! |
| cyndi goddard | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| cyndi goddard | When we installed the new Ace connector we lost the dual monitor set-up. |
| Acebuddy | Please wait while we connect you to a Support Representative |
| Acebuddy (bot) forwarded the chat request | |
| Sanyam Madan accepted the chat transfer request. | |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. |

| | |
|--|--|
| | Hello Cyndi |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| | Are we still connected here? |
| cyndi goddard | BELLC.myrealdata.net myrealdata/cyndi_bellc |
| Sanyam Madan | May I take the remote access of your local computer? |
| cyndi goddard | yes |
| Sanyam Madan | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/6152054222 |
| | Kindly paste this link in the browser of local computer and join the session. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti this chat. |
| | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| Sanyam Madan has ended this chat session | |



Chat Transc

Hello, I am your Ace

Visitor Details

#80768 Maricel

Email: admin@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 48 Secs

City: OLONGAPO

State: Zambales

Country: PHILIPPINES

Chat Transcript

| | |
|------------|--|
| Maricel | Hello, I am your Acebuddy |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. |
| | May I take the remote access of your local computer? |
| | Are we still connected here? |
| Maricel | yes |
| Yash Kalra | <p>/Prior providing the access, I would suggest you to close any important documents at your end.</p> <p>Kindly Click on the link and open the downloaded file.</p> <p>https://assist.acecloudhosting.com/join/5842221729</p> |
| | <p><i>8:41:32 PMMaricel is sharing a file with you</i></p> <p>Screenshot 2025-08-22 110157.png - (Size:32.54 KB)</p> <p><i>please see</i></p> |
| | Okay, Liza Internet speed on your side seems to be good. |
| | <p>Kindly Click on the link and open the downloaded file.</p> <p>https://assist.acecloudhosting.com/join/5842221729</p> |
| | Liza, we really want to help you out and resolve this issue, |
| | Please recheck your if IP and confirm it's the same as shared to us earlier: 223.25.59.106 |
| Maricel | can we do google meet for now while waiting to connect please |
| Yash Kalra | Great idea, Even I was thing of the same. |
| | <p><i>8:46:59 PMMaricel is sharing a file with you</i></p> <p>1_image.png - (Size:19.42 KB)</p> |
| Maricel | can I have your email address please |
| Yash Kalra | Please share us the meet link and our outbound team can connect using that link (Edited) |
| | Please mail us at support@acecloudhosting.com (Edited) |
| | We confirm, this is the same ip we whitelisted. |
| Maricel | why I still cannot connect? |
| Yash Kalra | Liza, we understand the situation may seem unclear at the moment. We believe that once we are connected through the |
| Maricel | <p>meet.google.com/ooa-ajjy-cyz</p> <p>https://meet.google.com/ooa-ajjy-cyz?authuser=0</p> |
| Yash Kalra | <p>Thank you for sharing the link.</p> <p>We will need to end this chat so that I can forward the ticket to the outbound team. They will connect with you via a meet</p> <p>Kindly allow me to close this chat session.</p> |
| Maricel | ok |
| Yash Kalra | Thank you for choosing ACE cloud Hosting, you have a wonderful day.] |

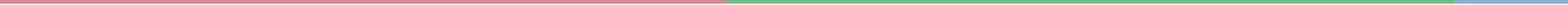
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to help us improve our service.

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

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

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

Yash Kalra has ended this chat session



Chat Transcript

Hello, I am your Ace

Visitor Details

#80376 sarah
Email: sarah@aghstore.com
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: 19 Secs
City: SAN JOSE
State: National Capital Region
Country: PHILIPPINES

Chat Transcript

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

| | |
|----------|---|
| sarah | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| sarah | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| sarah | QuickBooks is Frozen |
| Acebuddy | Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks |
| | Was that helpful? |
| sarah | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Tushar 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 help me with your user name? |
| sarah | Username under QB? |
| Tushar | So that I can assist you with the QuickBooks freezing issue. |
| | No, the user profile name. |
| sarah | AGH_Staff6 |
| Tushar | Like AGH_username? |
| | Thank you for the user name. |
| | Is it the first time this issue has happened and are other users also facing this issue. |
| sarah | I think it's just me. |
| Tushar | Kindy check again as I have closed the QuickBooks from task manger. |
| | Okay. |
| sarah | Okay give me a sec |
| Tushar | Sure, please take your time |
| sarah | It's working now. |
| Tushar | Great. |
| | Is there anything else I may help you with ? |
| sarah | I'm not sure if you can help me with another issue im having with QB |
| | it is asking me to login the intuit account whenever I'm trying to send an email |
| Tushar | Kindly let me know and we will see if it is within our scope to resolve or not. |
| sarah | it's weird because we've never ask this one before |

| | |
|--------|---|
| | Okay thank you |
| Tushar | Have you tried to login the intuit account once? |
| sarah | I don't have the login and never done it before |
| Tushar | Okay it seems intuit would have made some changes that is causing the login pop up. |
| | What I will do is I can see QuickBooks update pending so I will be scheduling the updates for night time hours and after th |
| sarah | I had this issue like last week I think, then I just log out and log back in a few times then the intuit login didn't pop up any |
| | Okay will do. |
| Tushar | Is there anything else I may help you with ? |
| sarah | I'm all good. thanks for the help Tushar |
| Tushar | Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Tushar has ended this chat session



Chat Transc

Hello, I am your Ace

Visitor Details

#80766 Maricel
Email: admin@taxwisecorp.com
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 29 Secs

City: OLONGAPO
State: Zambales
Country: PHILIPPINES

Chat Transcript

| | |
|------------|--|
| Maricel | Hello, I am your Acebuddy |
| Yash Kalra | Hello Liza |
| | May I take the remote access of your local computer in order to resolve this issue? (Edited) |
| Maricel | can u send me new link please |
| Yash Kalra | Prior providing the access, I would suggest you to close any important documents at your end. Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/7192478254 |
| | Liza, connecting to remote is taking more than we expected, please check your internet connection once. |
| Maricel | my connection is ok, I don't know why connecting to remote takes time |
| | please wait |
| Yash Kalra | Sure, please take your time |
| Maricel | Please wait its done downloading |
| Yash Kalra | Okay Liza, please take your time we are here to help you out. |
| | Liza, we kindly request you to click on the link below to check your internet speed and share a screenshot of the result with us. Speedtest by Ookla - The Global Broadband Speed Test (Edited) |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) |

Yash Kalra has ended this chat session



Chat Transcript

Hello, I am your Ace

Visitor Details

#80839 Iliana Santos

Email: taxagent@taxwisecorp.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 2 Mins 34 Secs

City: RESTON

State: Maryland

Country: UNITED STATES

Chat Transcript

| | |
|--------------------|---|
| Iliana Santos | Hello, I am your Acebuddy |
| Acebuddy | Hello Iliana Santos, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Iliana Santos | VDI/DaaS Support |
| Acebuddy | Please wait while we connect you to an available Representative. |
| | Acebuddy (bot) forwarded the chat request |
| | Himanshu accepted the chat transfer request. |
| Himanshu | Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you. |
| Iliana Santos | Hello, I'd like to request adding an additional IP address to my RDP access. Could you please help me with the process or |
| Himanshu | Surely I will assist you for the same |
| | connecting you with the concern department |
| Iliana Santos | Thank you |
| | Himanshu is transferring the chat to Support(QB & App Hosting). |
| | Sujeet Kumar Suman accepted the chat transfer request. |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. |
| | Hello Iliana |
| Iliana Santos | Hello Sujeet |
| Sujeet Kumar Suman | I will surely help you with this. |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |

| | |
|--------------------|--|
| Iliana Santos | Ok give me a moment to get that for you |
| Sujeet Kumar Suman | Sure, please take your time |
| Iliana Santos | Ok thank you |
| | User: TW_Lilly |
| Sujeet Kumar Suman | Thank you for the information . |
| | Could you please help us with IP? |
| | May I take the remote access of your local computer? |
| Iliana Santos | 69.140.151.242 |
| Sujeet Kumar Suman | May I take the remote access of your local computer? |
| | Thank you for the information . |
| Iliana Santos | Yes |
| Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern. |
| | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/7002442855 |
| Iliana Santos | Ok |
| | Are you able to join? |
| Sujeet Kumar Suman | Not yet. |
| | Kindly allow access to screen sharing on the Mac. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti this chat. |
| Iliana Santos | Okay thank you |
| Sujeet Kumar Suman | Thank you for your patience. |
| | As checked, we found that we need to whitelist the IP you provided. For this, we require approval from Zachary. |
| | Once the chat ends, we will proceed with the next step to whitelist the IP for your system. |
| | 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. |

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Ace

Visitor Details

#80361 Lindsey Vela
Email: admin@beaconmarineelectronics.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 22 Secs
City: OXNARD
State: California
Country: UNITED STATES

Chat Transcript

| | |
|--------------|--|
| Lindsey Vela | Hello, I am your Acebuddy |
| Acebuddy | Hello Admin, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Lindsey Vela | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Lindsey Vela | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Lindsey Vela | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Lindsey Vela | New server host, need to fix USB readers, manage log in permissions |
| Acebuddy | Please wait while we connect you to a Support Representative |

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

| | |
|--------------|--|
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| Lindsey Vela | Hi, Manish. Randi at a new computer. |
| Manish Singh | Yes, Randi |
| Lindsey Vela | joel.b@myrealdata.net is on this computer |
| Manish Singh | May I take the remote access of your local computer? |
| Lindsey Vela | he should be separate from the admin log-in so he stays logged in . |
| | yes |
| Manish Singh | https://assist.acecloudhosting.com/join/4512477276 |
| | Kindly paste this link in the browser of local computer and join the session. |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| Lindsey Vela | aadmin@myrealdata.net should be the only one that closes when logged in on another computer |
| | the only USB that should be visible to the server is the mouse now. all else (disc reader, camera, etc) should be on the m |
| Manish Singh | Alright! |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti this chat. |
| | As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the |

Ended due to chat idle timeout



Chat Transc

Need to reset passworc

Visitor Details

#80927 Vanessa Gutierrez
Email: info@servicioscontables.biz 📞 12536537368
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/
Operating System: Microsoft Windows
Browser: Google Chrome

Device: Desktop
Average Response Time: 38 Secs
City: PUYALLUP
State: Washington
Country: UNITED STATES

Chat Transcript

| | |
|-------------------|---|
| Vanessa Gutierrez | Need to reset password for user |
| Akash | Thank you for contacting ACE. My name is Akash. I will be assisting you further. |
| | <i>Akash is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Sanyam Madan accepted the chat transfer request.</i> |
| Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today. |
| Vanessa Gutierrez | Hi I have trouble for accessing to user |
| Sanyam Madan | Hello Gutierrez , how are you doing |
| | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Vanessa Gutierrez | Servicios Contables Payroll & BookKeeping LLC (CID71625) |
| Sanyam Madan | Kindly help me with your username as well please |
| Vanessa Gutierrez | Servicios.C@myrealdata.net |
| Sanyam Madan | Vanessa , since we are connected on 2 chats we will close this one (Edited) |
| | <i>Sanyam Madan has ended this chat session</i> |

Chat Transcript

Hello, I am your Ace

Visitor Details

#80474 Kyron Snowden
Email: kyronsnowden@hauschco.com
Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: <https://www.acecloudhosting.com/support-chat.php>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: SEVERN

State: Maryland

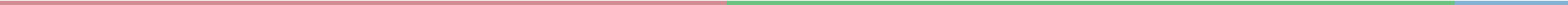
Country: UNITED STATES

Chat Transcript

| | |
|---------------------|--|
| Kyron Snowden | Hello, I am your Acebuddy |
| Acebuddy | Hello Kyron Snowden, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Kyron Snowden | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Kyron Snowden | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Kyron Snowden | Password Reset |
| Acebuddy | Please select an option below |
| Kyron Snowden | Not Enrolled to Selfcare Portal |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re |
| | Do you need any further assistance on the topic? |
| Kyron Snowden | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | Acebuddy (bot) forwarded the chat request |
| | Malkeet Nagpal declined the transfer request. |
| | Vikas Singh Chauhan accepted the chat transfer request. |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today. |
| Kyron Snowden | Hello, I sent an email over 3 hours ago to support to retrieve or reset password and haven't heard back yet |
| Vikas Singh Chauhan | I deeply apologize for the inconvenience caused to you. |
| | I will be surely assisting you with this. Kindly help me with your username? |
| Kyron Snowden | KyronSnowden |
| Vikas Singh Chauhan | And did you get a ticket number, when you sent the email for it ? |
| | |

| | |
|---------------------|--|
| | Thanks for the confirmation ! |
| Kyron Snowden | Ticket number is 750847.and emailed at 2:05pm |
| Vikas Singh Chauhan | Thank you |
| | Kindly allow me 3-4 minutes to check the same. |
| Kyron Snowden | Okay |
| Vikas Singh Chauhan | I would need authorization from either [Van Mieke](https://crm.zoho.in/crm/org60000682839/EntityInfo.do?module=Cont&module=Contacts&id=23102000059122057) or [David Hausch](https://crm.zoho.in/crm/org60000682839/EntityInfo.do?r |
| | The other option is that I can help you to enroll on Selfcare and you can reset your password anytime. |
| Kyron Snowden | Yes, I need to enroll in Selfcare as well so we can do that option |
| Vikas Singh Chauhan | Sure |
| | Are you on the server right now ? |
| Kyron Snowden | No not at the moment |
| Vikas Singh Chauhan | May I take the remote access of your local computer? |
| Kyron Snowden | Yes |
| Vikas Singh Chauhan | Prior providing the access, I would suggest you to close any important documents at your end. |
| | https://assist.acecloudhosting.com/join/7312969197 |
| | Kindly paste this link in the browser of local computer and join the session. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti this chat. |
| | Is there anything else I may help you with ? |
| Kyron Snowden | That's all for now, appreciate your help |
| Vikas Singh Chauhan | I am sending the email in next 10 minutes. |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |

Vikas Singh Chauhan has ended this chat session



Chat Transcript

Hello, I am your Ace

Visitor Details

#80294 Adlyh
Email: abetancourt@thrivcpa.com
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 14 Secs
City: CULEBRA
State: Puerto Rico
Country: PUERTO RICO

Chat Transcript

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

| | |
|--------------------|--|
| Adlyh | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. |
| Adlyh | I'm trying to process payroll, but QuickBooks keep asking for updates. I complete the update, and it still ask for the updat |
| Sujeet Kumar Suman | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Adlyh | adlyh.b@myrealddata.net |
| Sujeet Kumar Suman | Thanks for the confirmation ! |
| Adlyh | Adlyh Betancourt |
| Sujeet Kumar Suman | Thank you for the information and allow 2 minutes to check the same. |
| | Thank you for your patience. |
| | As checked, QuickBooks updates are still pending. We are currently updating it from the backend. Once the update is corr |
| | The QuickBooks application has now been updated. Could you please try processing the payroll and let us know if you are |
| | Are we still connected here? |
| Adlyh | Yes |
| | Let me check |
| Sujeet Kumar Suman | Sure, please take your time. |
| Adlyh | The problem still exists |
| Sujeet Kumar Suman | No worry, I will surely help you with this issue. |
| | Could you please confirm if you are the only one facing the issue, or are others experiencing the same problem as well? |
| | And when was the last time you were able to process payroll? |
| Adlyh | Everyone in the firm is having the same issue |
| Sujeet Kumar Suman | Okay. |
| Adlyh | Like two weeks ago, and it happens with some clients |
| Sujeet Kumar Suman | May I take the remote access of your server? |
| Adlyh | Yes |
| Sujeet Kumar Suman | Kindly approve. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti this chat. |
| | Thank you for your patience. Please stay connected on chat, as we are still working on the remote session. |
| | The update is taking longer than expected. For now, we are disconnecting the remote session. Once the update is comple |

| | |
|--------------------|---|
| | will assist you further |
| Adlyh | Confirming for the time being, the issue persists. We will verify once the update is complete. If the problem persists, we w |
| Sujeet Kumar Suman | Thanks for the confirmation ! |
| | Is there anything else I may help you with ? |
| Adlyh | No, thank you |
| Sujeet Kumar Suman | Most Welcome. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi |
| | Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) |
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Sujeet Kumar Suman has ended this chat session



Chat Transc

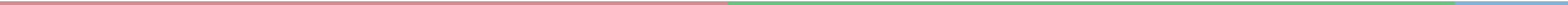
Hello, I am your Ace

Visitor Details

#80486 Larry Goldman
Email: larry.goldman@gmail.com 📞 15162340197
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: HUNTINGTON STATION
State: New York
Country: UNITED STATES

Chat Transcript

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



Chat Transc

Hello, I am your Ace

Visitor Details

#80055 lee

Email: lee@pontifexcap.com ☎ 18054557415

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: EMMETT

State: Idaho

Country: UNITED STATES

Chat Transcript

| | |
|----------|--|
| lee | Hello, I am your Acebuddy |
| Acebuddy | Hello Lee Gientke, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| lee | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| lee | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| lee | 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 |
| | Typically, the application update is performed overnight. |
| | 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 |
| | <i>Ended due to chat idle timeout</i> |

Chat Transcript

Hello, I am your Ace

Visitor Details

#80693 info

Email: info@brkimcpa.com 📞 9729724930

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: 26 Secs

City: CARROLLTON

State: Texas

Chat Transcript

| | |
|--|--|
| info | Hello, I am your Acebuddy |
| Acebuddy | Hello Daniel, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| info | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| info | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| info | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| info | I cannot use a printer other computers on my network can find and use |
| Acebuddy | Please wait while we connect you to a Support Representative |
| Acebuddy (bot) forwarded the chat request | |
| Tushar accepted the chat transfer request. | |
| Tushar | Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today. |
| info | Hello |
| Tushar | Hello Daniel. |
| info | I am hoping you can assist me in fixing my issue with the printer |
| Tushar | Sure, Daniel we will resolve your issue with the printer. |
| | Kindly help me with your server name and user name? |
| info | My name is Daniel_BK and the server name is Bongryong.myrealdata.net |
| Tushar | Thank you for the information. |
| | Daniel you want to print from one of your printers but they are not showing while printing, correct? |
| info | yes |
| | In the printer list it is not there |
| Tushar | Okay we will now have to connect over remote session to resolve your issue. |
| | 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. |
| | |

| | |
|--------|--|
| info | Yes |
| Tushar | https://assist.acecloudhosting.com/join/6682694502 |
| | Kindly Click on the link and open the downloaded file. |
| | Till the remote session is getting set up may I know the printer's name that you want to use. |
| info | Ok I am trying to get it set up please wait a bit |
| Tushar | Sure, please take your time |
| | If you are facing issue in connecting kindly let us know or you can take help from other available IT persons around you. |
| | If no one is currently available to assist you, we can schedule a call for a later time when someone is with you to help set |
| | For that, kindly share your contact number, time zone, and preferred time for a callback. Alternatively, you can also reach |
| | 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. |

Tushar has ended this chat session



Chat Transc

Hello, I am your Ace

Visitor Details

#80393 Howard Young

Email: hjy@amgair.com ☎ 12017821782

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

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



Chat Transc

help logging into re

Visitor Details

#80258 Mandel
Email: zmandel@alpineairhvac.com ☎ 732-800-0180
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/hosting/quickbooks-desktop/?utm_source=google&utm_medium=cpc&utm_campaign=QBES_Pmax&utm_term=&utm_adgroup=&gad_source=1&gad_campaignid=22803601679
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 33 Secs
City: LAKEWOOD

State: New Jersey
Country: UNITED STATES

Chat Transcript

| | |
|---|--|
| Mandel | help logging into remote |
| Amit | Thank you for contacting ACE. My name is Amit. I will be assisting you further. |
| Mandel | i am from Xcel Ventures |
| Amit is transferring the chat to Support(QB & App Hosting). | |
| | I cannot get into my remote |
| | i need this very time sensitive |
| Manish Singh accepted the chat transfer request. | |
| | refrence # 747317 |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| | I will surely help you with this issue. |
| Mandel | thank you |
| Manish Singh | Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only |
| Mandel | only me |
| Manish Singh | Kindly allow me two minutes to check the same. |
| Mandel | ok |
| Manish Singh | May I know your username? |
| Mandel | Zissy |
| | oh for the remote? |
| | ZissiMandel |
| | |
| Manish Singh | Kindly check now we have unlocked your account. |
| | Your account was locked due to multiple password attempts. |
| Mandel | why was the account locked? |
| | no it didnt work |
| Manish Singh | May I take the remote access of your local computer? |
| Mandel | yes |
| Manish Singh | https://assist.acecloudhosting.com/join/1532023208 |
| | 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. |
| Mandel | ok |
| Manish Singh | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti this chat. |
| | 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) |
| Manish Singh has ended this chat session | |

Chat Transc

Hello, I am your Ace

Visitor Details

#80380 sarah

Email: sarah@aghstore.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: SAN JOSE

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

| | |
|----------|---|
| sarah | Hello, I am your Acebuddy |
| Acebuddy | Hello Sarah, I'm your Ace Buddy. I'll be happy to assist yo |

| | | |
|--|----------------|---|
| | | Whom Would You Like to Connect With? |
| | sarah | Technical Support (QB & App Hosting) |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | sarah | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | sarah | QuickBooks Issue |
| | Acebuddy | What type of QuickBooks Issue are you facing? |
| | sarah | Other QB related issue |
| | Acebuddy | Please specify the issue you are facing before I connect y |
| | sarah | I'm getting an error whenever I login to QB. |
| | Acebuddy | Please wait while we connect you to a Support Represent |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Anjainay Singh accepted the chat transfer request.</i> |
| | Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is , |
| | sarah | Hello. I'm having issue logging in on QB |
| | | <i>1:40:45 AMsarah is sharing a file with you</i> <i>image.png - (Size:14.83 KB)</i> <i>im getting this error</i> <i>even though im the only one using the login</i> |
| | Anjainay Singh | I understand your concern Sarah. |
| | | Thankyou for sharing the issue prompt with me. |
| | | Could you please confirm since when you are facing this i |
| | sarah | just couple minutes ago. I had Tushar set scheduled upda intuit is being prompted whenever I sent emails, when I lo |
| | Anjainay Singh | Please do not worry about it, I am here to assist you with |
| | | Could you please confirm your username? |
| | sarah | AGH_Staff6 |
| | Anjainay Singh | Could you please try to access QB company file once aga |
| | sarah | I got it thanks! |
| | Anjainay Singh | Sarah, Is there anything else I may help you with? |
| | sarah | Do you think you can also help me with the intuit prompt |
| | Anjainay Singh | Could you please share the prompt screenshot with me s |
| | | |

| | | |
|--|----------------|---|
| | | 1:52:50 AMsarah is sharing a file with you image.png - (Size:45.47 KB) |
| | sarah | we never had to login the intuit account when sending en |
| | Anjainay Singh | Can I take the remote access of your server? |
| | sarah | sure |
| | Anjainay Singh | You may receive a prompt in which you need to allow a re |
| | | We are connected. |
| | | Could you please try once again? |
| | sarah | I just clicked try again |
| | Anjainay Singh | Could you please confirm whether it was working earlier? |
| | sarah | No it wasn't. I'm having this issue since this mroning |
| | | morning |
| | Anjainay Singh | Thankyou for letting me know. |
| | | Please provide me 4-5 minutes so that I can provide you t |
| | sarah | sure no problem |
| | Anjainay Singh | Please enter your email address. |
| | sarah | sarah@aghstore.com |
| | | oops the email on QB should be under admin@aghstore.c |
| | Anjainay Singh | Thankyou for letting me know. |
| | | Could you please login into this intuit account? (Edited) |
| | sarah | We don't have intuit logins |
| | Anjainay Singh | In order to setting up email you need intuit login. |
| | | In this scenario I would recommend you to contact QB Ad |
| | | Are we still connected here? |
| | sarah | okay I'll check |
| | Anjainay Singh | Is there anything else I may help you with ? |
| | | I will also share the ticket id with you over the mail once t |
| | | I am disconnecting the remote session. |
| | sarah | Ok thank you |
| | Anjainay Singh | Please also share your positive feedback by clicking on sr |
| | | Thank you for choosing ACE cloud Hosting, you have a wc |
| | | Please share the status of issue over an email Sarah so th |

Chat Transcript

Hello, I am your Ace

Visitor Details

#80239 Emma Gendler
Email: romagen@yahoo.com
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 48 Secs
City: SAN MATEO
State: California
Country: UNITED STATES

Chat Transcript

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

| | | |
|--|--------------|---|
| | | Case #742422, getting this message when trying to login Desktop Connection [Content] The user account is current assistance, contact your system administrator or technician |
| | 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>Yash Kalra accepted the chat transfer request.</i> |
| | Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is 'Yash Kalra' |
| | | I will be surely assisting you with this. |
| | | Kindly allow me two minutes to check the same. |
| | Emma Gendler | OK |
| | Yash Kalra | Thank you for staying connected |
| | | To help me assist you better, please answer the following questions |
| | | 1. When was the last time you were able to access the server? |
| | Emma Gendler | This morning |
| | Yash Kalra | Just to confirm the user you are trying to access is: Account ID: 6902452155 |
| | Emma Gendler | yes |
| | Yash Kalra | May I take the remote access of your local computer? |
| | Emma Gendler | yes |
| | Yash Kalra | Prior providing the access, I would suggest you to close all applications running on the server |
| | Emma Gendler | OK |
| | Yash Kalra | Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/6902452155 |
| | | We are connected on the remote session and will proceed with the assistance. During this time, I am putting the chat on hold, please do not disconnect. Kindly give your confirmation on this chat. |
| | Emma Gendler | I'm here |
| | Yash Kalra | Emma, as per our discussion we assisted you regarding login issue. Is there anything else I may help you with ? |
| | Emma Gendler | I am good now, thank you |
| | Yash Kalra | I would greatly appreciate if you could spare a minute to provide a feedback with smileys at the end of this chat. |
| | Emma Gendler | sure |
| | Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is 'Yash Kalra' |
| | | |

You may end this chat now. Once you end this chat, you v
conversation, along with a ticket number and survey feed

I request you to kindly spare a moment to fill that out for
working. I will appreciate that. or you may send your feec
Thanks!

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

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

Yash Kalra has ended this chat session

Chat Transc

Hello, I am your Ace

Visitor Details

#80905 ankit
Email: ankit@hkidata.com
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 2 Mins 14 Secs
City: DALAPURA
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 y |
| | ankit | Left |
| | Acebuddy | Please wait while we connect you to a Support Represent |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Shubham Maurya accepted the chat transfer request.</i> |
| | Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is ! today. |
| | ankit | Hi |
| | | May be i left. Chat by mistake or network |
| | Shubham Maurya | We are working on your server Ankit, please stay connect |
| | ankit | Ok |
| | | Cam we start work? |
| | Shubham Maurya | Let me check with the team please hold on. |
| | ankit | Ok |
| | Shubham Maurya | Yes, Ankit please try to check now and let me know if you |
| | ankit | Ok |
| | | Wait |
| | | Wait |
| | Shubham Maurya | Sure, Please take your time we are still connected here. |
| | ankit | Ok |
| | | Hi |
| | | Wait |
| | Shubham Maurya | Yes, Hope you are able to use the application now? |
| | | Take your time no worries. |
| | ankit | Wait |
| | | |

| | |
|--|---|
| | Staff on a break so waiting for that |
| | Ok |
| | Done |
| | Working now |
| | Thanks |
| | Its good |
| | Please do needful on open issue |
| Shubham Maurya | Thanks for the confirmation Ankit, We do appreciate your working on this issue. |
| | Sure, we will keep them open for follow up so in case if yc |
| | Is there anything else I may help you with ? |
| ankit | No |
| Shubham Maurya | Thank you for choosing ACE cloud Hosting, you have a wc |
| Shubham Maurya has ended this chat session | |

Chat Transc

Hello, I am your Ace

Visitor Details

#80054 Daniel Bidot

Email: lucca@parallel26.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: POMPANO BEACH

State: Florida

Country: UNITED STATES

Chat Transcript

| | |
|---------------------|---|
| Daniel Bidot | Hello, I am your Acebuddy |
| Acebuddy | Hello Daniel Bidot, I'm your Ace Buddy. I'll be happy to as |
| | Whom Would You Like to Connect With? |
| Daniel Bidot | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Daniel Bidot | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Daniel Bidot | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect y |
| Daniel Bidot | My remote desktop is not opening |
| Acebuddy | Please wait while we connect you to a Support Represent |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> |
| Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is ' today. |
| Daniel Bidot | Hi |
| Vikas Singh Chauhan | I deeply apologize for the inconvenience caused to you. |
| | Could you please provide me your account name ? |
| Daniel Bidot | it should be under Javier E. Bidot & Associates PSC |
| Vikas Singh Chauhan | Thanks for the confirmation ! |
| | May I take the remote access of your local computer? |
| Daniel Bidot | No, thank you. I just managed to make it work. So thank y |
| Vikas Singh Chauhan | Great!! |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat (1-888-415-5240) if any further assistance is required. |
| | <i>Vikas Singh Chauhan has ended this chat session</i> |

Chat Transc

Hello, I am your Ace

Visitor Details

#80946 PAUL VALLEE
Email: pvallee@dieselpartsdirect.com
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 39 Secs
City: DENHAM SPRINGS
State: Louisiana
Country: UNITED STATES

Chat Transcript

| | |
|---|--|
| PAUL VALLEE | Hello, I am your Acebuddy |
| Acebuddy | Hello Paul Vallee, I'm your Ace Buddy. I'll be happy to assi |
| | Whom Would You Like to Connect With? |
| PAUL VALLEE | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| PAUL VALLEE | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| PAUL VALLEE | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect y |
| PAUL VALLEE | Not able to log into Sage. Needs a username and passwo |
| Acebuddy | Please wait while we connect you to a Support Represent |
| Acebuddy (bot) forwarded the chat request | |

| | | |
|--|----------------|--|
| | | Shubham Maurya accepted the chat transfer request. |
| | Shubham Maurya | Thank you for contacting Ace Cloud Hosting. My name is : today. |
| | PAUL VALLEE | Thank you |
| | Shubham Maurya | I will be surely assisting you with this. Kindly help me with |
| | PAUL VALLEE | That is the issue |
| | Shubham Maurya | PaulCh@myrealdata.net is this is your user name please c |
| | PAUL VALLEE | No. I am the other Paul |
| | Shubham Maurya | DPD_Paul@myrealdata.net Is this one is correct? |
| | | Server name is: DieselP.myrealdata.net |
| | | Are we still connected here? |
| | | Are we still connected here? |
| | PAUL VALLEE | yes |
| | | That is correct |
| | | Do I type it just as you have it? |
| | Shubham Maurya | Thank you for the confirmation Paul, Please do let me kno are facing while using the application or while accessing t |
| | | Yes we have it you can skip that part. |
| | PAUL VALLEE | I just need to username and password |
| | | The request is for the credentials to access Sage |
| | Shubham Maurya | Thank you for sharing details, As we understood that you login to server to access Sage, Correct? |
| | PAUL VALLEE | Correct. The Windows Security popup is asking for userna |
| | Shubham Maurya | Yes, we completely understand, Paul. There's no need to v |
| | | Let me check POC details as we might be needing that fo minutes to check it. |
| | PAUL VALLEE | Thanks |
| | | I figured out my password. |
| | | Becky is now needing assistance with the same issue. |
| | Shubham Maurya | Thank you for the patience Paul, we do appreciate it. Goo (Edited) |
| | | Let me check for her too please hold on. |
| | | Username for Becky is : DPD_Becky For password they can use self care portal to reset it as I . portal. https://selfcare.acecloudhosting.com |

| | |
|----------------|---|
| PAUL VALLEE | She is now in as well. You helped out a great deal. Thanks |
| Shubham Maurya | Thanks Paul for sharing this confirmation over here, we are waiting for both of you. |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat (1-888-415-5240) if any further assistance is required. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Shubham Maurya has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80322 Charlene
Email: kd@emersonrussell.com ☎ 14236056986
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: CHARLESTON
State: South Carolina
Country: UNITED STATES

Chat Transcript

| | |
|----------|--|
| Charlene | Hello, I am your Acebuddy |
| Acebuddy | Hello Charlene, I'm your Ace Buddy. I'll be happy to assist you. |

| | |
|----------|---|
| | Whom Would You Like to Connect With? |
| Charlene | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Charlene | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Charlene | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com w technicians will connect with you for further assistance. |
| | If you are facing any issue/problem with your server, Plea |
| | As we haven't got any response from your end, We are cl Kindly re-initiate the chat. |

Ended due to chat idle timeout

Chat Transc

Hello, I am your Ace

Visitor Details

#80816 Colleen tilp
Email: customerservice@rvlandscape.com ☎ 16234650061
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
City: PHOENIX
State: Arizona
Country: UNITED STATES

Chat Transcript

| | |
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| | |
|--|--|

| | |
|--------------------------------|--|
| Colleen tilp | Hello, I am your Acebuddy |
| Acebuddy | Hello Colleen Tilp, I'm your Ace Buddy. I'll be happy to ass |
| | Whom Would You Like to Connect With? |
| Colleen tilp | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Colleen tilp | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Colleen tilp | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com w technicians will connect with you for further assistance. |
| | If you are facing any issue/problem with your server, Plea |
| | As we haven't got any response from your end, We are cl Kindly re-initiate the chat. |
| Ended due to chat idle timeout | |

Chat Transc

Hello, I am your Ace

Visitor Details

#80247 marlina
Email: marlina@pcseinc.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: SALT LAKE CITY
State: Utah
Country: UNITED STATES

Chat Transcript -----

| | |
|----------|--|
| marlina | Hello, I am your Acebuddy |
| Acebuddy | Hello Marlina, I'm your Ace Buddy. I'll be happy to assist y |
| | Whom Would You Like to Connect With? |
| marlina | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| marlina | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| marlina | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com w technicians will connect with you for further assistance. |
| | If you are facing any issue/problem with your server, Plea |
| marlina | Restart |
| Acebuddy | Hello Marlina, I'm your Ace Buddy. I'll be happy to assist y |
| | Whom Would You Like to Connect With? |
| marlina | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| marlina | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| marlina | Password Reset |
| Acebuddy | Please select an option below |
| marlina | Not Enrolled to Selfcare Portal |
| Acebuddy | Please drop an email on support@acecloudhosting.com a password needs to be reset and we'll share an update on |
| | Do you need any further assistance on the topic? |
| | As we haven't got any response from your end, We are cl Kindly re-initiate the chat. |
| | <i>Ended due to chat idle timeout</i> |

Chat Transc

Hello, I am your Ace

Visitor Details

#80272 help
Email: help@triadcybersolutions.com ☎ 3362999989
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 2 Secs
City: ORANGEBURG
State: New York
Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| help | Hello, I am your Acebuddy |
| | <i>Manish Singh is transferring the chat to Shashwat Verma.</i> |
| | <i>Shashwat Verma accepted the chat transfer request.</i> |
| Shashwat Verma | Thank you for contacting Ace Cloud Hosting. My name is ! |
| | Hello |
| help | hi |
| | want to install QB enterprise on our server |
| Shashwat Verma | I will be surely assisting you with this. Kindly help me with |
| help | tcssecuredsvr.myrealddata.net |
| | username Anne.g |
| | do it fast |
| Shashwat Verma | Thanks for the confirmation ! |
| | Let me know the Qb enterprise year? |
| help | 24 |

#80717 cvilla
Email: cvilla@dixxon.com ☎ 4805180568
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 24 Secs
City: PHOENIX
State: Arizona
Country: UNITED STATES

Chat Transcript -----

| | |
|-----------|---|
| cvilla | Hello, I am your Acebuddy |
| Acebuddy | Hello Cvilla, I'm your Ace Buddy. I'll be happy to assist you |
| | Whom Would You Like to Connect With? |
| cvilla | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| cvilla | Setback |
| Acebuddy | Hello Cvilla, I'm your Ace Buddy. I'll be happy to assist you |
| | Whom Would You Like to Connect With? |
| cvilla | Managed IT |
| Acebuddy | Please wait while we connect you to an available Represe |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Priyanshu accepted the chat transfer request.</i> |
| Priyanshu | Thank you for contacting Ace Cloud Hosting. My name is I |
| cvilla | Good Morning |
| | My name is actually Jill. I have recently been added to the |
| Priyanshu | Hi Jill |
| cvilla | I was previously using Christine Villas seat to access serv |
| Priyanshu | Okay |
| | Jill. Could you please let me know the issue are you curre |
| cvilla | when I open my user login, saved to my desktop, it takes |

| | | |
|--|--------------|--|
| | Priyanshu | Okay, Jill |
| | | It seems that your server is being managed by different t |
| | cvilla | Ok. |
| | Priyanshu | Please let me transfer your this chat request to the conce |
| | | So that they may better assist you with your issue |
| | cvilla | Thank you! |
| | | <i>Priyanshu is transferring the chat to Support(QB & App H</i> |
| | | <i>Sanyam Madan accepted the chat transfer request.</i> |
| | Sanyam Madan | Thank you for contacting Ace Cloud Hosting. My name is ! |
| | | Hello cvilla |
| | | I will be surely assisting you with this. Kindly help me with |
| | | Are we still connected here? |
| | cvilla | server name is DSLLC.myrealdata.net |
| | | myrealdata\jill.D1 |
| | Sanyam Madan | 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 (1-888-415-5240) if any further assistance is required. |
| | | <i>Sanyam Madan has ended this chat session</i> |

Chat Transc

Hello, I am your Ace

Visitor Details

#80134 Zulma Argueta

Email: zulma@gemultiservicesnc.com

Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 35 Secs
City: CHARLOTTE
State: North Carolina
Country: UNITED STATES

Chat Transcript -----

| | |
|---------------|--|
| Zulma Argueta | Hello, I am your Acebuddy |
| Acebuddy | Hello Zulma, I'm your Ace Buddy. I'll be happy to assist yc |
| | Whom Would You Like to Connect With? |
| Zulma Argueta | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Zulma Argueta | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Zulma Argueta | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect y |
| | 1:41:08 AMZulma Argueta is sharing a file with you 1_image.png - (Size:8.54 KB) |
| | Please wait while we connect you to a Support Represent |
| | Acebuddy (bot) forwarded the chat request |
| Zulma Argueta | network |
| | Tushar accepted the chat transfer request. |
| Tushar | Thank you for contacting Ace Cloud Hosting. My name is |
| | Apologize for the inconvenience caused to you regarding |
| | We will definitely resolve this issue, |
| | Kindly help me with your server name and user name? |
| Zulma Argueta | GETaxes.myrealdata.net Julissa.J@myrealdata.net |
| Tushar | Thank you for the details. |
| | Is this the first time you are facing this issue and are othe |

#80916 ethan

Email: ethan@cbsnuts.com 📞 12067145295

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: KINGSTON

State: Washington

Country: UNITED STATES

Chat Transcript

| | |
|----------|---|
| ethan | Hello, I am your Acebuddy |
| Acebuddy | Hello Ethan, I'm your Ace Buddy. I'll be happy to assist yo |
| | Whom Would You Like to Connect With? |
| ethan | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| ethan | Setback |
| Acebuddy | Hello Ethan, I'm your Ace Buddy. I'll be happy to assist yo |
| | Whom Would You Like to Connect With? |
| ethan | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| ethan | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| ethan | Password Reset |
| Acebuddy | Please select an option below |
| ethan | Not Enrolled to Selfcare Portal |
| Acebuddy | Please drop an email on support@acecloudhosting.com a password needs to be reset and we'll share an update on |
| | Do you need any further assistance on the topic? |
| | As we haven't got any response from your end, We are cl Kindly re-initiate the chat. |

Chat Transcript

Hello, I am your Ace

Visitor Details

#80632 hala.mikati.dalloul
Email: hala.mikati.dalloul@gmail.com 📞 18183264538
Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 35 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

| | | |
|--|---------------------|---|
| | Acebuddy | Please specify the issue you are facing before I connect y |
| | hala.mikati.dalloul | quickbooks doesnt launch on my and Assaad's RDP |
| | Acebuddy | Please wait while we connect you to a Support Represent |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Vikas Singh Chauhan accepted the chat transfer request.</i> |
| | Vikas Singh Chauhan | Thank you for contacting Ace Cloud Hosting. My name is ' today. |
| | hala.mikati.dalloul | keeps saying updating quickbooks and does not launch |
| | Vikas Singh Chauhan | I deeply apologize for the inconvenience caused to you. |
| | hala.mikati.dalloul | very frustrating because it has been happening often |
| | Vikas Singh Chauhan | I will surely help you with this issue. |
| | | Kindly help me with your server name and user name? |
| | hala.mikati.dalloul | monada inc and my user name haladalloul and my husba |
| | Vikas Singh Chauhan | Thanks for the confirmation ! |
| | | Kindly allow me few minutes to check the same. I am con |
| | | Please allow me two more minutes. |
| | | Could you please try to launch the Quickbook again, I hav |
| | hala.mikati.dalloul | mine launched. let me ask assaad if his did |
| | Vikas Singh Chauhan | Sure, please take your time |
| | hala.mikati.dalloul | why does this keep on happening. why does it get stuck c |
| | Vikas Singh Chauhan | let me check |
| | | I have reviewed the details on my end. The upgrade prom Intuit to upgrade QuickBooks. I have made the necessary prompt unless you choose to upgrade QuickBooks in the 1 |
| | | Is it working for all users now ? |
| | hala.mikati.dalloul | okay. yes it is working. thank you. the changes that you n upgrades, right? my payroll will keep on updating even if |
| | | i meant enhanced payroll updates not upgrade |
| | Vikas Singh Chauhan | I’m glad to hear that it is now working without any upgrac affect any other necessary QuickBooks updates, including suggestion prompt from appearing. |
| | hala.mikati.dalloul | ok thanks |
| | Vikas Singh Chauhan | 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 (1-888-415-5240) if any further assistance is required. |
| | <i>Vikas Singh Chauhan has ended this chat session</i> |

Chat Transc

Hello, I am your Ace

Visitor Details

#80339 donaldsmith44
Email: donaldsmith44@outlook.com 📞 17249913701
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: BUTLER
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

| | |
|---------------|--|
| donaldsmith44 | Hello, I am your Acebuddy |
| Acebuddy | Hello Donald A Smith, I'm your Ace Buddy. I'll be happy to |
| | Whom Would You Like to Connect With? |
| donaldsmith44 | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| donaldsmith44 | I'd like to raise a Request |
| Acebuddy | Please select your request type. |

| | |
|--------------------------------|---|
| donaldsmith44 | Setup Ace Server |
| Acebuddy | If you would like to configure the server access link on yo Operating System |
| donaldsmith44 | Microsoft Windows |
| Acebuddy | Please Click on the below link and use the "RDP Generato on your Windows PC |
| | Do you need any further assistance on the topic? |
| | As we haven't got any response from your end, We are cl Kindly re-initiate the chat. |
| Ended due to chat idle timeout | |

Chat Transc

Hello, I am your Ace

Visitor Details

#80153 krisika
Email: krisika@hkidata.com 📞 7383092838
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 59 Secs
City: BORSAD
State: Gujarat
Country: INDIA

Chat Transcript

| | |
|----------|--|
| krisika | Hello, I am your Acebuddy |
| Acebuddy | Hello Krisika, I'm your Ace Buddy. I'll be happy to assist y |
| | Whom Would You Like to Connect With? |

| | | |
|--|-----------------|---|
| | krisika | Technical Support (QB & App Hosting) |
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | krisika | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | krisika | Other Issue |
| | Acebuddy | Please specify the issue you are facing before I connect y |
| | krisika | Hi |
| | Acebuddy | Please wait while we connect you to a Support Represent |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | krisika | Hi |
| | | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| | Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is , |
| | | I will surely help you with the QB related issue, please let the QB. |
| | krisika | Quickbook not open in all user |
| | Ashutosh Mishra | I will surely help you with this issue. |
| | | May I reboot the server? (Edited) |
| | | Are we still connected here? |
| | krisika | Yes |
| | Ashutosh Mishra | I have rebooted the server, please try now. |
| | krisika | Ok |
| | | Quickbook open in all pc |
| | | Thank you |
| | Ashutosh Mishra | I would greatly appreciate if you could spare a minute to chat. |
| | | You may end this chat now. Once you end this chat, you v conversation, along with a ticket number and survey feed |
| | | I request you to kindly spare a moment to fill that out for working. I will appreciate that. or you may send your feec Thanks! |
| | | Note: You may change/reset your server password on you (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www |

Chat Transc

Hello, I am your Ace

Visitor Details

#80216 Josh Norby
Email: joshn@sentrynd.com 📞 17012610551
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: 27 Secs
City: WATFORD CITY
State: North Dakota
Country: UNITED STATES

Chat Transcript

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

| | | |
|--|--------------|--|
| | | User Addition |
| | Acebuddy | Registered Account Owners have the ability to add/disable owner, Please refer to the following link for a detailed guide |
| | | Do you need any further assistance on the topic? |
| | Josh Norby | Yes |
| | Acebuddy | Please wait while we connect you to our 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 |
| | Josh Norby | Hello, our account owner sent an email yesterday authorizing |
| | Manish Singh | Yes, Josh we have added you as the Admin, we will email you |
| | | You can access My portal and let us know. |
| | Josh Norby | what is my user name and password? should I be expecting |
| | Manish Singh | May I take the remote access of your local computer? |
| | Josh Norby | sure |
| | Manish Singh | https://assist.acecloudhosting.com/join/9602736677 |
| | | Kindly paste this link in the browser of local computer and |
| | | Prior providing the access, I would suggest you to close all |
| | | We are connected on the remote session and will proceed with |
| | | the time, I am putting the chat on hold, please do not disconnect |
| | | give your confirmation on this chat. |
| | | <i>The visitor's name and phone number were changed.</i> |
| | | Is there anything else I may help you with ? |
| | Josh Norby | i don't believe so. thanks |
| | Manish Singh | I would greatly appreciate if you could spare a minute to provide |
| | | smileys at the end of this chat. |
| | | Thank you for choosing ACE cloud Hosting, you have a wonderful |
| | | You may end this chat now. Once you end this chat, you will see a |
| | | conversation, along with a ticket number and survey feedback |
| | | I request you to kindly spare a moment to fill that out for our |
| | | working. I will appreciate that. or you may send your feedback |
| | | Thanks! |
| | | Note: You may change/reset your server password on your portal |
| | | (https://selfcare.acecloudhosting.com). |

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80078 andy.brower
Email: andy.brower@worldmfgcorp.com 📞 16059418288
Department: Support(QB & App Hosting)
Operator: Dharmveer Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 45 Secs
City: SIOUX FALLS
State: South Dakota
Country: UNITED STATES

Chat Transcript

| | |
|-------------|--|
| andy.brower | Hello, I am your Acebuddy |
| Acebuddy | Hello Andy.brower, I'm your Ace Buddy. I'll be happy to as |
| | Whom Would You Like to Connect With? |
| andy.brower | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| andy.brower | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| andy.brower | Other Issue |

| | | |
|--|-----------------|---|
| | Acebuddy | Please specify the issue you are facing before I connect y |
| | andy.brower | can't connect to ACE |
| | Acebuddy | Please wait while we connect you to a Support Represent |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Dharmveer Singh accepted the chat transfer request.</i> |
| | Dharmveer Singh | Thank you for contacting Ace Cloud Hosting. My name is I |
| | | today. |
| | | I will surely help you with this issue. |
| | andy.brower | i was talking with someone else already, they had me reb |
| | | screen is black and my duo app does not do anhything wl |
| | Dharmveer Singh | I deeply apologize for the inconvenience caused to you. |
| | | May I confirm if your account name is World Manufactu |
| | andy.brower | yes |
| | | that is correct |
| | Dharmveer Singh | Thanks for the confirmation ! |
| | | I am checking the server from the backend to isolate the |
| | andy.brower | sounds good |
| | | last time this happened, i think i logged off incorrectly by |
| | Dharmveer Singh | Let me check. |
| | | I will confirm if that is the case. |
| | andy.brower | thanks |
| | Dharmveer Singh | Thank you for your patience. |
| | | Can you try to connect on the server now. |
| | andy.brower | looks like you got it |
| | | same thing? bad log out? |
| | Dharmveer Singh | May I sent you a remote request ? |
| | andy.brower | i'm good now |
| | | thank you |
| | Dharmveer Singh | Actually Shashwat has rebooted the server few minutes a |
| | | Can you please check and confirm if now everything work |
| | | Are we still connected here? |
| | | As there was no response, we are disconnecting the chat (1-888-415-5240) if any further assistance is required. |

Chat Transc

Hello, I am your Ace

Visitor Details

#80283 Jean Cho
Email: jean.cho@wavenet.net
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: VALLEY VILLAGE
State: California
Country: UNITED STATES

Chat Transcript

| | |
|----------|--|
| Jean Cho | Hello, I am your Acebuddy |
| Acebuddy | Hello Jean Cho, I'm your Ace Buddy. I'll be happy to assist |
| | Whom Would You Like to Connect With? |
| Jean Cho | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Jean Cho | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Jean Cho | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com w technicians will connect with you for further assistance. |
| | If you are facing any issue/problem with your server, Plea |

Chat Transcript

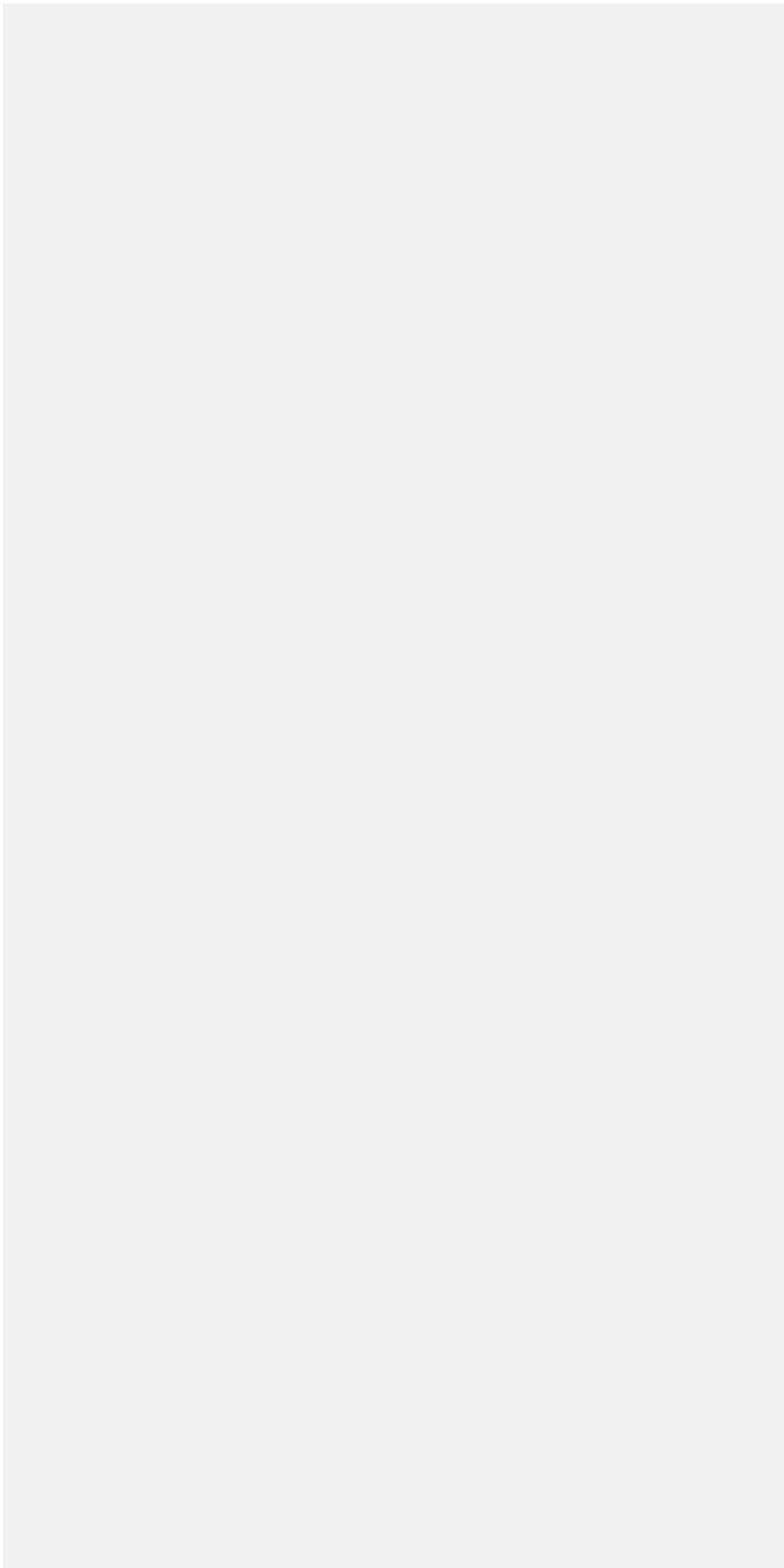
Hello, I am your Ace

Visitor Details

#80475 Erika Root
Email: admin@knottcpa.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: RENO
State: Nevada
Country: UNITED STATES

Chat Transcript

| | |
|------------|--|
| Erika Root | Hello, I am your Acebuddy |
| Acebuddy | Hello Erika Root, I'm your Ace Buddy. I'll be happy to |
| | Whom Would You Like to Connect With? |
| Erika Root | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Erika Root | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Erika Root | Office 365 Addition |
| Acebuddy | Please specify if you already have an Office365 subs |
| Erika Root | I already have O365 license |
| | |



| | |
|----------|---|
| Acebuddy | As you want to install Office 365, Please be informed Plans are compatible on Windows Server Operating S |
| | <ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise |
| | If you already have any of the above mentioned subs support@acecloudhosting.com so we can provision t |
| | If you do not have any of the above mentioned subsc existing plan to the one mentioned above or you ma Ace. |
| | Do you need any further assistance on the topic? |
| | As we haven't got any response from your end, We a assistance, Kindly re-initiate the chat. |

Ended due to chat idle timeout

