

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80885 alyson

Email: alyson@sfheatingcooling.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: BURLINGAME

State: California

Country: UNITED STATES

Chat Transcript

alyson	Hello, I am your Acebuddy
Acebuddy	Hello Alyson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
alyson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
alyson	I'd like to report an Issue
Acebuddy	Please select an option!
alyson	Password Reset
Acebuddy	Please select an option below
alyson	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
alyson	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

alyson need someone to call em

me

Anjainay Singh accepted the chat transfer request.

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

alyson 415 528-1435

I've triued calling the support line and option 2 and phone disconnects.

I was told if I go on here asking for you to call me directly - yuo will.

Anjainay Singh We really apologize for the inconvenience you faced at your end.

alyson its urgent that someone c all me. I need to do invoices and I cant log. in

Anjainay Singh Could you please confirm whether you were trying to reach us at 888-415-5240.

alyson Yes.

option 2 for tech suopport and then I get disconnected.,

Can you call me?

Anjainay Singh If you want we can arrange a call but it will take some time to schedule a call .

alyson Ok. Whens the soonest?

Anjainay Singh But we can try to resolve your issue on chat if you prefer.

alyson It wont work. I need someone on phone.

Tomorrow morning 8:30am PST?

Anjainay Singh Sure Alyson I am going to arrange a call back urgently.

alyson or today?

Anjainay Singh Could you please provide the suitable time for today so that this issue can be address and resolve urgently? (Edited)

alyson yes. 4:30pm PST

Anjainay Singh Sure I am going to arrange a call for you and I will take care of it.

Alyson, Is there anything else I may help you with?

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 feedback form.

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

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

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80874 Clay Lomax

Email: claylomax@gmail.com ☎ 19162762529

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: FAIR OAKS

State: California

Country: UNITED STATES

Chat Transcript

Clay Lomax Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Clay Lomax Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Clay Lomax I'd like to report an Issue

Acebuddy Please select an option!

Clay Lomax QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Clay Lomax	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Clay Lomax	QB is extremely slow in responding
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	Hello Clay.
Clay Lomax	My QB has been extremely slow responding to commands this morning I have logged in from more than one device and had same issue so its not the computer I'm on
Tushar	Okay Clay, are you facing this issue for the first time or frequently?
Clay Lomax	it was slow last Thursday, I have not been on again until today. It is really bad now
Tushar	Thank you for the details, Clay as of now multiple users are facing this issue on this shared server. Our team is actively working on back end to resolve the issue. For now, I would suggest kindly reboot your local system and I will initiate the server reboot as well This will be a temporary fix for now. I understand how frustrating this could be reset assured our team is actively working on as permanent fix.
	Is there anything else I may help you with ?
Clay Lomax	if I log into another server maybe that will help? I know there is a place to change address. Right now its on rdgHTN.myre
Tushar	the server is rebooting Clay let's check if the issue persists after the server reboot if yes, we have notified our team about Kindly initiate the chat again if the issue persist.
	Is there anything else I may help you with ?
Clay Lomax	i guess that's all. I'll get logged in and see if there's a change Thank you
Tushar	The server is now rebooting. Rest assured, Clay, our team is actively working on the issue and will soon pinpoint the root cause. Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar has ended this chat session

Chat Transcript

Good afternoon,

Visitor Details

#80477 Christy Newhouse Newhouse

Email: christynewhouse@larsonglass.com  12538452111

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 24 Secs

City: PUYALLUP

State: Washington

Country: UNITED STATES

Chat Transcript

Christy Newhouse Newhouse	Good afternoon,
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.
	Hi Christy, may I know if you require help from the support team?
Christy Newhouse Newhouse	No I am inquiring about adding some applications to my QB's Desktop Enterprise 2024 Contract that you currently maintain.
Aayush	For the new application addition, our support team will assist you.
Christy Newhouse Newhouse	Oh ok - do they have any knowledge about the add-ons or can suggest which is better over the other. Or do I work up a list?
Aayush	They may suggest you, since they have been working with QuickBooks for a long time now. You can let them know about help from sales, feel free to connect with us.
	I am transferring your chat to them.
<i>Aayush is transferring the chat to Support(QB & App Hosting).</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	

Christy Newhouse Newhouse	There is also some options I want turned on for enterprises, however,. Ok I will put in a support ticket and inquire with the
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
Christy Newhouse Newhouse	Hello Christy Good afternoon I may just want to send an email to support I am more on a research mission, but I defintly want to add some apps on my months behing in posting account payable invoices as well as walk in credit card customers. I need something that I can s and map it to the correct account and or job I have been research other ERP programs however I am thinking about adding some Apps that will assist me in what I am term
Shashwat Verma	Christy, we would like to inform you that we can assist you with installing any plugin or related applications on the server. applications for any QuickBooks features. I deeply apologize as I am unable to understand your concern completely. If you have request with any specific feature of the Qb, we recommend you to connect with intuit directly.
Christy Newhouse Newhouse	Are we still connected here? Yws Sorry I will send an email when I has additional time . to explain myself better
Shashwat Verma	Sure
Christy Newhouse Newhouse	When I get applications? I provide you support so they can install on my QuickBooks . Better yet I will call my support rep
Shashwat Verma	Yes for sure!, once you get the application details, share us the its setup file and license details on support@acecloudhost server Is there anything else I may help you with ?
Christy Newhouse Newhouse	Are we still connected here? that is good no thank you
Shashwat Verma	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 feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80250 caamitdoshi14

Email: caamitdoshi14@gmail.com

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

caamitdoshi14	Hello, I am your Acebuddy
Acebuddy	Hello Caamitdoshi14, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
caamitdoshi14	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
caamitdoshi14	I'd like to report an Issue
Acebuddy	Please select an option!
caamitdoshi14	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
caamitdoshi14	Not able to connect to RDP
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Arjun Sikarwar declined the transfer request.

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 Amit
caamitdoshi14	Hi Sujeet!
Sujeet Kumar Suman	How are you doing?
caamitdoshi14	This has been consistent issue since last 3-4 days that I am facing I am not able to connect to RDP
	<i>4:25:03 PM caamitdoshi14 is sharing a file with you</i> <u>1_image.png</u> - (Size:41.84 KB)
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
caamitdoshi14	It shows the given error message
Sujeet Kumar Suman	Are you the only one facing the problem, or is someone else also experiencing it? (Edited) Sure, I can help with that. Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
caamitdoshi14	I have already shared the server name amitdoshi_fsi@myrealdatal.net amitdoshi_fsi@myrealdatal.net User name: myrealdatal\amitdoshi_fsi
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same. Did this error occur only the first time you tried to access it, or are you getting the error every time you try to connect to it?
caamitdoshi14	Only when I start my day first.
Sujeet Kumar Suman	We deeply apologize for the issue you are experiencing. May I take the remote access of your local computer?
caamitdoshi14	Yes please
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
caamitdoshi14	Closed already
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.aceclouddhosting.com/join/7082333421

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

Thank you for your patience.

As per discussion over the remote session, The issue is resolved.

As checked, there was a DNS issue with your computer. We have reviewed all possible causes and resolved the issue.

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 Acebuddy

Visitor Details

#80616 Stephanie Sorensen

Email: stephanie@elutinc.com  18017551440

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: 53 Secs

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Stephanie Sorensen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephanie Sorensen	I'd like to report an Issue
Acebuddy	Please select an option!
Stephanie Sorensen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Stephanie Sorensen	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Stephanie Sorensen	As soon as we disconnected, it stopped printing again.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Stephanie Sorensen	again
	<i>Tushar accepted the chat transfer request.</i>
	<i>Tushar is transferring the chat to Manish Singh.</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.
	Are you using Uniprint for printing?
Stephanie Sorensen	It doesn't make it that far
Manish Singh	May I take the remote access of your local computer?
Stephanie Sorensen	yes of course
Manish Singh	https://assist.acecloudhosting.com/join/6942769683
	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.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it. Once the issue is resolved, kindly give your confirmation on this chat.
	We will follow up on the case as for now issue is temporarily resolved
	Is there anything else I may help you with ?
Stephanie Sorensen	No 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 with a feedback form.

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80992 Brittany

Email: brittany@humblebrands.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: CASTLE ROCK

State: Colorado

Country: UNITED STATES

Chat Transcript

Brittany Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Brittany Technical Support (QB & App Hosting)

Acebuddy

	Welcome to Ace Support.
	Please chose an option :
Brittany	I'd like to report an Issue
Acebuddy	Please select an option!
Brittany	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brittany	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

I'm running into an issue with QuickBooks access. Our license is two users, but even when we switch to Multi-User Mode, the client and I can't log in at the same time. It seems to block one of us completely. Could you check if there's a setting or hosting configuration we need to update? Let me know if you need version details, or screenshots from my end.

Visitor Details

#80301 Rincy Jacob

Email: rjacob@foresightcpa.com  215-758-1060

Department: Support(QB & App Hosting)

Operator: Yash Kalra

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary-8ljkGbRb90YtsUotAnF8CK3WVZ6f6sflrgYuWirnW7br34ChoCuY8QAvD_BwE

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: CYPRESS

State: Texas

Chat Transcript

Rincy Jacob I'm running into an issue with QuickBooks access. Our license is for two users, but even when we switch to Multi-User Mode at the same time. It seems to block one of us out. Could you check if there's a setting or hosting configuration we need to update? Please attach details, or screenshots from my end.

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

Hi Rincy, let me connect you to the technical team for this.

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

Rincy Jacob ok thanks

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.

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

Rincy Jacob FBS_Staff9

Yash Kalra Hello Rincy, kindly help me with your server's name or company name as well? (Edited)

Rincy Jacob I am not sure about that

Yash Kalra Please allow me 2 min to check the account details.

Rincy Jacob I am with Foresight Business Solution - I need help with The Master Baker QB

Yash Kalra Kindly allow me two minutes to check the same.

Rincy Jacob Sure

Yash Kalra To help me assist you better, please answer the following question:

1. Which QuickBooks Version are you using?

May I take the remote access of your server?

Rincy Jacob Quickbooks Accountant Desktop 1us 2024

please

i am on FBS_Staff9

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/5562659578>

Rincy Jacob downloaded

next?

Yash Kalra I guess we are connected now

Rincy Jacob	FYI, I have multiple screens. let me know what you need sure]
Yash Kalra	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it to disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Rincy, we assisted you regarding the QuickBooks issue and found that the license is valid for a single user only. In this case, we recommended reaching out to Intuit Support for further assistance.
	Is there anything else I may help you with ?
Rincy Jacob	no we are good for now
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 this message.
Rincy Jacob	thank you for your assistance
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 link to our feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80532 xianna zhong

Email: visionpointtax@gmail.com **Phone:** 19173029317

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: 56 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

xianna zhong	Hello, I am your Acebuddy
Acebuddy	Hello Visionpointtax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
xianna zhong	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
xianna zhong	I'd like to raise a Request
Acebuddy	Please select your request type.
xianna zhong	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
xianna zhong	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
xianna zhong	Please help to update lacerte per your earliest convenience.
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?
xianna zhong	visionpointtax
	myrealdatal\xiannazhong
	user name: Xianna Zhong
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.
	Company name: VisionPoint Tax & Consulting
	Server name: VisionPoint.myrealdatal.net
	Please kindly confirm the above details are correct?

xianna zhong	yes
Shubham Maurya	Thank you for confirming, please hold on while we are updating the application. (Edited)
	Will let you know once it's completed.
xianna zhong	t h a n k s
Shubham Maurya	Alright, thank you for the patience, so we have successfully updated the application. Server reboot has been performed.
xianna zhong	thanks
Shubham Maurya	Can you please check it right now, or will you check it later?
	You are most welcome !
	Is there anything else I may help you with ?
xianna zhong	checking
Shubham Maurya	Please take your time.
xianna zhong	logged in
	thx
Shubham Maurya	Thank you for the confirmation, Hope that helped Xianna.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
<i>Shubham Maurya has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80575 linsey hempel

Email: linsey@thepinnaclecompanies.com  19708525989

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: BRECKENRIDGE

State: Colorado

Country: UNITED STATES

Chat Transcript

linsey hempel	Hello, I am your Acebuddy
Acebuddy	Hello Linsey Hempel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
linsey hempel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
linsey hempel	I'd like to report an Issue
Acebuddy	Please select an option!
linsey hempel	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
linsey hempel	I cannot connect to ace and want to download ACE connet (new app)
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ankit accepted the chat transfer request.</i>	
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
	Hello Linsey, How are you doing today?
linsey hempel	good, thanks
	can you take control of my computer and trouble shoot the ace connection and download the new that connected
	Ticket: 752334
Ankit	I will be surely assisting you with this. Kindly help me with your server name and user name?

linsey hempel	the pinnacle companies
Ankit	Kindly allow me 2-3 minutes to check the ticket.
	Thank you for your patience.
linsey hempel	yes
Ankit	Linsey, May I take the remote access of your local computer?
linsey hempel	yes
Ankit	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/9392766294
linsey hempel	ok
	good?
Ankit	We are connected on the remote session and will proceed with the troubleshooting on the remote. I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give you on this chat.
	As we haven't got any response from your end, We are closing this chat. If you still need assistance initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80433 shirley

Email: shirley@mgvinc.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: VICTORIA

State: British Columbia

Country: CANADA

Chat Transcript

shirley	Hello, I am your Acebuddy
Acebuddy	Hello Shirley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shirley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shirley	I'd like to raise a Request
Acebuddy	Please select your request type.
shirley	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
shirley	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
shirley	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
shirley	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shirley	I will like to connect to QB from a new computer
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.
shirley	Hi Abhay
Abhay Kumar Saraswat	Hello Shirley
	How are you doing today?
shirley	good thank you
Abhay Kumar Saraswat	I will be surely assisting you with this.

Is this for account: **Market Group Ventures Inc** ?

shirley yes

Abhay Kumar Saraswat

Okay.

Do you want me to assist you to setup RDP in your new system?

Or you are getting an issue while logging in into QuickBooks?

shirley yes please

To setup

Abhay Kumar Saraswat

Okay.

Thanks for the confirmation !

May I take the remote access of your local computer?

shirley yes

Abhay Kumar Saraswat

Prior providing the access, I would suggest you to close any important documents at your end.

shirley I'm ready

Abhay Kumar Saraswat

<https://assist.acecloudhosting.com/join/3432020715>

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. I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give you on this chat.

Are we connected on remote or 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 5240) if any further assistance is required.

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80802 Eduardo

Email: corporateit@sdf-itc.com  15125169214

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: 3 Mins 1 Sec

City: AHUEHuetes

State: Ciudad De Mexico

Country: MEXICO

Chat Transcript

Eduardo	Hello, I am your Acebuddy
Acebuddy	Hello Eduardo De La Cruz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Eduardo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Eduardo	I'd like to report an Issue
Acebuddy	Please select an option!
Eduardo	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Eduardo	Not able to connect to remote server
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?
Eduardo	Servername: SDFInterTrading.myreldata.net
	User: MYREALDATA\CDM8_INSALES_OF
	No one can connect to the server
Yash Kalra	Kindly allow me two minutes to check the same.

Eduardo	On saturday the smae happened
Yash Kalra	Eduardo, thank you for letting us know. Even I was checking the same from the backend.
	Please allow me 2-3 min to check the previous tickets so that I can provide you with the permanent this issue.
Eduardo	thanks
Yash Kalra	Eduardo, are you receiving any error message while attempting to connect to the Ace server? If yes the exact message
Eduardo	[Window Title] Conexión a Escritorio remoto [Content] Este equipo no se puede conectar al equipo r conectarse de nuevo. Si el problema continúa, póngase en contacto con el propietario del equipo re administrador de red. [^] Ocultar detalles [Aceptar] [Expanded Information] Código de error: 0x3 C extendido: 0x7 Marca de tiempo (UTC): 08/25/25 01:57:43 PM Presione Ctrl+C para copiar.
	it's in spanish tho
	It's the same error for all of the users
Yash Kalra	Thank you for sharing the error message. Please stay connected while we are making some changes from the backend.
Eduardo	Sure
Yash Kalra	Eduardo, I know it's taking more than expected please allow us some more time. (Edited)
Eduardo	Noted thanks
Yash Kalra	Please stay connected
Eduardo	Sure, I'll be connected
Yash Kalra	Eduardo, please try to connect to the server now.
Eduardo	Trying now
Yash Kalra	Eduardo seems you are connected to the server now. Also, may I take the remote access of your local computer to check the permanent resolution of this
Eduardo	Sure
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/3872624039
Eduardo	Please allow me 3 minutes
Yash Kalra	Sure, please take your time
Eduardo	Can other users access now to the remote server?
Yash Kalra	Yes, the other user can successfully access the server now (Edited)
Eduardo	thanks
	I'll open the local remote session

Yash Kalra	Sure (Edited)
	We are connected on the remote session and will proceed with the troubleshooting on the remote. I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give you on this chat.
Eduardo	<p>It seems that for some users it is requesting to enter the username</p> <p>For other user, not all of their desktop files are there</p>
Yash Kalra	Okay, check let me check things from the backend.
Eduardo	<p>ITC8_ADMSUP_PH</p> <p>It seems the user session was reset, as not even the folder permissions are present</p> <p>Regardgin the connection issue I'll wait for further instructions</p>
Yash Kalra	Eduardo, please stay connected while I am checking the reason for this permission issue.
Eduardo	Thanks, it seems it's not only permissions issue but the session it's new, no files or settings whatsoever
Yash Kalra	<p>We have just restarted the RDP settings from the backend, though this does not appear to be the cause of the permission issue. To resolve both the disconnection and file permission issues, we will be escalating our escalation team as discussed. They will reach out to you via a callback shortly.</p> <p>Mexico phone numbers:</p> <ul style="list-style-type: none"> • 565 272 0106 • 993 157 6453 <p>I hope this finds you well.</p>
Eduardo	<p>Noted thanks</p> <p>Another thing, users are prompted once they log in to thse server to enter the user and password, was this changed?</p>
Yash Kalra	<p>Eduardo, I believe some users need to log in to server using their username and password once.</p> <p>If they have forgotten their password, they can ask the account owner to reset their password using https://myportal.acecloudhosting.com/login (Edited)</p>
Eduardo	<p>Noted, thanks</p> <p>So far now the remanining issue is with the user files ITC8_ADMSUP_PH</p>
Yash Kalra	Let me check if this can be atleast resolved for ITC8_ADMSUP_PH
Eduardo	Thank you
Yash Kalra	<p>We have just restarted the RDP settings from the backend, and the file-related issue has now been resolved. To address the disconnection issue, we will be escalating this ticket to our escalation team as discussed. They will reach out to you via a callback shortly.</p> <p>Mexico phone numbers:</p> <ul style="list-style-type: none"> • 565 272 0106 • 993 157 6453

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 along with a ticket number and survey feedback form.

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

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

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

Yash Kalra has ended this chat session

Chat Transcript

Hi....I am trying to save a local copy of my quickbooks file to send to my accountant and I am not able to send it.. I get an error that I can't upload it because it contains system files.

Visitor Details

#80727 Dickstein

Email: tobidickstein@ffcpmaryland.com  240-277-3359

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

Website: https://www.aceclouddhosting.com/knowledgebase/?s=how+do+i+setup+or+activate+the+online+backup&post_type=knowledgebase&kb_search_nonce=efa557618e&_wp_http

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: OLNEY

State: Maryland

Country: UNITED STATES

Chat Transcript

Dickstein

Hi....I am trying to save a local copy of my quickbooks file to send to my accountant and I am not able to send it.. I get an error that I can't upload it because it contains system files.

Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
	<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>
Dickstein	thank you
	<i>Yash Kalra accepted the chat transfer request.</i>
	<i>Yash Kalra is transferring the chat to Abhay Kumar Saraswat.</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you with this.
	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this.
	Is this for account: Families First Counseling and Psychiatry ?
Dickstein	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Dickstein	sure no problem
Abhay Kumar Saraswat	Thank you for your patience.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
Dickstein	I am the only one who has tried
Abhay Kumar Saraswat	And since when you have been facing this?
Dickstein	this is the first time - I do not send our accountant the file very often
	This is the first time since we migrated to the new server
Abhay Kumar Saraswat	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.
	May I take the remote access of your server?
Dickstein	yes
Abhay Kumar Saraswat	Great.
	Sending you the request on your server, please accept.
Dickstein	I lost connection - I am trying to get back on
Abhay Kumar Saraswat	Sure.
	Please let me know once you are on server.
	Are we still connected here?
Dickstein	

	yes but I am not on the server yet
	taking a long time
Abhay Kumar Saraswat	Is your internet speed is fine?
Dickstein	yes....I have trouble getting on the server sometimes
Abhay Kumar Saraswat	Okay.
Dickstein	it does not usually take this long
Abhay Kumar Saraswat	Could you please search "*speedtest*" on your browser and check your internet speed? (Edited)
Dickstein	I am not sure what number to give you
	But I have been on most of the day without issue
Abhay Kumar Saraswat	I could understand the problem you are facing.
	But still if you could check that would be great.
Dickstein	I am in
Abhay Kumar Saraswat	Great.
Dickstein	I don't see your erequest to get in
Abhay Kumar Saraswat	Let me send you the remote request on server.
Dickstein	ok
	thnaks
Abhay Kumar Saraswat	We are connected on the remote session and will proceed with the troubleshooting on the remote. I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give you on this chat.
	Could you please try to see me the file or the error which you were trying to send? (Edited)
Dickstein	did you see the file that I saved that I couldn't attach
Abhay Kumar Saraswat	Is this the file?
	Greater Washington?
Dickstein	yes
Abhay Kumar Saraswat	Okay.
	Then you can use our wetransfer to send this file.
	Let me show you.
	Please open that file.
	Here you can enter your email.
Dickstein	how can I send it in the site I showed you earlier

Abhay Kumar Saraswat	Now you can see the same link on your email and from their you can transfer the same link to your
Dickstein	Liscio So just forward the message to him - is there a way to upload or download it to the LISCO site
Abhay Kumar Saraswat	can I upload the file on the page that is currently open called Liscio
Dickstein	I think this issue is might be related to the site which you are using to upload. I suggest you to upload your data through wetransfer.
Abhay Kumar Saraswat	I haven't ever had this problem in the past and have been doing this for years acecloudhosting.wetransfer.com
Dickstein	I don;t realy understand how to use wetransfr transfer
Abhay Kumar Saraswat	I can understand but as I showed you, it is quite easy to upload your file through we transfer. You can just save my below url as a bookmark in your browser. (Edited)
Dickstein	can you please show me again'
Abhay Kumar Saraswat	Sure.
Dickstein	if I hit transfer here, it goes to my email
Abhay Kumar Saraswat	Yes, then your desired data convert it into the safe link and will be sent to your email.
Dickstein	but how do I send it to the accountant? ever since I was switched to the new server everything is MUCCH MORE DIFFICULT
Abhay Kumar Saraswat	I can understand. Could you please show me the error again which you were getting from Liscio?
Dickstein	Can you please move this file somewhere else? And try to upload it from there?
Abhay Kumar Saraswat	every place I try to move it, there isn't enough space
Dickstein	Okay.
Abhay Kumar Saraswat	wren't you haveing the same problem when you tried to move it
Dickstein	Yes, because on shared server, there is a limited space allowed. Can you try to upload some other file?
Abhay Kumar Saraswat	problem is definitley the was the files are now saved on ACE.....I never had these problems when I server....

If this can't be fixed, I will have to look for another company to house Quickbooks - I can't spend things that took no time to do before I was switched to this server - again.....everything takes more ridiculously frustrating

Abhay Kumar Saraswat

I understood the problem you are facing.

Let me arrange a call for you to our senior supervisor who could assist you in this further.

I'm arranging a callback for you at earliest.

Could you please share your contact number and any specific time for call?

Dickstein

240-277-3359 - anytime after 9:00pm tonight EST

Abhay Kumar Saraswat

Sure.

No worries, let me arrange a call for you.

Is there anything else I may help you with ?

Dickstein

thank you

No

Abhay Kumar Saraswat

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

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

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

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

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

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

Dickstein

I don't think you want my feedback

Abhay Kumar Saraswat

I could understand your frustration and I appreciate that you gave me your enough time to look into

Let me assist you with our senior engineer over the call.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80746 Lee Roberts

Email: lee@equitablecpa.com ☎ 8016608585

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: 25 Secs

City: SPANISH FORK

State: Utah

Country: UNITED STATES

Chat Transcript

Ch

Lee Roberts Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Lee Roberts Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Lee Roberts I'd like to report an Issue

Acebuddy Please select an option!

Lee Roberts Other Issue

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

Lee Roberts When i click on my RDP icon i get a message that says the remote desktop can't find the con
"equitableas.myrealdata.net"

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Abhay Kumar Saraswat accepted the chat transfer request.

Abhay Kumar Saraswat

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

I deeply apologize for the inconvenience caused to you.

I will be surely assisting you with this.

Is this for account: **Equitable Accounting Services LLC ?**

Lee Roberts

i get this warning at least 3 times a day and i typically try a bunch of times and then it works
time i can't get it to work so WHY isn't it working and WHY does it keep happening
yes

Abhay Kumar Saraswat

I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.

Thanks for the confirmation !

Could you please confirm me your username?

Lee Roberts

lee roberts

Abhay Kumar Saraswat

That should not be the username.

Lee Roberts

i just tried again and i got on.

Abhay Kumar Saraswat

Okay.

Is this issue occurring only for you, or are other users on the server also experiencing it?

And since when you have been facing this issue?

Lee Roberts

myrealdatalLeeRob

Abhay Kumar Saraswat

Yes, that's correct.

Thank you for the information.

Could you please confirm? (Edited)

Lee Roberts

im confirming with employees . one moment

Abhay Kumar Saraswat

Sure, please take your time.

Lee Roberts

2 employees have confirmed they also have this issue daily but try again and it usually works
times

Abhay Kumar Saraswat

Okay.

May I start a remote session on your local PC to check if the error reoccurs?

Lee Roberts

well it just allowed me to log in finally

Abhay Kumar Saraswat

Okay.

Lee Roberts

so it isn't every time

Abhay Kumar Saraswat

I understood.

Could you please confirm me your internet speed?

You can search "speedtest" and go to the option "speedtest by ookla"

Lee Roberts

343.9 Mbps download, 433.8 mbps upload

we have fiber. all 3 of us

Abhay Kumar Saraswat

That's great. (Edited)

We have a new app, **ACE Connect**, that allows you to log in with just a single click.

Would you like me to setup in your local PC?

Lee Roberts

i cannot right now. i'm on a zoom.

Abhay Kumar Saraswat

No worries.

Lee Roberts

is there where can i download the update?

Abhay Kumar Saraswat

You can contact us anytime.

vision.acecloudhosting.com/download

You can download it from the given link.

Would you like me to assist you with anything else?

Lee Roberts

Does each user need to do this

Abhay Kumar Saraswat

Yes, you can share this link with everyone. The new setup file will download to their local PC, you can contact us to complete the one-time account setup.

Lee Roberts

i see an icon on my desktop but nothing happens when i click on it

Abhay Kumar Saraswat

May I take the remote of your local PC and check?

Lee Roberts

my zoom meeting just ended

so yes

Abhay Kumar Saraswat

Okay.

Prior providing the access, I would suggest you to close any important documents at your end.

<https://assist.acecloudhosting.com/join/6942037004>

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 rei the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolve give your confirmation on this chat.

Thank you for your patience.

As your issue has been resolved, Is there anything more I can do for you?

Are we still connected here?

Are we still connected here?

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80196 kim

Email: info@dv dental.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Ch

kim Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

kim Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

kim I'd like to report an Issue

Acebuddy Please select an option!

kim

QuickBooks Issue

Acebuddy

What type of QuickBooks Issue are you facing?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80295 Kristin Hintlian

Email: kristin@bonsaibuilds.com ☎ 7747648885

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: UXBIDGE

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Kristin Hintlian

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Kristin Hintlian

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Kristin Hintlian

I'd like to raise a Request

Acebuddy

Please select your request type.

Kristin Hintlian	Password Reset
Acebuddy	Please select an option below
Kristin Hintlian	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which password needs to be reset and we'll share an update once the request is processed.
Do you need any further assistance on the topic?	

Kristin Hintlian has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80907 Talal Annouz

Email: info@tymatllc.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Android

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Please chose an option :

Talal Annouz I'd like to raise a Request

Acebuddy Please select your request type.

Talal Annouz Office 365 Addition

Acebuddy Please specify if you already have an Office365 subscription

Talal Annouz I already have O365 license

Acebuddy As you want to install Office 365, Please be informed that only the following Subscriptions Pla compatible on Windows Server Operating Systems :

- O365 E3
- O365 E5
- O365 Apps for Enterprise

If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can provision the application.

If you do not have any of the above mentioned subscription plans, Consider upgrading your current plan to the one mentioned above or you may purchase a compatible license from Ace.

Do you need any further assistance on the topic?

Talal Annouz Yes

Acebuddy Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Tushar Pharswan accepted the chat transfer request.

Tushar Pharswan Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you with your request.

Hello Talal.

Talal Annouz Hello Tushar, how are you

Tushar Pharswan I'm good Talal how are you. (Edited)

Talal Annouz Great, thank you. I would like to see how we could add excel to our applications

Tushar Pharswan Okay as per your above message you said you already have O365 license correct?

Talal Annouz I do yes

Tushar Pharswan Kindly email us at support@acecloudhosting.com from email address TYMATLLC@GMAIL.COM requesting to install O365 on your server once we receive your email one of our engineer would handle it and update you over the email after that you will just have to login to O365.

Is there anything else I may help you with ?

Talal Annouz Perfect, also our account holds several profiles, when we want to access our Google Drive through Microsoft Explorer it's very very slow to populate the files and folders, would you be able to tell me why this is happening

Our Google Drive is synced with our laptops, so it shows in the list of our drives like C, D and G. The G drive shows as G drive

Tushar Pharswan	Accessing Google Drive through the browser can be slow if there's a large amount of data. I recommend trying Google Chrome for better performance. Additionally, Google Drive is already installed on your server, so you can access it directly from there as an alternative.
Talal Annouz	Is Google Drive installed in all of our profiles? sorry I'm not very well versed in this
Tushar Pharswan	Yes, it is installed also I have provided the application icon on your desktop.
	Kindly use that and observe for a difference.
	Is there anything else I may help you with ?
Talal Annouz	Ok I see the Google Drive icon on my desktop in my profile in the server, is it also downloaded to other profiles' desktops too?
Tushar Pharswan	Yes it is.
Talal Annouz	Perfect then thank you for your help
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Talal Annouz	Have a wonderful day
Tushar Pharswan	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know what you think about our working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80355 Isaac Kleven

Email: isaac@stockpkg.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: 51 Secs

City: OMAHA

State: Nebraska

Country: UNITED STATES

Chat Transcript

Ch

Isaac Kleven Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Isaac Kleven Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Isaac Kleven I'd like to report an Issue

Acebuddy Please select an option!

Isaac Kleven Password Reset

Acebuddy Please select an option below

Isaac Kleven Already Enrolled to Selfcare Portal

Acebuddy Please follow the process mentioned in the link below inorder to reset your server password.

Do you need any further assistance on the topic?

Isaac Kleven Yes

Acebuddy Please wait while we connect you to our 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

Isaac Kleven hello, I need some assistance with my remote desktop

I reset my password earlier via the self-service portal and was able to log into the RDP enviro
The very next time I logged in, it tells me the password is incorrect even though I just used it
reset via the self-service portal now either.

Manish Singh I will surely help you with this issue.

Isaac Kleven	our environment is StockPKG.myrealdata.net User: Isaack
Manish Singh	May I take the remote access of your local computer?
Isaac Kleven	yes
Manish Singh	Is this the first time you're experiencing this issue?
	https://assist.acecloudhosting.com/join/8292229493
	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.
Isaac Kleven	I have had this issue before around 7/20
	I had to have my password reset many times that day
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the request. Since it's the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly provide me with your confirmation on this chat.
Isaac Kleven	sounds good
Manish Singh	Is there anything else I may help you with ?
Isaac Kleven	no that was it
	thanks!
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on the smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know what you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80752 felix

Email: felix@elevatepackaging.com ☎ 15491155897382

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: 1 Min 27 Secs

City: QUILMES

State: Buenos Aires

Country: ARGENTINA

Chat Transcript

Ch

felix Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

felix Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

felix Setback

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

Whom Would You Like to Connect With?

felix Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

felix I'd like to report an Issue

Acebuddy Please select an option!

felix Other Issue

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

felix I'm unable to open the task scheduler

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma is transferring the chat to Sanyam Madan.

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 yo

felix Hi Sanyam

Sanyam Madan Hello Felix, how are you doing (Edited)

felix Hope all is good

Ticket ID: 751452

I'm still unable to open the task scheduler

I'm getting the same error

Sanyam Madan Kindly allow me two minutes to check the same.

felix Could you please look into it? Thanks :)

Sanyam Madan felix, do you any any screenshot of the error

felix There are many on the ticket, but yes I can take another one

4:56:17 AM felix is sharing a file with you

[1_image.png](#) - (Size:4.4 KB)

Sanyam Madan Let me check this from the backend. Please allow me two more minutes

felix Ok, I just logged off

Sanyam Madan Hi Felix, my sincere apologies, we need to make some backend changes for you to use the Task Scheduler, but the responsible team has left for the day.

I've noted your request and will pass it on to them first thing tomorrow. It should be resolved within the next 24 hours.

felix This is very frustrating

As you can see on the ticket

This has been going on for days...

without a clear resolution

I'll wait until tomorrow

No more

It's over a week for a simple change

Sanyam Madan I completely understand your frustration, and I'm really sorry for the inconvenience this delay is causing.

Please rest assured that your request is a priority, and I'll make sure the team addresses it as soon as they're available tomorrow.

felix	Thank you
	Have a great night/day
Sanyam Madan	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or (1-888-415-5240) if any further assistance is required.

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80306 ATIQ AHMED

Email: info@edisontaxgroup.com **Phone:** 12066049659

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: 14 Secs

City: EDISON

State: New Jersey

Country: UNITED STATES

Chat Transcript

Ch

ATIQ AHMED	Hello, I am your Acebuddy
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Acebuddy	Hello Atiq Ahmed, I'm your Ace Buddy. I'll be happy to assist you!
----------	--

	Whom Would You Like to Connect With?
--	--------------------------------------

ATIQ AHMED	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ATIQ AHMED	I'd like to raise a Request
Acebuddy	Please select your request type.
ATIQ AHMED	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your des Operating System
ATIQ AHMED	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Serve on your Windows PC
	Do you need any further assistance on the topic?
ATIQ AHMED	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 :
	Hello Atiq
	I will surely help you with this issue.
	May I take the remote access of your local computer?
ATIQ AHMED	thanks
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/4872521316
	Kindly Click on the link and open the downloaded file.
ATIQ AHMED	hangon
Shashwat Verma	Sure, please take your time
	Are you able to connect?
ATIQ AHMED	yes
	all good thanks
Shashwat Verma	Is the issue resolved, or would like to proceed with the setup?
	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 (1-888-415-5240) if any further assistance is required.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80089 mgosen

Email: mgosen@eternal-cosmetics.com ☎ 13052625355

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: ANNAPOLIS

State: Maryland

Country: UNITED STATES

Chat Transcript

Ch

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

Acebuddy What type of QuickBooks Issue are you facing?

mgosen Other QB related issue

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

mgosen QuickBook don't open. The connection issue persists

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Pradeep accepted the chat transfer request.

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

mgosen Hi. QuickBook won't open and there are still connection problems. The system restart you performed earlier didn't work.

Pradeep Surely, will assist you on this mgosen

Pradeep is transferring the chat to Anurag Sharma.

Anurag Sharma accepted the chat transfer request.

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

I deeply apologize for the inconvenience caused to you.

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

mgosen USERNAME: ETERNAL

Server Name: EternalCLLS.myrealdatal.net

Anurag Sharma Thanks for the confirmation !

Kindly allow me two minutes to check the same.

Could you please try to login into the server and check again if the QB is now working?

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 (1-888-415-5240) if any further assistance is required.

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80332 nixsprinklerco

Email: nixsprinklerco@gmail.com  9407451522

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 29 Secs

City: MINERAL WELLS

State: Texas

Country: UNITED STATES

Chat Transcript

Ch

nixsprinklerco Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

nixsprinklerco Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

nixsprinklerco I'd like to report an Issue

Acebuddy Please select an option!

nixsprinklerco QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

nixsprinklerco QuickBooks Login Issue

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

Was that helpful?

nixsprinklerco 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 Kataria accepted the chat transfer request.

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting today.
	Hello nixsprinklerco
nixsprinklerco	yes i am using ace hosting an my quickbooks enterprise will not open
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
nixsprinklerco	nixsprinklerco
Shubham Kataria	Kindly confirm if you're receiving any error while opening QB
nixsprinklerco	no error willnot open
Shubham Kataria	Alright, Could you please confirm your username for server login
nixsprinklerco	nix sprinkler.my real data.net login for ace cloud correct
Shubham Kataria	This is your server name. Please confirm if your username is KatherineM
nixsprinklerco	YES KATHERINE M IS ME
Shubham Kataria	Alright, please allow me a minute to check the same
nixsprinklerco	OK
Shubham Kataria	Could you please login now as there was multiple instance of QB running in backend
nixsprinklerco	YES
Shubham Kataria	I've ended all the session
	Please try to access now
nixsprinklerco	YES THANK YOU I AM NOW IN
Shubham Kataria	Great
	Is there anything else I may help you with ?
nixsprinklerco	NO THANK YOU
Shubham Kataria	You're welcome
nixsprinklerco	HAVE A GOOD NIGHT
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback by click smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know

working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.co
Thanks!

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

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80041 anishkaredia

Email: akaredia@anishcpa.com ☎ 8328601238

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: BORIVALI WEST

State: Maharashtra

Country: INDIA

Chat Transcript

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

anishkaredia	I'd like to report an Issue
Acebuddy	Please select an option!
anishkaredia	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
anishkaredia	need to talk customer care
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you with your issue.
anishkaredia	I'm unable to login even after entering right login ID and Password
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
anishkaredia	myrealdata\arif
Ashutosh Mishra	Thank you for providing the details.
	We have made some changes from backend, please try again to login.
anishkaredia	working now
	what was the issue?
Ashutosh Mishra	It appears the user account was locked from the backend.
	Is this the first time you are facing this issue?
anishkaredia	right now but before this I also had an issue like this
Ashutosh Mishra	In such case we will keep the ticket open and follow up to determine if it's a recurring issue or assist accordingly if it persists.
anishkaredia	ok
Ashutosh Mishra	Is there anything else I may help you with?
anishkaredia	no
	thanks
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of the chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding your conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that, or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80751 amin

Email: mita.amin@greens.com ☎ 19497953202

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: IRVINE

State: California

Country: UNITED STATES

Chat Transcript

Ch

amin Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

amin Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

amin I'd like to raise a Request

Acebuddy Please select your request type.

amin Password Reset

Acebuddy Please select an option below

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80199 elong

Email: elong@totemconstructionllc.com ☎ (225) 408-8009

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: 41 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

Ch

elong Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

elong Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

elong I'd like to report an Issue

Acebuddy Please select an option!

elong QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
elong	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
elong	I keep getting an error message when trying to update payroll in QB.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
elong	hi
Vikas Singh Chauhan	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
	I will be surely assisting you with this. Kindly help me with your server name and account name.
elong	Our server is Qbnxtent1.myrealdatal.net
Vikas Singh Chauhan	Is it for the account Totem Construction LLC ?
elong	yes
Vikas Singh Chauhan	Thanks for the confirmation !
	Could you please share the error message which you are getting while updating payroll.
elong	It says "QB could not update the component because one or more of the files are in use. Please close all applications that are currently running on your computer, restart QB, and try again. If you continue to get this message, restart your computer and try again. For information about which files QB is trying to use, open and review the qbwin.log."
Vikas Singh Chauhan	Okay
	Are you using Quickbook Enterprise 2024 ? (Edited)
elong	yes
Vikas Singh Chauhan	Kindly allow me five minutes to check the same.
elong	okay
Vikas Singh Chauhan	I have reviewed the server, and since you are on a shared environment, updating the component causing this error requires all users to be logged out of QuickBooks. This update can be scheduled during off-hours, preferably at night, to avoid any disruption.
elong	okay, can it be done tonight? my payroll is due tomorrow.
Vikas Singh Chauhan	Kindly allow me two minutes to check the same.
	Yes, this can be done tonight, so that you can update your Payroll.
elong	okay thank you. Will I get an email saying when it has been completed?

Vikas Singh Chauhan	I will share you a ticket number via email after end of this chat and with on the same email you reverted once update is completed.
elong	okay thank you so much
Vikas Singh Chauhan	Is there anything else I may help you with ?
elong	no that is all
Vikas Singh Chauhan	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 our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know what you think about our services. I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Vikas Singh Chauhan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80541 Jaime Archer

Email: jarcher@nsilandservices.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: CARLISLE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80414 donaldsmith44

Email: donaldsmith44@outlook.com **Phone:** 17249913701

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: 33 Secs

City: BUTLER

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Ch

donaldsmith44 Hello, I am your Acebuddy

Acebuddy Hello Donaldsmith44, I'm your Ace Buddy. I'll be happy to assist you!

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 report an Issue

Acebuddy Please select an option!

donaldsmith44 QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

donaldsmith44 Other QB related issue

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

donaldsmith44 I have a new windows 11 computer. Quickbooks appears to be working fine but I can't print.

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.

donaldsmith44 Hello

Tushar Hello Donald.

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

donaldsmith44 My User is DonaldSm Server is AESSS.myreldata.net

Tushar Thank you for the details.

Donald were you able to print previously without windows 11 upgrade ?

donaldsmith44 I printed with the previous computer which was windows 10. The new one is windows 11.

Tushar Okay are you able to print from your local system as of now ?

donaldsmith44	Yes. I just printed from my local excel.
Tushar	Thank you for this information now we will have to connect over a remote session to check some settings,
	May I take the remote access of your local computer?
donaldsmith44	yes
Tushar	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/4222743994
	Kindly Click on the link and open the downloaded file.
	We are connected now.
	We will now have to install uniprint application that communicates to server and your local system printer.
	With your permission may I log off your session?
donaldsmith44	yes
Tushar	Did it print?
donaldsmith44	yes
Tushar	Great.
	Is there anything else I may help you with ?
donaldsmith44	No. Thank you and have a great day.
Tushar	If you will kindly provide feedback on https://feedback.acecloudhosting.com/ this link.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot
	You may end this chat now. Once you end this chat, you will receive an email from us regarding our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know what you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80754 GABRIELLE M DIMATTEO

Email: gabby46@hotmail.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: GRANTS PASS

State: Oregon

Country: UNITED STATES

Chat Transcript

Ch

GABRIELLE M
DIMATTEO

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

GABRIELLE M
DIMATTEO

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80316 connie

Email: connie@concretepoles.com  12622507599

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: 15 Secs

City: MENOMONEE FALLS

State: Wisconsin

Country: UNITED STATES

Chat Transcript

C

connie Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

connie Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

connie I'd like to raise a Request

Acebuddy Please select your request type.

connie Password Reset

Acebuddy Please select an option below

connie Already Enrolled to Selfcare Portal

Acebuddy Please follow the process mentioned in the link below inorder to reset your server password.

Do you need any further assistance on the topic?

connie Yes

Acebuddy Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Abhay Kumar Saraswat accepted the chat transfer request.

Abhay Kumar
Saraswat

Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be ass

	today.
connie	Hello
Abhay Kumar Saraswat	Hello Connie
connie	I have been unsuccessful in resetting a password
Abhay Kumar Saraswat	How are you doing today?
connie	OK, thanks
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this.
connie	Could I get a password reset for username: JaredEnevold@myrealdata.net? I don't think this is something I can do myself. If a password reset link could be sent to him that would be great. is jared@concretepoles.com.
Abhay Kumar Saraswat	Is this for account: Traditional Concrete Inc ?
connie	Yes
Abhay Kumar Saraswat	Thanks for the confirmation !
connie	Jared is my son, he was set up back in January but was not using the cloud
Abhay Kumar Saraswat	Yes, you can reset his password.
connie	OK, I have tried and am not doing it correctly. Please advise.
Abhay Kumar Saraswat	Sure.
	You have to access MyPortal not Selfcare for reset his password.
connie	OK, I was in MyPortal earlier I think but did not see where to reset password.
Abhay Kumar Saraswat	May I take the remote access of your local computer?
connie	Yes
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/2542281342
	Kindly paste this link in the browser of local computer and join the session.
connie	OK, do I now enter your name or my name?
Abhay Kumar Saraswat	I've shared you the link.
	Could you please click on the link and Join?
	This message has been deleted
	We are connected on the remote session and will proceed with the troubleshooting on the rei

	the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, give your confirmation on this chat.
	Thank you for your patience.
	As we discussed, please write an email to support and provide your approval to reset your password.
	We'll proceed it accordingly. (Edited)
	Have you sent an email? (Edited)
	I'm waiting for your email.
	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) if any further assistance is required.

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80487 shari

Email: shari@jkservicesinc.com  18054079440

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 50 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to raise a Request
Acebuddy	Please select your request type.
shari	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and we will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below
shari	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
shari	need help updating the server logon for jim.k
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
shari	on his laptop
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
shari	hi I can't access my email and I need help to get back on the server with Jim.k login
Ashutosh Mishra	I understand you want the RDP file (required to connect with server) for username Jim.K
shari	yes please
Ashutosh Mishra	Thanks for the confirmation !
	Please allow me to inform you can also download the RDP file using the MY Portal.
shari	I can't access the my portal
	I am not on my computer
	and I don't have portal access
	Can you please just remote in and add the rdp
Ashutosh Mishra	Sure i can assist you over the remote session, i can also show how to access the My Portal over the remote session.

	remote session.
	Prior providing the access, I would suggest you to close any important documents at your end.
shari	I don't have time right now
	I just need to get jim online
Ashutosh Mishra	<p>Sure i will assist you quickly and resolve this.</p> <p>Kindly paste this link in the browser of local computer and join the session.</p> <p>https://assist.acecloudhosting.com/join/8142543499</p>
	We are connected on the remote session and will proceed with the troubleshooting on the request. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly let me know and give your confirmation on this chat.
shari	thank you
Ashutosh Mishra	<p>As per discussion over the remote session, The issue is resolved by creating new RDP file for you.</p> <p>I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of the chat.</p>
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding the conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know about the issue you faced while working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com</p> <p>Thanks!</p>
	<p>Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)</p>

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80535 Rubens S Jacob

Email: seflglass@gmail.com **Phone:** 13058233097

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: HIALEAH

State: Florida

Country: UNITED STATES

Chat Transcript

Ch

Rubens S Jacob Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Rubens S Jacob Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Rubens S Jacob I'd like to report an Issue

Acebuddy Please select an option!

Rubens S Jacob Other Issue

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

Rubens S Jacob Hello. I am able to print Invoices on Quicbooks, but I am not able to print Estimates and I need help. Thank.

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you.

Hello

I will surely help you with this issue.

So you are able to print invoices but have some issue with particular feature of the QB, right?

Rubens S Jacob Hi

Thank you

Yes

Shashwat Verma May I take the remote access of your local computer?

Rubens S Jacob	Yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/8892055406
	Kindly Click on the link and open the downloaded file.
Rubens S Jacob	Can you do it directly and I only click yes I only click yes
	Andre J
	The user
Shashwat Verma	Actually, we just want to check some of the configuration of the printer at your local end too, why we need a local access (Edited)
Rubens S Jacob	Ok
Shashwat Verma	Kindly use the link above
	We are connected on the remote session and will proceed with the troubleshooting on the remaining time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved give your confirmation on this chat.
Rubens S Jacob	Please allow us a minute. Thanks
Shashwat Verma	Have the issue resolved itself?
	Looks like you have just disconnected the session
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Rubens S Jacob	yes
	Let me reconnect please
	Are you there??
	Its say the session has expired
	Can you please send me a new link??
	hello??
<i>seflglass has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80126 Curt West

Email: curt@humblebrands.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: RANCHOS DE TAOS

State: New Mexico

Country: UNITED STATES

Chat Transcript

Ch

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81025 rtatpati

Email: rtatpati@data-keeper.com 19886750573

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 34 Secs

City: KATHRIGUPPE

State: Karnataka

Country: INDIA

Chat Transcript

Ch

rtatpati Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

rtatpati Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

rtatpati I'd like to report an Issue

Acebuddy Please select an option!

rtatpati QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

rtatpati QuickBooks Login Issue

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

Was that helpful?

rtatpati 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

Ankit Kumar accepted the chat transfer request.

Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.
rtatpati	Hello Rajita, How are you doing today?
Ankit Kumar	Ankit the aserver name was changed from conseroglobal.myrealdatal.net to datakeeper.myrealdatal.net and now no QB files are available
Ankit Kumar	I deeply apologize for the inconvenience caused to you. I will be surely assisting you with this. Kindly allow me 3-4 minutes to check the same.
rtatpati	Dharamveer Singh has done the changes for us if that helps are you there Ankit
Ankit Kumar	Thank you for waiting and sharing the details. I have checked the ticket and confirmed that the server name was changed.
rtatpati	yes but QB files for both the companies hosted are not opening
Ankit Kumar	May I know if you are able to access the server now?
rtatpati	I have installed the rdp file maybe its not done correctly yes please
Ankit Kumar	May I take remote access of your local computer? So that I can check once and assist you further with this.
rtatpati	ok
Ankit Kumar	Thank you so much for the confirmation. Prior providing the access, I would suggest you to close any important documents at your end.
rtatpati	done
Ankit Kumar	https://assist.acecloudhosting.com/join/2082868728
	We are connected on the remote session and will proceed with the troubleshooting on the remote machine. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will provide you with a link to download the QB files.
	Rajita, as discussed over the remote session, your issue has been resolved.

We assisted you with opening all your company files in the QuickBooks application.

I have ended the remote session.

Is there anything else I may help you with ?

rtatpati yes all done and good

no nothing at the moment

Ankit Kumar Thank you for choosing ACE cloud Hosting, you have a wonderful day. :Sm

rtatpati thank you so much Ankit

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

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

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

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

rtatpati you too have a great day

Ankit Kumar

Ankit Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80744 Karen Krieger

Email: karen@bodytalksystem.com  19414026269

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: NOKOMIS

State: Florida

Country: UNITED STATES

Chat Transcript

C

Karen Krieger	Hello, I am your Acebuddy
Acebuddy	Hello Karen Krieger, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Karen Krieger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Karen Krieger	I'd like to raise a Request
Acebuddy	Please select your request type.
Karen Krieger	Password Reset
Acebuddy	Please select an option below
Karen Krieger	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Karen Krieger	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Karen Krieger	how do sign up for selfcare portal
	<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 :
	Hello Karen
Karen Krieger	Hi Shaswat
Shashwat Verma	Here is the link selfcare.acecloudhosting.com
Karen Krieger	how do i get a login and password
Shashwat Verma	To reset the password using Selfcare Portal, please follow the simple steps outlined below:
	1. Visit Selfcare Portal https://selfcare.acecloudhosting.com Click "*Forgot your password*" 2. Enter your Server Username.

3. Enter the CAPTCHA verification and Click **Continue** .
4. In the window that opens, choose an authentication method from the list.
5. Enter your new password and click **Reset** to finish.

Here are the steps

Or to do the same from our end, kindly email us the request on support@acecloudhosting.co
karen@bodytalksystem.com

I will surely help you with this issue.

12:50:34 AM Karen Krieger is sharing a file with you
[Screenshot 2025-08-21 at 3.20.09 PM.png](#) - (Size:81.04 KB)

Karen Krieger is my username KarenKr?

Shashwat Verma Allow me 2 mins

Karen Krieger ok thank you

Shashwat Verma Kindly try now

Karen Krieger it tells me my account is restricted under username: Karenkr.net
is that the correct username?

Shashwat Verma yes

May I take the remote access of your local computer?

Karen Krieger SURE

sure

Shashwat Verma Prior providing the access, I would suggest you to close any important documents at your end

<https://assist.acecloudhosting.com/join/6442435988>

Karen Krieger ok

Shashwat Verma Kindly Click on the link and open the downloaded file.

Kindly allow the remote access permission

We are connected on the remote session and will proceed with the troubleshooting on the rei
the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolve
give your confirmation on this chat.

Kindly share me the last used password or enter the same

We have checked as your user was disable due to inactivity, hence the same credentials will
selfcare portal after 24 hrs as the standard procedure

Karen Krieger ok, thank you

Shashwat Verma Is there anything else I may help you with ?

Karen Krieger am i able to change my passwords there once i can login?

Shashwat Verma Yes after 24 hrs

Karen Krieger

ok thanks

Shashwat Verma

It would be great if you could share your feedback after this chat ends. Thanks in advance!

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80871 Citlalli Godoy Diaz

Email: citlalli@hineslaw.org

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: ROSWELL

State: Georgia

Country: UNITED STATES

Chat Transcript

Citlalli Godoy Diaz

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Citlalli Godoy Diaz

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Citlalli Godoy Diaz

I'd like to report an Issue

Acebuddy

Please select an option!

Citlalli Godoy Diaz

Password Reset

Acebuddy

Please select an option below

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80405 louispav

Email: louispav@dasystems.com  19495823908

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: HAILEY

State: Idaho

Country: UNITED STATES

Chat Transcript

C

louispav

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

louispav

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

louispav

I'd like to raise a Request

Acebuddy	Please select your request type.
louispav	Application Update
Acebuddy	<p>Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.</p> <p>Typically, the application update is performed overnight.</p>
	Do you need any further assistance on the topic?
louispav	Yes
Acebuddy	<p>Please wait while we connect you to our Support Representative</p> <p><i>Acebuddy (bot) forwarded the chat request</i></p>
Sujeet Kumar Suman	<p><i>Sujeet Kumar Suman accepted the chat transfer request.</i></p> <p>Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.</p>
louispav	I just had a quick question about Ace Connect
Sujeet Kumar Suman	Sure.
louispav	<p>I received an email about a "new" app Ace Connect, but I already use Ace Connect to connect to a remote server to access Quickbooks. Is this an upgraded version of Ace Connect?</p> <p>I'm fine upgrading, but it's hard to tell if it's just a marketing email or something I need to do.</p>
Sujeet Kumar Suman	This is an automated message for all users who have not yet set up ACE Connect.
louispav	ok, that's what I suspected. Then we're all set. Thank you for clarifying
Sujeet Kumar Suman	If you have already set up ACE Connect, no further action is required.
louispav	<p>Have a great day</p> <p>got it. Thanks</p>
Sujeet Kumar Suman	<p>Same to you.</p> <p>Is there anything else I may help you with ?</p>
louispav	That's it. Goodbye
Sujeet Kumar Suman	Thanks for the confirmation !
	You may end this chat now. Once you end this chat, you will receive an email from us regarding the conversation, along with a ticket number and survey feedback form.
	<p>I request you to kindly spare a moment to fill that out for me so that my managers can know what you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com</p> <p>Thanks!</p>
	<p>Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).</p>
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

louispav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80552 Suzanne Droessler

Email: invoicing@gondolatrain.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: PLATTEVILLE

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Suzanne Droessler Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Suzanne Droessler Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Suzanne Droessler I'd like to raise a Request

Acebuddy Please select your request type.

Suzanne Droessler Reboot your Server

Acebuddy Kindly send an email to support@acecloudhosting.com from your registered email address st reason for server reboot and the support team will be happy to update you on the task's com

Do you need any further assistance on the topic?

Suzanne Droessler	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80519 atidiv.t

Email: atidiv.t@myrealdata.net

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: 57 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

C

atidiv.t Hello, I am your Acebuddy

Acebuddy Hello Atidiv.t, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

atidiv.t Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

atidiv.t I'd like to report an Issue

Acebuddy Please select an option!

atidiv.t QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
atidiv.t	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
atidiv.t	We need to install QB integrator please help.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
atidiv.t	Hello Vikas.
	We need to install QB integrator please help.
Vikas Singh Chauhan	I will surely help you with this issue.
	Please provide me your account name ?
atidiv.t	Sure.
Vikas Singh Chauhan	Is it for Hedley and Bennett Inc ?
atidiv.t	Yes.
Vikas Singh Chauhan	Thanks for the confirmation !
	Do you have the setup for it ?
atidiv.t	Can you please check the same, because we are new in this.
Vikas Singh Chauhan	Kindly allow me 4-5 minutes to check the same.
atidiv.t	Okay.
Vikas Singh Chauhan	is someone in your team already using it on the server?
atidiv.t	Give me a moment.
Vikas Singh Chauhan	Okay
atidiv.t	Can you see who is active in server?
Vikas Singh Chauhan	May I know are you talking about bill.com sync as it is already installed on server and it is a Quickbook integrator.
	I see Anjali.r on the server right now.
atidiv.t	okay.
	Can you please show us using a remote access?
Vikas Singh Chauhan	I see, it is already on your desktop screen when you connect to server.
<i>2:57:51 AM Vikas Singh Chauhan is sharing a file with you image.png - (Size:1.85 KB)</i>	

	Do you want me to connect to your server session ?
atidiv.t	No it fine we have founded it.
	Thanks.
Vikas Singh Chauhan	Great !!
	Is there anything else I may help you with ?
atidiv.t	No
Vikas Singh Chauhan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
atidiv.t	Okay
Vikas Singh Chauhan	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how we are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Vikas Singh Chauhan has ended this chat session

Chat Transcript

ACE connect

Visitor Details

#80738 hocheimy

Email: fady.hocheimy@mfhgroup.om  7751010

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: MANJAI KUNDA

State: Banjul

Country: GAMBIA

Chat Transcript

C

hocheimy	ACE connect
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.
hocheimy	hi
	how are you DEV
	i got the email for ACE connect, but not yet available for MAC right?
Dev Dubey	Doing well!
	Hello, Could you please conform your Account Name/ Business Name that is registered with us?
	The Remote Desktop Connection can be established on MAC OS as well.
hocheimy	MFH GROUP
	i have RDP
	but we got an email about new ACE connect
Dev Dubey	Thank you, I am transferring the chat to a support rep to assist you with this.
hocheimy	ok
<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>	
<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assist today.
	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?
hocheimy	ok
	MFH GROUP
	Fady
Vikas Singh Chauhan	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
hocheimy	we got this
<i>9:20:02 PM hocheimy is sharing a file with you</i>	

[Screenshot 2025-08-21 at 3.49.46 PM.png](#) - (Size:757.73 KB)

does it work for MAC yet?

Vikas Singh Chauhan	<p>This is a new tool which you can use to connect to your server, below are some features of it</p> <p>Seamless Connectivity: Smart failover routing ensures stable access anytime.</p> <p>Enhanced RDP Experience: Faster, smoother sessions optimized for work.</p> <p>Instant Support: Live chat, call-back requests, system status, and ticketing built-in.</p> <p>Stay Informed: Real-time alerts for downtime or maintenance.</p> <p>Exclusive Offers: Get early access to promotions and upgrades.</p>
hocheimy	yes
	can it work with MAC?
Vikas Singh Chauhan	At present, it is only compatible with Windows systems only.
hocheimy	ok thanks
Vikas Singh Chauhan	For Mac, it is still under development.
hocheimy	ok
	thanks
Vikas Singh Chauhan	Is there anything else I may help you with ?
hocheimy	no sir
	thanks
Vikas Singh Chauhan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
hocheimy	you too
Vikas Singh Chauhan	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know about your experience working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)</p>

Vikas Singh Chauhan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80908 johnathon

Email: johnathon@islandentertainment.com ☎ (250) 746-9707

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 3 Mins 2 Secs

City: RIDGELAND

State: Mississippi

Country: UNITED STATES

Chat Transcript

johnathon Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

johnathon Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

johnathon I'd like to report an Issue

Acebuddy Please select an option!

johnathon Other Issue

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

johnathon User Jeremy is getting disconnected with an error. You have been disconnected because another connection was made to the remote pc.

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Ankit Kumar declined the transfer 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
	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 your account only?
johnathon	Only to the one account and other users are currently connected.
Manish Singh	Alright!
	As I can check user Jeremy is not active on the server.
	May I take the remote access of user local computer?
johnathon	Because he is getting kicked out.
Manish Singh	Kindly ask Jeremy to login once.
	Maybe the user is using another user credentials or someone with same credentials is trying the server.
	May I take the remote access of Jeremy's local computer?
johnathon	Okay. One sec
Manish Singh	Yes, please take your time.
	Are we still connected here?
johnathon	Yes
Manish Singh	Is Jeremy able to access server?
johnathon	Just asked him to
Manish Singh	Alright!
	You can also change the password of the user so that no other user with the same credential: access the server via Myportal.
	<i>9:26:45 PM Manish Singh is sharing a file with you</i> <u>How to Manage ACE Server Users 4.pdf</u> - (Size:1.33 MB)
johnathon	Do I have a portal account to do that
Manish Singh	Yes
johnathon	I've never logged into it
Manish Singh	I can assist you with the login so you can manage your account.
	myportal.aceclouddhosting.com
johnathon	Is my username my email?
Manish Singh	Username will be your CID number CID68317
johnathon	It wouldn't connect him to the server.
Manish Singh	May I take the remote access of Jeremy local computer?

johnathon	One sec
	How do you want to connect?
Manish Singh	I will share a link with which I will take remote access of user's local computer.
	https://assist.acecloudhosting.com/join/9412054735
	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.
johnathon	He should be clicking the link shortly.
Manish Singh	Alright!
johnathon	Let me know when you get connected
Manish Singh	Sure
	We are connected on the remote session and will proceed with the troubleshooting on the request. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and ask you to give your confirmation on this chat.
johnathon	Okay
	Any luck?
Manish Singh	We have opened a portal at Jeremy end to reset the password, kindly ask him to reset the password.
johnathon	Can you reset it for him. He does not know how to do it.
Manish Singh	Yes, Password reset is done but seems like the RDP is not able to find the gateway.
	Working on it.
johnathon	Thanks
Manish Singh	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) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80114 Faith Koltak

Email: accounting@roseandomcenter.org  117203374473

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: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Ch

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81012 Evan Giniger

Email: eginiger@driglobal.com ☎ 12122091175

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: HAMPTON BAYS

State: New York

Country: UNITED STATES

Chat Transcript

Evan Giniger	Hello, I am your Acebuddy
Acebuddy	Hello Eginiger, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Evan Giniger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Evan Giniger	I'd like to report an Issue
Acebuddy	Please select an option!
Evan Giniger	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represen
Evan Giniger	how can I move a file from ACE to my own PC?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you

Evan Giniger	great
	quick question please
Manish Singh	I will surely help you with this issue.
	May I know which file you would like to move?
Evan Giniger	one of my data files
Manish Singh	Alright!
	May I know the reason for the transfer?
Evan Giniger	yes the file got corrupt somehow and I need to run some test
Manish Singh	Alright, kindly visit myrealdata.wetransfer.com make a link of the file and add the link to any of your local system to retrieve your file.
Evan Giniger	from within the ACE desktop or external?
Manish Singh	From the Ace server.
Evan Giniger	ok
Manish Singh	Is there anything else I may help you with ?
Evan Giniger	no working on it now
	thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know what is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80373 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 15 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

Ch

shari Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

shari Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

shari I'd like to report an Issue

Acebuddy Please select an option!

shari QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

shari Other QB related issue

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

shari need to update the JKS Enterprise license #

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Ankit declined the transfer 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.

shari Hi I need to escalate an issue to update the Enterprise 2024 license

Tushar	I will surely help you with this kindly email us at support@acecloudhosting.com with license r and product code.
	Once we get these details one of our engineer will update it and email you once it is complet
	Is there anything else I may help you with ?
	Are we still connected here?
	As this chat is disconnected from your end
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80969 Eduardo

Email: corporateit@sdf-itc.com ☎ 15125169214

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 24 Secs

City: MEXICO CITY

State: Ciudad De Mexico

Country: MEXICO

Chat Transcript

Ch

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

Eduardo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Eduardo	I'd like to report an Issue
Acebuddy	Please select an option!
Eduardo	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Eduardo	I'd like to report an Issue
Acebuddy	Please select an option!
Eduardo	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Eduardo	sudden disconnection on server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Eduardo	Server: SDFInterTrading.myrealdata.net
	<i>Shashwat Verma accepted the chat transfer request.</i>
	<i>Shashwat Verma is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Eduardo	Server: SDFInterTrading.myrealdata.net Username: CDM8_INTSALES_OF
Yash Kalra	Kindly allow me two minutes to check the same.
Eduardo	Thanks
Yash Kalra	To help me assist you better, please answer the following questions:
	<ol style="list-style-type: none"> 1. Are you receiving any error message while attempting to connect to the Ace server? If yes, share the exact message. 2. Have you checked if your internet connection is stable? Also, have you tried connecting using a different network, such as a mobile hotspot?
Eduardo	So far right now it is working 6 min ago all users were disconnected
	Also, users after login in through the rdp file are requested to enter username and password
	Which is significantly impacting on the connection time

	Users were disconnected in multiple locations, not just one location
Yash Kalra	Eduardo, I just checked with my team and found that we had one of your older tickets open. I made some adjustments to the services from the backend, the server unfortunately restarted was done to ensure that the disconnection issue you experienced two days ago does not occur again.
	We make sure this disconnection issue never occurs again.
	Is there anything else I may help you with?
Eduardo	Thanks for letting me know
	Please let us know if any restart is needed before hand. Right now we are in working hours. Adjustments can be done on weekends, GMT-6, so please consider that time window.
Yash Kalra	Eduardo, believe me, we had not expected the service to restart during this process. Such adjustments are usually scheduled for weekends to avoid any disruption. Unfortunately, this happened unexpectedly, and I sincerely regret the inconvenience caused.
	Eduardo, May I proceed to end this chat now.
Eduardo	No worries, thanks for following up on that ticket
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Eduardo	Sure, thanks
Yash Kalra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how we are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80570 shylesh viswanathan

Email: shylesh@rockstarbookkeeping.com  13108506091

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: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80423 sbhardwaj

Email: sbhardwaj@hmgroupillp.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: 1 Min 12 Secs

City: BANGALORE

State: Karnataka

Country: INDIA

Chat Transcript

Ch

sbhardwaj Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

sbhardwaj VDI/DaaS Support

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

Acebuddy (bot) forwarded the chat request

sbhardwaj ok

Sushant accepted the chat transfer request.

I am facing frequent disconnection at my VDI

Sushant Thank you for contacting Ace Cloud Hosting. My name is Sushant. I will be assisting you toda

sbhardwaj Also there is latency between going from one file to another

Sushant May I know your company name please

sbhardwaj Hartstein Michael

Sushant Please wait while we connect you to our concern team.

sbhardwaj ok

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

Tushar accepted the chat transfer request.

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

sbhardwaj Can you please check my issue above

chat

This

and this

Tushar

Hello Shivam I will surely check this issue.

sbhardwaj

Thanks

Tushar

Did you face this issue today only or previously also ?

sbhardwaj

It's ever going issue. Someone resolve it few time back but today I am facing again

Tushar

Okay.

Are other users also facing this issue?

sbhardwaj

No

just me

Tushar

May I know the recent time frame during whcih you faced this issue.

This will help me track the server performance at the issue time frame. (Edited)

sbhardwaj

Today since I logged in

around 6.30PM IST

Tushar

Thank you for this informance.

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.

sbhardwaj

Will you be going into my VDI?

Tushar

First I will check your local system after that the vdi/Server.

sbhardwaj

ok

One sec then let me close my work

Tushar

Sure, please take your time

sbhardwaj

at VDI

Tushar

once you are ready.

<https://assist.acecloudhosting.com/join/6922863734>

Kindly Click on the link and open the downloaded file.

We ae connected now.

sbhardwaj

ok

Tushar

I will be installing winmtr to check the packets ping loss from your connection.

sbhardwaj

ok

Tushar

Will uninstall it after use.

sbhardwaj

Sure

Tushar	Kindly reloggin.
	Also do you use any printer from the server?
sbhardwaj	No
Tushar	Shivam I have gathered the necessary data as of now, according to those I have adjusted the icon as well.
sbhardwaj	ok
Tushar	Kindly share your contact number and general time frame with time zone in which you are active needed we can arrange a call back from our escalation team members after they will investigate issue further from backend.
sbhardwaj	9873848885
	6.30 PM IST
Tushar	Thank you for the details Shivam.
	Is there anything else I may help you with ?
sbhardwaj	no that will be all
	Thanks
Tushar	It really mean a lot to us if you could give us a feedback regarding this chat session.
	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 the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know what you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80714 Tanner Sharp

Email: tanner.sharp@3zbrands.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 29 Secs

City: QUEEN CREEK

State: Arizona

Country: UNITED STATES

Chat Transcript

Ch

Tanner Sharp Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Tanner Sharp Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Tanner Sharp I'd like to report an Issue

Acebuddy Please select an option!

Tanner Sharp Other Issue

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

Tanner Sharp Following up on ticket 741768

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you with your issue.

Hello Tanner

Kindly allow me two minutes to check the same.

I will surely help you with this issue.

Tanner, have you checked the recent email from our team?

Tanner Sharp

The last email I got just said "We have received your request and are aware of the urgency. C is investigating the issue and will provide an update within 1-2 hours."

And I never head anything back

*9:55:21 PM Shashwat Verma is sharing a file with you
[image.png](#) - (Size:64.35 KB)*

Shashwat Verma

Here is the recent update shared by us.

If you wish, we can schedule a call with the concerned team, as your case is currently being I by our **Customer Success Team** .

Tanner Sharp

Ok I will call them

Shashwat Verma

Okay, shall we schedule the same for you?

Are we still connected here?

Tanner Sharp

Sorry sechedule what?

Shashwat Verma

We can schedule the call with the team at your preferred time.

Tanner Sharp

What is the soonest time?

Shashwat Verma

Team can connect you within 30 mins.

Tanner Sharp

Sounds good

Shashwat Verma

Shall we proceed?

Tanner Sharp

Yes

With the call

Not the server yet

I need the old data that was on the server

Shashwat Verma

As we have checked all the related details will be shared by the team, although we have note callback request

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 (1-888-415-5240) if any further assistance is required.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80951 lauro lopez

Email: laurojr@me.com ☎ 19567237245

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 2 Mins 54 Secs

City: LAREDO

State: Texas

Country: UNITED STATES

Chat Transcript

Ch

lauro lopez Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

lauro lopez Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

lauro lopez I'd like to report an Issue

Acebuddy Please select an option!

lauro lopez Other Issue

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

lauro lopez Help with installing Ace Connect

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Yash Kalra accepted the chat transfer request.

Yash Kalra	Hello Lauro
Iauro lopez	that was me that cut us off.....sorry
	am ready for remote connect
Yash Kalra	No issue Lauro.
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/1422623227
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the request. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and ask for your confirmation on this chat.
Iauro lopez	ok
	i am connecting on a MAC
Yash Kalra	Lauro, as discussed during the remote session, Ace Connect is designed for Windows users, as you are already using a Mac, we recommend using the windows app application instead.
	Is there anything else I may help you with ?
Iauro lopez	I understand. No that is all. Thank you for your time.
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how the session went. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
Iauro lopez	you bet
<i>Yash Kalra has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80044 david

Email: david@1800safety2.com ☎ 19146983631

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: MOUNT KISCO

State: New York

Country: UNITED STATES

Chat Transcript

C

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80377 bobi

Email: bobi@courtsense.com  12012861318

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: SKOPJE

State: Gjorce Petrov

Country: MACEDONIA

Chat Transcript

Ch

bobi Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

bobi Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

bobi I'd like to report an Issue

Acebuddy Please select an option!

bobi Password Reset

Acebuddy Please select an option below

bobi Already Enrolled to Selfcare Portal

Acebuddy Please follow the process mentioned in the link below inorder to reset your server password.

Do you need any further assistance on the topic?

bobi	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>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
bobi	hello.. I am trying to reset password for a user, but having trouble logging in selfcare .. I reset password but verification email shows somw strange email not mine
Manish Singh	Alright!
bobi	my server is CourtSense.myreldata.net
Manish Singh	I will surely help you with this issue.
bobi	An email describing how to reset your password has been sent to q0*****@ut***.com. this is what I got for password reset, but that's not my email
	CID73764
Manish Singh	Kindly allow me two minutes to check the same.
	May I know the username?
bobi	myreldata\Admin_Court but I need to reset password for Kim_Court@myreldata.net , but can't get in selfcare which platform was to manage the users ? was that selfcare or there was another one ?
Manish Singh	You would like to reset the password for Kim right and having the email issue?
bobi	I want to login to user portal to reset kim password
Manish Singh	You are trying to login to the Myportal? (Edited) May I take the remote access of your local computer?
bobi	can you give me the url where I can manage all the users
Manish Singh	myportal.aceclouddhosting.com <i>1:17:04 AM Manish Singh is sharing a file with you</i> <u>How to Manage ACE Server Users 4.pdf</u> - (Size:1.33 MB) <i>And this is the SOP regarding user management.</i>
bobi	ok, I am in.. I was trying to login to selfcare platform before ,.. I was doing wrong
Manish Singh	Alright!
	Is there anything else I may help you with ?
bobi	can you check user Kim_Court@myreldata.net looks like deactivated
Manish Singh	You have activated the user on April 21st

	<i>1:19:16 AMbobi is sharing a file with you 1_image.png - (Size:56.35 KB)</i>
bobi	you see I have action activate
	she uses the system often , I don't know why she is deactivated
Manish Singh	That account is temporarily disabled due to inactivity. You can activate the user again.
bobi	ok, I'll activate in the portal
Manish Singh	Yes
	Is there anything else I may help you with ?
bobi	no thanks
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know what you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80203 jennifer

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

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: 14 Secs

City: SIERRA VISTA

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Du

jennifer	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
jennifer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jennifer	I'd like to report an Issue
Acebuddy	Please select an option!
jennifer	Password Reset
Acebuddy	Please select an option below
jennifer	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed
	Do you need any further assistance on the topic?
jennifer	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sanyam Madan accepted the chat transfer request.</i>	
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name.
jennifer	Absolute Storage
Sanyam Madan	Kindly allow me two minutes to check the same.
	Could you please confirm if the correct name is Absolute Steel LLC?

jennifer	Yes that is the same business
Sanyam Madan	Okay
	May i confirm your username?
jennifer	Mine is JenniferMor
Sanyam Madan	Please send us an email from the registered email address at support@acecloudhosting. for authorization so that we could proceed further with the password reset request.
jennifer	I need KimT reset thoguh
	I did, we cannot wait 24 or more hours to get into QuickBooks
Sanyam Madan	Kindly allow me two minutes to check the same.
	Jenifer please check, I have just sent you the mail
jennifer	Thank you. I have it
Sanyam Madan	Is there anything else I may help you with ?
jennifer	no thank you
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sanyam Madan has ended this chat session

