

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74894 duane
Email: duane@cartercpatax.com ☎ 19703907348
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 35 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

duane	Hello, I am your Acebuddy
Acebuddy	Hello Duane, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
duane	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
duane	I'd like to raise a Request
Acebuddy	Please select your request type.
duane	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re task's completion.
	Do you need any further assistance on the topic?
duane	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Duane, How are you doing today ?
duane	Hi this cloud server is not allowing login from from multiple computers
	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "CarterCPAATX2.myrealdata" does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Hic Extended error code: 0x0 Timestamp (UTC): 03/31/25 12:53:03 PM Press Ctrl+C to copy.
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 3-4 minutes to check the same.
duane	I doing well so far, hope you're having a good day
Rohan Prajapati	That's Great.
	As I can see you have three server So, may i know which one you are trying to connect with ?
duane	sure, thanks
Rohan Prajapati	Please let me know the server name once ?
duane	carterCPAATX2.myrealdata.net
Rohan Prajapati	Thanks for the confirmation !
	Please try to login back and let us know the status
duane	same error
	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "CarterCPAATX2.myrealdata" does not belong to the specified network. Verify the computer name and domain that you are trying to connect to. [^] Hic Extended error code: 0x0 Timestamp (UTC): 03/31/25 01:05:28 PM Press Ctrl+C to copy.
	i'm on cartercpaatx1.myrealdata.net now, so don't think the problem is on my end
	ok, it's working now, just needed a little extran time
	thanks for your help
Rohan Prajapati	That's Great
	Is there anything else I may help you with ?
duane	hopefully not, have a great day
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback on your experience. We value your input and will use it to improve our services. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74842 Sannr669
Email: sannr669@gmail.com
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Android
Browser: Google Chrome
Device: Mobile
City: DELHI
State: Delhi
Country: INDIA

Chat Transcript

Sannr669	Hello, I am your Acebuddy
Acebuddy	Hello Ss17, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	<i>Sanyam Madan joined the chat.</i>
Sannr669	Test
	<i>Sanyam Madan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74041 himanshu
Email: himanshu@erufinlaw.com
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 28 Secs
City: ROHINI
State: Delhi
Country: INDIA

Chat Transcript

himanshu	Hello, I am your Acebuddy
Acebuddy	Hello Himanshu Chhabra, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
himanshu	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
himanshu	I'd like to report an Issue
Acebuddy	Please select an option!
himanshu	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
himanshu	not able to log in
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Sharath Kumar accepted the chat transfer request.	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.

himanshu	not able to log in
Sharath Kumar	Hello Himanshu, could you please let me know more about your concern
	such as is it the server or a particular application that you are unable to sign into
himanshu	remote desktop is not able to login
Sharath Kumar	understood, I checked your account on the server and it appears to be active and enabled. Therefore, with the right crede
	could you let me know the error message that you receive whilst signing in
himanshu	now its login
	thank you
Sharath Kumar	glad to hear that! anything else that I may assist you with?
himanshu	no thank you
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73522 Michael Reinglass

Email: mglass@weoutsourceit.com 📞 13124370093

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: NORTHBROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

Michael Reinglass	Hello, I am your Acebuddy
Acebuddy	Hello Michael Reinglass, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Reinglass	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Reinglass	I'd like to raise a Request
Acebuddy	Please select your request type.
Michael Reinglass	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 :
Michael Reinglass	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Michael Reinglass	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Michael Reinglass	I need to speak to Rohit ASAP. Please have him call me at 312-437-0093. He's working on something for me right now. Th:
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Michael, How are you doing today ?
Michael Reinglass	Good, thanks. Pls give me a moment.
	May I please speak to Rohit Kumar or can you please ask him to call me ASAP?
	My # is 312-437-0093.
	I'm on with Vikrant now. Thanks for your help.
Rohan Prajapati	Michael, He is currently not available.

	Ohh that's great
	Since you are already connected with one of our escalation engineers, we will proceed with closing this chat. (Edited)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback on your experience. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73405 poojitha.sandhi
Email: poojitha.sandhi@pacificabs.com
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 24 Secs
City: HYDERABAD
State: Telangana
Country: INDIA

Chat Transcript

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

poojitha.sandhi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
poojitha.sandhi	I'd like to report an Issue
Acebuddy	Please select an option!
poojitha.sandhi	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
poojitha.sandhi	Remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
poojitha.sandhi	Hi
	I have a problem with RDP logins
Shubham Kataria	Hello
	I will be surely assisting you with this. Kindly help me with your server name and user name?
poojitha.sandhi	NPFTax.myrealdata.net
	I should be able to share my RDP access with my team sitting in different location
Shubham Kataria	Kindly confirm your username as well
poojitha.sandhi	NPF.P@myrealdata.net
	Pabsprep.T@myrealdata.net
Shubham Kataria	Yes, you can share the RDP and the credentials, anyone can access the remote desktop
poojitha.sandhi	I tried to do that But couldn't
Shubham Kataria	Could you please confirm if you are receiving any error while accessing remote Desktop
poojitha.sandhi	I am able to access both
	My team is facing issue with new RDP login
	Which is Pabsprep.T@myrealdata.net
Shubham Kataria	I will be surely assisting you with this.
	May I take the remote access of your local computer?
poojitha.sandhi	Sure.
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.

	https://assist.acecloudhosting.com/join/8412507038
	Kindly join this link
	Thank you for your patience.
	As per your request, we have arranged a Teams meeting for you
	Is there anything else I may help you with ?
poojitha.sandhi	Nothing as of now
Shubham Kataria	Okay
	We have send the meeting link on your email. Kindly join our engineer is waiting for you
poojitha.sandhi	Connected
Shubham Kataria	Great, since you're connected with Varun on Teams, I'll go ahead and close this chat now.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>
	<i>Shubham Kataria has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74414 rhernandez

Email: rhernandez@docomopacific.com 📞 16716864566

Department: Support(QB & App Hosting)

Operator: Rohit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge
Device: Desktop
Average Response Time: 26 Secs
City: TAMUNING
State: Guam
Country: GUAM

Chat Transcript

rhernandez	Hello, I am your Acebuddy
Acebuddy	Hello Rhernandez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rhernandez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rhernandez	I'd like to report an Issue
Acebuddy	Please select an option!
rhernandez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
rhernandez	662197 asking for user list of ace cloud users
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
rhernandez	active users
	<i>Rohit Kumar accepted the chat transfer request.</i>
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.
rhernandez	ok
	thanks
	someone closed my ticket and didnt get what i was asking
Rohit Kumar	I am so sorry about that. Please share the ticket number with me.
rhernandez	i wanted you to send me a list of active users on an excel spreadsheet
	662197
Rohit Kumar	Sure I will help you with the same. Please give me 3-4 minutes.
rhernandez	ok
Rohit Kumar	May I know if you requested the list of Office 365 users or the server users.

rhernandez	no
	just the ace cloud users
Rohit Kumar	Ok. Please give me 3-4 minutes.
	It will take 20-30 minutes to pull up the report. May I share the same on email?
rhernandez	rhernandez@docomopacific.com
Rohit Kumar	Alright, Can we disconnect the CHat now and I will share the report on email in next 30-45 minutes?
rhernandez	okay thank you
Rohit Kumar	Is there anything else I may help you with ?
Rohit Kumar has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74509 Marcia Cooper

Email: marcia@poetseyewear.com 📞 13057100609

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Google Chrome

Device: Mobile

City: LAKE PLACID

State: Florida

Country: UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73367 mary
Email: mary@infiniteaccountants.com 📞 2125440001
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 9 Secs
City: CAINGIN
State: Laguna
Country: PHILIPPINES

Chat Transcript

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

mary	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
mary	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	
Anurag Sharma accepted the chat transfer request.	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Mary
mary	I can't click my quickbooks it's open but its freeze
	it said that it is reconnecting
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Anurag Sharma has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74908 srinivas

Email: srinivas@taxgeeks.com 📞 2252847776

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 35 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

srinivas	Hello, I am your Acebuddy
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
srinivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
srinivas	TAXG1
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Srivans, How are you doing today?
srinivas	hi
	659757
	server issue
Rohan Prajapati	Kindly allow me 4-5 minutes to check the same.
srinivas	we have to move to the new server
	I want to see what you can do so that the TAXG1 server
	will work

	today without any issues
Rohan Prajapati	Srinivas, I'm checking this with the team
	Please allow us some time
srinivas	ok
Rohan Prajapati	Srinivas, May I Know if you are still facing the same issue?
	Srivan, may I confirm if the new server is working fine for you so that we can move the other users to the new server as v
	Are we still connected here?
	Are we still connected here?
srinivas	hi
	proseries is fine on the new server
	drake 2024
	i tried to backup and restore and it is not correct
	you have to move all files from old server to new server for drake
	once this two are done we should move all users
	also we want slack to be installed
	cutepdf
	print driver
	each team member has atleast 30-40 tasks per day and we are falling behind
Rohan Prajapati	Okay Srinivas, We will do that and will update you via email once its done
	Will that be okay for you ?
srinivas	but again we have to do it when we stop using the old server
	because it has to be in sync
	also we have to copy the mapped drive to D DRIVE
	we have to schedule it so that we can move all to the new server
Rohan Prajapati	I have checked with the team, and they mentioned that we can only migrate all the Drake data from the old server to the
srinivas	yes
	let us do it today
	I want you to do it tonight
	11pm cst today?
	so that from tomorrow we should only use the new PC
	server
	also let me know if we can use slack etc on the new server etc

Rohan Prajapati	Thank you for the confirmation. We will migrate the data and users from the old server to the new server tonight at 11 PM CST. We will share an update once it's done on our end.
srinivas	ok
Rohan Prajapati	Srinivas, please note that everything you're using on the old server can be installed on the new server as well.
srinivas	I will let everyone know to logout
	yes
	please install slack, cutepdf print driver
	asap
	it should work for all users
Rohan Prajapati	Sure Srinivas
	Is there anything else I may help you with ?
srinivas	good
	let me know once you are done with slack
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
Rohan Prajapati has ended this chat session	

Chat Transcript

I have a question, if you help me to run a backup for C:\Users\user\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\... back it up just for myself or for all users?

Visitor Details

#74055 info

Email: info@dchhauling.com 📞 708-774-6393

Department: Support(QB & App Hosting)

Operator:

Website: https://www.acecloudhosting.com/quickbooks-hosting/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace+cloud+hosting&utm_adgroup=Primary&gad_BhCFARIsAGvo0KeIFOIBmCyDjP2Lh385KTJFwaNmhRx95XyVaQ1BzK7wh2WCm3oNqFoaAvabEALw_wcB

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 8 Secs

City: GRIFFITH

State: Illinois

Country: UNITED STATES

Chat Transcript -----

info	I have a question, if you help me to run a backup for QB would it back it up just for myself or for all users?
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
info	Or an admi needs to do the backup for all users?
Vatsal	Do you have an approximate idea about the size of data that you have?
info	No idea
info	And I do not need the backup now, just wondering about the question
Vatsal	I am forwarding the chat to the support team, they'll be assisting you further
info	ok
	<i>Vatsal is transferring the chat to Support(QB & App Hosting).</i>
	Should I contact them directly?
	<i>Vatsal is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	We would like to inform you that we back up all your data on daily basis on our back up servers
	which is automated @ 2 AM PST
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73734 Jessica Dubai
Email: jessica@booksunified.com ☎ 15026407798
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: PAOLI
State: Indiana
Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73706 Test Account
Email: test@test.com 📞 +917878787878
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: NEW DELHI
State: Delhi
Country: INDIA

Chat Transcript

Test Account	Hello, I am your Acebuddy
Acebuddy	Hello Test Readonly, 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>Rohan Prajapati accepted the chat transfer request.</i>
	<i>Test Readonly has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74161 Suzanne Herring
Email: sherring@globalintelligence.net 📞 702.350.3687
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: MIDDLEBURY
State: Connecticut
Country: UNITED STATES

Chat Transcript

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

Suzanne Herring	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Suzanne Herring	My Ace hosting connection started utilizing all three of my monitors and I have not been able to correct on my end
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Ankit Kumar has not responded for the transfer request.	
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Chat Transcript

Hi the serve is not opening. What’s going on need to c

Visitor Details

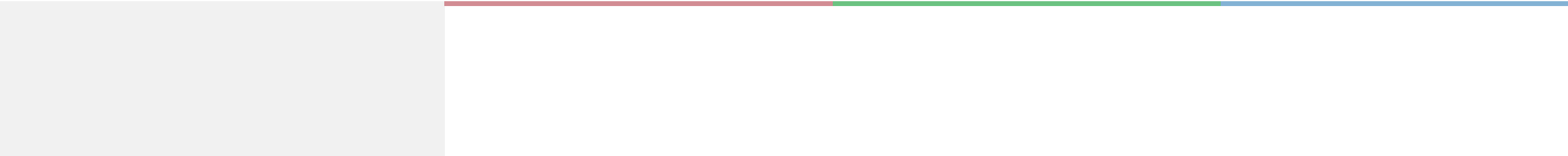
#73799 Tdbreadny
Email: tdbreadny@gmail.com 📞 6464154892
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20hosting&utm_adgroup=Primary&gad_souBhDRARIsACD6-fWW01SwYLhSiravfclu4wPmkiCgnuIEiktjYrIrJr3MEb1-mITSEd4aAsoNEALw_wcB
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 4 Mins 9 Secs
City: BRONX
State: New York
Country: UNITED STATES

Chat Transcript

Tdbreadny	Hi the serve is not opening. What’s going on need to do the work
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
	May I confirm the company name registered with us?

Tdbreadny	My girls at the office trying to open the server keep saying logging in and doesn't want to open
	Daily bread company
	Daily bread *
	Very urgent. Did you find the company name?
	Hello anyone here?
Rishabh Gogia is transferring the chat to Support(QB & App Hosting).	
Sharath Kumar accepted the chat transfer request.	
Sharath Kumar is transferring the chat to Anjainay Singh.	
	?
Anjainay Singh has not responded for the transfer request.	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	My apologies for the delayed response
	Am looking into the account details, allow me a moment
Tdbreadny	Ok
Sharath Kumar	my colleague is already working on this
	he is already on chat with someone at daily bread and troubleshooting the issue
	Are we still connected here?
Tdbreadny	Yes
Sharath Kumar	we have just restarted the server
	please wait for 2 minutes and then try signing in
	please try signing in now
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73676 Jennifer Chadwick
Email: jennifer@terraformarva.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: HENRICO
State: Virginia
Country: UNITED STATES

Chat Transcript

Jennifer Chadwick	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Chadwick, 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 : Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74444 amanullah amani
Email: aman@wealthbuilderscpa.com

Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 30 Secs
City: SMITHTOWN
State: New York
Country: UNITED STATES

Chat Transcript -----

amanullah amani	Hello, I am your Acebuddy
Acebuddy	Hello Aman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
amanullah amani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
amanullah amani	I'd like to report an Issue
Acebuddy	Please select an option!
amanullah amani	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
amanullah amani	Im having a issue with loggin in I locked myself out found my password, just ne me
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
amanullah amani	Im having a issue with loggin in I locked myself out found my password, just ne me
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will
amanullah amani	Im having a issue with loggin in I locked myself out found my password, just ne me
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name an
amanullah amani	Wealthbuilder and Aman.A
Tushar Pharswan	

		Kindly allow me two minutes to check the same.
		Thank you for waiting I have unlocked your user profile, kindly try to login again issue is resolved or not.
		Are we still connected here?
	amanullah amani	thanks
		let me try
	Tushar Pharswan	Sure, please take your time
	amanullah amani	can you reset my password please
		its not working maybe it changed
	Tushar Pharswan	http://selfcare.acecloudhosting.com/
		Kindly go to the above link and select forgot password type user name Aman.A with password reset.
		If you're still unable to reset the password, please reach out to Greg, as he has resetting it through my portal. If Greg is also unable to reset the password, we will reach out to him greg@wealthbuilderscpa.com to support@acecloudhosting.com to get help.
		Is there anything else I may help you with ?
	amanullah amani	im at the verification code
		and is not sending it to the email
		and is my email
	Tushar Pharswan	The code will be sent shortly as it can take time, or you can try resend code.
		If still the issue persists.
		Then you have these two options left.
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
	amanullah amani	is not working
	Tushar Pharswan	Then you will have to reach out to Greg.
		Is there anything else I may help you with ?
		As this chat session is disconnected from your end.
		As there was no response, we are disconnecting the chat now. You may re-initiate (1-888-415-5240) if any further assistance is required.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		<i>Tushar Pharswan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73862 joyce
Email: joyce@hcfoodinc.com
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 1 Min 5 Secs
City: SAN JOSE
State: North Carolina
Country: UNITED STATES

Chat Transcript

joyce	Hello, I am your Acebuddy
	<i>Anurag Sharma is transferring the chat to Shivam.</i>
	<i>Shivam accepted the chat transfer request.</i>
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assist
	I will be surely assisting you with this. Kindly help me with your server name an
joyce	HI Shivam ,I can't run RDF in my mac
	my manager send me the app file
	joyce.pa@myrealdata..net.rdp
Shivam	Are you referring to RDP file ?
joyce	yes
Shivam	thanks for letting me know
	May I take the remote access of your local computer?
joyce	yes

	Shivam	Prior providing the access, I would suggest you to close any important documer
	joyce	I tried last time but I can't setting the secutiry setting of my mac
	Shivam	Kindly paste this link in the browser of local computer and join the session.
	joyce	of
		ok
	Shivam	https://assist.acecloudhosting.com/join/2402021406
		were you able to join the session?
	joyce	it pop out "invalid session error message"
	Shivam	okay, no problem! let me share another link with you.
		https://assist.acecloudhosting.com/join/3092243491
		If it asks for any permission allow it.
		Please come to remote screen
		I have dropped some messages there.
	joyce	here. right?
	Shivam	Open the Microsoft Remote Desktop app on your Mac. Under PC Name , enter the server's name: HCWCAI.myrealddata.net Under Friendly Name , you can choose any name of your choice for easy identi After selecting the user, type in the Username and Password that were provic Click on the Gateway section and enter the following details: Gateway Name : RDG.myrealddata.net Friendly Name : [Use the same name you chose earlier] After selecting Devices and Audio , please check the box for Redirect printe printer functionality. Finally, here are the details you need to enter: PC Name : VisionsEspresso.myrealddata.net Username : myrealddata\Joyce.Pa Gateway : RDG.MYREALDATA.NET Password : Enter the password
		Are we still connected here?
	joyce	yes
		sorry where I enter the pc name?
		it kinda too complicated for me
	Shivam	I wanted to assist you with the issue; however, the Language seems to be cons Please reach out to your local IT team to change the language preference to En we'll be able to assist you further. If you're still unable to do so, kindly share your preferred time and phone numb to assist you in real-time.
	joyce	I changed the language now

		could you try again?
	Shivam	language change will only come in effect once the System is restarted.
	joyce	should I restart now?
	Shivam	sure
		let me know once you are back in the system.
		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-initia (1-888-415-5240) if any further assistance is required.
		You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acecl Thanks!
		Note: You may change/reset your server password on your own by registering o (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com,

Shivam has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74404 accounting
Email: accounting@smartworksproducts.com ☎ 7327649990
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge

Device: Desktop
Average Response Time: 3 Secs
City: SOMERSET
State: New Jersey
Country: UNITED STATES

Chat Transcript -----

accounting	Hello, I am your Acebuddy
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will I
	Hello
	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-initia (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#73675 LOREDANA ZMEU
Email: lgrigoruta@dmmcpas.com
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 19 Secs
City: LAS VEGAS

State: Maryland
Country: UNITED STATES

Chat Transcript -----

LOREDANA ZMEU	Hello, I am your Acebuddy
Acebuddy	Hello Loredana Zmeu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
LOREDANA ZMEU	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
LOREDANA ZMEU	I'd like to report an Issue
Acebuddy	Please select an option!
LOREDANA ZMEU	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
LOREDANA ZMEU	I would like to be able to use the copy option in Adobe. I cannot copy the numb the text is not recognized.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be as
	I will be surely assisting you with this. Kindly help me with your server name an
LOREDANA ZMEU	LoriGr
Yash Kalra	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initia (1-888-415-5240) if any further assistance is required.

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74450 bobi
Email: bobi@courtsense.com ☎ 12012861318
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 40 Secs
City: LISBON
State: Lisboa
Country: PORTUGAL

Chat Transcript

bobi	Hello, I am your Acebuddy
Acebuddy	Hello Bobi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bobi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bobi	I'd like to report an Issue
Acebuddy	Please select an option!
bobi	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
bobi	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
bobi	User can't open a QB file. The message is : QuickBooks is unable to open this co have been opened by another user. You should ask that user to switch to multi- both use the company file at the same time.

	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Tushar Pharswan accepted the chat transfer request.</i>
	Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will
	bobi	Hi Tushar
	Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name an
		Hi bobi.
	bobi	I have a user reporting cant open a file: User can't open a QB file. The message unable to open this company file. It may have been opened by another user. Yo to switch to multi-user mode so you can both use the company file at the same And I have the other user who have the file open switch to multi user , but she :
	Tushar Pharswan	May I know the server name.
	bobi	it's the CourtSense company let me find the server name (CourtSense.myrealdata.net)
	Tushar Pharswan	Kindly allow me two minutes to check the same.
	bobi	ok <i>12:30:24 AMbobi is sharing a file with you</i> 63256dbbfb4a2605521bcb1301b2f5f3f2b3aeb8-1.jpeg - (Size:351.95 KB)
	Tushar Pharswan	Thank you for waiting.
		May I know your user name.
	bobi	the username who has problems is Stacy the User who is in and changed to multiuser mode is Bob Robert)
	Tushar Pharswan	Okay I will now check the server end
	bobi	thanks
	Tushar Pharswan	Thank you for waiting.
		Kindly ask users to log of from the server once and re log in and see if the issue
	bobi	ok
	Tushar Pharswan	Sure, please take your time and let us know if the issue still persists or not. (Edi
		Are we still connected here?
	bobi	yes just wating confirmation from Stacy
	Tushar Pharswan	Okay.

Average Response Time: 4 Mins 5 Secs
City: VAN NUYS
State: California
Country: UNITED STATES

Chat Transcript -----

Jared Weinstock	Hello, I am your Acebuddy
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will
	Hello Daniel
Jared Weinstock	Hello :)
	I have an existing ticket 663685
	I need access to the ace connect application
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
Jared Weinstock	Yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documer
Jared Weinstock	I have
Shashwat Verma	https://assist.acecloudhosting.com/join/2862319108
	Kindly Click on the link and open the downloaded file.
Jared Weinstock	Im running it
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
Jared Weinstock	Got it
Shashwat Verma	Do you able to restart?
	Are we still connected here?
Jared Weinstock	Yes
Shashwat Verma	As we haven't got any response from your end, We are closing this chat. If you : Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73458 Isabelle Reid
Email: sifinancial16@gmail.com ☎ 14789785345
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: 19 Secs
City: WARNER ROBINS
State: Georgia
Country: UNITED STATES

Chat Transcript

Isabelle Reid	Hello, I am your Acebuddy
Acebuddy	Hello Isabelle Reid, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Isabelle Reid	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Isabelle Reid	I'd like to report an Issue
Acebuddy	Please select an option!
Isabelle Reid	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Isabelle Reid	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we automatically update the application at the backend and apply the necessary patches as and when available, sometimes the update might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and email it to support@acecloudhosting.com. Our engineers will manually check and implement the fix. We will get back to you as soon as possible and share a confirmation via email.

		Do you need any further assistance on the topic?
	Isabelle Reid	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
	Isabelle Reid	Hello, I just had a question regarding how the updates for quickbooks desktop v
	Manish Singh	QuickBooks update to be done by our end.
		May I know what issue you are facing?
	Isabelle Reid	Okay, I was just wondering cause QuickBooks gives me issues sometimes when soon would it be updated?
		mostly it's just moving very slowly and sometimes deleting transactions that I e
	Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by oth
	Isabelle Reid	this is not the first time this has happened and i am not sure if other users face
	Manish Singh	Alright, Noted
		As this is a shared server we need to update the application in night hours.
		Once the update is done, we will notify you via email.
	Isabelle Reid	Okay thank you, that was all I needed to knnw
	Manish Singh	Is there anything else I may help you with ?
	Isabelle Reid	no that was all
	Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable fee smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acecl Thanks!
		Note: You may change/reset your server password on your own by registering o (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com ,
		<i>Manish Singh has ended this chat session</i>

Chat Transcript

Password not working. Need to reset

Visitor Details

#74074 Lee Ogden
Email: lee@leo-cpa.com ☎ 7029452777
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 17 Secs
City: ELK GROVE
State: Nevada
Country: UNITED STATES

Chat Transcript

Lee Ogden	Password not working. Need to reset
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
	Hi I'llbe forwarding the chat to the support team they'll be assisting you further
	<i>Vatsal is transferring the chat to Support(QB & App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Lee Ogden	Hi Manish
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be
	Please send us an email from the registered email address at support@aceclou we could proceed further with the request.
	Also, the registered email for your account with us is : lee@leo-cpa.com
Lee Ogden	Is there a problem at ACE today?
Manish Singh	No
	What exactly the issue you are facing? (Edited)

	Lee Ogden	Password not working, need to reset
	Manish Singh	Kindly email us
		So that we can reset the password for you
		Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initia (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73852 chris
Email: chris@svefoundation.org 📞 408.790.9432
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 6 Secs
City: SAN JOSE
State: California
Country: UNITED STATES

Chat Transcript

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

		Whom Would You Like to Connect With?
	chris	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	chris	I'd like to report an Issue
	Acebuddy	Please select an option!
	chris	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	chris	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks company file. The help you with resolving the issue
		Was that helpful?
	chris	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shivam accepted the chat transfer request.</i>
	Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you
	chris	thank you
	Shivam	I will be surely assisting you with this. Kindly help me with your server name and user name
	chris	The user name is ChrisCa.npre1. I am not sure of the server name.
	Shivam	Thank you for the information and allow 2 minutes to check the same.
	chris	It may be QBNXTPRE1
	Shivam	We have made some changes from the backend, kindly check if this fixes the issue
	chris	No. I keep getting a prompt to register. I will send a screenshot.
		<i>3:01:28 AMchris is sharing a file with you</i> <i>Image 3-10-25 at 2.30 PM.jpeg - (Size:255.96 KB)</i>
	Shivam	thanks for the screenshot, allow me 2 minutes to look into it.
		Please try it again now.
		Are we still connected here?
	chris	Different screens but I am still not in.
		<i>3:06:30 AMchris is sharing a file with you</i> <i>Image 3-10-25 at 2.35 PM.jpeg - (Size:353.02 KB)</i>
	Shivam	May I take the remote access of your server?

	chris	yes
	Shivam	Please approve the request that is on the server.
		<i>3:13:11 AMShivam is sharing a file with you</i> <i>image.png - (Size:29.02 KB)</i> <i>We have checked and found that the license you are having is not a</i>
	chris	You have got to be kidding. All this is the result of a server migration that had n was activated just fine last week.
	Shivam	I apologize for the inconvenience and I totally understand your concern.
		Please note that QuickBooks sometimes asks for an activation code mostly in o
		And we are getting similar cases for many of our clients today
		Seems like they have pushed something from their end triggering users to the i
		And this is happening mostly on versions 2022 and prior to it
	chris	Can you re-enable the installation on the old server? I need to use my QB file ar is out sick.
	Shivam	Okay, I'll help you with this.
	chris	thank you
	Shivam	Please allow me some time.
	chris	ok, thank you
	Shivam	Thank you for your patience.
		Really appreciate your patience, Our team is still working on it.
		We will update you soon
	chris	ok thank you
	Shivam	Thank you for your patience.
		We have enabled your Old users
		Try login the old users and let me know
	chris	My Windows App is not directed to the new server. How do I go back to the old i
	Shivam	May I take the remote access of your local c.omputer
	chris	yes
	Shivam	Prior providing the access, I would suggest you to close any important documer
		Kindly paste this link in the browser of local computer and join the session.
		https://assist.acecloudhosting.com/join/4762482740
		Everything appears to be in order now, but we remain committed to providing y possible support.

	Please work with Intuit to get the activation code so that we can remigrate you
chris	OK sounds good. Thanks for your help.
Shivam	Is there anything else I may help you with ?
chris	As long as I can aaccess our QB file, I am OK. Thank you.
Shivam	I would greatly appreciate if you could spare a minute to give your valuable fee chat by clicking on the Smilies.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acecl Thanks!</p> <p>Note: You may change/reset your server password on your own by registering o (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com,</p>
	<i>Shivam has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74340 Jim.tuton
Email: jim.tuton@nexfazeco.com
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 49 Secs
City: SCOTTSDALE
State: Arizona
Country: UNITED STATES

Chat Transcript		
Jim.tuton	Hello, I am your Acebuddy	
Acebuddy	Hello Jim.tuton, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Jim.tuton	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Jim.tuton	I'd like to report an Issue	
Acebuddy	Please select an option!	
Jim.tuton	QuickBooks Issue	
Acebuddy	What type of QuickBooks Issue are you facing?	
Jim.tuton	QuickBooks Login Issue	
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The help you with resolving the issue	
	Was that helpful?	
Jim.tuton	No	
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd a	
	Acebuddy (bot) forwarded the chat request	
	Shivam Singh accepted the chat transfer request.	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be	
Jim.tuton	Ticket 661395	
	Someone is in single user mode in QuickBooks, company BGALLC, but everyone you please shut that company down so that others can get into that it.	
	We just got in, Thanks	
Shivam Singh	Great	
	Is there anything else I may help you with ?	
Jim.tuton	Not today, thank you	
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	
	I would greatly appreciate if you could spare a minute to give your valuable fee smileys at the end of this chat.	
	You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.	

I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acecl
Thanks!

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73545 Heather Nicklow
Email: gccentraltreasurer@thechurchofjesuschrist.org ☎ 17242621118
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 24 Secs
City: BELLE VERNON
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

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

		Please chose an option :
	Heather Nicklow	I'd like to report an Issue
	Acebuddy	Please select an option!
	Heather Nicklow	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	Heather Nicklow	New customer. I got the app installed on my computer today with onboarding. I my laptop and the ACE app to log on is just spinning
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I wil today.
	Heather Nicklow	hello
	Shubham Kataria	Hello Heather
		Kindly confirm on which application you're facing issue
	Heather Nicklow	I downloaded the ACE Cloud Hosting app. input my credentials and it says confi spinning and won't log me on
	Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name an
	Heather Nicklow	I think i found the error. running it again right now
	Shubham Kataria	Great
		Is there anything else I may help you with ?
	Heather Nicklow	It's still initializing my connection. Want to make sure I can get in
	Shubham Kataria	Okay, Kindly confirm and let me know if any assistance required on this. I'll be f
	Heather Nicklow	Just got in! When you asked me for the server name, I realized it was wrong
		sorry to bother you
	Shubham Kataria	Not a problem, We are here to assist you
		Is there anything else I may help you with ?
	Heather Nicklow	no thanks
	Shubham Kataria	you're welcome
		I would greatly appreciate if you could spare a minute to give your valuable fee chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acecl Thanks!

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

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74282 Austen Seibert
Email: austen@theyachtgroup.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: MIAMI
State: Florida
Country: UNITED STATES

Chat Transcript

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

Austen Seibert	I'd like to report an Issue
Acebuddy	Please select an option!
Austen Seibert	Password Reset
Acebuddy	Please select an option below
Austen Seibert	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your serv
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you : Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74880 Angelo Bocacao
Email: info@clmqbp.com ☎ 639157602689
Department: Support(QB & App Hosting)
Operator: Varun Bisht
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 46 Secs
City: KAPITOLYO
State: National Capital Region
Country: PHILIPPINES

Chat Transcript

Angelo Bocacao	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?
	Angelo Bocacao	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Angelo Bocacao	I'd like to report an Issue
	Acebuddy	Please select an option!
	Angelo Bocacao	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	Angelo Bocacao	Re:[## 665099 ##] CLARK FREEPORT TRADING RESOURCES INC: Server reboot
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Kataria accepted the chat transfer request.</i>
		<i>Shubham Kataria is transferring the chat to Varun Bisht.</i>
		<i>Varun Bisht accepted the chat transfer request.</i>
	Varun Bisht	Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht. I will be a
	Angelo Bocacao	Hi Varun.
		This is Angelo.
	Varun Bisht	Hi Angelo
	Angelo Bocacao	I am calling but no one is answering the phone.
	Varun Bisht	I'm sorry for the wait.
		all the representatives are on call that is the reason it is on waiting
		May I know how I can assist you today
		<i>7:32:22 AMAngelo Bocacao is sharing a file with you</i> <i>image.png - (Size:91.56 KB)</i>
		Yes, so I have checked the case history and escalation team is still working on it and to provide the permanent fix
	Angelo Bocacao	We are already behind for the uploading on the other system because of this.
	Varun Bisht	We sincerely apologized for the delay, but I would like to inform you that team i
	Angelo Bocacao	Okay. May we ask for the date on when this will be fix? Or maybe someone from email so they can set our expectations.
	Varun Bisht	Sure, I can ask my escalation team to provide you with a detailed update on the with them and ensure you receive the latest information as soon as possible.
	Angelo Bocacao	okay.

	thank you.
Varun Bisht	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-initia (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Varun Bisht has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73423 Philip Reeves
Email: production@recognitioncenter.com 📞 15084295881
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 4 Secs
City: HOLBROOK
State: New York
Country: UNITED STATES

Chat Transcript

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

	Philip Reeves	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Philip Reeves	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Philip Reeves	Office 365 Addition
	Acebuddy	Please specify if you already have an Office365 subscription
	Philip Reeves	I already have O365 license
	Acebuddy	As you want to install Office 365, Please be informed that only the following Sul compatible on Windows Server Operating Systems :
		<ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise
		If you already have any of the above mentioned subscription plans, Kindly email support@acecloudhosting.com so we can provision the application.
		If you do not have any of the above mentioned subscription plans, Consider upgrading plan to the one mentioned above or you may purchase a compatible license from
		Do you need any further assistance on the topic?
	Philip Reeves	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
	Philip Reeves	hi
		how much would it cost to add microsoft outlook to one of the users
		i have a ms 365 subscription, but i think it is home edition
		and we would need the google workspace app that syncs to outlook
	Manish Singh	There is no standalone application for Outlook, what we can do is install Office 365 Apps for Enterprise (Edited) our license for one user.
		Plans are compatible on Windows Server Operating Systems : <ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise (Edited)
	Philip Reeves	ok and how much is that per month
	Manish Singh	O365 Apps for Enterprise - \$12 per user

		O365 E3 - \$23 per user O365E5 - \$38 per user
	Philip Reeves	what is the different between the three?
	Manish Singh	In App for Enterprise, you will not be getting email services on the other hand it that plus the security too.
	Philip Reeves	ok but if have workspace i do not need the email services correct? I can still have IMAP with the Google Workspace sync?
	Manish Singh	Yes
	Philip Reeves	To confirm O365 Apps for Enterprise includes a local (i mean local to the hosted correct? Not the webmail version of the app?
		and you can also install this?
		https://tools.google.com/dlpage/gssmo/
	Manish Singh	Yes, it is used to activate on the Office Suite.
		Please send us an email from the registered email address at support@acecloud we could proceed further with the request.
		Also, the registered email for your account with us is : production@recognitioncenter.com
	Philip Reeves	great! thanks for your help
	Manish Singh	Is there anything else I may help you with ?
	Philip Reeves	I want it with the user Diane_B
	Manish Singh	Kindly email us we will surely help you with the task.
	Philip Reeves	thanks, bye
	Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my management working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
		Note: You may change/reset your server password on your own by registering on (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com,
		<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74673 Michelle Robinson
Email: mrobinson@gammaq.com ☎ 6144879550
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: CANAL WINCHESTER
State: Ohio
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74610 Colleen Laino
Email: dunhillcorporate@gmail.com 📞 815-685-6386
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 9 Secs
City: CHICAGO
State: Illinois
Country: UNITED STATES

Chat Transcript

Colleen Laino	Hello, I am your Acebuddy
Acebuddy	Hello Colleen Laino, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Colleen Laino	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Colleen Laino	I'd like to report an Issue
Acebuddy	Please select an option!
Colleen Laino	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Colleen Laino	login is frozen on Please Wait screen
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will
	Hello Colleen
Colleen Laino	Hi Shashwat!
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
Colleen Laino	yes!
Shashwat Verma	Prior providing the access, I would suggest you to close any important documer
Colleen Laino	ok all set
Shashwat Verma	https://assist.acecloudhosting.com/join/8052326195
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
	Issue resolved on remote session by configuring the rdp web app.
	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 fr conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acecl Thanks!
	Note: You may change/reset your server password on your own by registering o (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com ,

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74141 Jackie Hardy
Email: jackie@rennisoncompanies.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: EAGLE
State: Idaho
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73645 Ishines
Email: ishines@rortax.com
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 49 Secs
City: MINNEAPOLIS
State: Minnesota
Country: UNITED STATES

Chat Transcript

Ishines	Hello, I am your Acebuddy
Acebuddy	Hello Ishines, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ishines	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ishines	I'd like to report an Issue
Acebuddy	Please select an option!
Ishines	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Ishines	My Screen is fully blacked out
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will

	Hello Ishines, How are you doing today ?
Ishines	Good, Thank you
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Ishines	Okay
Rohan Prajapati	Ishines, Please try to login back
Ishines	Okay, It works again
Rohan Prajapati	Did you disconnect yourself from the server ?
Ishines	no
Rohan Prajapati	Okay Is it working fine now ?
	Have you faced this issue before ?
	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-initia (1-888-415-5240) if any further assistance is required.
	<i>Rohan Prajapati has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74747 Bill Cohn
Email: wcohn@hersheys.com ☎ 18326939686
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: ASHBURN

State: Virginia
Country: UNITED STATES

Chat Transcript -----

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#74384 Berish Lefkowitz
Email: berish@healthdirectny.com ☎ 13473946032
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: 10 Secs
City: BROOKLYN
State: New York
Country: UNITED STATES

Chat Transcript -----

Berish Lefkowitz	Hello, I am your Acebuddy
Acebuddy	Hello Berish, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Berish Lefkowitz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Berish Lefkowitz	I'd like to report an Issue
Acebuddy	Please select an option!
Berish Lefkowitz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Berish Lefkowitz	the server covers both moniters
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Berish Lefkowitz	i need agent fast
	<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
Berish Lefkowitz	Mr Singh , i have an issue
Manish Singh	Would you like to make server switch to one monitor?
Berish Lefkowitz	yes
Manish Singh	May I take the remote access of your local computer?
Berish Lefkowitz	yes
Manish Singh	https://assist.acecloudhosting.com/join/1782800795
	Prior providing the access, I would suggest you to close any important documer
	We are connected on the remote session and will proceed with the troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once the is

	give your confirmation on this chat.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	As there was no response and issue got resolved, we are disconnecting the chat to initiate the chat or call us at (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74408 steven
Email: steven@lynncpas.com ☎ 17204703581
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 56 Secs
City: DENVER
State: Colorado
Country: UNITED STATES

Chat Transcript

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

		Please chose an option :
	steven	I'd like to report an Issue
	Acebuddy	Please select an option!
	steven	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	steven	I cannot login to the server for the 3rd time today
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	steven	I am getting a logon failed coded
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
		<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>
		<i>Shivam Singh accepted the chat transfer request.</i>
	Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be
		I will be surely assisting you with this. Kindly help me with your server name an
	steven	stevenlynn@myrealdata.net
		Lynn.myrealdata.net
		I try to login and it just says logon attempt failed
		I think the server is RDG.myrealdata.net
		Idk
		it was working now its not
		thats the problem
	Shivam Singh	I really apologize for the inconvenience, allow me 2 minutes to check the same
	steven	ok
		this the third time today
		ive had server problems
	Shivam Singh	let me look into it. Kindly wait
		Could you please login to check if it is working now.
	steven	Its not even trying
		its just saying it fialed
		like my password is wrong or somthing
	Shivam Singh	could you please share the screenshot of the same.
	steven	ok

	Shivam Singh	the prompt that you are getting when you try to login
		<i>4:13:25 AM</i> steven is sharing a file with you image.png - (Size:96.56 KB)
		Let me check the server for any account lock or stopped services. Please give n investigate. I truly appreciate your patience.
		The account was locked as check on the backend.
		Could you please try logging in with the existing password.
		Please check and let me know if you are able to get in.
	steven	ok hold onm
	Shivam Singh	Sure. Take your time, I will wait for your confirmation.
	steven	Well i am not getting that screen but its not connecting
	Shivam Singh	Could you please tell me what you are getting while connecting to the RDp.
	steven	I am not getting anything
		its just saying initiating remote connection and then times out
		Tried multiple times same thing
	Shivam Singh	May I take the remote access of your local computer?
	steven	ok
	Shivam Singh	Prior providing the access, I would suggest you close any important documents
	steven	ok
	Shivam Singh	Kindly paste this link in the browser of local computer and join the session.
		https://assist.acecloudhosting.com/join/8452405240
		We're currently connected through the remote session and will start troublesho placing the chat on hold while we work on the issue, so please don't disconnect everything, just let me know here in the chat.
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat now. You may re-initia (1-888-415-5240) if any further assistance is required.

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73982 test.
Email: test.@gmail.com 📞 1234567890
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: MUMBAI
State: Maharashtra
Country: INDIA

Chat Transcript

test.	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. has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74777 lorri.allman
Email: lorri.allman@cammidwest.com
Department: Support(QB & App Hosting)

Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 57 Secs
City: SOUTH ROXANA
State: Illinois
Country: UNITED STATES

Chat Transcript -----

lorri.allman	Hello, I am your Acebuddy
Acebuddy	Hello Lorri.allman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
lorri.allman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lorri.allman	I'd like to report an Issue
Acebuddy	Please select an option!
lorri.allman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
lorri.allman	printer issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be
lorri.allman	hi thank you
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name an
lorri.allman	I don't know our server name mine is LorriAllman
	i just had my printer added to the server via this chat a few minutes ago but th bit trying to print on checks
	i am having to go to the UniPrint first I need be able to go directly to the printer
Shivam Singh	Thanks for the information
	Allow me 2 minutes to check the same.

	Looking at the issue. May I take the remote access of your local computer?
lorri.allman	yes
Shivam Singh	Prior providing the access, I would suggest you to close any important documer
lorri.allman	ok
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/3322193687
	We're currently connected through the remote session and will start troublesho placing the chat on hold while we work on the issue, so please don't disconnect everything, just let me know here in the chat.
	As we haven't got any response from your end, We are closing this chat. If you : Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

PLEASE HELP UPDATE QUICKBOOKS

Visitor Details

#73560 **nguyen**
Email: chinh_cn@yahoo.com 📞 4082096515
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 15 Secs
City: JACKSONVILLE
State: Florida
Country: UNITED STATES

Chat Transcript

nguyen	PLEASE HELP UPDATE QUICKBOOKS
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Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74749 Brianna
Email: brianna.brosna@gmail.com
Department: Support(QB & App Hosting)
Operator:
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 9 Secs
City: NYACK
State: New York
Country: UNITED STATES

Chat Transcript

Brianna	Hello, I am your Acebuddy
Acebuddy	Hello Brianna, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brianna	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brianna	I'd like to report an Issue
Acebuddy	Please select an option!
Brianna	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brianna	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Brianna	need help adding printer to QB
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will b
	Hi Brianna, could you let me know the server name that you are currently on
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initia (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73930 Lyle Contracting Solutions
Email: josh@lylecontractingsolutions.com ☎ (252) 327-7827
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 42 Secs
City: ATLANTIC BEACH
State: North Carolina
Country: UNITED STATES

Chat Transcript

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

	Lyle Contracting Solutions	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Lyle Contracting Solutions	I'd like to report an Issue
	Acebuddy	Please select an option!
	Lyle Contracting Solutions	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	Lyle Contracting Solutions	I was logged out of my session randomly. I went to log back in and my passwor in with this morning no longer works. Seems odd.
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Tushar Pharswan declined the transfer request.</i>
		<i>Shashwat Verma accepted the chat transfer request.</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will
		Hello Josh
		I will surely help you with this issue.
	Lyle Contracting Solutions	great. thanks
	Shashwat Verma	May I take the remote access of your local computer?
	Lyle Contracting Solutions	yes
	Shashwat Verma	Prior providing the access, I would suggest you to close any important documer
	Lyle Contracting Solutions	ok O
		I'm good to go...
	Shashwat Verma	https://assist.acecloudhosting.com/join/8992122170
		Kindly Click on the link and open the downloaded file.
		We are connected on the remote session and will proceed with the troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
	Lyle Contracting Solutions	sounds good
	Shashwat Verma	issue resolved on remote session by configuring the rdp file.
		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 fr

conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acecl Thanks!

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

For self-help, check out our Knowledge Base (https://www.acecloudhosting.com, *Shashwat Verma has ended this chat session*

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74183 paulphil777
Email: paulphil777@mailfence.com ☎ 6179994984
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 40 Secs
City: WINCHENDON
State: Massachusetts
Country: UNITED STATES

Chat Transcript

paulphil777	Hello, I am your Acebuddy
Acebuddy	Hello Paul, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
paulphil777	Technical Support (QB & App Hosting)
Acebuddy	

		Welcome to Ace Support.
		Please chose an option :
	paulphil777	I'd like to report an Issue
	Acebuddy	Please select an option!
	paulphil777	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	paulphil777	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks company file. The help you with resolving the issue
		Was that helpful?
	paulphil777	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd a
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Rohan Prajapati accepted the chat transfer request.</i>
	Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will h
		Hello Paul, How are you doing today ?
	paulphil777	Fine thanks.
		Got an email from you regarding the quickbooks license. Email says that you us our file going. I am not able to login to quickbooks on the server. What needs to this?
		Error message says that "could not initialize license properties"
	Rohan Prajapati	I will surely help you with this issue.
		Kindly allow me 4-5 minutes to check the same.
	paulphil777	refresh
	Rohan Prajapati	Paul, I'm making few changes from the backend
	paulphil777	ok
	Rohan Prajapati	May I take the remote access of your server?
	paulphil777	sure
	Rohan Prajapati	Prior providing the access, I would suggest you to close any important documer
		Kindly accept the remote session request
		<i>Rohan Prajapati has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73805 Mary Clancy
Email: mary@r2rconsulting.net ☎ 3867880909
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 10 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

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

	Mary Clancy	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	Mary Clancy	Ticket # 655881
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shashwat Verma accepted the chat transfer request.</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will
		Hello Mary
	Mary Clancy	Hi! Someone was helping me earlier with the above mentioned ticket number. I into Lacerte again? I've already logged back into the server. Our chat disconnect answer him
	Shashwat Verma	Kindly allow me two minutes to check the same.
	Mary Clancy	ok
	Shashwat Verma	I will surely help you with this issue.
		May I take the remote access of your local computer?
	Mary Clancy	Ok
	Shashwat Verma	Prior providing the access, I would suggest you to close any important documer
		https://assist.acecloudhosting.com/join/6572214088
		Kindly Click on the link and open the downloaded file.
		Kindly try to open this link on your local pc then that of server
	Mary Clancy	Do i stay logged into the server?
	Shashwat Verma	Yes, stay active, just open this file on your local pc.
		Looks like you have initiated this chat from server.
		Copy the above link and paste that in local pc browser
	Mary Clancy	Yes this chat is on the server. Ok, hold on, I'm copying this link to my local comp
	Shashwat Verma	Thanks
		We are connected on the remote session and will proceed with the troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
		As per remote session, we have advised you to connect Intuit as it's the applica
		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 fr conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my manag

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

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74627 mike
Email: mike@backstoptax.com 📞 6026867247
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 19 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

	mike	I'd like to report an Issue
	Acebuddy	Please select an option!
	mike	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available sup
	mike	When I log in applications are frozen. I can't shut them down or use them.
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I wil today.
		I will be surely assisting you with this. Kindly help me with your server name an
	mike	Hello
		I don't know
		I can tell you the company name and my email
	Shubham Kataria	Yes please provide the company name
	mike	Backstop Tax LLC
	Shubham Kataria	Thank you for the information.
		Could you please confirm which application is frozen
	mike	Once I log in, it's essentially Axxess (which has all our tax applications).
		Others will work, such as excel
	Shubham Kataria	I will surely help you with this issue.
		May I take the remote access of your server?
	mike	Yes
	Shubham Kataria	Prior providing the access, I would suggest you to close any important documer
	mike	Ok
		I'm ready
	Shubham Kataria	We are connected on the remote session and will proceed with the troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
		Thank you for your patience.
	mike	Right here?
	Shubham Kataria	As per our remote conversation your issue has been resolved
		Is there anything else I may help you with ?

	mike	No, but thank you. Much appreciated.
	Shubham Kataria	You're welcome. we are here to assist you.
		I would greatly appreciate if you could spare a minute to give your valuable fee chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	mike	I'll do that
	Shubham Kataria	<p>You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acecl Thanks!</p> <p>Note: You may change/reset your server password on your own by registering o (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com,</p>
		<i>Shubham Kataria has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73737 Tony Lee
Email: support@claccounting.tax ☎ 19097189780
Department: Support(QB & App Hosting)
Operator: Rohan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 39 Secs
City: EL MONTE
State: California
Country: UNITED STATES

Chat Transcript		
Tony Lee		Hello, I am your Acebuddy
Acebuddy		Hello Support, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
Tony Lee		Technical Support (QB & App Hosting)
Acebuddy		Welcome to Ace Support.
		Please chose an option :
Tony Lee		I'd like to report an Issue
Acebuddy		Please select an option!
Tony Lee		Other Issue
Acebuddy		Please specify the issue you are facing before I connect you to an available sup
Tony Lee		Can you help me reset my server? I need to update 2024 Lacerte asap
Acebuddy		Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati		Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will l
Tony Lee		Can you help me reset my server? I need to update 2024 Lacerte asap
Rohan Prajapati		Hello, How are you doing today ?
		I will surely help you with this.
Tony Lee		good
Rohan Prajapati		That's Great (Edited)
Tony Lee		how long does it take?
		cause I need to work on tax return
Rohan Prajapati		As I can see, the last agent has already rebooted the server. Could you please c facing any issues?
Tony Lee		i just logged in and still cannot use lacerte
		let me try again
Rohan Prajapati		Okay Sure take your time
Tony Lee		it says i am not the admin
		i need to log in ad admin and restart the setup
Rohan Prajapati		Do I need to just reboot the server or you want me to update the Lacerte as we
Tony Lee		

		update and reboot
	Rohan Prajapati	Okay Let me know the username through which you are logged in on the server
	Tony Lee	tonylee
	Rohan Prajapati	Thanks for the confirmation !
		Please log off and login back to update the Lacerte app again
	Tony Lee	i am logged off
		do i log in now?
	Rohan Prajapati	Yes Please login back (Edited)
	Tony Lee	its updating
	Rohan Prajapati	Yes I have provided you temp Admin rights
	Tony Lee	can you reboot it now
		i am logging off
	Rohan Prajapati	Yes
		Let me do it
	Tony Lee	ok
		let me know when its ready
	Rohan Prajapati	Its up and Running again
		Is there anything else I may help you with ?
	Tony Lee	thats it
		thansk
	Rohan Prajapati	This message has been deleted
		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 this conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my management can be working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
		Thanks!
		Note: You may change/reset your server password on your own by registering on our portal (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com, https://www.acecloudhosting.com/knowledge-base)
		<i>Rohan Prajapati has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74537 Jacob LaCour
Email: jacob@expertbookkeeping.net ☎ 13372703513
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: DALLAS
State: Texas
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74717 Peter Jorssen
Email: pjorssen@prodigalsonventures.com ☎ 6043185207
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 39 Secs
City: DELTA
State: British Columbia
Country: CANADA

Chat Transcript

Peter Jorssen	Hello, I am your Acebuddy
Acebuddy	Hello Peter Jorssen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Peter Jorssen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Peter Jorssen	I'd like to raise a Request
Acebuddy	Please select your request type.
Peter Jorssen	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
Peter Jorssen	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed that only the following Sul

		compatible on Windows Server Operating Systems :
		<ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise
		If you already have any of the above mentioned subscription plans, Kindly email support@acecloudhosting.com so we can provision the application.
		If you do not have any of the above mentioned subscription plans, Consider upgrading plan to the one mentioned above or you may purchase a compatible license from
		Do you need any further assistance on the topic?
	Peter Jorssen	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Peter Jorssen	Hi there
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will
	Peter Jorssen	I need 3 licenses for Outlook loaded on 3 user accounts - Eden, Keven, Heillie
		Can you do this please?
	Ashutosh Mishra	Sure you can get outlook for three users, however Outlook is available only as part of the
		Kindly allow me two minutes and i will share the plans with you.
	Peter Jorssen	thank you
		We only want Outlook
	Ashutosh Mishra	I understand however Outlook comes only as part of the O365 suite.
		Office Pro Plus 2016 - \$21.50 per user/month Offers all features of Office 365, including Word, Excel, PowerPoint, OneDrive, Outlook, Access and Publisher. Includes advanced tools for publishing and data management.
		O365 Apps for Enterprise - \$14.40 per user/month Provides always-updated Office apps. Includes installation on multiple devices, 1 TB of OneDrive storage, security.
		O365 E3 - \$24.90 per user/month Combines Apps for Enterprise with additional features like SharePoint, Exchange, Teams, and advanced compliance features. Includes 100 GB of OneDrive storage.
		O365 E5 - \$42.90 per user/month Includes all features of E3, with added advanced analytics (Power BI Pro), and compliance tools. Tailored for top-tier enterprise needs.
	Peter Jorssen	lets do the \$24.90
		sorry.... the \$14.40 per
	Ashutosh Mishra	Sure, we would require approval over the email.

	Peter Jorssen	can you send the email please
	Ashutosh Mishra	Once the chat ends the ticket will be generated for this request, I will send you account holder approves the installation we will proceed with the request.
		Is there anything else I may help you with ?
	Peter Jorssen	ok thanks... we need to get this done ASAP thx
		No thank you
	Ashutosh Mishra	Sure, we will get this done quickly. I would greatly appreciate if you could spare valuable feedback at the end of this chat.
		You may end this chat now. Once you end this chat, you will receive an email from conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my manager working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
		Note: You may change/reset your server password on your own by registering on (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com, https://www.acecloudhosting.com/knowledge-base)
		<i>Ashutosh Mishra has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74733 Siemen
Email: sean@championtaxaccounting.com ☎ 5093000038
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 1 Min 17 Secs
City: LOWELL

State: Washington

Country: UNITED STATES

Chat Transcript

Siemen	Hello, I am your Acebuddy
Acebuddy	Hello Sean Siemen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Siemen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Siemen	I'd like to raise a Request
Acebuddy	Please select your request type.
Siemen	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your issue, our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option.
Siemen	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Siemen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Siemen	I can't log in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you with your issue.
Siemen	Hello
	Is there something you need from me before we start
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and IP address.
Siemen	I'm on my phone. Can you look me up
	I'm trying to figure out if it's a billing issue
	Did I lose you
Shivam Singh	Apologies for the late response, I was pulling things up

	I have made some changes
	Right now
	Could you please check
	now?
Siemen	Having my employee try again
	Still here
	Looks like you fixed it! Thank you!
Shivam Singh	Sure. Take your time
	thanks
	Is there anything else I may help you with ?
Siemen	All done - thank you
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable fee smileys at the end of this chat. (Edited)
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my management can be working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).</p>

Shivam Singh has ended this chat session

Chat Transcript

all my employees information is gone

Visitor Details

#73778 **nguyen**
Email: chinh_cn@yahoo.com ☎ 4082096515
Department: Support(QB & App Hosting)

Operator: Shubham Yadav
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 48 Secs
City: ALACHUA
State: Georgia
Country: UNITED STATES

Chat Transcript -----

nguyen	all my employees information is gone
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting yo
nguyen	saigonservies.realdata.net
	thank you
Dikshant Yadav is transferring the chat to Support(QB & App Hosting).	
Shubham Yadav accepted the chat transfer request.	
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will
	I will be surely assisting you with this. Kindly help me with your server name an
nguyen	saigonservices.realdata.net
	chinh_ng
Shubham Yadav	Can you please let me know what information are you talking about ?
nguyen	so, i am in the processing updating a company call qmk nails
	its got stuck
	i restart quickbook
	now all the employees information is gone
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
nguyen	thank you
Shubham Yadav	since when are you facing the issue ?
nguyen	just 5 minutes ago
	when i am updating quickbook - i jot this msg
	"The disk or drive containing the company files is full. In order to create more s
	remove some files. After you remove the files, retry your operation."
Shubham Yadav	Kindly allow me two minutes to check the same.

	nguyen	but i did not remove any files....it freeze , so i just restart it
		thx
	Shubham Yadav	Chinh as we can check server's storage is full right now
		0 percent space is free only
	nguyen	CAN YOU RETRIEVE THE COMPANY FILE?
	Shubham Yadav	Please let me know the location of company file
	nguyen	i uderstand your server has back up , am i correct?
	Shubham Yadav	Yes
		We can provide you
		Kindle let me know the company file name
	nguyen	qmk
	Shubham Yadav	There are not file naming qmk
		AB NAILS SPA LLC
	nguyen	no no
	Shubham Yadav	NGUYEN & MAI VENTURES INC
	nguyen	QMK NAIL
		IF YOU GO TO D DRIVE
		CLIENT DATA
		COMP FILE
	Shubham Yadav	Alright I found it
	nguyen	GRAT
		GREAT
	Shubham Yadav	QMK NAIL (KELLY & MIKO)
		This is file ?
	nguyen	CORRECT
		<i>3:31:59 AMShubham Yadav is sharing a file with you</i> <i>image.png</i> - (<i>Size:5.01 KB</i>)
		YOU WANT ME DOWNLOAD IT
	Shubham Yadav	CHinnh kindly let me know at which time you want file for ?
	nguyen	2/24/2025 7:49 PM
		THE LATEST ONE
	Shubham Yadav	Alrght

		Alright
		I have restored the file
	nguyen	CAN YOU GIVE ME ONE SECOND TO TRY
	Shubham Yadav	sure
	nguyen	THX
		yes, look good
		what your advice for the store space
		and the update
	Shubham Yadav	Chinn you can upgrade the plan
		Or you can delete unwanted files from the server
	nguyen	what you suggest
		how do i do that?
	Shubham Yadav	Plan 1 : 200GB - \$120/month Plan 2 : 100GB - \$60/month Plan 3 : 80GB - \$50/month Plan 4 : 60GB - \$40/month
	nguyen	do i just to to the file and delete it
		what plan i have right now?
	Shubham Yadav	Yes you can delete unwanted files from desktop, documents and downloads
		YOu have 60GB plan
	nguyen	if i upgrade to the 100gb, how much it cost me total annually?
	Shubham Yadav	It will cost you an additional cost of \$60 per month along with normal billing
	nguyen	let do that
	Shubham Yadav	Sure
		Kindly mail us the same
	nguyen	after the upgrade, can you help me update quickbook
	Shubham Yadav	Please send us an email from the registered email address at support@acecloud.com we could proceed further with the request.
		Sure Chinn
		We will add the storage once you mail us
	nguyen	i have a question
	Shubham Yadav	Yes please
	nguyen	the price different between the 40gb plan vs. 60gb is \$ 20 usd

		i already have the 40 gb,
		should i only pay another \$20 / month ?
	Shubham Yadav	Chinh as I can check you are having 60 GB now which is full
		Now we will add 60 GB more and it will make 120 GB
		And it will have enough storage for your server for future
		At least for years
		It will not get full
	nguyen	so what you want me to write in the email
		upgrade to 120 gb, for additional 60/month
	Shubham Yadav	Just upgrade My storage plan with 100 GB @\$60 per month
		and we will add it
	nguyen	ok, you want me email righnow
	Shubham Yadav	Yes (Edited)
	nguyen	ok, one second
	Shubham Yadav	Sure
	nguyen	ok, i just did
	Shubham Yadav	Sure
		Thanks for the confirmation
		We have added the storage
	nguyen	ok, thank you
	Shubham Yadav	We will mail you after updating the QB
	nguyen	thank you kindl
		it nice to know that you guy have a backup copy
		that's great help
	Shubham Yadav	Sure Chinh we keep your data safe and secure
	nguyen	nice
	Shubham Yadav	Is there anything else I may help you with ?
	nguyen	that's all
		thank you kinly
		i appreciate your help
	Shubham Yadav	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 fr

conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acecl Thanks!

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

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

Shubham Yadav has ended this chat session

Chat Transcript

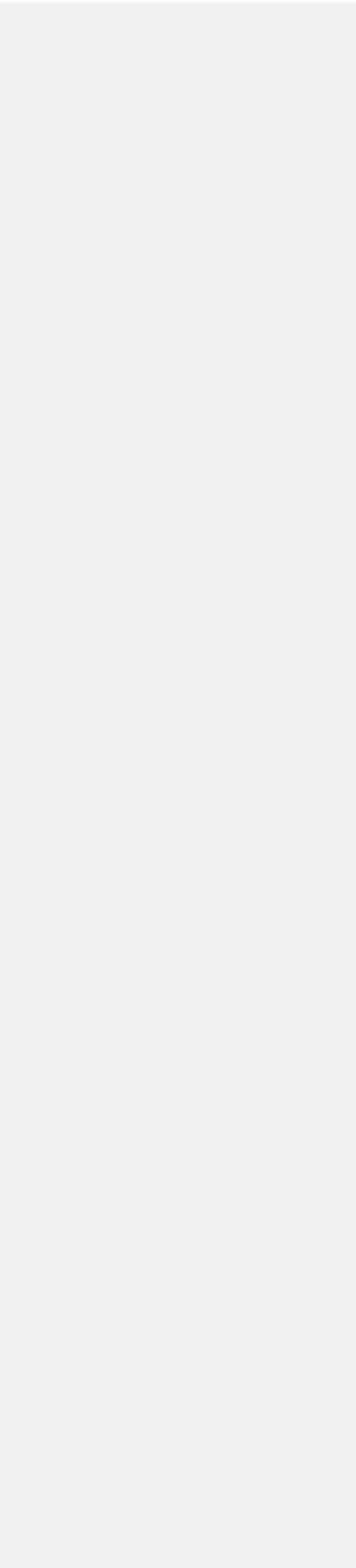
Hello, I am your Acebuddy

Visitor Details

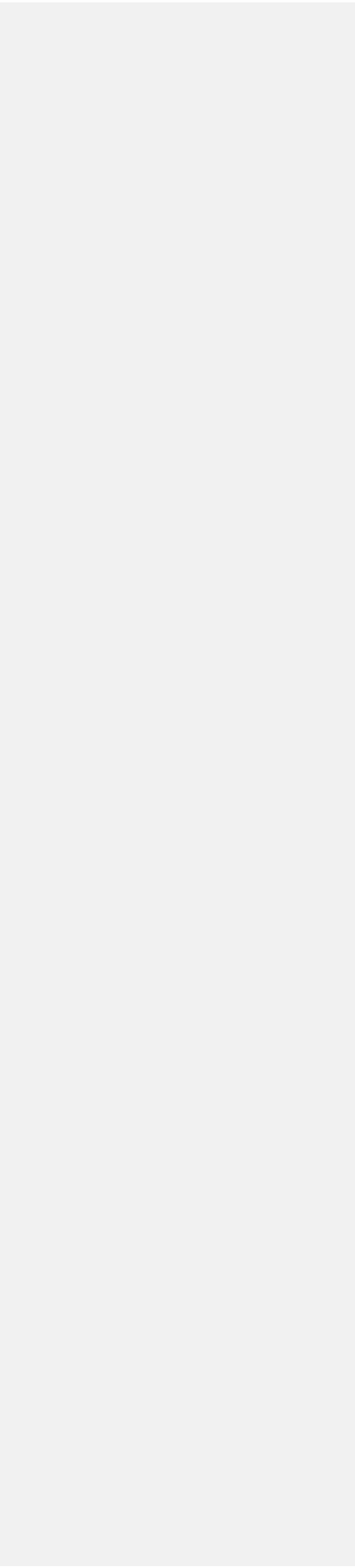
#73749 shanelahaie
Email: shanelahaie@gmail.com 📞 15082926037
Department: Support(QB & App Hosting)
Operator: Sandeep Kumar
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 11 Secs
City: KILLINGTON
State: Connecticut
Country: UNITED STATES

Chat Transcript

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



	Welcome to Ace Support.
	Please chose an option :
shanelahaie	I'd like to report an Issue
Acebuddy	Please select an option!
shanelahaie	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available representative!
shanelahaie	cohesion qb integration was advised to be installed last night, but it's not a desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</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 you today.
shanelahaie	hello - case # ## 654490 ##
Sandeep Kumar	Kindly allow me 3-4 minutes to check the same.
shanelahaie	thank you!
Sandeep Kumar	Thank you for your patience.
	Shane, please check your server desktop.
	I have placed the application shortcut there.
shanelahaie	the shortcut is giving an error that sais it's been changed or moved and wc
Sandeep Kumar	May I take the remote access of your server?
shanelahaie	of course!
Sandeep Kumar	Im checking the same, please stay connected.
shanelahaie	will do
Sandeep Kumar	Thank you for your patience.
shanelahaie	no worries
Sandeep Kumar	Shane, can you please log off of the server for a minute.
shanelahaie	i'm out
Sandeep Kumar	We might need to reinstall the application from your end.
	Thanks
	Please log back in now.
shanelahaie	logging in



Sandeep Kumar	Its installed now but not working.
	Im checking the same right now.
shanelahaie	ok - it does connect back to cohesion servers - so you may need to white li on the firewall
	it's for TOAST POS to connect financial data to quickbooks
Sandeep Kumar	Its working now.
shanelahaie	nice! was it the firewall? just curious!
	thank you for the help with this, btw!
Sandeep Kumar	Nope..but it was a security level setting by the name TLS that sometimes b connections.
shanelahaie	ah! got it!
Sandeep Kumar	You are welcome!!
	Is there anything else I may help you with ?
shanelahaie	nope! that is it! thank you!
Sandeep Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an em regarding this conversation, along with a ticket number and survey feedba</p> <p>I request you to kindly spare a moment to fill that out for me so that my m how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registeri Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Sandeep Kumar has ended this chat session</i></p>

