

Visitor Details

#82778 Jenifer Graham

Email: jgraham@mca80238.com **Phone:** 3033880724

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 40 Secs

City: OAK BROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

Jenifer Graham	Hello, I am your Acebuddy
Acebuddy	Hello Jenifer Graham, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jenifer Graham	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jenifer Graham	I'd like to report an Issue
Acebuddy	Please select an option!
Jenifer Graham	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jenifer Graham	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jenifer Graham	When trying to download reports into a excel file, it tells us it is out of storage
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Yash Kalra accepted the chat transfer request.

Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. I will be surely assisting you with this. Kindly help me with your server name and user name?
Jenifer Graham	It seems to be all of ours MCA.myrealdata.net
Yash Kalra	Kindly allow me two minutes to check the same. Jenifer, thank you for staying connected.
Jenifer Graham	we paid to have excel
Yash Kalra	Please let us know when was the last time you were able to access the Excel.
Jenifer Graham	several months
Yash Kalra	Jenifer, we have made some changes from the backend in order to resolve this issue. Please log off and log back in to the server to check if the issue is resolved? (Edited)
Jenifer Graham	ok I will have my coworker try, it will disconnect this chat if i do he said... system may not have enough memory.
	<i>3:09:56 AM Jenifer Graham is sharing a file with you image.png - (Size:11.98 KB)</i>
Yash Kalra	Please stay connected while we are making some changes from the backend. (Edited)
Jenifer Graham	ok
Yash Kalra	Jenifer, please ask your co-worker to log off and log back in once again and check if the issue is resolved now.
Jenifer Graham	will do
Yash Kalra	Sure, please take your time Jenifer, Is your co-worker able to access the server now?
Jenifer Graham	now that it will open the one excel, will it allow us to continue to add to the wprksheet it seems like this happens every couple of months.
Yash Kalra	Yes, I have the required changes from the backend and now you can easily be able to create a new worksheet as well.
Jenifer Graham	sounds good. Thank you what was the issue before
Yash Kalra	We really apologize for this inconvenience, but I will make sure to deep down this issue and try to find the real root cause. The issue we faced was because of some permission but now I made the desired changes and believe it should not occur Is there anything else I may help you with ?
Jenifer Graham	no thanks

Yash Kalra I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Yash Kalra has ended this chat session

I have
show

Visitor Details

#82877 Reed

Email: jreed@w7global.com ☎ 812-206-5955

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

Website: <https://www.acecloudhosting.com/knowledgebase/how-to-install-uniprint-client/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: SELLERSBURG

State: Indiana

Country: UNITED STATES

Chat Transcript

Reed I have upgraded my computer but now uniprint will not work. it shows my pc but shows the IP as 0.0.0.0 and nothing will

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

Hi Reed, do you have an account with Ace ?\

Reed Yes we use a cloud server

Akash Okay, with Ace ?

Reed yes

Akash Thank you, please confirm the account name.

Reed W7 Global LLC

Akash	Thank you. Let me connect you to support team.
Reed	thank yo
<i>Akash is transferring the chat to Support(QB & App Hosting).</i>	
<i>Sanyam Madan accepted the chat transfer request.</i>	
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
Reed	Hello, thank you
Sanyam Madan	Hello , how are you doing
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Reed	Great, I'm trying to get the UniPrint server to reconnect to my new computer
Sanyam Madan	Kindly allow me two minutes to check the same.
Reed	server name is W7GLOBAL
	username is James_W7, I think
Sanyam Madan	Kindly allow me two minutes to check the same.
	We have restarted the UniPrint service from the backend. Please check on your end and let us know if everything is working fine.
	Are we still connected here?
Reed	checking
	still nothing prints
Sanyam Madan	Kindly allow us some more time, we are checking it from the backend.
	Can you please check now , if it is working fine on your end.
Reed	checking now
	do i need to logout and back in
Sanyam Madan	Yes.
Reed	sorry, getting back in now
Sanyam Madan	yes please
Reed	still nothing
Sanyam Madan	May I take the remote access of your local computer?
Reed	sure
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.
Reed	okay
Sanyam Madan	https://assist.acecloudhosting.com/join/4092789219
	Kindly paste this link in the browser of local computer and join the session.
	We have restarted the UniPrint services from the backend and attempted to connect using the UniPrint Client, but it's still

Reed	i'm here
Sanyam Madan	As discussed , I'll quickly arrange a callback from one of our senior engineers on 8127040599
Reed	thank yo
	*you
Sanyam Madan	Is there anything else I may help you with ?
Reed	no that is all
Sanyam Madan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Sanyam Madan has ended this chat session

Visitor Details

#82911 Test Account

Email: test@test.com ☎ +917878787878

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 7 Secs

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Test Account	Hello, I am your Acebuddy
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Test Account	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Test Account	I'd like to report an Issue
Acebuddy	Please select an option!
Test Account	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Test Account	test
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
	<i>test has ended this chat session</i>

Visitor Details

#82610 Christopher Stolworthy

Email: cstolworthy@gmail.com  8013828750

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: RICHMOND

State: Virginia

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Visitor Details

#82641 Carissa

Email: cliu@uniprogroup.biz

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: CHELTENHAM

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Carissa	Hello, I am your Acebuddy
Acebuddy	Hello Carissa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Carissa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Carissa	I'd like to raise a Request
Acebuddy	Please select your request type.
Carissa	Password Reset
Acebuddy	Please select an option below
Carissa	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset.
	Do you need any further assistance on the topic?
Carissa	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Carissa
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Sujeet Kumar Suman has ended this chat session</i>

Visitor Details

#82238 Angela Head

Email: angela.a.head@gmail.com ☎ 9072996404

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: HOMER

State: Alaska

Country: UNITED STATES

Chat Transcript

Angela Head	Hello, I am your Acebuddy
Acebuddy	Hello Angela Head, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Angela Head	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Angela Head	I'd like to report an Issue
Acebuddy	Please select an option!
Angela Head	Password Reset
Acebuddy	Please select an option below
Angela Head	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?
Angela Head	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Visitor Details

#83052 Maria Echeverri

Email: maria.echeverri@onfloor.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 19 Secs

City: SANTA FE DE ANTIOQUIA

State: Antioquia

Country: COLOMBIA

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maria Echeverri	Setback
Acebuddy	Hello Maria Echeverri, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Maria Echeverri	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maria Echeverri	Setback
Acebuddy	Hello Maria Echeverri, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Maria Echeverri	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar declined the transfer request.</i>
	<i>Sushant accepted the chat transfer request.</i>
	<i>Sushant is transferring the chat to Support(QB & App Hosting).</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.
Maria Echeverri	Hi! We have a new member on our account and she has a Windows computer, we need an .RDP file to be able to install ac
Ashutosh Mishra	Hello Maria, I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Maria Echeverri	okay, her user is: maria.r1@myrealdatal.net
Ashutosh Mishra	Please allow me to inform the RDP file can be downloaded through My Portal.
	Jo is the My Portal admin currently, who can access My Portal and download RDP for Maria.
Maria Echeverri	Can you please send it to her email? It'll be much easier for us, Jo is busy and won't be able to help us: maria.restrepo@o
Ashutosh Mishra	I will send the instructions to Jo to share the RDP with Maria.
	Sure, for your convenience i can share the RDP over the email too along with instructions for future scenario.
	Is there anything else I may help you with ?
Maria Echeverri	That'll be it, if you can share that rdp file with maria.restrepo@onfloor.com it would be greatly appreciated.
Ashutosh Mishra	Rest assured shortly the RDP will be shared over the email and we will continue to follow up to ensure smooth server acc
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

Maria Echeverri Thank you!! you as well

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

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

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

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

Ashutosh Mishra has ended this chat session

Visitor Details

#83021 Maureen Cross

Email: maureen.cross@bhcpasllc.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: MONTROSE

State: Colorado

Country: UNITED STATES

Chat Transcript

Maureen Cross Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Maureen Cross Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maureen Cross	I'd like to raise a Request
Acebuddy	Please select your request type.
Maureen Cross	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Maureen Cross	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
	Do you need any further assistance on the topic?
Maureen Cross	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.
Maureen Cross	hello
Manish Singh	Hii Maureen
	How may I assist you today?
Maureen Cross	Ace Web Connector
Manish Singh	Yes, are you not able to access server?
Maureen Cross	I was sent the link and I have downloaded the app, but I cannot get my credentials to work
Manish Singh	I will surely help you with this issue.
	Are any other users affected, or is it limited to your account only?
Maureen Cross	ok
	not that I am aware. I got a new laptop for work and I need to have the use of Ace for our bookkeeping
Manish Singh	May I take the remote access of your local computer?
Maureen Cross	sure
Manish Singh	https://assist.acecloudhosting.com/join/6262809715
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
Maureen Cross	should be ready
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting
	Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Manish Singh has ended this chat session

Visitor Details

#83008 Steve Frisbie

Email: sfrisbie@ifsgroupusa.com  18165478338

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: 1 Min 1 Sec

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Steve Frisbie Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Steve Frisbie Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Steve Frisbie I'd like to report an Issue

Acebuddy	Please select an option!
Steve Frisbie	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Steve Frisbie	How do I access https://portal.acecloudhosting.com so we can use the internet to access our server?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Steve
Steve Frisbie	hi
Manish Singh	How May I assist you, are you still not able to access Myportal?
Steve Frisbie	I would like to start accessing our server thru our web browser. Is it ttps://portal.acecloudhosting.com?
Manish Singh	Are you not able to access server, That's what the problem is?
Steve Frisbie	no but we are always getting kicked off our it with an RDCc
	Also it would be more convenient when we use QB with our other programs at the same time
Manish Singh	As I can see you are active on the server right now.
Steve Frisbie	yes, I finally go logged into MyPortal
Manish Singh	Great! So now the issue is you are getting kicked off from the server right?
Steve Frisbie	that and we would like to migrate all of our programs to being used over the internet.
Manish Singh	Can we arrange a callback to assist you regarding that, and it will be more convenient for you?
Steve Frisbie	yes
Manish Singh	8165223755 Is this the best callback number to reach you? (Edited)
Steve Frisbie	yes
Manish Singh	Can you please let me know any preferred time to call you?
Steve Frisbie	now
Manish Singh	It will take some time around 30-45 minutes.
Steve Frisbie	ok. I'll wait to hear from you. Thanks
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Steve Frisbie	bye
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi

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

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

Manish Singh has ended this chat session

Visitor Details

#82469 Chris Geiger

Email: cgeiger44@gmail.com  15164136689

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: DEER PARK

State: New York

Country: UNITED STATES

Chat Transcript

Chris Geiger	Hello, I am your Acebuddy
Acebuddy	Hello Cgeiger44, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chris Geiger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chris Geiger	I'd like to raise a Request
Acebuddy	Please select your request type.
Chris Geiger	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 :
Chris Geiger	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Visitor Details

#82879 valleysteel25

Email: valleysteel25@gmail.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 23 Secs

City: COLORADO SPRINGS

State: Colorado

Country: UNITED STATES

Chat Transcript

valleysteel25	Hello, I am your Acebuddy
Acebuddy	Hello Valleysteel25, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
valleysteel25	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
valleysteel25	I'd like to report an Issue

Acebuddy	Please select an option!
valleysteel25	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
valleysteel25	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
valleysteel25	Ticket ID: 790104
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p>	
<p><i>Gaurav kumar declined the transfer request.</i></p>	
<p><i>Yash Kalra accepted the chat transfer request.</i></p>	
<p><i>Yash Kalra is transferring the chat to Shashwat Verma.</i></p>	
<p><i>Shashwat Verma accepted the chat transfer request.</i></p>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	Kindly allow me two minutes to check the same.
	I will surely help you with this issue.
	We have checked the ticket and found that you are still facing the same issue, hence we recommend a 3 way call-back wi
	Let me know, is that work for you?
valleysteel25	12:15 pm for a callback number is 406-568-2500
Shashwat Verma	Kindly confirm the timezone
valleysteel25	mountain standard time
Shashwat Verma	Noted, we'll connect you accordingly.
	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)

Shashwat Verma has ended this chat session

Visitor Details

#83075 Allen

Email: allen@infiniteaccountants.com  2125440001

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: PULONG SANTA CRUZ

State: Laguna

Country: PHILIPPINES

Chat Transcript

Allen	Hello, I am your Acebuddy
Acebuddy	Hello Allen Cruz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Allen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Allen	I'd like to report an Issue
Acebuddy	Please select an option!
Allen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Allen	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Allen	Inside Quickbooks Dekstop, The QuickBooks app is not working or I can't log in to the app.
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Maurya accepted the chat transfer request.

Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. I will be surely assisting you with this. Kindly help me with your server name and user name?
Allen	myrealdata\AllenC.NPRE
Shubham Maurya	Business name: Infinite Accounting Services CID61322 Please confirm above details are correct?
Allen	Yes
Shubham Maurya	Thanks for the confirmation ! Please wait let us restart quickbooks services from backend, Once done then please try to launch the app again. Other us
Allen	Both
Shubham Maurya	Alright, now please try again and check if it's working for you.
Allen	Still not working
Shubham Maurya	Okay, please wait let me disconnect your session manually this will clear any cache file on profile.
Allen	Only this server is working, but the other server is not.
Shubham Maurya	We are performing server reboot, it's a shared server multiple users are logged in so informing them to save there work a Thanks for the patience Allen.
	It's rebooted now please login back and check the application working.
Allen	Got it in. Thanks
Shubham Maurya	You are most welcome ! Is there anything else I may help you with ?
Allen	No
Shubham Maurya	Thanks for your patience with us while working on this. 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
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shubham Maurya has ended this chat session

Visitor Details

#82762 Tami Bowen

Email: tami@cbsnuts.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: POULSBO

State: Washington

Country: UNITED STATES

Chat Transcript

Tami Bowen	Hello, I am your Acebuddy
Acebuddy	Hello Tami Bowen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tami Bowen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tami Bowen	I'd like to report an Issue
Acebuddy	Please select an option!
Tami Bowen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Tami Bowen	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Tami Bowen	No

Acebuddy No issues, please wait while I connect you to one our support engineers who'd assist you further.

Acebuddy (bot) forwarded the chat request

11:05:00 PM Tami Bowen is sharing a file with you

[Screenshot 2025-10-18 at 4.06.54 PM.png](#) - (Size:203.18 KB)

Ashutosh Mishra accepted the chat transfer request.

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

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

Tami Bowen Not sure of the server name. How do I find that?

User name:

Tbowen_CB@myrealdata.net

Ashutosh Mishra Thank you for providing the details.

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

Are we still connected here?

Tami Bowen Just me experiencing it

Ashutosh Mishra Is this the first time you are facing this issue?

Tami Bowen with you as our host

Ashutosh Mishra Please try to open QuickBooks now.

Tami Bowen same result

Ashutosh Mishra May I take the remote access of your server?

Tami Bowen please

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

Please request all users to log off from the company file.

Tami Bowen Are you seeing the file doctor notice?

Ashutosh Mishra Yes, I did see that.

I am making some changes from the backend, Please request all users to log off from the company file.

Tami Bowen OK. Everyone is logged off.

Ashutosh Mishra Thanks for the confirmation !

Please enter password.

Tami Bowen E@tnut\$81

oops

Same message

Ashutosh Mishra Yes

	Kindly allow me two minutes to check for this.
Tami Bowen	E@tnut\$81
	same mistake
	Same message
Ashutosh Mishra	Yes lets try opening file from different location.
Tami Bowen	one of my employees computer?
Ashutosh Mishra	I meant changing the file location on your computer itself.
	Please enter password.
	Can we open any different company file?
Tami Bowen	What do you mean?
	An old one?
Ashutosh Mishra	Yes
Tami Bowen	I think there are backups somewhere. Not my department
	Not sure why it's saying my password is bad.
	What should I do now?
Ashutosh Mishra	Their are some pending updates for QuickBooks application that we can schedule during night hours to avoid any interruption.
Tami Bowen	What company file should I use to open QB as Admin
Ashutosh Mishra	Please verify the exact company file location with other users who are successfully able to log in, the name should match.
	If issue persists, I will escalate it to the senior team to reach out and assist you over the phone.
	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)

Ashutosh Mishra has ended this chat session

Visitor Details

#83159 rminaya

Email: rminaya@calldad.com

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 48 Secs

City: SANTO DOMINGO ESTE

State: Santo Domingo

Country: DOMINICAN REPUBLIC

Chat Transcript

rminaya	Hello, I am your Acebuddy
Acebuddy	Hello Rminaya, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rminaya	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rminaya	I'd like to report an Issue
Acebuddy	Please select an option!
rminaya	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>6:08:56 PMrminaya is sharing a file with you image.png - (Size:106.66 KB)</i>
rminaya	hello, we are getting this error when we log into QB.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
rminaya	what does that mean, what we need to do next?
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
rminaya	how can I see the server name in QB?

	my user name is RolfiM
Vikas Singh Chauhan	You can not see server name in QB. You can provide your business name, I will check with that.
	Thank you, allow me a minute to check.
rminaya	ok, the company name is CALL DAD /SKY HVAC
Vikas Singh Chauhan	Is this your username RMinaya.HVAC@myrealdatal.net?
rminaya	YES
Vikas Singh Chauhan	Thanks for the confirmation !
	The message you are getting on Quickbook after opening it is for pending updates.
rminaya	we are getting that message of critical updates. but we don't know if we need to do something or what should we do. last why should we run updates again this week?
Vikas Singh Chauhan	Let me check the other ticket you have mentioned about.
	It seems, you are talking about the ticket #788737 where rebuilding the QuickBooks company file to address an error, it v
	But these are the updates for Quickbooks released by Intuit.
	We cannot perform the updates now as multiple users from your business account are logged in and using Quickbook.
	Are we still connected here?
	Are we still connected here?
rminaya	hello
Vikas Singh Chauhan	Hello, yes
	Are we still connected here?
	Are we still connected here?
rminaya	so what should we do to get the updates without losing are old data in QB including customers and vendors?
Vikas Singh Chauhan	These updates we can complete during off hours when all users are logged off.
rminaya	but that update will delete any of the old data we have?
Vikas Singh Chauhan	Also, with these updates you do not loose any data.
	I have checked the old ticket which you have mentioned and it was another issue.
rminaya	but why we lost customers and vendors data last time?
Vikas Singh Chauhan	I have checked the old ticket which you have mentioned and it was another issue.
	It was related to company file and after rebuilding the company file caused that issue where you lost customers and vend
rminaya	let me talk to my Manager about that
	what do you need from us to run that update?
Vikas Singh Chauhan	We just need to check that all users are logged out and then only we can run the updates, which we can do in night hours
rminaya	is that update necessary, right?

Vikas Singh Chauhan	Which version of Quickbooks are you using ?
rminaya	how can I see the version?
Vikas Singh Chauhan	I have just checked, you are using Quickbook Enterprise 2021.
	And most important updates are already completed, so you can ignore this message which you are getting after opening
	Are we still connected here?
rminaya	ok, so no update is needed right now?
Vikas Singh Chauhan	Yes
	It is not required at the moment.
	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)

Vikas Singh Chauhan has ended this chat session

Visitor Details

#82275 brandon

Email: brandon@clintonreilly.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: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

brandon Hello, I am your Acebuddy

Acebuddy Hello Brandon, 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

Visitor Details

#82817 Kerrin Wikle

Email: kerrin@stricklandcpa.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: PEACHTREE CORNERS

State: Georgia

Country: UNITED STATES

Chat Transcript

Kerrin Wikle Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Kerrin Wikle Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Kerrin Wikle	I'd like to raise a Request
Acebuddy	Please select your request type.
Kerrin Wikle	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co If you are facing any issue/problem with your server, Please select the appropriate option below : As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
<i>Ended due to chat idle timeout</i>	

Visitor Details

#82885 Sara Guethle

Email: squareoneflooringinc@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SPRINGFIELD

State: Missouri

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Sara Guethle	I'd like to raise a Request
Acebuddy	Please select your request type.
Sara Guethle	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co If you are facing any issue/problem with your server, Please select the appropriate option below : As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the <i>Ended due to chat idle timeout</i>

Visitor Details

#82753 fabell

Email: fabell@abellturf.com  16782960822

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 18 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
fabell	I'd like to report an Issue
Acebuddy	Please select an option!
fabell	Password Reset
Acebuddy	Please select an option below
fabell	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?
fabell	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
fabell	I am locked out of my account.
	I am on the self care portal... the email address under the re-set is not one of mine
	How do we get my account unlocked and re-opened?
Vikas Singh Chauhan	Let me transfer you to a specialist who can better address your concern.
<i>Vikas Singh Chauhan is transferring the chat to Shubham Maurya.</i>	
<i>Shubham Maurya accepted the chat transfer request.</i>	
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
fabell	Server Name: QBlive03.myrealdta.net
	User name: FrankA.q3
	I am the company owner
	Franklin Abell
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.
	Thanks for the patience, we can see that email ID for your account updated on Myportal is fabell@abellturf.com And for self care portal currently you are not enrolled on it.
	We can help you with the steps to enroll on it.
	Business name:Abell Turf and tractors CID60001

	Please confirm above details are correct?
fabell	Yes, that is correct
	Do you show me being locked out currently?
	I went on the company portal and re-set my password
Shubham Maurya	Yes, we can see that your account is locked at the moment, please wait let me unlock it.
fabell	I see it is now unlocked
	Let me see if I can access the server
	server
Shubham Maurya	Sure, please take your time.
fabell	It let me in, if you don't mind...let's make sure QB opens properly
	Well...getting Error code: H505 now...
	Can you assist?
Shubham Maurya	Sure, please hold on can you share me screen shot for the same?
fabell	How do you do a screen shot on a mac?
	Let me look that up
	<i>6:20:28 PMShubham Maurya is sharing a file with you</i> <u>How to Manage ACE Server Users 4.pdf</u> - (Size:1.33 MB)
	<i>Now you can Add / Remove users as well as reset their passwords (if need be) from your end via Ace Myt</i>
	<i>Please log in to https://myportal.aceclouddhosting.com/login. Your username will be your CID60001. In c</i>
	<i>Please note that only registered account owner (fabell@abellturf.com) is allowed to perform the user's</i>
Shubham Maurya	To take a screenshot on a Mac, press Shift-Command-3 for the entire screen or Shift-Command-4 to select a spe
	<i>6:21:43 PMfabell is sharing a file with you</i> <u>image.png</u> - (Size:541.4 KB)
	Thank you for the information, please allow few minutes to check the same.
	Thanks for the patience, please wait we are making some changes from backend that will close QB from your end. Then a
	Alright, thanks for staying connected. Please login now and check it it's working fine.
fabell	Trying right now
	Same error: H505
	I am in dire need of getting into the system asap.
Shubham Maurya	Okay, have you followed the steps on error message where it says to use "Host multi-user" ?
fabell	You cannot change to multi-user until you are logged into QB...
Shubham Maurya	Please hold on let me check if we can take remote access or any other steps is pending from backend.

Okay, we can see that there are 2 servers working from backend for your account, So right now are are making changes t

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Shubham Maurya has ended this chat session

Visitor Details

#82377 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

info Hello, I am your Acebuddy

Acebuddy Hello Info, 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 our end, if you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com
	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>
info	please update QB if we need it at midnight. there are several issue related to update I guess
	<i>2:12:53 AM info is sharing a file with you image.png - (Size:12.18 KB)</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
info	Server name : Bongryong.myrealdatal.net. User name : Donna_BK
Shubham Maurya	Thanks for the confirmation !
	We will proceed with the QuickBooks update during off-shift hours. If you have a specific time window you'd prefer, please let me know.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Shubham Maurya has ended this chat session</i>

Visitor Details

#82372 Jasmine

Email: jasmine@svdp-sacramento.org

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SACRAMENTO

State: California

Country: UNITED STATES

Chat Transcript

Jasmine	Hello, I am your Acebuddy
Acebuddy	Hello Jasmine, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jasmine	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jasmine	I'd like to report an Issue
Acebuddy	Please select an option!
Jasmine	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jasmine	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
<i>Ended due to chat idle timeout</i>	

Visitor Details

#82246 cory

Email: cory@totalfeeds.com  18177711968

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: WEATHERFORD

State: Texas

Country: UNITED STATES

Chat Transcript

cory	Hello, I am your Acebuddy
Acebuddy	Hello Cory L Anderson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
cory	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
cory	I'd like to raise a Request
Acebuddy	Please select your request type.
cory	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
cory	I wish to buy the license from Ace
Acebuddy	Office 365 is a subscription based application and there are several plans to chose from. For better understanding of the features and functionality on offer within each available subscription plan, Kindly refer to (Please Note: O365 E1 Plan is "web only")
	Once you find your desired plan, Kindly email us the details at support@acecloudhosting.com and your request will be prc
	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

Visitor Details

#82781 jhandy

Email: jhandy@sweiskloss.com  13103946460

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: 30 Secs

City: SANTA MONICA

State: California

Country: UNITED STATES

Chat Transcript

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

jhandy	I have created a new user. He is trying to download the server. He has the RDP Generator open. What is our sever name?
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.
jhandy	Hello
Anjainay Singh	Hello Jhandy, how are you?
jhandy	I am well, thank you. Hope you are too.
Anjainay Singh	I am good , thankyou for asking.
	As I have understand from your previous comments that newly user created by you is unable to setup RDP , am I right?
jhandy	Correct.
Anjainay Singh	No issues , is the new user name anthony.a1@myrealdata.net?
jhandy	yes.
Anjainay Singh	As I can see you have created the user from My Portal , so you can also download the RDP file for new user from it.
jhandy	Where do I find the download?
	<i>5:10:49 AM Anjainay Singh is sharing a file with you image.png - (Size:11.11 KB)</i>
	<i>As you can see in the screenshot the Download RDP section in blue icon , when you will click it will a</i>
Anjainay Singh	You may download directly from My Portal and send it to new user.
jhandy	Oh. I can download it and send it to someone else? That seems odd to me. Let me give it a shot.
Anjainay Singh	Sure.
jhandy	I get an error "something went wrong, contact support"
Anjainay Singh	No worries Jhandy , could you please provide me new user email address I will directly send him the new RDP file?
jhandy	That would be great. His email is aaguilar@sweiskloss.com
Anjainay Singh	Thankyou for your confirmation.
	Is there anything else I may help you with ?
	I will keep you in Cc while sending him an email.
jhandy	Thank you. I am sitting next to him. Hopefully we can get it to work. Thanks!
Anjainay Singh	Please also click on smiling emoji to provide your positive feedback.
	I am sending an email after this chat gets end.
	Please share your positive feedback by clicking on smiling emoji as it will make my day.
	Once I end the chat you will see it.

jhandy Happy to.

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

Anjainay Singh has ended this chat session

my acco
I wante

Visitor Details

#82643 Brenda Plunkett

Email: brenda@jamesoncpa.com ☎ 978-808-4064

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

Website: https://www.acecloudhosting.com/contact-us/?utm_source=google&utm_medium=cpc&utm_campaign=Branded&utm_term=ace+cloud+hosting&utm_adgroup=Core_Brand_Terms&utm_device=1

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: BOSTON

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Brenda Plunkett my account is locked - I have not logged into it is a very long time - I wanted to update my password and use it for a client

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

Let me check this.

Can I have the name of the account please.

Brenda Plunkett Brenda Plunkett - Jameson and Company

Amit are you one of the users on this account or the entire Jameson account is locked?

Brenda Plunkett just one of the users - my login for Jameson3 -

Amit	Ok got it. Give me a second. <i>Amit is transferring the chat to Support(QB & App Hosting).</i>
Shubham Maurya	<i>Shubham Maurya accepted the chat transfer request.</i>
Brenda Plunkett	Hi Shubham - my user login is locked - see chat above
Shubham Maurya	Please confirm your business name :Jameson CPA Server name: JamesonCPA.myreldata.net CID61483
Brenda Plunkett	correct - just my login for Jameson3 is locked
Shubham Maurya	Alright now worries Brenda, Please allow me few minutes to unlock your account.
	Thanks for the patience, We have unlocked your account please try to login with same password and let us know if it's wo
Brenda Plunkett	no - still says restricted
Shubham Maurya	Please confirm the user name is Jameson3@myreldata.net
Brenda Plunkett	I used the ace cloud hosting self care portal above yes - correct
Shubham Maurya	Jameson3@myreldata.net Is not enrolled on selfcare portal
	Try to login using RDP file first
Brenda Plunkett	doesn't work with my rdp - I get Login attempt failed
Shubham Maurya	That's for Incorrect password, bcohen@jamesoncpa.com can reset your password using Myportal https://myportal.aceclo Username for Myportal will be CID61483 and use forgot password to reset password.
	Or else we can reset your password for you but we need a direct mail from account POCs Shawn@jamesoncpa.com
Brenda Plunkett	Thanks - I will let Bryan know. please do reset it and send the email to bryan and shawn!!
Shubham Maurya	Is anyone of them is available right now over there to send an email? Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shubham Maurya has ended this chat session

Visitor Details

#82120 Sabrina Ferrante Reis

Email: sabrina@timeprotax.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: FRANCA

State: Sao Paulo

Country: BRAZIL

Chat Transcript

Sabrina Ferrante Reis Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Sabrina Ferrante Reis Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Sabrina Ferrante Reis I'd like to report an Issue

Acebuddy Please select an option!

Sabrina Ferrante Reis Other Issue

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

Sabrina Ferrante Reis I can't open my client's Tax Return on ProSeries.

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Gupta declined the transfer request.

Manish Singh accepted the chat transfer request.

Manish Singh

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

Sabrina Ferrante Reis

Hello Manish

*6:44:16 PMSabrina Ferrante Reis is sharing a file with you
[image.png](#) - (Size:124.89 KB)*

When I try to open a Tax Return on ProSeries, this message appears

Manish Singh

I will surely help you with this issue.

Is this the first time you're experiencing this issue? Also, are any other users affected, or is it li

Sabrina Ferrante Reis

Yes, it's the first time because it's the first time I'm using ProSeries on the server.

No, my coworker Elaine is able to access all the returns normally

Only my account

Manish Singh

May I take the remote access of your local computer?

Sabrina Ferrante Reis

Sure

Manish Singh

<https://assist.acecloudhosting.com/join/6052732057>

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

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

Sabrina Ferrante Reis

Okay

Manish Singh

We are connected on the remote session and will proceed with the troubleshooting on the remo

As we are unable to find the exact location of the file we need to escalate this case.

We have installed Pro series tool hub to repair the corrupted file.

And updated the pro series too.

We will arrange a callback from our Escalation team at +55 16 99382-0720

Is there anything else I may help you with ?

Sabrina Ferrante Reis

No, thank you!

Manish Singh

I apologize for the trouble you've experienced.

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

I request you to kindly spare a moment to fill that out for me so that my managers can know ho

Note: You may change/reset your server password on your own by registering on our Selfcare P

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

Manish Singh has ended this chat session

Visitor Details

#82211 Daniel

Email: soufloretail@gmail.com  7862736166

Department: Support(QB & App Hosting)

Operator: Dharmendra Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 35 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Daniel	Hello, I am your Acebuddy
Acebuddy	Hello Daniel, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Daniel	Technical Support (QB & App Hosting)
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 representat
<i>9:00:21 PM Daniel is sharing a file with you image.png - (Size:23.51 KB)</i>	

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sujeet Kumar Suman accepted the chat transfer request.

Daniel	thank you
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assistin
Daniel	Hi
Sujeet Kumar Suman	Hello Daniel
Daniel	Hi. Hope you are awe;;
Sujeet Kumar Suman	Thanks. How are you doing?
Daniel	We talked 2 days ago about a problema we have with bank feed. "You told me you were going t Good and you??
	<i>9:04:10 PM Daniel is sharing a file with you image.png - (Size:33.17 KB)</i>
	it says Install Pending
Sujeet Kumar Suman	Yes, I remember that. We already sent you the follow-up email."
	Thank you for the screenshot.
Daniel	You asked me for a phone numer to call in real time, I sent you the phone unmer
Sujeet Kumar Suman	Let me look into it for you.
Daniel	You told me that but it says "Install pending"
	Thanks
Sujeet Kumar Suman	Yes, I received your email. Thank you for all the information. (Edited)
Daniel	Thank you We have 3 difentes companies and diferentes users. I think its your server
Sujeet Kumar Suman	Thank you for your patience.
	Yes, I just checked, and the pending items are still pending. To update the pending installation,
Daniel	Can we do it store by store?
	Who is going to call us?
Sujeet Kumar Suman	Sure, let me check with my team.
Daniel	Not sure if the update is going to resolve the problem. Lasta time we take almost a week to res
Sujeet Kumar Suman	We completely understand your situation, and this time we will do our best to resolve it as soor
Daniel	The owner wants to resolve this as soon as possible because accounting need it

Sujeet Kumar Suman	As checked, users are currently logged into the server, and QuickBooks is open on the server si To proceed with the pending update, could you please guide all users to log out from the server
Daniel	Did your team told you that?Becuase the last time you did the updates and problem was the sa you changed the firewall in your server to restotre it
Sujeet Kumar Suman	Yes, we tried, but this time the error may be due to the pending update. If you're still getting th
Daniel	I would prefer not to keep trying one thing and then another if it doesn't work. The right time fo it after hours today, and I'd rather not rely on it being done later, because it seems it wasn't do from your team could go directly to the specific point that needs to be fixed. Thank you very m
Sujeet Kumar Suman	Are you getting the error on all three different company files?
Daniel	YES
	If you want, we can update one location (on of the companies) and log off the user for that com
Sujeet Kumar Suman	Got it. As you confirmed, you're facing the issue with all three company files, and we've also ve To resolve the issue, we will need to perform a clean installation of QuickBooks. This process wi Please let us know a suitable time to proceed.
Daniel	Please proceed with this. Keep in mind that you should have a backup of everything. I will start
	Everyone has closed their applications and logged out. Please proceed. Thank you
Sujeet Kumar Suman	Sure, we will proceed with the clean installation of QuickBooks and will inform you via email on
Daniel	Right now here 12:00pm. We need it at 12:30 (EST) Thank you!!
Sujeet Kumar Suman	Sure. we will.
	Is there anything else I may help you with ?
Daniel	Please if you can, stay here until complete the updates in 30 min. Thanks
Sujeet Kumar Suman	Sure, as you confirmed, we are proceeding with the clean installation of QuickBooks.
Daniel	We just don't want to risk leaving it like this and then, after the 30 minutes, not having anyone
	Thank you
	Go ahead
Sujeet Kumar Suman	Thanks for the confirmation !
Daniel	I waill talk to you in 15min to know how is the process and then I will talk to you again at 12:30
Sujeet Kumar Suman	Sure, we will also keep you updated.
Daniel	All of our employees are waiting and everything is on hold while you complete this. Thank you
	Please, thanks!
Sujeet Kumar Suman	Hello Daniel, As some users are currently using the QuickBooks application, we are unable to proceed with tl Please let us know once all users have logged out, so we can continue with the installation proc
Daniel	We are all logged out, everyone has signed out, and no users are currently active.
	Can you please tell me wich user?PLEASE

	Please try again
Sujeet Kumar Suman	As checked below user are active: Rubens, Combo SouFlo.n margarittat
Daniel	Please try again
Sujeet Kumar Suman	As we have rebooted the server, it is now necessary to proceed with the clean installation.
Daniel	Do you need anything in opur end?
Sujeet Kumar Suman	Not right now.
Daniel	Can you please confimr if all user are now log off?Are you able to procced?Thanks
Sujeet Kumar Suman	Yes, all users are log off from the server.,,
Daniel	Thank you please let us know are here waiting. Thanks
Sujeet Kumar Suman	Thank you for your patience and cooperation with us
	We are now installing QuickBooks Enterprise on your server. This will take less than 10 minutes
Daniel	Ok Thank you!!
	With the updatas right?
Sujeet Kumar Suman	Yes, we will also check the update and then guide you to open the QuickBooks application
Daniel	Thank you
Sujeet Kumar Suman	Most welcome Daniel.
	Thank you for your patience.
	The application has been successfully installed on the server. We are now checking for updates
Daniel	Ok thank you
	Please let me know in order to login and try. Thanks
Sujeet Kumar Suman	Sure, once QuickBooks is updated, we will let you know
Daniel	Thank you
Sujeet Kumar Suman	Thank you for your patience and cooperation. The QuickBooks application has been successfull
Daniel	Let us try
	Thank you
	Sorry, we are not able to open QB
	It says there is a pending update
Sujeet Kumar Suman	Please try. (Edited)
	<i>10:08:06 PM Daniel is sharing a file with you image.png - (Size:479.35 KB)</i>
	Sorry for the inconvenience, but we have updated the QuickBooks application. However, we are

Daniel	All three location say the same we close and we can continue but everytime we open Qb, show that
Sujeet Kumar Suman	Okay, please try again now
Daniel	It didn't work. The same error is still showing "As I mentioned, this is not the first time, and we know that just updating is not enough. I kindly ask you to take the remote access of your server?"
Sujeet Kumar Suman	Deeply apologize for the inconvenience. May I take the remote access of your server?
Daniel	YEs Margarita user please
Sujeet Kumar Suman	To remove the bank feed option and then re-add the bank feed in QuickBooks, please follow the steps below: 1. Go to the Home screen. 2. Click on the gear icon in the top right corner to open the Settings menu. 3. Select "Bank Feeds". 4. Under "Bank Feeds", click on "Manage Bank Feeds". 5. In the list of feeds, click on the "Edit" button next to the feed you want to remove. 6. In the "Edit Bank Feed" dialog, click on the "Remove" button. 7. Click "OK" to confirm the removal. 8. Once removed, click "Save Changes". 9. Now, go back to the Home screen and click on the gear icon again. 10. Select "Bank Feeds" again. 11. Click on "Add New". 12. Follow the prompts to add your bank feed again.
Daniel	Can you please take the control and re add?
Sujeet Kumar Suman	Sure, kindly approve.
Daniel	D
Sujeet Kumar Suman	We are connected on the remote session and will proceed with the troubleshooting on the remote end.
Daniel	Done we are not able to find the bank This is not about adding or editing the connected account. As I mentioned, the same issue is happening on our end. We need you to escalate this and take care of it, please. We urgently need this resolved. Are you there?
Sujeet Kumar Suman	Yes, I see As we have already completed all the troubleshooting steps, we recommend that you please connect with the Intuit team for further assistance.
Daniel	Yes, I am here. All banks are showing, but your bank is not appearing in the available list. We suggest that you please connect with the Intuit team for further assistance.
Daniel	Ok. As I told you, the last time was about Network in your end Also, I login and still say "Install pending" why? <i>10:38:39 PM Daniel is sharing a file with you image.png - (Size:181.96 KB)</i>
Sujeet Kumar Suman	Sure, as this issue requires further attention, we are escalating it to the next-level team. They will get back to you shortly.
Daniel	This was the first thing I mentioned to you before starting with the updates <i>10:40:24 PM Sujeet Kumar Suman is sharing a file with you image.png - (Size:38.69 KB)</i> <i>But from our end its showing updated.</i>

Sujeet Kumar Suman	Maybe in one location. I am here in SOUFLO NC and show it
	No worries.
	We tried our best to resolve your issue, but it still persists. Therefore, we are escalating your iss
Daniel	How we can connect it?
	How we can talk with the next level team?
	Do you have any number??
Sujeet Kumar Suman	As we connected with the escalation team, they advised us to ask you to connect with the Intui
Daniel	We'd like to talk with a manager
Sujeet Kumar Suman	I completely understand your frustration and want to ensure you receive the best possible supr
	We are now transferring the chat to get the issue addressed, thanks for your patience.
	<i>Sujeet Kumar Suman is transferring the chat to Dharmendra Kumar.</i>
	<i>Dharmendra Kumar accepted the chat transfer request.</i>
Dharmendra Kumar	Hello Daniel,
	My name is Dharmendra Kumar, I am the floor supervisor here.
	I got to know that you are experiencing Bank Feed issue.
Daniel	Hello
	Yes, that's right
	As I mentioned to your colleague, we have gone through this before. After updating and even s
	problem
	Are you still there??
	Are you there??
Dharmendra Kumar	As we haven't got any response from your end, We are closing this chat. If you still need assist

Ended due to chat idle timeout

#83018 krisika

Email: krisika@hkidata.com  7383092838

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 9 Secs

City: ANAND

State: Gujarat

Country: INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you with your issue.
krisika	Hi
	Quick not open in all users
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?
krisika	Priorware.myrealdatal.net
	HKiData01
<i>7:24:36 PMkrisika is sharing a file with you</i>	

[IMG-20251028-WA0002.jpg](#) - (Size:40.55 KB)

This error

Vikas Singh Chauhan

Thanks for the confirmation !

Is Quickbooks opening for other users ?

krisika

All users quickbook not open

U can proceed the server reboot

When Rebooting dont write ACE CLOUD Just inform by SERVER IS REBOOT IN 2 min

Vikas Singh Chauhan

Okay sure.

Allow me 2 minutes.

krisika

When Rebooting dont write ACE CLOUD Just inform by SERVER IS REBOOT IN 2 min

Okay

Vikas Singh Chauhan

I have initiated the server reboot.

The server is up and running now.

Please try to use Quickbooks again.

krisika

Okay

Vikas Singh Chauhan

Is there anything else I may help you with ?

krisika

No

Thank you

Vikas Singh Chauhan

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

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can know ho

Note: You may change/reset your server password on your own by registering on our Selfcare P

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

Vikas Singh Chauhan has ended this chat session

Visitor Details

#82882 mitch.abernethy

Email: mitch.abernethy@westerncpe.com ☎ 6612477880

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 36 Secs

City: ENNIS

State: Montana

Country: UNITED STATES

Chat Transcript

mitch.abernethy	Hello, I am your Acebuddy
Acebuddy	Hello Elizabeth Abernethy, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
mitch.abernethy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mitch.abernethy	I'd like to report an Issue
Acebuddy	Please select an option!
mitch.abernethy	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mitch.abernethy	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
mitch.abernethy	Do I need to update and backup my QB file?
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
mitch.abernethy	Hi

Anjainay Singh	Hello Elizabeth, how are you?
mitch.abernethy	Good thanks.
Anjainay Singh	Could you please confirm the issue you are facing at your end ?
mitch.abernethy	I am getting notifications to update and do periodic back ups of my QB data. Do I need to do th
Anjainay Singh	Could you please show me the notification screenshot?
mitch.abernethy	I cannot I closed QuickBooks. It is the regular QuickBooks update and back up notification.
Anjainay Singh	No worries, I would like to inform you that we backup the server daily which also contains the C
mitch.abernethy	Are you familiar with this? Ok- so back up is being done. Do I need to run the periodic updates? t=...to the software
Anjainay Singh	Yes as I have checked it at my end QuickBooks update is pending.
	I will schedule the QuickBooks update in night hours and our morning team will update it for yo
mitch.abernethy	Ok- thank you
Anjainay Singh	Is there anything else I may help you with ?
mitch.abernethy	That's all the questions I have for now
Anjainay Singh	Please do me one small favor. Please click on smiling emoji to provide your positive feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Visitor Details

#83165 Medeleine

Email: medeleineangkasa@gmail.com ☎ +62818220915

Department: Support(QB & App Hosting)

Operator: Sandeep Kumar

Website: <https://www.aceclouddhosting.com/knowledgebase/new-ace-cloud-hosting-setup-guide-mac/>

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 30 Secs

City: PEGADUNGAN

State: Banten

Country: INDONESIA

Chat Transcript

Medeleine	Microsoft Remote Desktop
	I could not find Microsoft Remote Desktop for my Mac
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
	Hi Medeleine, how can I help ?
Medeleine	I could not find Microsoft Remote Desktop for my Mac
	<i>9:16:18 PM Medeleine is sharing a file with you image.png - (Size:1.33 MB)</i>
Akash	Do have an account with us ?
Medeleine	yes
	team@istaxpro.com
Akash	Thank you.
	<i>Akash is transferring the chat to Support(QB & App Hosting).</i>
Medeleine	I could not find Microsoft Remote Desktop for my MacBook
	<i>Akash is transferring the chat to Support(QB & App Hosting).</i>
	<i>9:20:17 PM Medeleine is sharing a file with you image.png - (Size:945.35 KB)</i>
	<i>Sandeep Kumar accepted the chat transfer request.</i>
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you
	Hi Medeleine, How are you doing today?
Medeleine	I could not find Microsoft Remote Desktop for my MacBook
	<i>9:21:07 PM Medeleine is sharing a file with you image.png - (Size:945.35 KB)</i>
	my cloud account team@istaxpro.com
Sandeep Kumar	They have changed the name from Remote Desktop to Windows app that you see on the screen
	Istax Accounting, is this your account name?

Medeleine, are you there?

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 447877659106.

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

Sandeep Kumar has ended this chat session

Visitor Details

#82537 accounts

Email: accounts@lightstylelondon.co.uk  447877659106

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 59 Secs

City: WANDSWORTH

State: Perth And Kinross

Country: UNITED KINGDOM

Chat Transcript

accounts Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

accounts Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

accounts I'd like to report an Issue

Acebuddy	Please select an option!
accounts	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
accounts	I use SAGE50. Today SAGE is unable to send emails. It gives the following error message: Error
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>9:24:25 PMaccounts is sharing a file with you</i>	
<i>Screenshot 2025-10-13 at 16.53.18.png - (Size:50.65 KB)</i>	
<i>Shubham Maurya accepted the chat transfer request.</i>	
<i>Shubham Maurya is transferring the chat to Sanyam Madan.</i>	
<i>Sanyam Madan accepted the chat transfer request.</i>	
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you
	Hello , how are you doing today
accounts	Hi Sanyam, I'm trying to access the Event Log in the remote desktop to try to find out what is going on
	It has been working fine. This morning it stopped sending emails
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?
accounts	How do I find out this information?
Sanyam Madan	Please help me with your registered business name
accounts	Lightstyle London
Sanyam Madan	Kindly allow me two minutes to check the same.
<i>9:29:59 PMSanyam Madan is sharing a file with you</i>	
<i>image.png - (Size:4.67 KB)</i>	
	Can you please confirm your username from the above snippet
accounts	LarissaB
Sanyam Madan	May I take the remote access of your server?
accounts	It is happening with every account, not just mine
Sanyam Madan	We will investigate the root cause of the issue over remote session.
	May I take the remote access of your server?
accounts	In this case, use the CarolineO account
	Go head and take the remote access
Sanyam Madan	okay
<i>9:44:03 PMSanyam Madan is sharing a file with you</i>	
<i>image.png - (Size:22.98 KB)</i>	

	Are you also connected with sage support?
accounts	yes
	But SAGE is connected via the LArissaB account
	yes
Sanyam Madan	Larrisa is using Carolina account
accounts	Sanyam are you still around?
Sanyam Madan	Yes , I am here
	watching the process
accounts	So, what SAGE has suggested is to do with a completely different process which I don't believe what do you think?
	They have askedme to recalculate order allocations, which in order to do I need to check for eri
Sanyam Madan	The issue is caused by your email settings in Sage 50 not having proper authentication or a sec
	We need to check : Setup → Reports & Forms → Email
accounts	I thought it was something along those lines. How did we we loose the authentication?
	Ok, let me just finish this backup and we can move to that
Sanyam Madan	We also need to investigate the root cause of why the authentication was lost.
accounts	Indeed. has there been an update on your side?
	Or perhaps google has updated security. Ity has happened once in a long time ago
Sanyam Madan	While setting up the email, there is check box for a secure connection.
	We need to remove the email ID connected to Sage and then re-add it, making sure to check th
accounts	Nobody has changed the email settings recently. I'm the only one with access to our emails
	SANYAMMMMM
	I KNOW WHAT THE PROBLEM IS!!!!!!!!!
	I changed the password to the email address used by SAGE (embarrassed)
Sanyam Madan	Maybe that can cause the issue.
	but we still need to see from your system
accounts	yes, let's try the password. I'm 99% sure this is the issue
Sanyam Madan	Has sage support done their thing?
accounts	That was me but yes
	nd I've just updated the password
	I will do a test as soon as the updtng is finished
Sanyam Madan	Okay

	Till then we are investigating the event logs from the backend
accounts	Thank you
Sanyam Madan	According to my findings , you are doing the right thing
accounts	that' great. let's see.
	Not sure why it's taking so long though
Sanyam Madan	Sometimes the email server needs a little time to recognize the new password, so just wait a few minutes
accounts	I have a feeling I've added the old password!!!
Sanyam Madan	I have an observation too but not sure
	I saw a character already in the password field when you were typing the password
	not sure though
	We need to restart the application and go through the same process again.
	Are you here?
accounts	I've just typed in the new password and I'm confident it will work now. It will take a little while
Sanyam Madan	Yes, It should work this time
	It should not take that long.
accounts	I know. it hasn't worked but I'm still convinced it's the password
	Not sure why it takes that long but it always
	Did you stop the process by any chance?
Sanyam Madan	No, I was just observing it.
	Wait please
accounts	ok
Sanyam Madan	Please reopen sage and then try again
accounts	So, close and re-open?
Sanyam Madan	Yes
accounts	try the password again?
Sanyam Madan	Wait
	We will be arranging a callback as per our discussion over remote session (Edited)
accounts	Sanyam, thank you for your help. Speak to one of you tomorrow.
	bye for now
Sanyam Madan	Bye , have a great evening 😊

Sanyam Madan has ended this chat session

Visitor Details

#83070 Stelck

Email: shalyn@dfctahoe.com **Phone:** 8312929875

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

Website: https://www.acecloudhosting.com/contact-us/?utm_source=google&utm_medium=cpc&utm_campaign=VDI_MOFU&utm_term=cloud+desktop+services&utm_adgroup=mtF2VjgCAaH_XKapaJnjA3vAaAr7IEALw_wcB

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: TRUCKEE

State: California

Country: UNITED STATES

Chat Transcript

Stelck	I cannot login to my remote desktop this morning.
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.
Stelck	Hi Dev, thank you
Dev Dubey	Hi!
	Can you confirm your Business Name/CID Number?\
Stelck	Daniel Fraiman Construction
	Could you direct me to where I'd find the CID number? On an invoice or something?
Dev Dubey	Thank you, I will need to transfer the chat to our support team to assist.
	Please stay connected\.
Stelck	Okay thanks
<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>	
<i>Shubham Maurya accepted the chat transfer request.</i>	

Shubham Maurya is transferring the chat to Sanyam Madan.

Sanyam Madan accepted the chat transfer request.

Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you
	Hello , how are you doing
Stelck	Hello, I'm well. Thank you, how are you?
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Stelck	user name is: shalyn.s@myrealdata.net
Sanyam Madan	I am good, thank you for asking
Stelck	Where could I find the server name? I believe it's just DFC
Sanyam Madan	Kindly allow me two minutes to check the same.
Stelck	thanks
Sanyam Madan	May I take the remote access of your local computer?
Stelck	yes
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/4762822811
	Kindly paste this link in the browser of local computer and join the session.
	Is there anything else I may help you with ?
Stelck	no, thank you!
Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sanyam Madan has ended this chat session

Visitor Details -----

#82473 Cazembe Bektemba

Email: cbektemba@watsonrice.co

Department: Support(QB & App
Operator: Acebuddy
Website: <https://www.acecloudhost.com>
Operating System: Microsoft Windows 10 Pro
Browser: Google Chrome
Device: Desktop
City: HILLSBOROUGH
State: New Jersey
Country: UNITED STATES

Chat Transcript -----

Cazembe Bektemba	Hello, I
Acebuddy	Hello C
	Whom
Cazembe Bektemba	Technic
Acebuddy	Welcor
	Please
Cazembe Bektemba	I'd like
Acebuddy	Please
Cazembe Bektemba	Applicat
Acebuddy	Please once tl
	Typical
	Do you
Cazembe Bektemba	No
Acebuddy	Thank
	<i>Acebuddy</i>

Visitor Details -----

#82693 MARLY

Email: molinsenterprises@gmail.com

Department: Support(QB & App)

Operator: Sujeet Kumar Suman

Website: https://www.acecloudhosting.com

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 37 Seconds

City: HIALEAH

State: Florida

Country: UNITED STATES

Chat Transcript -----

MARLY	Hello, I
Acebuddy	Hello M
	Whom
MARLY	Technic
Acebuddy	Welcor
	Please
MARLY	I'd like
Acebuddy	Please
MARLY	Passwo
Acebuddy	Please
MARLY	Already
Acebuddy	Please
	Do you
MARLY	Yes
Acebuddy	Please
	Acebuddy
	Sujeet
Sujeet Kumar Suman	Thank you today.

Hello M

MARLY hello

I have

Sujeet Kumar Suman No woi

MARLY it does

and I c

Sujeet Kumar Suman I can h

MARLY I have

the cha

Sujeet Kumar Suman Thank

MARLY please

Sujeet Kumar Suman I will si

As che

MyPort

MARLY I alread

and if I

asked

I don't

discon

Sujeet Kumar Suman I deepl

MARLY the coi

its ok.

I need

Sujeet Kumar Suman I will si

To chal

As I ch

to mar

MARLY yes

Sujeet Kumar Suman No woi

procee

MARLY ok

Sujeet Kumar Suman Once t

that er

MARLY ready

Sujeet Kumar Suman Is there

MARLY no. tha

Sujeet Kumar Suman Thanks

I would
smiley

Thank

You ma
conver

I reques
workin
Thanks

Note: 1
(https:

For sel

Sujeet

Visitor Details -----

#82102 ELAINE BRAGA REGO

Email: tax@timeprotax.com  +

Department: Support(QB & App

Operator: Ashutosh Mishra

Website: <https://www.acecloudhosting.com>

Operating System: Microsoft Windows 10 Pro

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

ELAINE BRAGA REGO	Hello, I
Acebuddy	Hello E
	Whom
ELAINE BRAGA REGO	Technic
Acebuddy	Welcor
	Please
ELAINE BRAGA REGO	I'd like
Acebuddy	Please
ELAINE BRAGA REGO	Other I
Acebuddy	Please
ELAINE BRAGA REGO	Repairi
Acebuddy	Please
	Acebuc
	Gaurav
	Ashutc
Ashutosh Mishra	Thank
ELAINE BRAGA REGO	Good ε
Ashutosh Mishra	Hello E
	name?
ELAINE BRAGA REGO	I think
	I am ha
	I call t̄
	But I a
Ashutosh Mishra	Thank
ELAINE BRAGA REGO	I do no
Ashutosh Mishra	Elaine,
ELAINE BRAGA REGO	still sh
Ashutosh Mishra	I have
	copy.
	Please

[image.](#)

1:18:0

[image.](#)

Thank

May I k

ELAINE BRAGA REGO

yes

i already

Ashutosh Mishra

Kindly

ELAINE BRAGA REGO

ok

Ashutosh Mishra

May I t

ELAINE BRAGA REGO

sure

Ashutosh Mishra

Prior p

ELAINE BRAGA REGO

ok

Ashutosh Mishra

We are
the tim
give yo

ELAINE BRAGA REGO

ok

Ashutosh Mishra

Are yo

ELAINE BRAGA REGO

yes

minute

Ashutosh Mishra

Please

ELAINE BRAGA REGO

not

1:33:3

[image.](#)

in my i

Ashutosh Mishra

Are yo

ELAINE BRAGA REGO

yes

Ashutosh Mishra

Please

ELAINE BRAGA REGO

i already

2023 is

Ashutosh Mishra

I am al

ELAINE BRAGA REGO

i just d

still the

Ashutosh Mishra

Kindly

ELAINE BRAGA REGO

ok

did you

Ashutosh Mishra

Sure, v
can loc

ELAINE BRAGA REGO

ok

still the

Ashutosh Mishra

We are

ELAINE BRAGA REGO

ok

Ashutosh

Visitor Details -----

#82123 btessman

Email: btessman@exp-logistics.co

Department: Support(QB & App

Operator: Acebuddy

Website: <https://www.acecloudhost.com>

Operating System: Microsoft Windows 10 Pro

Browser: Google Chrome

Device: Desktop

City: URBANDALE

State: Iowa

Country: UNITED STATES

Chat Transcript -----

btessman Hello, I

Acebuddy Hello E

Whom

bteSSman Technical
Acebuddy Welcor
Please
As we
Kindly

Ended

Visitor Details -----

#82455 Jake Kauffman
Email: admin@cdt.org  202368
Department: Support(QB & App
Operator: Dushyant
Website: <https://www.acecloudhost.com>
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 28 Seconds
City: BLOOMFIELD HILLS
State: District Of Columbia
Country: UNITED STATES

Chat Transcript -----

Jake Kauffman Hello, I
Acebuddy Hello Jake
Whom
Jake Kauffman Technical
Acebuddy Welcor
Please

Jake Kauffman I'd like
Acebuddy Please
Jake Kauffman Other I
Acebuddy Please
Jake Kauffman Connect
Acebuddy Please
Acebuddy
Dushyant
Dushyant Thank
Jake Kauffman Hey Du
Dushyant You're
I will b
Jake Kauffman Yes! Gi
Dushyant Sure, t
Jake Kauffman For sor
workin
my acc
The se
Dushyant Thank
Jake Kauffman Sorry,
Dushyant May i k
attemp
Jake Kauffman I'm so
you so
Dushyant Sure, y
We are
We wil
Thank
Dushyant

Visitor Details -----

#82585 mary
Email: mary@infiniteaccountants
Department: Support(QB & App
Operator: Acebuddy
Website: <https://www.acecloudhq.com>
Operating System: Microsoft Windows 10 Pro
Browser: Google Chrome
Device: Desktop
City: DITA
State: Laguna
Country: PHILIPPINES

Chat Transcript -----

mary	Hello, I
Acebuddy	Hello M
	Whom
mary	Technic
Acebuddy	Welcor
	Please
mary	I'd like
Acebuddy	Please
mary	Other I
Acebuddy	Please
mary	ChatGI
	please
	that th
Acebuddy	Please
	Acebuddy
mary	is

Visitor Details

#82121 ELAINE BRAGA REGO
Email: tax@timeprotax.com  +
Department: Support(QB & App
Operator: Vikas Singh Chauhan
Website: <https://www.acecloudhosting.com>
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 1 Min
City: POMPANO BEACH
State: Florida
Country: UNITED STATES

Chat Transcript

ELAINE BRAGA REGO	Hello, I
Acebuddy	Hello E
	Whom
ELAINE BRAGA REGO	Technic
Acebuddy	Welcor
	Please
ELAINE BRAGA REGO	I'd like
Acebuddy	Please
ELAINE BRAGA REGO	Other I
Acebuddy	Please
	technic
	If you a
ELAINE BRAGA REGO	Yes, I'n

Acebuddy	Please
ELAINE BRAGA REGO	Other I
Acebuddy	Please
ELAINE BRAGA REGO	I need
Acebuddy	Please
<i>Acebuddy</i>	
Vikas Singh Chauhan	Thank you today.
ELAINE BRAGA REGO	Hi Mr V
Vikas Singh Chauhan	I will be there
ELAINE BRAGA REGO	Time Period
Vikas Singh Chauhan	Thanks for your time
Kindly	
ELAINE BRAGA REGO	Ok
Vikas Singh Chauhan	Please let me know
Are we	
Are we	
Are we	
As they are (1-888)	
<i>Vikas Singh Chauhan</i>	

Visitor Details -----
#82963 sabrina.york
Email: sabrina.york@refinedkind.com

Department: Support(QB & App
Operator: Shubham Maurya
Website: <https://www.acecloudhost.com>
Operating System: Microsoft Windows 10 Pro
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 2 Min
City: ELIZABETH
State: New Jersey
Country: UNITED STATES

Chat Transcript -----

sabrina.york	Hello, I
Acebuddy	Hello S
	Whom
sabrina.york	Technic
Acebuddy	Welcor
	Please
sabrina.york	I'd like
Acebuddy	Please
sabrina.york	Other I
Acebuddy	Please
	technic
	If you a
sabrina.york	Yes, I'n
Acebuddy	Please
sabrina.york	Other I
Acebuddy	Please
sabrina.york	multi a
Acebuddy	Please
	Acebuddy
	Shubha
Shubham Maurya	Thank
	today.
	I will b

sabrina.york rk orde

RK_Orc

Please

old pho

Shubham Maurya Thank
want to

sabrina.york I canno

Yes, I r

Shubham Maurya Thanks

Let me

sabrina.york thank

Hell?

Hello?

Shubham Maurya Yes, we

Please

sabrina.york How?

I need

8:02:5.
SelfCa

Please

Shubham Maurya Please

sabrina.york thank

Shubham Maurya You are

Is there

You ma
conver

I requ
workin
Thanks

Note: 1
(https:

For sel

Thank

Shubha

Visitor Details

#82418 stephen
Email: stephenlopez@me.com
Department: Support(QB & App
Operator: Sujeeet Kumar Suman
Website: <https://www.acecloudhosting.com>
Operating System: Microsoft Windows 10 Pro
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 15 Seconds
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

stephen	Hello, I
Acebuddy	Hello Sir
	Whom
stephen	Technician
Acebuddy	Welcome
	Please
stephen	I'd like
Acebuddy	Please
stephen	Other Information
Acebuddy	Please
stephen	printer
Acebuddy	Please

Acebu

Sujeet

- Sujeet Kumar Suman Thank today.
- Hello S
- stephen hello
- Sujeet Kumar Suman How ai
- stephen my pri
- Sujeet Kumar Suman I deepl
- stephen can yo
- Sujeet Kumar Suman I will si
- Are yo
- stephen it wont
- Sujeet Kumar Suman Are yo
- stephen im the
- Sujeet Kumar Suman When
- stephen a few c
- Sujeet Kumar Suman Thank
- May I t
- stephen yes
- Sujeet Kumar Suman Kindly
- stephen the pri
- go ahe
- Sujeet Kumar Suman Thank
- Kindly https:/
- We are the tim give yo
- Kindly https:/
- https:/
- Thank

As per

Is ther

stephen tghank

Sujeet Kumar Suman Thanks

I woulc
smiley

Thank

You ma
conver

I reques
workin
Thanks

Note: 1
(https:

For sel

Sujeet

Visitor Details -----

#82965 Girish Girish Malhotra

Email: gmalhotral@aol.com  1

Department: Support(QB & App

Operator: Shubham Maurya

Website: <https://www.acecloudhosting.com/>

Operating System: Microsoft Windows 10 Pro

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Seconds

City: BIKANER

State: Rajasthan

Country: INDIA

Chat Transcript -----

Girish Girish Malhotra	Hello, I
Acebuddy	Hello A
	Whom
Girish Girish Malhotra	Technic
Acebuddy	Welcome
	Please
Girish Girish Malhotra	I'd like
Acebuddy	Please
Girish Girish Malhotra	Password
Acebuddy	Please
Girish Girish Malhotra	Not En
Acebuddy	Please
	password
	Do you
Girish Girish Malhotra	Yes
Acebuddy	Please
	Acebuddy
	Shubham
Girish Girish Malhotra	Hello
Shubham Maurya	Thank you today.
Girish Girish Malhotra	hi
Shubham Maurya	I will be
Girish Girish Malhotra	User n
	8:42:3
	QB.png
	the SS
Shubham Maurya	

Thank

Girish Girish
Malhotra

sure ta

Shubham Maurya

Thanks

Now w

Girish Girish
Malhotra

1 min |

still fac

i dont l

i have

Shubham Maurya

Okay, l

"gmail

this ac

If you v

[gmail

Girish Girish
Malhotra

2 min |

Shubham Maurya

They c

with pa

Sure, p

Girish Girish
Malhotra

ok tha

Shubham Maurya

You are

Girish Girish
Malhotra

will sei

hello

Shubham Maurya

Alright

your ei

Girish Girish
Malhotra

1 min|

Shubham Maurya

Sure.

8:55:1

[Error.jr](#)

Girish Girish
Malhotra

when e

Shubham Maurya

Please

In case

Girish Girish
Malhotra

2 min |

Shubham Maurya

Sure, p

The vis

Girish Girish Malhotra	hello
	can yo
	how w
Shubham Maurya	Sure, c passwo
	9:04:1 <u>image.</u>
Girish Girish Malhotra	is this
Shubham Maurya	Yes, th
Girish Girish Malhotra	2 min now
Shubham Maurya	Take yo
Girish Girish Malhotra	am doi
	what is
Shubham Maurya	MS-offi
	You can
Girish Girish Malhotra	is this
Shubham Maurya	Yes, th
Girish Girish Malhotra	and w
Shubham Maurya	For MS
Girish Girish Malhotra	ok tha
Shubham Maurya	You are
	Is there
	You ma conver
	I requ workin
	Thanks
	Note: \ (https:

For sel

Thank

Shubh,

Visitor Details

#82475 ELAINE BRAGA REGO
Email: tax@timeprotax.com  +
Department: Support(QB & App
Operator: Yash Kalra
Website: <https://www.acecloudhosting.com>
Operating System: Microsoft Windows 10 Pro
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min
City: FT LAUDERDALE
State: Florida
Country: UNITED STATES

Chat Transcript

ELAINE BRAGA REGO	Hello, I
Acebuddy	Hello E
	Whom
ELAINE BRAGA REGO	Technic
Acebuddy	Welcor
	Please
ELAINE BRAGA REGO	I'd like
Acebuddy	Please
ELAINE BRAGA REGO	Office

Acebuddy	Please
ELAINE BRAGA REGO	I already
Acebuddy	As you compa
	• O36E
	• O36E
	• O36E
	If you a suppor
	If you c plan to
	Do you
ELAINE BRAGA REGO	Yes
Acebuddy	Please
	Acebuc
ELAINE BRAGA REGO	I need
	Yash K
Yash Kalra	Thank
	Hello E
	I will b
ELAINE BRAGA REGO	Time P
	Elaine
	Hi
Yash Kalra	Kindly
	Thank
	Elaine
	Please
ELAINE BRAGA REGO	i need
	and ho
	possibl
Yash Kalra	Elaine
ELAINE BRAGA REGO	no prol
Yash Kalra	Usually same a time.

Additio

ELAINE BRAGA REGO I do, b

I need

Yash Kalra Okay t

Kindly

Elaine,

ELAINE BRAGA REGO not 12

Yash Kalra Elaine,
per m

ELAINE BRAGA REGO ok. I w

I will b

Yash Kalra Thank

I would
smiley

You ma
conver

I reques
workin
Thanks

Note: 1
(https:

For sel

Yash K

Visitor Details -----

#82339 Danny

Email: danny@sno-biz.com  13

Department: Support(QB & App
Operator: Sujeeet Kumar Suman
Website: <https://www.acecloudhost.com>
Operating System: Microsoft Windows 10 Pro
Browser: Google Chrome
Device: Desktop
Average Response Time: 13 Seconds
City: WICHITA
State: Kansas
Country: UNITED STATES

Chat Transcript -----

Danny	Hello, I am
Acebuddy	Hello, I am
	Whom
Danny	Technician
Acebuddy	Welcome
	Please
Danny	I'd like
Acebuddy	Please
Danny	Other I
Acebuddy	Please
Danny	I had a
Acebuddy	Please
	Acebuddy
Sujeet	
Sujeet Kumar Suman	Thank you for today.
	Hello I am
Danny	Hello I am
Sujeet Kumar Suman	I deeply
	Could you
	1:34:4. image .
Danny	I change

Sujeet Kumar Suman	Thank
	May I t
Danny	yes
	I made machir
Sujeet Kumar Suman	Kindly
Danny	everyt
Sujeet Kumar Suman	I will si
	Kindly https:/
	We are the tim give yo
	Thank
	As per
Danny	We are
Sujeet Kumar Suman	Thanks
	I woulc smiley
	Thank
	You ma conver
	I requ workin Thanks
	Note: \ (https:
	For sel
Danny	will do
	<i>Sujeet</i>

Visitor Details -----

#82420 SCOTT FORE
Email: sfore@heftee.com ☎ 630-
Department: Support(QB & App
Operator: Abhay Kumar Saraswa
Website: <https://www.acecloudhosting.com>
Operating System: Microsoft Windows 10 Pro
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min
City: ST CHARLES
State: Illinois
Country: UNITED STATES

Chat Transcript -----

SCOTT FORE	Hello, I am
Acebuddy	Hello Sir
	Whom
SCOTT FORE	Sales & Marketing
Acebuddy	Please tell me
	<i>Acebuddy</i>
	<i>Akash</i>
Akash	Hi Scott
SCOTT FORE	Can you tell me about our server.
Akash	It's working fine
	<i>Akash</i>
SCOTT FORE	OK
	<i>Abhay</i>
Abhay Kumar Saraswat	Thank you for your support today.

	Thank
	Kindly
SCOTT FORE	OK
Abhay Kumar Saraswat	I apolo
	As I ch like to
SCOTT FORE	I have Plan3 :
Abhay Kumar Saraswat	Yes.
SCOTT FORE	Is this
Abhay Kumar Saraswat	The pla choose
SCOTT FORE	Can I g
Abhay Kumar Saraswat	Kindly then b
SCOTT FORE	OK
Abhay Kumar Saraswat	I apolo
	Kindly
SCOTT FORE	OK
Abhay Kumar Saraswat	Thank
	10:50.: <u>image.</u>
	As I ch server
SCOTT FORE	OK. I w
Abhay Kumar Saraswat	Yes, th
SCOTT FORE	I pay o
Abhay Kumar Saraswat	I kindly would [sforec
	Kindly
	Thank
	Let me
	I'm wit

Meanw
basis?

Thank

Just co
space.

Are we

Are we

SCOTT FORE Yes. Sc

Abhay Kumar Saraswat No wor

So as I
you wo
i.e. [sf

SCOTT FORE OK. I've

Abhay Kumar Saraswat Sure, e

Kindly

I apolo

11:29:
image.

Disk s

Is there

Are we

Are we

Are we

As the
(1-888

Abhay

Visitor Details -----

#82408 inverteccasv

Email: inverteccasv@gmail.com 1

Department: Support(QB & App)

Operator: Acebuddy

Website: https://www.acecloudhc.com

Operating System: Microsoft Windows 10 Pro

Browser: Google Chrome

Device: Desktop

City: SAN SALVADOR

State: San Salvador

Country: EL SALVADOR

Chat Transcript -----

inverteccasv	Hello, I am
Acebuddy	Hello II
	Whom
inverteccasv	Technic
Acebuddy	Welcome
	Please
	As we
	Kindly
	<i>Ended</i>

Visitor Details -----

#82858 Sebastian Haynes

Email: sebastian@mdiremodeling.com

Department: Support(QB & App)

Operator: Ashutosh Mishra
Website: https://www.acecloudhc.com
Operating System: Microsoft Windows 10 Pro
Browser: Google Chrome
Device: Desktop
Average Response Time: 12 Seconds
City: LETART
State: West Virginia
Country: UNITED STATES

Chat Transcript -----

Sabastian Haynes	Hello, I
Acebuddy	Hello S
	Whom
Sabastian Haynes	Technic
Acebuddy	Welcor
	Please
Sabastian Haynes	I'd like
Acebuddy	Please
Sabastian Haynes	Password
Acebuddy	Please
Sabastian Haynes	Already
Acebuddy	Please
	Do you
Sabastian Haynes	Yes
Acebuddy	Please
	Acebuddy
	Ashutosh
Ashutosh Mishra	Thank
	I will b
	Are we
	Are we
	Are we
	As thei

further
chat or

Ashut

Visitor Details

#82701 David Arnold

Email: darnold@hmncorp.com 📩

Department: Support(QB & App

Operator: Abhay Kumar Saraswa

Website: <https://www.acecloudhosting.com>

Operating System: Microsoft Windows 10 Pro

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Seconds

City: WEST JORDAN

State: Utah

Country: UNITED STATES

Chat Transcript

David Arnold	Hello, I
Acebuddy	Hello E
	Whom
David Arnold	Technic
Acebuddy	Welcor
	Please
David Arnold	I'd like
Acebuddy	Please
David Arnold	QuickE

Acebuddy	What t
David Arnold	Other i
Acebuddy	Please
David Arnold	QB ope permis compa
Acebuddy	Please
<i>Acebuddy</i>	
David Arnold	files ur
<i>Abhay</i>	
Abhay Kumar Saraswat	Thank today.
	I deepl
	I will b
	Is this
	And hc
	And pl
	Are we
David Arnold	yes
Abhay Kumar Saraswat	Could :
David Arnold	This m
Abhay Kumar Saraswat	Okay.
	Are yo
	Could :
David Arnold	I have
Abhay Kumar Saraswat	Thanks
	Please
	<i>12:18: screen</i>
	<i>12:18: screen</i>
	Thank
	Kindly

David Arnold	OK
Abhay Kumar Saraswat	Thank
	As I ca
David Arnold	Ok
Abhay Kumar Saraswat	Could :
David Arnold	Yes
	Nissan
Abhay Kumar Saraswat	Please
	Great.
David Arnold	What c
Abhay Kumar Saraswat	There i
	Allow r
	I'll let y
David Arnold	O ksta
Abhay Kumar Saraswat	Please
	I'll kee
David Arnold	Im her
Abhay Kumar Saraswat	Thank
	I'm up
	Apolog
David Arnold	OK let
	12:42:
	image.
Abhay Kumar Saraswat	This us
	Could :
	I just lo
David Arnold	I jsut le
Abhay Kumar Saraswat	Thank
	I apolo
	Please

David Arnold	Ok sta
	12:48: image.
	Quickl
Abhay Kumar Saraswat	Could :
David Arnold	We are
	Are we
Abhay Kumar Saraswat	Ignore
	You ne
	That m
	Not for
	Your lo
	Server
	Is your
	Are yo
David Arnold	hang o
Abhay Kumar Saraswat	Okay.
David Arnold	No we
	Are the
Abhay Kumar Saraswat	No Adr
	No. As
	Please
David Arnold	yes
	seems
Abhay Kumar Saraswat	Great.
	Is ther
David Arnold	No we
Abhay Kumar Saraswat	Thank
	I woulc chat.
	You ma

conver

I requ
workin
Thanks

Note: 1
(https:

For sel

Thank

Abhay

Visitor Details -----

#82131 pstapleton
Email: pstapleton@tippfloor.com
Department: Support(QB & App
Operator: Dushyant
Website: https://www.acecloudhc
Operating System: Microsoft Wi
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 52 Se
City: RIDGEFIELD
State: New Jersey
Country: UNITED STATES

Chat Transcript -----

pstapleton	Hello, I
Acebuddy	Hello F
	Whom

	pstapleton	Technic
	Acebuddy	Welcor
		Please
	pstapleton	I'd like
	Acebuddy	Please
	pstapleton	Setbac
	Acebuddy	Welcor
		Please
	pstapleton	I'd like
	Acebuddy	Please
	pstapleton	Other I
	Acebuddy	Please
	pstapleton	Need t
	Acebuddy	Please
		Acebuc
		Dushyant
	Dushyant	Thank
		I will b
		Please
	pstapleton	Hello C
		None c
		I just o
		Thanks
	Dushyant	Thank
		I will tr
		I check
		just no
		May i k
	pstapleton	ok, it lo
	Dushyant	Sound
	pstapleton	Before
	Dushyant	Yes ser

pstapleton Can yo

Dushyant You ca

I will b

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pstapleton I just lo

Dushyant We ha

pstapleton ok.

Dushyant I can s

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pstapleton yes, ju

Dushyant Sure, v

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Are we

Are we

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Dushy

Visitor Details

#82900 Sayr Jamil

Email: midnightzonevi@gmail.co

Department: Support(QB & App

Operator: Anjainay Singh

Website: <https://www.acecloudhosting.com>

Operating System: Microsoft Wi

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 20 Se

City: ST THOMAS

State: Us Virgin Islands

Country: US VIRGIN ISLANDS

Chat Transcript -----

Sayr Jamil	Hello, I
Acebuddy	Hello S
	Whom
Sayr Jamil	Technic
Acebuddy	Welcor
	Please
Sayr Jamil	I'd like
Acebuddy	Please
Sayr Jamil	QuickE
Acebuddy	What t
Sayr Jamil	Other t
Acebuddy	Please
Sayr Jamil	Good A
Acebuddy	Please
	Acebuc
Sayr Jamil	I am tr
	saying
Anjainay	Anjainay
Anjainay Singh	Thank
Sayr Jamil	I canno
Anjainay Singh	I truly server'
Sayr Jamil	let me
Anjainay Singh	Sure, j
	As I ha
Sayr Jamil	Thank
Anjainay Singh	Is ther

Sayr Jamil	no tha
Anjainay Singh	Please
	Please
Sayr Jamil	will do
Anjainay Singh	Thank

Anjainay

Visitor Details -----

#82462 Lisanne Carlyle
Email: lisanne@northbridge.inc
Department: Support(QB & App
Operator: Manish Singh
Website: <https://www.acecloudhost.com>
Operating System: Microsoft Windows 10 Pro
Browser: Google Chrome
Device: Desktop
Average Response Time: 31 Seconds
City: TEMPLE
State: Texas
Country: UNITED STATES

Chat Transcript -----

Lisanne Carlyle	Hello, I
Acebuddy	Hello L
	Whom
Lisanne Carlyle	Technic
Acebuddy	Welcor

Please

Lisanne Carlyle I'd like

Acebuddy Please

Lisanne Carlyle Other I

Acebuddy Please

Lisanne Carlyle I want
and en

Acebuddy Please

Acebuddy

Manish

Manish Singh Thank

Lisanne Carlyle hello

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Manish Singh Please
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Manish Singh Kindly

Thank

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Thanks

Note: \
(https:

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Manist

Visitor Details -----

#82122 Jennifer Snyder
Email: jsnyder@saratogacon
Department: Support(QB &
Operator: Vikas Singh Chaul
Website: <https://www.aceclo>
Operating System: Microso
Browser: Google Chrome
Device: Desktop
Average Response Time: 1
City: BALLSTON LAKE
State: New York
Country: UNITED STATES

Chat Transcript -----

Jennifer Snyder	He
Acebuddy	He
	W
Jennifer Snyder	Te
Acebuddy	W
	Pl
Jennifer Snyder	I'c
Acebuddy	Pl
Jennifer Snyder	Se

Acebuddy	If de
Jennifer Snyder	Mi
Acebuddy	Pl Se
	Dc
Jennifer Snyder	Ye
Acebuddy	Pl
	Ac
	Vi
Jennifer Snyder	I r
Vikas Singh Chauhan	Tr as
	I v
Jennifer Snyder	m
Vikas Singh Chauhan	Tr
	Ki
	I s re
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