

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78611 Anthony DelVecchio

Email: adelvecchio@rvirtualtax.com

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Anthony DelVecchio	Hello, I am your Acebuddy
Acebuddy	Hello Anthony Delvecchio, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anthony DelVecchio	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anthony DelVecchio	I'd like to report an Issue
Acebuddy	Please select an option!
Anthony DelVecchio	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Anthony DelVecchio	Cannot log into Ultra Tax
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.

	Hi Anthony. How are you doing today?
Anthony DelVecchio	living the dream
Yash Ahi	Thats great.
	I will surely help you with this.
	Could you please help me with your server name or business name?
Anthony DelVecchio	Rvirtualtax
Yash Ahi	Thankyou for the information.
	Kindly allow me two minutes to check the same.
	May I take the remote access of your server to check that Anthony?
Anthony DelVecchio	Sure
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.
	Well the application seems to be opening.
Anthony DelVecchio	opens then immediately closes
Yash Ahi	okay let me check.
	Please enter the code Anthony.
	Are you able to open other Ultra Tax version?
Anthony DelVecchio	No
Yash Ahi	Alright, let me see.
	Have you checked with any other user?
	Are they also facing same issue?
Anthony DelVecchio	They were but apparently the issue has been resol
Yash Ahi	Alright, let me check few other things.
	Alright Anthony. I checked everything and that seems to be with the application issue internally.
	In that case, you need to connect to Thomas Reuters support, as they will be able to fix the issue from their end.
	Incase you require our assistance while being on call or chat with them, you can add us on a three way conference call.
Anthony DelVecchio	ok will schedule something at a later date
Yash Ahi	Alright.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

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

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77922 Kathy Dunham

Email: kathy@dunhamaccounting.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: GRAND RAPIDS

State: Michigan

Country: UNITED STATES

Chat Transcript

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

If you are facing any issue/problem with your server, Please select the appropriate option below :

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78367 office.fusionfab

Email: office.fusionfab@gmail.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: 53 Secs

City: FT COLLINS

State: Colorado

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
office.fusionfab	Is that a way to Save/ memorize the settings on the shared screen
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	How may I help you?
office.fusionfab	Is that a way to Save/ memorize the settings on the shared screen every time you log in it changes the size to is there away to save it
Abhay Kumar Saraswat	I will be surely assisting you with this. Kindly help me with your server name and user name?
office.fusionfab	its yes or no no thank youit's yes or no question BYe thanks anyway you don't need to log in to answer the question
	BYe thanks
Abhay Kumar Saraswat	Are you talking about the internal resolution screen for the server? I would like to know the exact issue which you are facing with the resolution screen. Yes, setting can be saved but first we need to check the screen which you are talking about.

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78571 GLORIA CORREA

Email: gloria@wellytails.com ☎ 7163448610

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: CAMBRIDGE

State: Ontario

Country: CANADA

Chat Transcript

GLORIA CORREA	Hello, I am your Acebuddy
Acebuddy	Hello Gloria, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
GLORIA CORREA	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
GLORIA CORREA	I'd like to raise a Request
Acebuddy	Please select your request type.
GLORIA CORREA	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
GLORIA CORREA	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77809 Adam Christopher Schwindt

Email: adam@remingtonsupply.com  18148811463

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: 8 Secs

City: ERIE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Adam Christopher Schwindt	Hello, I am your Acebuddy
Acebuddy	Hello Adam Christopher Schwindt, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Adam Christopher Schwindt	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Adam Christopher Schwindt	I'd like to report an Issue
Acebuddy	Please select an option!
Adam Christopher Schwindt	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Adam Christopher Schwindt	I am unable to connect using the RDP provided
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Adam Christopher Schwindt	Nevermind. I think I got it figured out
Anjainay Singh	I understand your concern and really apologize for the inconvenience caused at your end.
	That's really great to hear that.
	Is there anything else I may help you with ?
Adam Christopher Schwindt	I'm good. Thanks

Anjainay Singh

Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.

As issue has been resolved I am closing this chat from my end.

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77787 Daniel

Email: soufloretail@gmail.com **Phone:** 7862736166

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: 34 Secs

City: HOLLYWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

Daniel

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Daniel

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Daniel

I'd like to report an Issue

Acebuddy

Please select an option!

Daniel

	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Daniel	Hello. I have problem with my printer when I use QB. The user is Andre. Thanks
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>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.
Daniel	Hi
Manish Singh	Hii Rubens
Daniel	Hi
Manish Singh	How may I assist you today?
Daniel	I need help with my printer
Manish Singh	What exactly the issue you are facing?
Daniel	Hello. The user Andre, we have a problem with the printer. The printer is working well in our computer, but when we go to
Manish Singh	Kindly allow me two minutes to check the same.
Daniel	Ok thanks
Manish Singh	South East Florida Glass & Hardware LLC
	Is this your account name?
Daniel	Yes
Manish Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
	And is it for QuickBooks 2024?
Daniel	Only this user
	<i>8:55:38 PM Daniel is sharing a file with you</i>
	<i>Screenshot 2025-06-03 at 11.25.25 AM.png - (Size:72.76 KB)</i>
	I need please if you can finish take control of the remote in order to fix the issue with the printer please
Manish Singh	Yes, in need to correct this issue we need to update QB 2024.
	Kindly logout all users for 15-20 minutes or we can schedule this in night hours.
Daniel	BUT WE HAVE THE ISSUE ONLY IN ONE USER. NOT IN ALL
Manish Singh	Alright, we can try to take remote access the user local system to check.
	May I take the remote access of local computer?
Daniel	Yes

Manish Singh	https://assist.acecloudhosting.com/join/2822609846
	Kindly paste this link in the browser of local computer and join the session.
Daniel	Ok
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Daniel	Done
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat. We need to update QB in last and try with clean installation in night hours.
	We have installed Uniprint client to its local reset the profile of the user. But QB is not opening most of the prompts. We can check by updating if it's works . If not we need to escalate the issue.
	Are we still connected here?
Daniel	yes
Manish Singh	We will perform the clean installation of QB in night hours and notify you over email. If the issue is not resolved, we need to Escalate the issue.
Daniel	Ok but sometime we have issue after update so please: 1. Do a backup just in case we have problem after update 2. Please note down the error message.
Manish Singh	Noted.
	Is there anything else I may help you with ?
Daniel	Ok 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 this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. 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

Visitor Details

#78769 Dickstein

Email: tobidickstein@ffcpmaryland.com **Phone:** 240-277-3359
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 19 Secs
City: OLNEY
State: Maryland
Country: UNITED STATES

Chat Transcript

Dickstein	Hello, I am your Acebuddy
Acebuddy	Hello Tobi Dickstein, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Dickstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dickstein	I'd like to report an Issue
Acebuddy	Please select an option!
Dickstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Dickstein	I was recently moved to a different server and now I am unable to login to the server to access Quickbooks
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.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Dickstein	Server is QBNXTENT
	My user name is myrealdata\TobiD.q10

Tushar	Thank you for the details.
	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.
Dickstein	yes you can
Tushar	https://assist.acecloudhosting.com/join/1822587193
	Kindly Click on the link and open the downloaded file.
	Kindly show me the email on which you have received the new login details.
	The gateway was not configured.
	I have configured it now.
Dickstein	ok...but I was able to log in earlier this week
	but thank you for fixing it
Tushar	Is there anything else I may help you with ?
Dickstein	no thank you...have a good day
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78751 srinivas

Email: srinivas@taxgeeks.com ☎ 2252847776

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: 42 Secs

City: ALWAL

State: Andhra Pradesh

Country: INDIA

Chat Transcript

srinivas	Hello, I am your Acebuddy
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
srinivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
srinivas	rdp is very slow
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
srinivas	hi
Manish Singh	I will surely help you with this issue.
srinivas	connected to the server
Manish Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
srinivas	ONLY for me
	I will be in India for a month
Manish Singh	Alright!

srinivas	and having hard time in working on the server
Manish Singh	Is your Internet speed is working fine?
	On your local system?
srinivas	yes
Manish Singh	Kindly allow me two minutes to check the same.
srinivas	we have 500 mbps it says connection round up time is high
	arindam99@gmail.com
	ignore this email..by mistake
	[Window Title] Remote Desktop Connection [Content] Your connection round trip time is high and your network might be slow. [Timestamp (UTC): 06/27/25 06:07:08 PM Activity ID: b19e6a90-6796-416f-8f8d-6fc7e8480100 [Client details] Client version: 1.63 [Network details] Transport protocol: TCP Round-trip time: 280 ms Available bandwidth: 1.63 Mbps Frame rate: 1 FPS [Remote computer details] RDGHTN.myrealdatal.net Gateway logon method: NTLM protocol Remote computer: 38.15.187.77 Press Ctrl+C to copy.
Manish Singh	Alright, let me check Is there any other user active on the server other than you?
	Kindly check now.
srinivas	yes my colleague is also active on the server
Manish Singh	Is it working fine now.
srinivas	it is fine for her where she is connecting from dallas for me connecting to hyderabad..it is very slow
Manish Singh	Kindly close your Sharefile and chrome application and let us know. And may I take the remote access of your local computer?
srinivas	yes
Manish Singh	https://assist.acecloudhosting.com/join/4462157631
	Prior providing the access, I would suggest you to close any important documents at your end.
srinivas	you can see it is loading very slow
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our support team. They will give your confirmation on this chat.
	Is there anything else I may help you with ?
srinivas	good now will let you know
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day. Sure, we will be happy to assist you.

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

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77737 Matthew Tallman

Email: matt@bohserv.com ☎ 3105924928

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: WESTLAKE VILLAGE

State: California

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77896 Dustin Minnich

Email: dustin.minnich@paragonpoultry.com ☎ 17177427323

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Microsoft Edge

Device: Desktop

City: PITTSBURGH

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Dustin Minnich	Hello, I am your Acebuddy
Acebuddy	Hello Dustin Minnich, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dustin Minnich	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dustin Minnich	I'd like to raise a Request
Acebuddy	Please select your request type.
Dustin Minnich	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Dustin Minnich	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78757 Jenifer campa

Email: jc@acpnational.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

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

Is this for account: **Advanced Commercial Painting LLC ?**

Could you please confirm if you're looking to unlock your own account?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78164 Eva

Email: eva@backstoptax.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 46 Secs

City: BEAVERTON

State: Oregon

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hello Eva
Eva	Hi, I'm trying to log in
	But I have never received verification code by email
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Eva	How to find the names?
Shubham Kataria	You may also provide your business name which is registered with ACE
Eva	Business name is Backstop Tax LLC
Shubham Kataria	Thank you for the information. Please allow me a minute to check the same.
Eva	Thx
Shubham Kataria	You're welcome

	May I take the remote access of your local computer to check the issue.
Eva	Yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Eva	No problem
Shubham Kataria	https://assist.acecloudhosting.com/join/8002504267
	Kindly paste this link in the browser of local computer and join the session.
Eva	Does it work?
Shubham Kataria	Yes
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.
	Thank you for your patience.
	As You're disconnected from the chat, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78442 Jennifer Hudson

Email: jennifer@accounting-offices.net

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: HOPKINS

State: Minnesota

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78247 info

Email: info@brkimcpa.com  9729724930

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: 19 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Annie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to raise a Request
Acebuddy	Please select your request type.
info	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
info	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh be and share a confirmation via email.
	Do you need any further assistance on the topic?
info	Restart
Acebuddy	Hello Annie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Yes
Acebuddy	You have chosen an Invalid Option. Please try Again!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh be and share a confirmation via email.
	Do you need any further assistance on the topic?
info	Restart
Acebuddy	Hello Annie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh be and share a confirmation via email.
	Do you need any further assistance on the topic?
info	Restart
Acebuddy	Hello Annie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	No
Acebuddy	You have chosen an Invalid Option. Please try Again!
	Whom Would You Like to Connect With?
info	

	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times, they may get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com and share a confirmation via email.
	Do you need any further assistance on the topic?
info	Restart
Acebuddy	Hello Annie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to raise a Request
Acebuddy	Please select your request type.
info	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will contact you shortly.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
info	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times, they may get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com and share a confirmation via email.

	Do you need any further assistance on the topic?
info	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 today.
info	hello, Could you update the QB? today midnight please.
Manish Singh	We have noted your request, Once the QuickBooks is updated, we will notify you over the email. Please let us know the version of QuickBooks.
info	23? How can I check the version of QB?
Manish Singh	When you open the QuickBooks enter F2 button to see the license details and version on it. We will update QuickBooks 2023 and notify you once updated. Is there anything else I may help you with ?
info	no. that was all.
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of Thank you for choosing ACE cloud Hosting, you have a wonderful day.
info	thank you.
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri 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

#78426 Jordan Barria

Email: treasury@hineslaw.org ☎ 16789758107

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: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78307 nixsprinklerco

Email: nixsprinklerco@gmail.com ☎ 9407451522

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: MINERAL WELLS

State: Texas

Country: UNITED STATES

Chat Transcript

nixsprinklerco	Hello, I am your Acebuddy
Acebuddy	Hello Katherine Monzon, 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 raise a Request
Acebuddy	Please select your request type.
nixsprinklerco	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
nixsprinklerco	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!
	<i>Acebuddy has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78452 Brenda Rosales

Email: brenda.rosales@eneos.com.ph **Phone:** 636325071840

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: 43 Secs

City: AYALA-PASEO DE ROXAS

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Brenda Rosales	Hello, I am your Acebuddy
Acebuddy	Hello Brenda Rosales, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brenda Rosales	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Rosales	I'd like to report an Issue
Acebuddy	Please select an option!
Brenda Rosales	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brenda Rosales	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at get delayed due to unforeseen circumstances. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com and share a confirmation via email.
	Do you need any further assistance on the topic?
Brenda Rosales	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
Brenda Rosales	Hi Tushar

	i have a ticket
Tushar	Hi Brenda.
	May I know the ticket number.
Brenda Rosales	Ticket number: 698269 i just wanted to clarify that QB emailed me that they will disable my access by June 19 but can you request QB to extend our access since we already purchase Enterprise we are just waiting for Ace Cloud to install and migrate i emailed you also regarding this, in reply to your email
Tushar	Did you purchase it by your end?
	Yes, we received it.
Brenda Rosales	yes
Tushar	That we cannot do from our end and also unsure if there is any option to do that from intuit side as well.
Brenda Rosales	it was purchase thru Ace Cloud
Tushar	May I know the license number and product code for the new purchased QuickBooks if you have taht. (Edited) Thank you for clarifying. As I can see this is being taken care of from our billing department, I just contacted the team they will be available after 8
Brenda Rosales	i dont have the license number for Enterprise, since from last conversation with support, it is in the billing department
Tushar	Also the migration process and installing process will go smoothly and will hardly take any time.
Brenda Rosales	yes, from the last migration, does not take time also
Tushar	As soon as we get the license and product code from the team, we will deliver the new server and login details.
Brenda Rosales	hopefully by tomorrow the billing can clear this out or you can start already?
Tushar	Everything is set we just need to install the QuickBooks on the server as soon as we get the license details from the team Rest assured your QuickBooks will be functional tomorrow.
Brenda Rosales	omg thank u so much makes me less worried thank u
Tushar	Is there anything else I may help you with ?
Brenda Rosales	none
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.

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

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

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

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

#78365 Denver Kohler

Email: denver@brite-electrical.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: KAMAS

State: Utah

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Denver Kohler	I'd like to report an Issue
Acebuddy	Please select an option!
Denver Kohler	Password Reset
Acebuddy	Please select an option below
Denver Kohler	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-set.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77945 Kirk Thirapatpibul

Email: kthirapatpibul@uscalibration.com  19493363368

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 40 Secs

City: LAGUNA HILLS

State: California

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Kirk Thirapatpibul	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kirk Thirapatpibul	I'd like to report an Issue
Acebuddy	Please select an option!
Kirk Thirapatpibul	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kirk Thirapatpibul	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kirk Thirapatpibul	Clicking Setup QuickBooks Online Backup and nothing happens
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Kirk
Kirk Thirapatpibul	Hi again
Manish Singh	I will also share the ticket id with you over the mail once this chat is disconnected.
Kirk Thirapatpibul	I'm trying to setup QuickBooks Online Backup but nothing happens when I click it no error message or any windows
Manish Singh	May I take the remote access of your server?
Kirk Thirapatpibul	yes
	There are people using it for production so please don't do anything that would kick them out
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Kirk Thirapatpibul	I am logged into Quickbooks as admin
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting give your confirmation on this chat.
	May I log you off from the server as I have made some changes from the backend?
Kirk Thirapatpibul	Yeah you can log me off but not other users
	Should I log back in?
Manish Singh	Yes please log back in.
	Sure thing!

Kirk Thirapatpibul	Ok I'm back in,
Manish Singh	hey there is a Quickbooks update should we do it right away?
Kirk Thirapatpibul	is that going to kick other users out?
	If so, not now
Manish Singh	Okay, we will schedule this for the night hours.
	This might also be a reason why we see an error message.
Kirk Thirapatpibul	Is the update something you do for us or I have to come back for the nights hours and do it?
Manish Singh	This might be one of the reasons and yes, we need to wait for the update to be completed during night hours.
Kirk Thirapatpibul	ok, but is it something I would have to do myself at night or you have a way to schedule the update?
Manish Singh	We will schedule the update from our end, Once the update is done we will notify you over the email.
Kirk Thirapatpibul	ok
	I'm out tomorrow so I'll check back again next week
Manish Singh	Sure, we will take follow up accordingly.
	Is there anything else I may help you with ?
Kirk Thirapatpibul	that's it for now
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	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

#78469 Bob Combie**Email:** bcombie@seaviewinvestors.com**Department:** Support(QB & App Hosting)**Operator:** Acebuddy**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Mac OS**Browser:** Apple Safari**Device:** Desktop**City:** SEATTLE**State:** Washington**Country:** UNITED STATES**Chat Transcript**

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

*Ended due to chat idle timeout***Chat Transcript**

Hello, I am your Acebuddy

Visitor Details

#78163 Lewisville

Email: lewisville@eaglefintax.com  4696098829

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: KORATLA

State: Telangana

Country: INDIA

Chat Transcript

Lewisville	Hello, I am your Acebuddy
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Lewis
Lewisville	can you take my screen
Anurag Sharma	May I take the remote access of your server?
Lewisville	yea
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Lewisville	OKAY
Anurag Sharma	Please accept the remote session request on the server.
	Please login on the server first
Lewisville	OKAY
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.
Lewisville	drake opeened
Anurag Sharma	Please login into the server again
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting your confirmation on this chat.
	I would like to inform you that we have successfully updated the application on the server.
	Is there anything else I may help you with ?
Lewisville	okay

thankyou

Anurag Sharma

Thanks for the confirmation !

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

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

Lewisville has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78391 shari

Email: shari@jksservicesinc.com  18054079440

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 4 Mins 55 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

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	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	Got disconnected from previous chat
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>
shari	Hi we got disconnected
	You can connect to Joel.b now
	This entire D drive should be hidden and we can remove the QB shortcut and just have a shortcut to actual Beacon Marine
Yash Kalra	Okay, we are connected to Joel now and we will make the desired changes. (Edited)
	Shari,
	Regarding your request to hide the D drive:
	Please Note:
	This change will apply universally to all users - we cannot configure drive visibility settings for individual users.
shari	That's not true
	I have access on another server and I can only see my folders I don't see everyone else
	This is an issue that I have stated since we had the other users
	The other server blueisle-ent.myrealdata.net
Yash Kalra	Yes, this setting can be made for the folder, but we cannot make same setting for the drives. (Edited)
	Please stay connected while I can check what best we can do from our end.
shari	Ok well the only folder that should be seen is the beacon marine folder
	Nothing else should be seen
	Not Drake not client data nothing
	-
	Also the one drive in the folder? On the left
	Can I see where that goes
Yash Kalra	Okay Shari, please stay connected while we are making some changes from the backend.
shari	Ok
Yash Kalra	Shari, we have made some changes from the backend, please check now.
	Also hiding the One drive is a user specific
shari	Can you delete the qb accountant icon so it's only beacon

	Then we need to apply these same changes to aadmin user
Yash Kalra	Yes, please provide us the access for the user aadmin as well so we can proceed with the changes
	Please allow me some time I will do it from the backend
shari	Ok let me know and I'll log out
	And into aadmin
Yash Kalra	Are we still connected here?

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77848 r hernandez

Email: r hernandez@usmicrop products.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
rherandez	I'd like to report an Issue
Acebuddy	Please select an option!
rherandez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
rherandez	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
rherandez	Since the upgrade last Friday, QB resets to single user mode every morning. Prior to the upgrade, we never had to rest to
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
rherandez	Hello. We've been able to figure out how to reset into multi-user mode but it's individual users doing it everyday. Before t
Anjainay Singh	I really apologize for the inconvenience caused at your end.
	Please allow me two minutes so that I can fetch your account details and look for the right resolution to it .
	I am working on the resolution , please be patient with me once configuration is performed I will confirm you accordingly.
rherandez	Thank you
Anjainay Singh	Please stay connected.
	I am working on it and it may take 10 minutes approximately.
rherandez	OK
Anjainay Singh	Thankyou for being patient with me.
	I have changed the configuration at each end for Multiusermode.
	Please inform each user to sign out from QB and sign in back in order to update the settings at each users end.
	Are we still connected here?
	Are we still connected here?
rherandez	yes
Anjainay Singh	Please inform each users to logout from QuickBooks and sign in back in order to update the settings. (Edited)
rherandez	OK
	I will do that but some of them might be on break
Anjainay Singh	No issue, I have made the backend settings and it will resolve the issue.
rherandez	Thank you. I'll reach back to you if there is still some issues about this
	Honestly, we won't be able to tell if the issue is resolved until tomorrow morning

	because that's when we see the issue
Anjainay Singh	No issues with it, I will send you an email documenting the chat , and you may update the status of issue with us.
rherandez	Thank you! Have a great rest of your day.
Anjainay Singh	Is there anything else I may help you with ?
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	I will also share the ticket id with you over the mail once this chat is disconnected.
rherandez	Will do. Thanks!
Anjainay Singh	You may disconnect this chat.

RHIA MARIE HERNANDEZ has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78202 zahid

Email: zahid@columbiatax.onmicrosoft.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: DHAKA

State: Dhaka

Country: BANGLADESH

Chat Transcript

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

zahid	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
zahid	I'd like to report an Issue
Acebuddy	Please select an option!
zahid	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
zahid	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at get delayed due to unforeseen circumstances. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com and share a confirmation via email.
	Do you need any further assistance on the topic?
zahid	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
zahid	Agent
	<i>Deepak Taneja has not responded for the transfer request.</i>
Acebuddy	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.
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78603 marketing

Email: marketing@nedia.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: FRANKFURT AM MAIN

State: Hessen

Country: GERMANY

Chat Transcript

marketing	Hello, I am your Acebuddy
Acebuddy	Hello Marketing, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
marketing	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
marketing	I'd like to report an Issue
Acebuddy	Please select an option!
marketing	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
marketing	The MySQL80 service is not running on our VM. Please assist in starting the service
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
marketing	I have Fishbowl support on line. They have requested to start the MySQL80 service. Please assist in starting the service
	It is prompting for Administrator access when we try to do it.
Ashutosh Mishra	I will surely help you with this issue.
	Do you have an existing ticket for this concern?
<i>7:40:44 PM marketing is sharing a file with you</i>	
<i><u>1_image.png</u> - (Size:303.53 KB)</i>	
marketing	No I do not have a ticket.
	Please help at the earliest as we have business downtime right now due to a FB problem.
Ashutosh Mishra	Rest assured i will quickly assist with this.
marketing	Thank you

Ashutosh Mishra	Is your business name Nedia Enterprise?
marketing	Yes. That is right.
Ashutosh Mishra	I have started the service from backend.
marketing	I can see that the service is running now. Thanks. I have a question. Do you by any chance have a backup of our files ?
Ashutosh Mishra	Sure, we can provide backup of your files, you can let me know the name and location of the file on server as well as pref
marketing	Sure. That is good to know. Could you please stay online just for a few until this is resolved. Is it possible to provide admin access to User 2? Until the technician has a look at it? We may need backup of our files from Friday. June 20. Not sure if we need it yet but could you please check and let me kn
Ashutosh Mishra	Location of the filles C:\Program Files\Fishbowl\data\backups
marketing	We can provide the backup as well as also provide admin rights to User2 however we would require approval from the reg I will send the approval right away. Please hold.
Ashutosh Mishra	Sent to which email?
marketing	I will send an email to you on spothen@nedia.com
Ashutosh Mishra	Okay..
marketing	You can reply with the approval.
Ashutosh Mishra	Is it sent already?
marketing	Please allow me few minutes I am creating the mail.
Ashutosh Mishra	I have sent the mail.
marketing	Okay. Let me check.
Ashutosh Mishra	Sure, please take your time
marketing	Are we still connected here?
Ashutosh Mishra	Yes.
marketing	You should be receiving the approval shortly...
Ashutosh Mishra	Thanks for the confirmation !
marketing	Email sent
Ashutosh Mishra	Please let me know once the admin rights have been granted.
marketing	We are saving the backup on D drive however we can only find backup for today morning. (Edited)
Ashutosh Mishra	You are not saving C drive?
marketing	?
Ashutosh Mishra	The C drive does not have enough space.

	Please allow me few minutes i am providing the admin rights.
marketing	Oh you mean the backup of everything is saved in D drive. You are not able to retrieve data from last Friday? Or may be prior to that?
	Also, we requested for an upgrade of storage yesterday. Please advise if this is done?
Ashutosh Mishra	I am forwarding the request to backend team to retrieve the older data.
marketing	Thank you!
Ashutosh Mishra	This may take at least 30 minutes meanwhile I am making changes for admin rights.
marketing	Sure, The admin rights is required right away as I have FB support on line.
Ashutosh Mishra	I have provided the required rights.
	We require approval from registered contact that is added in CC.
marketing	Do we need to restart the User?
Ashutosh Mishra	Yes you can logout and login after few minutes meanwhile i will also restart the server.
	Is there anything else I may help you with ?
marketing	Let me check on our end
Ashutosh Mishra	Sure
	Are we still connected here?
marketing	Yes. It is still trying to connect.
	I think it is up now
Ashutosh Mishra	Yes i can see you are connected now.
marketing	Yes. We will send the email for the storage right away.
Ashutosh Mishra	Thanks for the confirmation !
	Once the approval is received we will increase the space from the backend.
marketing	Approval has been sent now
	When can we hear back regarding the backup? Could you please let the backend team know that we are looking for a file
Ashutosh Mishra	Yes i have informed the backend team to restore backup file as well as increase the space on server. This can take maximum do my best to expedite this.
marketing	Hold on Ashutosh...FB technician fixed the issue now So we would not need the back up
	Thank you though!
Ashutosh Mishra	Well that's great.
	Rest assured we will increase the space on the server and let you know shortly.
marketing	But please we want the storage upgrade right away.. If you could help us with that . That would be great
	Perfect. Thanks

Ashutosh Mishra Thank you for your patience

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

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

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

Thanks!

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78615 help

Email: help@triadcyersolutions.com ☎ 3362999989

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 5 Secs

City: ROBSTOWN

State: New York

Country: UNITED STATES

Chat Transcript

help Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

help Managed IT

Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sushant accepted the chat transfer request.</i>
help	hello
Sushant	Thank you for contacting Ace Cloud Hosting. My name is Sushant. I will be assisting you today.
	<i>12:16:43 AM help is sharing a file with you</i>
	<i>image.png - (Size:105.42 KB)</i>
	Can you please let me know your company name?
help	ok I am having the same issue again
Sushant	Please wait while we connect you to concern team.
help	TCSSecuredSVR.myrealdata.net Anne.g
	<i>Sushant is transferring the chat to Support(QB & App Hosting).</i>
	please check the previous case
	had this issue 2 times
	<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.
help	check previous case please
Yash Kalra	Kindly allow me two minutes to check the same.
help	the reset profile and reloads the data and this issue gets resolved
	so please do it fasttttt
	no other troubleshooting I want
	reset profile and then restore data back
	asap
Yash Kalra	Please log off from the server once
	while we are making some changes from the backend.
	Please let us know once you log off so that we can proceed with the next step (Edited)
help	done
	reset man
	don't waste time
	user is frustrated
	as this is the same issue again just in a month
Yash Kalra	Please ask the user to login again

	I really empathize with you regarding this issue
help	ok
Yash Kalra	We will be moving this issue to the escalation team so that they can investigate the issue and provide a permanent solution.
help	yes please
	should the user try now?
	why its asking to sign out again and again
Yash Kalra	Please allow 2-4 minutes more to resolve this issue. (Edited)
help	ok im waiting
	dont leave chat without resolving
Yash Kalra	Thank you for your patience
	Please try to sign in now
help	ok
	restore data
Yash Kalra	Please check now if the issue is resolved.
help	ok wait
Yash Kalra	Sure, please take your time
help	wait
	same
	not resolved
Yash Kalra	May I take the remote access of your server?
help	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
help	go on
	Man please consult with the ones who resolved this previously
	we do not have whole day
Yash Kalra	Hello, we have identified the issue and to get it permanently fixed we need to reinstall Apps for enterprise on the server.
help	so what next
Yash Kalra	The upcoming changes will require approximately 1-2 hours of system downtime . To minimize disruption, we're happy to work around your schedule.
	Option 1:
	Proceed immediately during business hours
	Estimated downtime: 1-2 hours
	Option 2:
	Schedule after-hours maintenance (nighttime)

	No business disruption We'll handle everything remotely (Edited)
	Please let us know you preference
help	so after that issue will be resolved is this sure?
Yash Kalra	Yes, we are confident that this issue will be resolved.
help	I dont think this is the issue as the other user using same thing have no issue
Yash Kalra	It's may be because they are not using Excel with the quickbooks application
help	they are
Yash Kalra	Then please allow me to escalate this issue to the higher team, they will call you back soon regarding this issue to get this resolved. We have already reset the profile, but this cannot help evetime as this is just a temporary solution. Please share your call back number and a good time to reach you along with time zone or you can call us at 888-415-5244.
help	wait
Yash Kalra	Sure, please take your time
help	can I call now?
Yash Kalra	Yes, you can call us anytime.
help	ok escalate the issue and discuss and then call me with a solution in as soon as possible time send me full detail explanation
Yash Kalra	We need to end this chat so that I can send this transcript to escalation team. Also Please share your call back number
help	send me a proper separate email its attached i gave in start
Yash Kalra	Okay, I'll now conclude this chat session and promptly: 1. Send you a detailed email regarding this ticket 2. Escalate the matter to our senior support team for priority resolution 3. Include all relevant details from our conversation
	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 transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. 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

#77995 Vivian Grau

Email: vgraucalvary@gmail.com  17076884875

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: VACAVILLE

State: California

Country: UNITED STATES

Chat Transcript

Vivian Grau Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Vivian Grau Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Vivian Grau I'd like to raise a Request

Acebuddy Please select your request type.

Vivian Grau Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co

If you are facing any issue/problem with your server, Please select the appropriate option below :

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78681 Paul Mezey

Email: paul@premierconcreteservices.com  3035066292

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: GRANBY

State: Colorado

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>	
<i>Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).</i>	
Yash Ahi	<p><i>Yash Ahi accepted the chat transfer request.</i></p> <p>Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.</p>
Paul Mezey	<p>Hi Paul. How are you doing today?</p> <p>I HAVE TO MANUALLY INPUT MY INFO every time I login. and i cant change the size of the fonts on the server. the font is so small</p>
Yash Ahi	<p>Alright I will surely help you with that.</p> <p>Could you please help me with your server name or business name?</p>
Paul Mezey	Premier Concrete Services Inc
Yash Ahi	<p>Thank you for the information.</p> <p>Kindly allow me two minutes to check the same.</p> <p>Thank you for your patience.</p> <p>May I take the remote access of your local computer?</p>
Paul Mezey	yes, please
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.
Paul Mezey	got it
Yash Ahi	<p>Kindly paste this link in the browser of local computer and join the session.</p> <p>https://assist.acecloudhosting.com/join/3712253228</p> <p>We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in the session.</p> <p>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.</p>

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77797 shari

Email: shari@jksservicesinc.com ☎ 18054079440

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: 1 Min 12 Secs

City: BOISE

State: Idaho

Country: UNITED STATES

Chat Transcript

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	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	Checking status of users updated to admin privileges
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi declined the transfer request.</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
shari	Hi just checking if my users have been updated yet
Manish Singh	Agent is working on its Shari, it will take some once done we will email you. (Edited)
shari	Can this be expedited
	they can not work and it is normal business hours

Manish Singh	Let me check.
	It will take 15-20 minutes.
	Shari
shari	Ok
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
shari	Yes
	I'm just waiting it has already dry been over an hour
Manish Singh	We will notify you over the email.
	I apologize for any delay. Thank you for your patience.
	Shall I close this chat?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Manish Singh has ended this chat session

Chat Transcript

My company has an account with you-- I am have logged into QB Desktop bank feed because I do credentials

Visitor Details

#78053 kate

Email: kate@jbid.co  6125980852

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

Website: https://www.acecloudhosting.com/hosting/ultratax-software/?utm_source=google&utm_medium=cpc&utm_campaign=Pmax_UltraTax&utm_term=&utm_adgroup=&gad_source=1&gad_campaignid=225965351

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

kate My company has an account with you-- I am having issues getting logged into QB Desktop bank feed because I do not ha

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

Please help me with your CID number

kate how do I find that?

Rahul It should be on your invoice sir

kate we aren't directly invoiced. We pay through our CPAs

also I'm a woman

Rahul please help me with your business name

kate Joanna Branzell Interior Design

Rahul let me check

This is your Customer ID number for your reference: CID69795

I am transferring this chat to our support team, they will handle it from here

have a great one

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

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.

Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as qu

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)

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78463 Tamara Coward

Email: spray@spgspg.com ☎ 8645346364

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 35 Secs

City: HUDSON FALLS

State: New York

Country: UNITED STATES

Chat Transcript

Tamara Coward Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Tamara Coward Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Tamara Coward I'd like to report an Issue

Acebuddy Please select an option!

Tamara Coward QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Tamara Coward QuickBooks Login Issue

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

Was that helpful?

Tamara Coward	No
Acebuddy	No issues, please wait while I connect you to one our support engineer
<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
Tamara Coward	Hi Manish, thanks!
Yesterday I was kicked out of the ACE server several times and the last time this morning it took me 25 minutes to gain access	
Manish Singh	Alright!
Tamara Coward	Also...
Manish Singh	Is anyone from your team is using your credentials to access server or
Tamara Coward	A co-worker has also experienced issued with QB freezing up and or kicking off the server after weeks - Closing down the ACE app on PC is the only way she can get back in
	No
Manish Singh	Ok, so are you accessing the server right now?
Tamara Coward	Yes, I was finally able to get in, but, it seems the wait time gets longer
Manish Singh	May I take the remote access of your local computer?
Tamara Coward	sure
Manish Singh	https://assist.acecloudhosting.com/join/1872963660
	Prior providing the access, I would suggest you to close any important application running in the background
	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. Since we have limited time, I am putting the chat on hold, please do not disconnect it. Once you are done, kindly give your confirmation on this chat.
Tamara Coward	connection looks to have dropped, are we still connected here?
Manish Singh	Yes
	We are still here
	Is there anything else I may help you with ?
Tamara Coward	nope, that was it - thanks
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback and share some smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Tamara Coward	sure, you as well

Manish Singh	We will mark this ticket as follow up
Tamara Coward	okay, sounds good
Manish Singh	If you will face any issue in future kindly let us know
	You may end this chat now. Once you end this chat, you will receive a 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 we are working. I will appreciate that. or you may send your feedback at qual Thanks!
	Note: You may change/reset your server password on your own by reg (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78279 Michael P Gillett

Email: mikegillett44@gmail.com **Phone:** 14104045684

Department: Support(QB & App Hosting)

Operator: Rohit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: THA YANG

State: Prachuap Khiri Khan

Country: THAILAND

Chat Transcript

Michael P Gillett

Hello, I am your Acebuddy

Acebuddy	Hello Michael P Gillett, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael P Gillett	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Priyanshu accepted the chat transfer request.</i>
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Ne
Michael P Gillett	my vdi is not working again... I was just on with help this morning
Priyanshu	Apologies for the inconvenience. Could you please help me with your l
Michael P Gillett	mpg cpa llc
Priyanshu	Thank you
Michael P Gillett	michaelgillett@myrealdata.net
Priyanshu	It seems that your server is being managed by different team, please concerned team so that they may better assist you.
	<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>
	<i>Rohit Kumar accepted the chat transfer request.</i>
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar.
Michael P Gillett	ok
	not very happy ... second time today I'm reaching out for help
	my connection is failing
Rohit Kumar	I am so sorry for the inconvenience.
Michael P Gillett	my internet speedtest is good
Rohit Kumar	I will definitely assist you. Let me pull up your account details.
	May I take the remote access of your regular screen so I can investigat
Michael P Gillett	sure
Rohit Kumar	Thank You.
	I want to assure you that in order to troubleshoot the issue if required
	Please share the best call back number for that.
Michael P Gillett	4104045684
Rohit Kumar	You can join the session using the below mentioned link:
	https://assist.aceclouddhosting.com/join/5162635802
	Thanks

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

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

Thanks for your patience

This message has been deleted

Is there anything else I may help you with ?

are we connected?

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

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

You may end this chat now. Once you end this chat, you will receive an email with a summary of 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 work is not affected. I will appreciate that. or you may send your feedback at qual Thanks!

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

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

Rohit Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78427 Cristina Prieto

Email: cristina@prietolaw.net

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 7 Secs

City: RIVERHEAD

State: New York

Country: UNITED STATES

Chat Transcript

Cristina Prieto	Hello, I am your Acebuddy
Acebuddy	Hello Cristina Prieto, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cristina Prieto	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cristina Prieto	I'd like to report an Issue
Acebuddy	Please select an option!
Cristina Prieto	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Cristina Prieto	this error message when I log into my 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 surely assisting you with this. Kindly help me with your server details.
	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 call us at (1-888-415-5240) if any further assistance is required.

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78062 Stephen Stull

Email: ddarrigo@stullcpa.com **Phone:** 18176610095

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 24 Secs

City: TAMPA

State: Florida

Country: UNITED STATES

Chat Transcript

Stephen Stull	Hello, I am your Acebuddy
Acebuddy	Hello Ddarrigo, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Stephen Stull	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephen Stull	I'd like to report an Issue
Acebuddy	Please select an option!
Stephen Stull	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available operator.
Stephen Stull	One of the users of my company can't access her remote desktop session.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Stephen Stull	Ok
<i>Yash Ahi accepted the chat transfer request.</i>	

Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will help you with your issue.
	Hi Damian. How are you doing today?
	I will surely help you with this issue.
	Could you please help me with your server name or business name?
Stephen Stull	Hello! Thank you for your help
	Stull CPA, the user is Ornella.F@myrealdatal.net
Yash Ahi	Thankyou for the information
	Kindly allow me two minutes to check the same.
Stephen Stull	She was ask to change the password and now she can't access the server.
	Thank you
Yash Ahi	Thank you for your patience.
	May I take the remote access of her local computer?
	Is she available?
Stephen Stull	Yes, one second please
Yash Ahi	Prior providing the access, I would suggest you to close any important application.
Stephen Stull	Got it, thanks
Yash Ahi	Kindly ask her to paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/2962787638
Stephen Stull	Installing
Yash Ahi	Okay
	We are connected on the remote session and will proceed with the troubleshooting. For the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Alright Damian, she is able to login now
	Is there anything else I may help you with ?
Stephen Stull	Yes, is there any protocol or something that I should now so I don't bot access?
	Or just remove the old creds from the RDP file?
Yash Ahi	Well, it wasn't a protocol Damian, her old password was saved in her RDP file and asked her to enter the new password.
	Yes, just remove the old creds from RDP file, whenever, the password is saved in the file.
Stephen Stull	Got it! Sorry about that, thank you!
Yash Ahi	No problem at all Damian.
	I would greatly appreciate if you could spare a minute to give your valuable feedback.

chat.

After this chat you will get the reference ticket ID

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 with a summary of 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 we can work on it. I will appreciate that. or you may send your feedback at qual Thanks!

Note: You may change/reset your server password on your own by registering at selfcare.acecloudhosting.com.

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

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78347 Hiral

Email: mohana.priya@sqcpafirm.com

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 8 Secs

City: ATLANTA

State: Nevada

Country: UNITED STATES

Chat Transcript

Hiral

Hello, I am your Acebuddy

Acebuddy	Hello Hiral, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Hiral	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Hiral	I'd like to report an Issue
Acebuddy	Please select an option!
Hiral	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Hiral	just want to inform Ankit that everzthing is working fine now
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Hiral	no need
	thanks
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be happy to assist you.
	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 call our toll-free number (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Ankit has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78042 Kory

Email: kory.wei@outlook.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Microsoft Edge

Device: Mobile

City: MAYWOOD

State: California

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78792 Michael Rieck

Email: michael@highviewtaxandaccounting.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Michael Rieck	Hello, I am your Acebuddy
Acebuddy	Hello Michael Rieck, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Michael Rieck	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Rieck	I'd like to report an Issue
Acebuddy	Please select an option!
Michael Rieck	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available operator.
Michael Rieck	Once I log into Ace Cloud and try to open Lacerte programs (both 2021) it never gets me to a login page. I will not be in the office until 10am CD. You can be in the background to solve this issue. If
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>	

Michael Rieck	You need to speak with me then call me after 10am.
Michael Rieck	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mis
	I will surely help you.
Michael Rieck	Fine I have a call from IRS in a couple minutes so this is simply first re
Ashutosh Mishra	Sure we will check from the backend to resolve issue and inform you o
	If required we will also call you for real time assistance.
Michael Rieck	very well
Ashutosh Mishra	Is there anything else I may help you with ?
Michael Rieck	no
Ashutosh Mishra	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 ar 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 n working. I will appreciate that. or you may send your feedback at qual Thanks!
	Note: You may change/reset your server password on your own by reg (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhos

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77725 Brady Kaiser

Email: bkaiser@truenorthoutdoor.com ☎ 19132845751

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: KANSAS CITY

State: Kansas

Country: UNITED STATES

Chat Transcript

Brady Kaiser	Hello, I am your Acebuddy
Acebuddy	Hello Brady Kaiser, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brady Kaiser	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brady Kaiser	I'd like to raise a Request
Acebuddy	Please select your request type.
Brady Kaiser	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief de... technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the
Brady Kaiser	Restart
Acebuddy	Hello Brady Kaiser, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brady Kaiser	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brady Kaiser	I'd like to raise a Request
Acebuddy	Please select your request type.
Brady Kaiser	Change in Users
Acebuddy	Please select your desired option!
Brady Kaiser	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via M... owner, Please refer to the following link for a detailed guide on how to

	Do you need any further assistance on the topic?
Brady Kaiser	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Brady Kaiser	Hello, I've been added to Ace Cloud Hosting but need help connecting
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kat today.
	I will be surely assisting you with this. Kindly help me with your server
Brady Kaiser	Hello
Shubham Kataria	Hello Brady
	Good Day
Brady Kaiser	Yeah one sec let me get that for you
Shubham Kataria	Sure, take your time
Brady Kaiser	Computer: TNOLLC.myrealdatal.net User name: Brady Kaiser is my nar name
	Idk if that's the right information you need
Shubham Kataria	Thank you for the information. Kindly confirm if you're receiving any error
Brady Kaiser	It says "Remote desktop can't connect to the remote computer for one or more of the following reasons: 1) user does not have permission to access to server is not enabled 2) remote computer is turned off 3) remote computer is not connected to the network"
Shubham Kataria	I will surely help you with this issue.
Brady Kaiser	Thanks
Shubham Kataria	May I take the remote access of your local computer?
Brady Kaiser	I would rather not as there is sensitive information on my computer
	Is there a way to resolve the issue without that?
Shubham Kataria	Since you're encountering this error during login, I'll need to check the file you're trying to access. Could you please close that information for sometime so I can proceed (Edited)
	Or let me share a new RDP file with you, please try to login with that
	Unfortunately, the file is not getting sent via chat
Brady Kaiser	What file would you need to send?
Shubham Kataria	The RDP file from which you can login using your password.
	It would be easy to do over remote session, I will check the RDP file co

Brady Kaiser	This is a private computer is there anyway for you to walk me through desktop without handing over remote access?
Shubham Kataria	Sure, Let me send you the SOP file which includes the steps to login or
	<i>10:13:07 PMShubham Kataria is sharing a file with you New ACE Cloud Hosting Setup Guide (Windows) - Copy 1 (1).pdf - (Size:2.12 MB)</i>
	You may refer this file for server login steps
Brady Kaiser	Awesome let me take a look
Shubham Kataria	Sure, take your time
Brady Kaiser	This seems to be the setup for a new server, I'm trying to connect to a desktop connection, does this change anything?
	Is there something I need to setup besides logging into Remote desktop as a new user under the user name: User added: Brady Kaiser (brady.k)
Shubham Kataria	Could you please right click on the RDP file and click on edit option and share the file with me.
	<i>10:20:48 PMShubham Kataria is sharing a file with you image.png - (Size:29.81 KB)</i>
	<i>Your configuration should be like this</i>
Brady Kaiser	Yes it does look like that, but I don't have an RDP file saved
	Do I save the connection settings on the bottom and send that to you?
	<i>10:22:08 PMShubham Kataria is sharing a file with you image.png - (Size:33.78 KB)</i>
	<i>And when you click on the Advanced option, it should be like this</i>
	<i>10:23:13 PMBrady Kaiser is sharing a file with you image.png - (Size:36.75 KB)</i>
	<i>So i should change the server name to TNOLLC?</i>
	Through the "Use these RD Gateway server settings"?
Shubham Kataria	Please click on Use these RD Gateway server settings
	and enter RDG.myrealdata.net
Brady Kaiser	Alright
	<i>10:24:41 PMShubham Kataria is sharing a file with you image.png - (Size:31.12 KB)</i>
	<i>And check the use my RD gateway credentials for the remote</i>
	Done
Shubham Kataria	Please perform this steps and confirm if its start working fine
Brady Kaiser	It asked for my password, where would I have received this password?
	<i>10:25:54 PMShubham Kataria is sharing a file with you image.png - (Size:27.18 KB)</i>

	<i>Once all the configuration done click on save and try to connect.</i>
Shubham Kataria	Yes, use the same password
Brady Kaiser	What password, I never used one
Shubham Kataria	As you mentioned earlier, you are newly added on the ace server
	Did you received the password from the account owner?
	Justin Waters (Edited)
Brady Kaiser	I did not, should he have received an email with my password?
Shubham Kataria	Its depend on the Account owner where he/she had sent the password
Brady Kaiser	When I get added as a user does it create a temporary password and send one for me when adding a new user?
	So I know where to tell him to look
Shubham Kataria	He created a password for you at the time of addition
	If you would like us to reset your password, we can also do that but we need the owner on support@acecloudhosting.com
Brady Kaiser	Alright, so I would need Justin to go through this process to reset it?
Shubham Kataria	Yes, Please ask justin to send us an email to reset your password
	Once we will receive the email from him. We will send the password over to you to access the server without any issue.
Brady Kaiser	Alright, thank you for your help
	I appreciate it
Shubham Kataria	You're welcome. After this chat I will send you a email and will keep justin approval to reset your password.
Brady Kaiser	sounds good
Shubham Kataria	Great
	Is there anything else I may help you with ?
Brady Kaiser	Nope that's it, thank you
	Have a good week
Shubham Kataria	You're welcome and I will send you a RDP file as well for your reference.
Brady Kaiser	Cool
Shubham Kataria	Wishing you the same
	I would greatly appreciate if you could spare a minute to give your valuable feedback on 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 acknowledgement, 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 work is working. I will appreciate that. or you may send your feedback at qual Thanks!

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

For self-help, check out our Knowledge Base (https://www.acecloudhos

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77918 Stephen Stull

Email: ddarrigo@stullcpa.com **Phone:** 18176610095

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 35 Secs

City: REMEDIOS DE ESCALADA

State: Buenos Aires

Country: ARGENTINA

Chat Transcript

Stephen Stull	Hello, I am your Acebuddy
Acebuddy	Hello Damián D'arrigo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephen Stull	Managed IT

Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham accepted the chat transfer request.</i>
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>
Stephen Stull	Hello!
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh
Stephen Stull	Hi Manish, nice to meet you, my name is Damian and I'm the new Sys
Manish Singh	Hii Damian
	How may I assist you today?
Stephen Stull	I have a ticket open, I'm not sure what is the number, in the email it sa webportal it says is #8143, but they are the same request
Manish Singh	Kindly allow me two minutes to check the same.
Stephen Stull	Thanks
Manish Singh	User unable to login to the server?
	Was that the issue.
Stephen Stull	We have a new accountant that needs to use a software that is on the
	Let me confirm if she can access the server, I'm not sure, one sec
Manish Singh	You can access the software via using any user credentials or need to
	Damian
	<i>10:33:34 PM Stephen Stull is sharing a file with you 1_image.png - (Size:40.33 KB)</i>
Stephen Stull	I can access the server, but I need another user to access the software when I try to access it, it gives me a permissions error
	the ideal scenario would be that I have Admin permissions to both give server and the software
Manish Singh	Regarding this issue we need to provide you the Admin access.
Stephen Stull	But the urgent thing that we need is for the user to start using the sof
Manish Singh	I will email you regarding the Admin Access kindly provide us approval (mailto:stephen@stullcpa.com)
Stephen Stull	And since I'm new and there's no documentation, I'm not entirely sure
Manish Singh	So that we can proceed with the request.
Stephen Stull	Stephen already sent approval
Manish Singh	Regarding Admin Access?

Stephen Stull	Yes. Do you want me to forward you the email?
Manish Singh	Yes From Stephen
	On Email: support@acecloudhosting.com
	Kindly email us that you need admin access for software access.
Stephen Stull	Done, take in count that Stephen send it to my personal email and you can use my Stull email: ddarrigo@stullcpa.com
Manish Singh	Once we will receive the approval from Stephen email we will provide you the access.
	Please send us the email from Stephen (Edited)
	Please It's related to security.
Stephen Stull	I'm not sure I follow
	Sorry
Manish Singh	Kindly email us from stephen@stullcpa.com so that we can provide you the access as it is related to security.
Stephen Stull	He already did that, I just forwarded you the email he sent
Manish Singh	Alright
Stephen Stull	And reaching out to him is really difficult sadly, I can try of course, but I have already sent the email that he already sent
Manish Singh	Is there anything else I may help you with ?
Stephen Stull	For now, no. Just this, but how are we standing on this?
Manish Singh	Yes, email us then we will proceed accordingly.
Stephen Stull	Ok, I'll try to reach out to Stephen again. 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 confirmation, 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 we can improve our services. I will appreciate that. or you may send your feedback at qualtrics survey.
	Note: You may change/reset your server password on your own by registering at https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77802 shari

Email: shari@jkservicesinc.com  18054079440

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 46 Secs

City: SPOKANE

State: Washington

Country: UNITED STATES

Chat Transcript

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	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available operator.
shari	Still having issues with users not being updated
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Deepak Taneja declined the transfer request.</i>	

Anjainay Singh accepted the chat transfer request.

shari	Hi Edna still does not have admin access
	On the Drake server
	Waiting to hear on Stephanie
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Sing
	As confirmed from escalation team member we have already provided
shari	No she has not been updated and still can't access the files
	And neither does Stephanie
	Only Jim and Shari have access
Anjainay Singh	I truly understand your concern we have provided the admin rights to
	<i>11:57:21 PMAanjainay Singh is sharing a file with you image.png - (Size:14.43 KB)</i>
shari	Ok then please assist why they can't access
Anjainay Singh	Please inform users to sign out and sign in back to server in order to u
shari	They have done that
	One of my employees has been on the clock for 2 hours waiting for yo
Anjainay Singh	We need to reboot the server.
shari	Ok
Anjainay Singh	Please confirm so that I can proceed with reboot process.
shari	Yes
Anjainay Singh	Thankyou for your confirmation, I am rebooting the server.
	I have rebooted the server.
	I have rebooted the server , please login back and try to access the se know the outcome.
	Are we still connected here?
	As there is no response from your end so we are disconnecting this ch

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78016 shari

Email: shari@jkservicesinc.com  18054079440

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

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	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available operator.
shari	need to speak with Ankit about the conversion to our new server
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria.

shari	Hi Shubham
Shubham Kataria	Hello shari
shari	Hi I just sent an email back to support
Shubham Kataria	Kindly share the ticket number so that I can check the ticket
shari	704588
	I had an email yesterday saying the users were disabled but they were
Shubham Kataria	Alright, let me check the ticket
shari	so I have a few QB files that need to be updated and basically all of dr
Shubham Kataria	Sure, please allow me a minute to check the same.
	Could you also provide your business name or server name. (Edited)
shari	blue isle - drake
Shubham Kataria	Please allow me 2-4 minutes, let me check with the concerned engineer ticket
shari	ok
Shubham Kataria	Kindly confirm if the users were trying to access the old server?
shari	they were on the old server - I didnt give them the link for the new ser available so I hadnt spoke to them
Shubham Kataria	As per ankit's email he had removed their access from old server and
shari	from the email: Summary: Further to our previous email, we would like other users on the server has been temporarily disabled, except for yc awaiting your feedback on the new server. Please let us know if any ch proceed accordingly.
Shubham Kataria	Yes, their access is temporarily disabled from the old server, If everyth server on your end, we will share the new RDP file for every user.
shari	They have been accessing the old server all weekend
	jim.k was on the server when I emailed you guys
Shubham Kataria	No problem, We will check it and if everything working fine on the new RDP for those users as well.
shari	Please acknowledge that data needs to be updated from the old serve because the users were NOT disable
Shubham Kataria	Yes your all data has been moved to the new server except the beacor
shari	ok I don't think you understand
	the users were accessing the old server and working this weekend
	therefore data needs to be moved over again

	for all drake and the 2 companies I listed in my email
Shubham Kataria	Understood. Since the users were working over the weekend, we need correct?
	And the updated data would be these two company files - Murry Ranch drake data
shari	only C:\Client Data\ JK Services and Murry Ranch
	and the drake data
Shubham Kataria	Got it. We will proceed with this request and will inform you once completed
shari	thank you!
	it will be tonight correct?
Shubham Kataria	Yes, we will inform you once completed
	You're welcome and I apologize for any confusion.
shari	ok thank you!
Shubham Kataria	You're welcome
	Is there anything else I may help you with ?
shari	no thanks
	can you call me when it is final?
Shubham Kataria	Sure. Kindly provide your contact number
shari	8054079440
Shubham Kataria	Thank you, we will inform you via call once completed.
	Is there anything else I may help you with ?
shari	no thanks
Shubham Kataria	you're welcome
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive a summary of 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 records are updated. I will appreciate that. or you may send your feedback at qual Thanks!
	Note: You may change/reset your server password on your own by regenerating it from https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
<i>Shubham Kataria has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77721 srinivas

Email: srinivas@taxgeeks.com ☎ 2252847776

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: 1 Min 8 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

srinivas Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

srinivas Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

srinivas I'd like to report an Issue

Acebuddy Please select an option!

srinivas Other Issue

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

srinivas hi

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

srinivas	taxge server
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh
	Hii Srinivas
srinivas	We are not able to access our Z drive
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
srinivas	sure
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other services not accessible in your account only?
srinivas	all our employees not able to access we had before also this issue but it resolved
Manish Singh	Are you able to access server?
srinivas	yes
Manish Singh	Srinivas, Our Escalation Team has emailed you regarding the issue kindly raise with them.
srinivas	i do not see any email so far
Manish Singh	Regarding the Pro Series crashing issue we have migrated all the data to new servers.
	<i>9:22:46 PM Manish Singh is sharing a file with you</i> <u>image.png</u> - (Size:54.9 KB)
	You can access the data from D:/ drive. (Edited)
	Are we still connected here?
	Are we still connected here?
srinivas	yes
	let me check
Manish Singh	Sure, Please take your time.
srinivas	not able to access yet
Manish Singh	Let me arrange a callback with Escalation Team so that they can assist you.
srinivas	sure
Manish Singh	Alright
	972-953-5160

	Is this your contact number?
srinivas	yes
Manish Singh	Noted, We will arrange a callback accordingly.
	Is there anything else I may help you with ?
srinivas	no
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 a 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 we can work on it. I will appreciate that. or you may send your feedback at qual Thanks!
	Note: You may change/reset your server password on your own by registering at (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78478 shari

Email: shari@jkservicesinc.com **Phone:** 18054079440

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 55 Secs

City: CABO SAN LUCAS

State: Baja California Sur

Country: MEXICO

Chat Transcript

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	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
shari	I was emailing about Fabulatech
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
shari	per their website : Per User license is required for each remote server Server is installed. For every license, the number of sessions means maximum user sessions where the software is being used at the same time. Number of Workstation installations is not limited
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma
	Hello Shari
shari	the likelihood of two users using a credit card scanner at the same time
Anurag Sharma	Okay
	So how can I help you?
shari	this should not be an issue
	why is beacon not able to use the credit card scanner
	it is only installed on one other user desktop and he isn't even in QuickBooks
Anurag Sharma	Okay, let me help you with the issue.
	May I take the remote access of your local computer?
shari	I am not currently logged in as I am not on site
	let me see if the admin is there
Anurag Sharma	Okay, please make sure that the user facing the issue provides the account information

shari	you can connect to joel.b connection
Anurag Sharma	I would need his local computer's access
shari	yes he is logging in now
	they are connected
Anurag Sharma	Okay
	Prior providing the access, I would suggest you to close any important
shari	ok
Anurag Sharma	https://assist.acecloudhosting.com/join/9832310449
	Kindly ask him to paste this link in the browser of local computer and j
shari	ok I will keep this chat open
Anurag Sharma	We are connected on the remote session and will proceed with the trou the time, I am putting the chat on hold, please do not disconnect it. Or give your confirmation on this chat.
shari	ok please keep me informed
Anurag Sharma	Sure
	Since we are connected on the remote session, Can I end this chat her the trouble shooting on the remote session? (Edited)
shari	well I need to know what is going on
	because they are getting frustrated and I am seeing different online fr them
Anurag Sharma	We are configuring Fabulatech on his local machine
shari	ok
	I will stay online here to confirm all is completed
Anurag Sharma	Alright
	Thank you for your patience
	The issue is resolved
	He is able to swipe the card in RDP
	However, please note that there is only single-user license currently in
shari	yes
	But per Fabulatech it is only an issue if multiple people are scanning c
Anurag Sharma	No, it is more like if the license is 1 user and more than 1 user has Fab PC then it will impact
shari	that is not how their support stated when I just inquired
	because you can't remove it from Jim's access

Anurag Sharma	We need to keep the client installation on only single user's local PC
	Right now, it is installed on Jim.K and Joel.B's local PC
	<i>2:02:21 AM Anurag Sharma is sharing a file with you image.png - (Size:92.79 KB)</i>
	You see this image right?
shari	ok
Anurag Sharma	The license is already there but there are 2 client session installed cau
shari	ok I am waiting on Fabulatech sales to call me back for the best solution scanner software added
Anurag Sharma	That's alright
	The solution would be to either increase the user count in the license or installed only on 1 user's local PC
	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 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

#78286 liz

Email: liz@cjklins.com ☎ 9192259110

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: 3 Mins 24 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

liz	Hello, I am your Acebuddy
Acebuddy	Hello Liz, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
liz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
liz	I'd like to raise a Request
Acebuddy	Please select your request type.
liz	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
liz	I'd like to report an Issue
Acebuddy	Please select an option!
liz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
liz	outlook is now asking me for the password,i cant send emails
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
	Hello Liz, I will be surely assisting you with this. Kindly help me with your issue
liz	user is lizg server mdgpartners
Ashutosh Mishra	Thanks for the confirmation !
	Is this issue occurring only for you, or are other users on the server also facing the same issue?
liz	let me ask. I know Last week Iryna and Chris had the same issue. I was

	section but now when i do it it wont let me use my email
Ashutosh Mishra	Sure, please take your time
liz	Chris isn't working yet. Iryna said she can email but her problem was s
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
liz	thanks
Ashutosh Mishra	May I take the remote access of your server?
liz	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important
liz	ok
Ashutosh Mishra	The email is Liz@cjklins.onmicrosoft.com
liz	not sure what is going on and why i cant type anything. i think i need the password again so i can try when i restart
Ashutosh Mishra	Sure i can send the password over the email.
	Is there anything else I may help you with ?
liz	okay thank you
Ashutosh Mishra	Thanks for the confirmation !
	You may end this chat now. Once you end this chat, you will receive a 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 we are working. I will appreciate that. or you may send your feedback at qual Thanks!
	Note: You may change/reset your server password on your own by reg (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com).

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77743 Elaine Alford

Email: elaine.alford@squyres.cpa

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 37 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Elaine Alford	Hello, I am your Acebuddy
Acebuddy	Hello Elaine Alford, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Elaine Alford	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Elaine Alford	I'd like to report an Issue
Acebuddy	Please select an option!
Elaine Alford	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an avai
Elaine Alford	Ticket #705422
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thankyou for providing me the ticket Id and I will surely assist you with
	I am accessing the server in order to update the Lacerte 2023 and Lac
Elaine Alford	thank you
Anjainay Singh	As users are currently active on server and while updating Lacerte I go
	<i>2:16:09 AM Anjainay Singh is sharing a file with you</i>

[image.png](#) - (Size:7.92 KB)

Elaine Alford

i'll ask them to get out

Anjainay Singh

We can either perform the update now by logging out all users hours to avoid any disruption or data loss.

Elaine Alford

i'd like to run it now, i'm getting them out

Anjainay Singh

There are currently 16 users are active on server.

Elaine Alford

the server or lacerte?

Anjainay Singh

Sure , thankyou for your confirmation.

Sixteen users are active on server. (Edited)

Elaine Alford

everyone is out of lacerte

Anjainay Singh

Thankyou for your cooperation.

2:21:39 AM Anjainay Singh is sharing a file with you

[image.png](#) - (Size:12.14 KB)

There are still Lacerte 2023 active on users end , which pr

Elaine Alford

that screen looks blank to me

Anjainay Singh

Lacerte 2023 update is underway , it may take 5-10 minutes so to get

Elaine Alford

ok

Anjainay Singh

After it is completed we will proceed with Lacerte 2024 update.

Elaine Alford

thank you

Anjainay Singh

I will update you over an email once every update is complete.

Elaine Alford

ok, then we are closing this chat?

Anjainay Singh

Yes we may end this chat.

I will also share the ticket id with you over the mail once this chat is di

Elaine Alford

ok

Anjainay Singh

Is there anything else I may help you with ?

Elaine Alford

no thank you

Anjainay Singh

Once the chat ends, we would appreciate it if you could share your positive smiling emoji.

Elaine Alford

sure

Anjainay Singh

You may end this chat.

Elaine Alford has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77961 aprasla

Email: aprasla@anishcpa.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 55 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

aprasla Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

aprasla VDI/DaaS Support

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

Acebuddy (bot) forwarded the chat request

Priyanshu accepted the chat transfer request.

Priyanshu Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Ne

aprasla servers working very slow

server

Priyanshu Apologies for the inconvenience. Could you please me with your busin
can assist you better

aprasla anishkarediallc

azizalip

Priyanshu	Okay
	It seems that your server is being managed by different team.
aprasla	ok
Priyanshu	Please let me transfer your chat to the concerned team so that they can help you.
aprasla	ok
	<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
	hi
	<i>Shivam Singh is transferring the chat to Ashutosh Mishra.</i>
	hello
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra.
aprasla	ok
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server details.
aprasla	anishkarediallc
	azizalip
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
aprasla	ok
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also facing the same?
aprasla	as of now i am facing problem don't know about other user
Ashutosh Mishra	I see that you are in disconnected state on the server, let me sign off you back.
aprasla	NOW SIGN IN
	BUT WORKING SLOW
Ashutosh Mishra	Is this the first time you are facing this issue?
aprasla	MANY TIME IN PAST
Ashutosh Mishra	We regret the inconvenience due to this.
	May I take the remote access of your server?
aprasla	OK
	OK
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important application.

aprasla OK

Ashutosh Mishra Are you still facing slowness as i see you are able to open QuickBooks

aprasla has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78400 mike

Email: mike@backstoptax.com ☎ 6026867247

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 38 Secs

City: SEASIDE

State: Oregon

Country: UNITED STATES

Chat Transcript

mike Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

mike Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

mike I'd like to report an Issue

Acebuddy Please select an option!

mike Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
mike	Can't get logged in. Unsure why.
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 happy to assist you.
mike	Hello
Ankit	Hello Mike, how are you doing today?
mike	Good thank you. How are you?
Ankit	I am doing well, thank you for asking.
	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server details.
mike	I never know the server name. Backstop Tax LLC is the company. My user id is mickel.
	<i>10:27:13 AM mike is sharing a file with you</i>
	<u>1_image.png</u> - (Size:23.71 KB)
Ankit	Thank you for the details.
	The server appears to be up and running from the backend. May I know the server name while trying to connect?
	Your server name is : BackStopTax.myrealdatal.net.
mike	Not taking my password. Usually it goes to an authenticator and I key it in.
Ankit	Okay. As I can see, your user session was in a disconnected state on the previous remote session. I request you to try accessing the server now and check if the issue still persists.
mike	Thanks for telling me the server name
	Ok, give me a minute please.
Ankit	Sure, please take your time.
mike	Still not letting me in.
Ankit	May I take the remote access of your local computer?
mike	Yes please
Ankit	Prior providing the access, I would suggest you to close any important windows.
	<u>https://assist.acecloudhosting.com/join/1552063330</u>
mike	Nothing is open currently.
Ankit	Please click on the link.
	We are connected on the remote session and will proceed with the troubleshooting.

the time, I am putting the chat on hold, please do not disconnect it. Or give your confirmation on this chat.

mike Ok, thank you

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

Is there anything else I may help you with?

mike No thank you. Appreciate your help as always.

Ankit 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 acknowledgement mail, 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 work is acknowledged. I will appreciate that. or you may send your feedback at qual Thanks!

Note: You may change/reset your server password on your own by regenerating the token at <https://selfcare.acecloudhosting.com>.

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

Ankit has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78399 shari

Email: shari@jkservicesinc.com **Phone:** 18054079440

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: 1 Min 27 Secs

City: CABO SAN LUCAS

State: Baja California Sur

Country: MEXICO

Chat Transcript

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	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
shari	I am logged in as Joel.B and the D drive folders for Drake appear
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.
Hello Shari	
shari	hi
my other server is other server blueisle-ent.myrealdatal.net	
I can log in and only see my specific folders	
this is a major issue	
Shashwat Verma	Yes Shari, if we hide these folders, the application will be unable to fetch data from functioning as it did earlier.
I will surely help you with this issue.	
Let me check (Edited)	
shari	I do not feel secure with them seeing these folders that do not pertain to my specific needs.
What if I add a folder- I have zero faith right now that it won't be protected.	
Shashwat Verma	Shari, data folder and application functioning folders are two different types of files.
If you want to protect the data from other users, we can apply access control like the Drake folder on the D drive are used directly by the application paths. If these folders are hidden, the application will not be able to locate them which can cause it to malfunction. (Edited)	

	shari	What can we do then? Can we move the Drake to the C Drive that the why is it different on this server vs the server that there are a lot more
Shashwat Verma		In that case, I have to get checked the blueisle-ent.myrealdatal.net ser
		As you are tickets are already escalated, hence we request you somet escalation team
Shashwat Verma	shari	this has been going on for over a week with zero responses
		we are having random issues where we can not access the server. The times today on the server for me. CArd reader not working on the new
Shashwat Verma	shari	I apologize for the trouble you've experienced. I want to assure you th steps to resolve this issue.
		Also, as you mentioned the server <i>blueisle-ent.myrealdatal.net</i> , we wc is not installed on that server. Unlike other applications such as QuickE behavior of fetching data directly from designated drive folders. This is hidden—doing so would prevent the application from functioning prop does not apply to applications like QuickBooks.
Shashwat Verma	shari	that is fine. We can point to any drive for the data in Drake. It is usuall application except for the server.
		Do I need a different drive for Beacon users?
Shashwat Verma	shari	Shari, even if we move Drake to the C: drive or any other drive, we stil permissions to the users who are using Drake. We cannot hide the Dra application requires access to those directories in order to function prc
Shashwat Verma	shari	Yes that is why I am asking if we should move Beacon to their own driv D drive
Shashwat Verma	shari	Yes,In that case only, when all beacon users are allowed to have drake
Shashwat Verma	shari	If their file is not on the D drive then they would not have access corre
Shashwat Verma	shari	Yes, we can create another drive, having access by beacon users, also the same.
		Kindly note that only beacon users will use the drake on the server
Shashwat Verma	shari	beacon users will never use drake
		joel.b and aadmin are the only users of the beacon quickbooks file
Shashwat Verma	shari	We can create a separate drive specifically for Drake's data and applic to that particular drive will automatically have access to the Drake app
Shashwat Verma	shari	Can we keep the D drive for drake so we don't disrupt the majority of t
		Create the new separate drive for the Beacon qb data file
Shashwat Verma	shari	Shari, I have to this requirement with my supervisor and will let you kr
		OK just an FYI I also sent an email to support that on the new server w down QB when it freezes and the server still shows as needing activatio

Shashwat Verma	Okay
	I have taken your request and will paste the QB reset shortcut on your
shari	thank you
Shashwat Verma	And will update you on email for the another drive for QB for the Beac
	Is there anything else I may help you with ?
shari	no have a good night
	I will be online working for a few more hours
Shashwat Verma	You too.
	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

#78058 Steve Huffman

Email: steve@huffcom.com ☎ 9038728306

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: CORSICANA

State: Texas

Country: UNITED STATES

Chat Transcript

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

Whom Would You Like to Connect With?

Steve Huffman Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Steve Huffman I'd like to raise a Request

Acebuddy Please select your request type.

Steve Huffman Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief de...
technicians will connect with you for further assistance.

If you are facing any issue/problem with your server, Please select the

Steve Huffman No, That'll be all!

Acebuddy Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

reconnect

Visitor Details

#77752 Amanda Wheeler

Email: amanda@riverstone.build ☎ 8045929436

Department: Support(QB & App Hosting)

Operator: Vikrant Arya

Website: <https://www.acecloudhosting.com/thank-you/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 25 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Amanda Wheeler	reconnect
Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you.
	Hi Amanda,
	How are you doing today?
Amanda Wheeler	We're talking to an L2 tech
	He can't hear us so we need to use the chart
	chat
Mohit	Are you an existing ACE customer?
Amanda Wheeler	Transfer me over to Vikrant Arya in Server Support
	CID67691
Mohit	Thanks!
	Transferring you chat right now
Amanda Wheeler	Thank you
	<i>Mohit is transferring the chat to Vikrant Arya.</i>
	<i>Vikrant Arya accepted the chat transfer request.</i>
Vikrant Arya	Here we are :)
	Ok, So I see that you already have admin rights.
	What would be needed from our end?
Amanda Wheeler	We wanted a server state restore back to the end of day Friday but it's not possible with your setup is that correct?
Vikrant Arya	It sure is possible. But with a caveat.
	The server name will change. And we will need to send you your full backup.
	But that would be it.
	We may also need to check if the full backup of server matches with your meets.
	Give me 5 mins. I will check with my Sys Admin team to see which EOD Friday for a full backup.
	I see the resources are also choking.
	We will have to do something about that as well,
Amanda Wheeler	Yes, not enough to run server and two users
	I'm going to try to reinstall the application to see if we can get the issue resolved.
	Can you tell if windows updates were applied today

	?
Vikrant Arya	Let me check.
	Yes the Windows is up to date.
Amanda Wheeler	Something was installing when we first logged in. Was there a Wir today?
Vikrant Arya	I have disconnected the remote session that I had of your screen that could be useful while re-installing.
	I do not know what that could be. Although, I do see that optional applied for 30 days.
	Would you like me to apply those?
Amanda Wheeler	not at this time
Vikrant Arya	I have added 4 GB RAM for now as well.
	For testing purposes.
Amanda Wheeler	can i test now? thank you!
	we def need more RAM
	Is it possible to have someone reach out about getting additional
Vikrant Arya	Now it's a total of 10 GB RAM on the server. I will see I can get mc
	Previously the RAM was 6 GB and now I have added 4 GB.
Amanda Wheeler	thank you very much we greatly appreciate your help with this!
Vikrant Arya	Also, we can restore your whole server back to either 1 AM Saturday time.
Amanda Wheeler	1AM Saturday would be best I believe?
	We were working in Sage Saturday when it crashed.
	Do you know if this restoration will effect ERP integrations from ot
Vikrant Arya	I cannot say for sure. But, we can take a backup of this state as w to revert to this current state then that would be done as well.
Amanda Wheeler	Thank you
	Can you please also send me a transcript of this chat when we are a reference.
Vikrant Arya	Definitely. the transcript usually gets made after 2-4 minutes of ei that you via email separately.
Amanda Wheeler	thank you again
Vikrant Arya	I would need an email response from you to restore your server to
	I will email you on the existing ticket that is going on.
	Ticket number - #704513

You can just reply to that email if you are sure that you need to re 1 AM.

Amanda Wheeler

ok

I have not seen it yet

amanda@riverstone.build

nothing yet

hello

Vikrant Arya

I just sent the email.

Amanda, actually we will need Mary's approval for this. I just check registered contact.

Amanda Wheeler

she is no longer here

i have sent several e-mails removing her

i am the business owner

just changed the reply to PST also

Vikrant Arya

Ok, then you do not need to worry about it. I will check the previous done.

Amanda Wheeler

Yes please and I also requested that our physical address be updated correctly on our billing statements.

Vikrant Arya

Will get that done as well.

It will take half an hour to revert your machine back to Sat 1 AM

We will let you know when that is done

Amanda Wheeler

thank you, just replied to your email as well

I hope this will repair all of our issues!

should we be reaching out to ACE to perform updates regularly?

Vikrant Arya

Updates to the Operating System are done on regular basis. Software own schedule. For them, you can reach out to us.

Amanda Wheeler

ok great, thank you

Vikrant Arya

You may end this chat now. Once you end this chat, you will receive a summary regarding this conversation, along with a ticket number and survey link.

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

Note: You may change/reset your server password on your own by using the Self-care Portal (<https://selfcare.acecloudhosting.com>).

For self-help, check out our Knowledge Base

(<https://www.acecloudhosting.com/knowledgebase/>)

Are we still connected here?

Vikrant Arya has ended this chat session