

Chat Transcript

My employee aaps2 had to purchase a new computer to load the RDP file as well as the UniPrint Client and was not able to get any of it to work

Visitor Details

#71680 bookkeepingandpayrollguru

Email: bookkeepingandpayrollguru@gmail.com ☎ 13214133351

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: 2 Mins 54 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

bookkeepingandpayroll	My employee aaps2 had to purchase a new computer and is trying to load the RDP file as well as the UniPrint Client and s
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>	
Sharath Kumar	<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.
bookkeepingandpayroll	Hi there
Sharath Kumar	could you please let me know if they are using a Windows or Mac computer
bookkeepingandpayroll	Windows
	She has the set up instructions for both the RDP file and the Uniprint file but neither are working. It may be easier if you d
Sharath Kumar	Sure, we can do that.
	let me know an appropriate time to reach the user along with their phone number
bookkeepingandpayroll	aaps2 - Wendy 443-735-4909 now is great please
Sharath Kumar	I will have someone reach out to the user
	what is her name?

bookkeepingandpayroll Her name is Wendy
Her user id is aaps2
Please make sure she does NOT change the password to the RDP file without someone emailing me what it is
Sharath Kumar got it, anything else that I may assist you with?
Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70727 Minakshi Vallabh

Email: mina@westsideincoemtxa.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: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71300 Adam Shin

Email: adam.shin@ptfsolutions.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: YELLOWSTONE NATIONAL PARK

State: Wyoming

Country: UNITED STATES

Chat Transcript

Adam Shin Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Adam Shin Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Adam Shin

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70722 Kevin Evans

Email: kevine@rocksolidhardwoods.com  13035721234

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: 2 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Kevin Evans	Hello, I am your Acebuddy
Acebuddy	Hello Kevin Evans, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kevin Evans	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kevin Evans	I'd like to raise a Request
Acebuddy	Please select your request type.
Kevin Evans	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Kevin Evans	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.]
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Kevin Evans	Rock Solid Hardwoods Inc. Kevin Evans
Yash Kalra	Kindly allow me two minutes to check the same.
	Kevin, please confirm which application needs to be updated. (Edited)
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Yash Kalra has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70205 Jonedel Pangan

Email: jpangan@lightbridgeacademy.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: DUNELLEN

State: New York

Country: UNITED STATES

Chat Transcript

Jonedel Pangan	Hello, I am your Acebuddy
Acebuddy	Hello Jonedel Pangan, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jonedel Pangan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jonedel Pangan	I'd like to report an Issue
Acebuddy	Please select an option!
Jonedel Pangan	Password Reset
Acebuddy	Please select an option below
Jonedel Pangan	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
	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

#70302 help

Email: help@triadcybersolutions.com ☎ 3362999989

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 4 Secs

City: SPRING VALLEY

State: New York

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
help	Font size enlarge is not taking effect inside QB
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
help	previousle one of representative changed font size it was all over but didnt took effect inseide QB tcssecureedsrv.myrealdata.net
	Anne.g@
Yash Kalra	Kindly allow me two minutes to check the same.
help	??
Yash Kalra	May I take the remote access of your server?
help	wait
Yash Kalra	Prior providing the access, I would suggest you close any important documents at your end.
help	please connect
	size should be 135 inside the Qb
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/3442202201
help	are you there
Yash Kalra	Yes, we are still connected in remote session.
	Wasim, we checked and found that QuickBooks does not provide any option to change the font size.
help	Size was good when Qb was on local maching on server its causing problem as when we changed font size on local p it was reflectied inside the QB
	but in server its not
	so please make it happen
	its affecting user work
Yash Kalra	Please let me know if the font size you are seeing on the RDP is too small or too big.?
help	its a serious issue
	this 135 should also be reflected inside QB
	outside QB its all good
	prob is inside QB

	???
Yash Kalra	Wasim, I understand your concern and believe this issue can be best assisted with a callback. Please share your callback or alternatively, you can call us at 888-415-5240 at your convenience.
	Are we still connected here?
help	yes
Yash Kalra	Wasim, I understand your concern and believe this issue can be best assisted with a callback. Please share your callback or alternatively, you can call us at [888-415-5240](tel:888-415-5240) at your convenience.
help	you still need to check anything?
	Wasim Tahir working hours 8:30 to 5 pm EST
	(336) 299-9989
Yash Kalra	Thank you for your understanding and patience.
	We will arrange a callback accordingly.
	Is there anything else I may help you with ?
help	no thanks please solve the issue asap bye
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. You can send it to quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71601 Lynn Durkin

Email: lynn@lynndurkincpa.com **Phone:** 17813781845

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 9 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Lynn Durkin Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Lynn Durkin Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Lynn Durkin I'd like to report an Issue

Acebuddy Please select an option!

Lynn Durkin Other Issue

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

Lynn Durkin User Lynn having issues with desktop.

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Lynn Durkin Keeps goig back

Tushar Pharswan accepted the chat transfer request.

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

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

Lynn Durkin Lynn Durkin CPA & Associates PC

or Lynn Durkin CPA

Tushar Pharswan I just received accepted a chat session from the same name as you assuming this chat session was accidentally ended by y

Lynn Durkin This is Terence. That may be Lynn. I am following up for her

Tushar Pharswan Okay.

I will reboot the server as of now as this has happened multiple time.

Lynn Durkin	Will that shut everyone out?
Tushar Pharswan	Yes.
	I will send a prompt pop up first before the reboot process.
Lynn Durkin	Okay.
Tushar Pharswan	The server will reboot in 5 minutes.
Lynn Durkin	Okay. Thank you
Tushar Pharswan	as this chat session is disconnected.
	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.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71478 Gregg DAttile

Email: greggd@artcanfixit.com  19547521282

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: 58 Secs

City: CORAL SPRINGS

State: Florida

Chat Transcript

Gregg DAttile	Hello, I am your Acebuddy
Acebuddy	Hello Gregg Dattile, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gregg DAttile	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gregg DAttile	I'd like to report an Issue
Acebuddy	Please select an option!
Gregg DAttile	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Gregg DAttile	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Gregg DAttile	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Gregg DAttile	I am Gregg i cannot login because the login is saying we need to download a new file doctor
Manish Singh	I will surely help you with this issue.
	You are not able to access the server or QuickBooks?
Gregg DAttile	QB
Manish Singh	Checking please wait.
Gregg DAttile	QB login says the file was updated today, when i click on it it is bringing me to a file doctor download
Manish Singh	May I take the remote access of your server?
Gregg DAttile	yes please
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	May i know the username you are using/

Gregg DAttile	Admin
Manish Singh	Right now, Gattile and Creese are logged in on the server. (Edited)
Gregg DAttile	I am Gattile Creese just left
Manish Singh	Kindly accept the session.
Gregg DAttile	i did
Manish Singh	All Set!
Gregg DAttile	what does that mean
Manish Singh	You can access the QuickBooks now.
Gregg DAttile	standby let me check can you see the message i cannot log in
Manish Singh	Checking. Kindly click continue
Gregg DAttile	do i need A DIFFERENT PASSWORD FOR fILE dOCTOR? I DO NOT HAVE ANY OTHER PASSWORDS I just tried my username and password are you still there?
Manish Singh	Yes, I am
Gregg DAttile	therev is a backup on file in the folder called QB backup
Manish Singh	As this is the company file corrupt issue kindly email us on support@acecloudhosting.com Regarding the backup of the file when was the last time it was working properly with Location of the file. Is there anything else I may help you with ?
Gregg DAttile	it was used yesterday and today
Manish Singh	Kindly mention that in the email. We will provide with the backup file.
	Is this the first time you are facing this issue?
Gregg DAttile	no but the first time in a few months
Manish Singh	Alright, noted Gregg
Gregg DAttile	are you signing off?
Manish Singh	Yes, we will provide the backup of the file over the email. And kindly email from the registered email greggd@artcanfixit.com

Gregg DAttile	done
	should i call?
Manish Singh	No need we will email you with the backup do you need the backup now or it can take some time?
Gregg DAttile	now would be nice so i can go home
Manish Singh	Alright let me do that for you i will email you in 10 mins.
	Is there anything else I may help you with ?
Gregg DAttile	what do i do withnthe backup?
Manish Singh	That backup file will run fine on QuickBooks without any error.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70295 Andrew May

Email: amay@roofrmi.com  972-742-7325

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: 5 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Andrew May	Hello, I am your Acebuddy
Acebuddy	Hello Andrew May, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Andrew May	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andrew May	I'd like to report an Issue
Acebuddy	Please select an option!
Andrew May	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Andrew May	Sage 50.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Andrew May	Issue when attempting to open reports
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Andrew.
Andrew May	Hi
Manish Singh	I will surely help you with this issue.
Andrew May	Ok
Manish Singh	May I take the remote access of your server?
Andrew May	Yes
Manish Singh	https://assist.acecloudhosting.com/join/9572487861
	Prior providing the access, I would suggest you to close any important documents at your end.
Andrew May	I will need to leave sage 50 open is that is where I am having the issue
Manish Singh	Alright!
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it resolved, kindly give your confirmation on this chat.
	Kindly check now.
	Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70083 armando rodriguez

Email: armando@infratechsvs.com  8646521359

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: 2 Secs

City: GREENVILLE

State: South Carolina

Country: UNITED STATES

Chat Transcript

armando rodriguez Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

armando rodriguez Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

armando rodriguez I'd like to report an Issue

Acebuddy Please select an option!

armando rodriguez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
armando rodriguez	i lost Ace Hosting. login from your website says it does not recognize my email
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Armando
armando rodriguez	hello
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
armando rodriguez	Server CID72542
	USER was myrealdatalArmandoR
Anurag Sharma	Thankyou for the information.
	Armando do you want us to reset your password?
	So that you can login to the server.
armando rodriguez	your server says it does not recognize my user name. anything to get it back on this computer
Anurag Sharma	May I take the remote access of your local computer?
armando rodriguez	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
armando rodriguez	done
Anurag Sharma	https://assist.acecloudhosting.com/join/5942681523
	Kindly paste this link in the browser of local computer and join the session.
	Are you able to connect?
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti resolved, kindly give your confirmation on this chat.
	The issue seems to be resolved now.
	Is there anything else I may help you with ?
armando rodriguez	got it.. thank you again
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70754 Kevinder

Email: k.singh@innercircle.cpa

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: 28 Secs

City: NOIDA

State: Uttar Pradesh

Country: INDIA

Chat Transcript

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

Acebuddy	Please select your request type.
Kevinder	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re-completion.
	Do you need any further assistance on the topic?
Kevinder	Restart
Acebuddy	Hello Kevinder Singh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kevinder	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kevinder	I'd like to report an Issue
Acebuddy	Please select an option!
Kevinder	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kevinder	RDP login was working too slow since few days and suddenly today it stops working and showing the blue screen with the
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. 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?
Kevinder	Server Name: - ICAdvisors.myreldata.net User Name : - KevinderSingh
Shubham Kataria	thank you for the information Could you please confirm if you are the only user who is unable to access RDP
Kevinder	This is the third time I'm facing the same issue.
Shubham Kataria	I deeply apologize for the inconvenience caused to you. I will surely help you with this issue.
Kevinder	As of now only me who is facing the issue
Shubham Kataria	okay May I take the remote access of your local computer?

Kevinder	Sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Kevinder	Yes you can access now
Shubham Kataria	https://assist.acecloudhosting.com/join/8262684856
	Kindly join this link
Kevinder	sure
Shubham Kataria	Thank you for your patience.
Kevinder	Yes
Shubham Kataria	As discussed during our remote session, your issue has been resolved. However, I will keep the ticket under observation for future reference.
Kevinder	Sure
Shubham Kataria	Is there anything else I may help you with ?
Kevinder	No, Thank you!
Shubham Kataria	you're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Kevinder	sure
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of the discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

#71129 bin fang

Email: binfang20@yahoo.com  9174284491

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 27 Secs

City: ELMHURST

State: New York

Country: UNITED STATES

Chat Transcript

bin fang	Hello, I am your Acebuddy
Acebuddy	Hello Bin Fang, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bin fang	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bin fang	I'd like to report an Issue
Acebuddy	Please select an option!
bin fang	Password Reset
Acebuddy	Please select an option below
bin fang	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
bin fang	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Bin
bin fang	I can't access my quickbooks
	the password that I'm using is not working

Shashwat Verma	Bin, so you are unable to connect to server. correct?
bin fang	yes
Shashwat Verma	Could you please confirm the username you are using?
bin fang	Do you need my account information?
Shashwat Verma	Yes, we want to confirm whether you are using Kathy or Extra username? If you are unable to recognize the same, kindly allow us to take a remote session. I will surely help you with this issue.
bin fang	One sec I was able to get someone from ace on the phone I think i will continue with the phone support
Shashwat Verma	Okay, no problem Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70814 Robert Zeigen

Email: rzeigen@szcpa.tax  15613920620

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: 11 Secs

City: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

Robert Zeigen	Hello, I am your Acebuddy
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert Zeigen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Zeigen	I'd like to raise a Request
Acebuddy	Please select your request type.
Robert Zeigen	Change in Applications
Acebuddy	Please select your desired option!
Robert Zeigen	Application Replacement
Acebuddy	To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of the version.
	Additionally, please provide us with the name and version of the new application along with any license details that may be required.
	We request you to download the setup file for the new application from its respective website or portal and save it on your local machine.
	Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the installation.
	Do you need any further assistance on the topic?
Robert Zeigen	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Robert Zeigen	Hello
	<i>Anurag Sharma is transferring the chat to Tushar Pharswan.</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 be assisting you today.
Robert Zeigen	Hi, I need to install Outlook and Excel on my desktop. I acquired the appropriate license and downloaded the setup file. However, I have removed them from my billing account.

Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Robert Zeigen	szcpa robert.zeigen
Tushar Pharswan	Did you purchased the O365 license?
Robert Zeigen	Yes and I downloaded the OfficeSetup file to my desktop
Tushar Pharswan	We will install it for you do note that the supported version are as below. O365 Apps for Enterprise O365 E3 O365E5
	Is your license on of them ?
Robert Zeigen	Purchased O365 E3
Tushar Pharswan	Okay. Kindly email us at support@acecloudhosting.com requesting that you want to remove your excel 2016 from the server that our team will proceed as per your request and email you for the same.
	Is there anything else I may help you with ?
Robert Zeigen	So Manisha Yadava also has access to Excel 2016 on her desktop. Does that get removed also? I don't know how this works
Tushar Pharswan	Yes, just to be sure mention that remove for all users who are having access to excel 16.
Robert Zeigen	So she will have access to the new Excel under my license on her desktop?
Tushar Pharswan	We will just install the O365 on the server after that you can login with the license that you purchased.
Robert Zeigen	No
	Thank you
Tushar Pharswan	Is there anything else I may help you with ?
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at support@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71390 Aidan Reilly

Email: ajr463@drexel.edu

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: 33 Secs

City: MILLVILLE

State: New Jersey

Country: UNITED STATES

Chat Transcript

Aidan Reilly Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Aidan Reilly Managed IT

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

Acebuddy (bot) forwarded the chat request

Priyanshu accepted the chat transfer request.

Priyanshu Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?

Aidan Reilly Hello, Im trying to connect to Ace Cloud Hosting for the first time but it wont connect.

Priyanshu We apologize for the inconvenience caused to you.

Could you please help me with your businessname and username

Aidan Reilly Aidan Reilly, Username: AidanReilly

Priyanshu Could you help me with your businessname

aswell

i.e., your company name

Aidan Reilly	One Moment.
Priyanshu	Sure, please take your time
Aidan Reilly	Bob Fox and Associates PLLC
Priyanshu	Thank you for sharing the businessname
	Please allow me a minute so that I can check the details you shared.
	Aidan, it seems that your server being managed by different team.
	Please let me transfer your chat to the concerned team so that they can better assist you on this.
	<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>
Aidan Reilly	Sounds Good.
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Aidan
Aidan Reilly	Hello, I am having trouble connecting.
Anurag Sharma	Okay
	Kindly allow me two minutes to check the same.
	Thank you for your patience.
	Could you please confirm me your username?
Aidan Reilly	AidanReilly
Anurag Sharma	Thanks for the confirmation !
	Please stay connected.
	May I take the remote access of your local computer?
Aidan Reilly	Yes.
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Aidan Reilly	Finished.
Anurag Sharma	https://assist.acecloudhosting.com/join/1502907377
	Kindly paste this link in the browser of local computer and join the session.
Aidan Reilly	Completed.
Anurag Sharma	I guess. You have ended the session by mistake.
	Shall I send you another joining link?
Aidan Reilly	Yes
Anurag Sharma	https://assist.acecloudhosting.com/join/8612272356
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti

	resolved, kindly give your confirmation on this chat.
	Issue seems to be resolved now.
	Is there anything else I may help you with ?
Aidan Reilly	No, Thank You very much for your help!
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70916 Aji

Email: aji@ffm.org

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: RALEIGH

State: North Carolina

Country: UNITED STATES

Chat Transcript

Aji	Hello, I am your Acebuddy
Acebuddy	Hello Aji, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Aji	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Aji	I'd like to report an Issue
Acebuddy	Please select an option!
Aji	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Aji	Setback
Acebuddy	Please select an option!
Aji	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Aji	Restart
Acebuddy	Hello Aji, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Aji	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Aji	I'd like to raise a Request
Acebuddy	Please select your request type.
Aji	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re-completion.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

629213

Visitor Details

#71513 kelly

Email: kellykoval@zoominternet.net ☎ 33066511511

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%20cloud%20hosting&utm_adgroup=Primary

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 17 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

kelly 629213

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

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

kelly We need to have permission to download a file to our computer. However it is not allowing us to. It says we need admin p

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.

Hi Kelly, could you please let me know more about the file that you are trying to download

kelly It's in my downloads folder. It's a file I need to download to fix an error on Pivoten. Pivoten is the software I use for account management. The file is named swsetup.

Sharath Kumar Please allow me a couple of minutes. I will sign into the server and help you with the request.

kelly When I try running it it says I need admin permission.

Ok thanks!

hello are you still with me

Sharath Kumar yes, Kelly

I am on the server now

	running the setup now
kelly	please let me know when you are finished
Sharath Kumar	It didn't take much time
	though, it doesn't show what files were downloaded and where they are located on the server
kelly	please hold on just a moment.
Sharath Kumar	Could you please try accessing Pivoten and let me know if the issue has been resolved
	sure, take your time
kelly	Yes just a moment
	It doesn't seem to have downloaded the file?
	Can you see my screen?
Sharath Kumar	sure, let me request for access
	do make sure to close out any confidential data before you share the screen
kelly	ok
	This is the issue I'm having
Sharath Kumar	let me try installing it as an admin from your session
	that didn't work
	We can provide you with temporary admin
	but for that you will have to send in an email request
	once your task is done, do let us know so that we can remove the admin access
kelly	just sent email
	need done asap have tax deadline today
Sharath Kumar	checking
	sure, I am with you to get this sorted
kelly	did you get email
Sharath Kumar	yes, I did. I also reverted on it.
	Could you please accept the disclaimer
	sent on the email
kelly	just sent back
Sharath Kumar	Thank you. Bear with me for a couple more minutes while I add you as the admin (Edited)
	still working on it, almost there
kelly	ok thank you
Sharath Kumar	Kelly, please sign out and sign back into your account

	this is necessary so that you get admin access
	are we connected?
	are we connected?
kelly	i did
	do i just log off
Sharath Kumar	Yes, I have provided you the admin access and for that change to reflect on your account, you will need to sign out and th
kelly	how do i sign off
	hello
Sharath Kumar	from the desktop icon
kelly	i dont have one
Sharath Kumar	I will do that for you. could you let me know if there is anything that needs saving before I log you out of the server
kelly	ok thank you
	no
Sharath Kumar	you have been signed out
	please try installing the application now and let me know if that worked
	Kelly, was that successful?
	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

#71748 Anurup Dhakal

Email: anurup@clearbridgeaccounting.com ☎ 13165167067

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: 1 Min 28 Secs

City: WICHITA

State: Kansas

Country: UNITED STATES

Chat Transcript

Anurup Dhakal	Hello, I am your Acebuddy
Acebuddy	Hello Anurup, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anurup Dhakal	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anurup Dhakal	I'd like to report an Issue
Acebuddy	Please select an option!
Anurup Dhakal	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Anurup Dhakal	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Anurup Dhakal	excel
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</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 w
	Please let me know your concern with QuickBooks
Anurup Dhakal	can you have someone call me...your phone system is not working
Sharath Kumar	Sure Anurup, is there an ongoing ticket for you that I can refer?
Anurup Dhakal	yes
	Re:[## 628574 ##]
	excel issue for the server
Sharath Kumar	one moment please while I check this ticket.

	are both these users unable to access Excel?
	Alisha_CTAAF Manoj_CB (Edited)
Anurup Dhakal	that is correct
Sharath Kumar	let me quickly sign into the server and check if these users have appropriate access
Anurup Dhakal	ok
Sharath Kumar	Anurup, I have added Excel to the users' desktop. Could you please have them know the results
	I have checked and made sure these users already have the appropriate access
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-invoke us at (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

Hi! I have new software I need to load on to my ACE server. Can you help me?

Visitor Details

#70856 Catherine Meyer

Email: catherine@unboxedadvisors.com  2098626933

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Catherine Meyer	Hi! I have new software I need to load on to my ACE Cloud portal. Can you help me with this?
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you with this.
<i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i>	
Catherine Meyer	Hello!
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you with this.
Catherine Meyer	I need help to upload a new software to my ACE Cloud Portal.
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and IP address.
Catherine Meyer	CID72498
	Catherine_Me@myrealdatal.net
Anurag Sharma	Thanks for the confirmation !
	Catherine do you want to install an application on the server?
Catherine Meyer	Yes! And I need the application extended to all the users on our account.
Anurag Sharma	Okay
	Catherine, after this chat I will send you an email. You can just revert back to me if you require any further assistance or approval from the primary contact. So that we can proceed with the application. Also please make sure to download the setup file. And please share us the link if you have it. I will be able to install it for you.
	Is there anything else I may help you with ?
Catherine Meyer	Thanks!
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email with a summary of the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my team can review it. 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 website (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70038 tracy

Email: tracy@tjcpb.com

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: 2 Secs

City: GAINESVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

tracy Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

tracy Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

tracy I'd like to report an Issue

Acebuddy Please select an option!

tracy QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

tracy Other QB related issue

Acebuddy	Please specify the issue you are facing before I connect you to an available
tracy	Unable to connect to 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. today.
tracy	Okay
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server nam
tracy	myrealdatalTracyW.q14
Shubham Kataria	Kindly confirm your business name as well
tracy	Tawny Johnson CPB
Shubham Kataria	thank you for the information
	May I know if you are receiving any error while accessing remote desktop
tracy	Remote Desktop can't connect to the remote computer
Shubham Kataria	I will surely help you with this issue.
tracy	Erro code 0X204
Shubham Kataria	Could you please confirm if you are the only user who is unable to access re
	okay
tracy	We are in different locations. I'm not sure.
Shubham Kataria	no problem, I will check it
	May I take the remote access of your local computer?
tracy	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important docu
tracy	Okay
Shubham Kataria	https://assist.acecloudhosting.com/join/5442699590
	Kindly join this link
	Thank you for your patience.
	As per our remote conversation, your issue has been resolved
	Is there anything else I may help you with ?
tracy	No, this will be all. Thank You
Shubham Kataria	you're welcome

I would greatly appreciate if you could spare a minute to give your valuable 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 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 is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70922 Art Schuller

Email: art@decosalonfurniture.com  17733143858

Department: Support(QB & App Hosting)

Operator: Vignesh Arul

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Secs

City: CAROL STREAM

State: Illinois

Country: UNITED STATES

Chat Transcript

Art Schuller

Hello, I am your Acebuddy

Acebuddy	Hello Art Schuller, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Art Schuller	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Art Schuller	I'd like to raise a Request
Acebuddy	Please select your request type.
Art Schuller	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Art Schuller	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vignesh Arul accepted the chat transfer request.</i>
Vignesh Arul	Thank you for contacting Ace Cloud Hosting. My name is Vignesh Arul. I will
Art Schuller	please call me
	773-314-3858
	I've been waiting over an hour now
	hello, are you there?
Vignesh Arul	Yes I am connected .
	I really apologies for the long hold
	I will call you right away.
Art Schuller	waiting
Vignesh Arul	On a call with you.
	As discussed I will give you a call back within an hour after opening the port
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Vignesh Arul has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71285 bennysmith21757

Email: bennysmith21757@gmail.com ☎ 9906368341

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 22 Secs

City: LOHGARH

State: Chandigarh

Country: INDIA

Chat Transcript

bennysmith21757	Hello, I am your Acebuddy
Acebuddy	Hello Bennysmith21757, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bennysmith21757	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bennysmith21757	I'd like to report an Issue
Acebuddy	Please select an option!
bennysmith21757	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
bennysmith21757	Logout from ace
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.

bennysmith21757	Hi Tushar
	Benny here
Tushar Pharswan	Hi Benny.
bennysmith21757	I kicked out from server
Tushar Pharswan	You mean you are disconnected from the server?
bennysmith21757	Yes
Tushar Pharswan	Are you not able to relogin?
	Are we still connected here?
	Are we still connected here?
	This message has been deleted
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-invoke the chat if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email confirmation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. 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 at selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70835 Robert Blad

Email: adam@bladhezlepcpa.com  16783135045
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: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

#71235 Tina Campbell

Email: tina@velocityindustrial.com **Phone:** 19729536957

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: ROCKWALL

State: Texas

Country: UNITED STATES

Chat Transcript

Tina Campbell Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Tina Campbell Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Tina Campbell I'd like to raise a Request

Acebuddy Please select your request type.

Tina Campbell Password Reset

Acebuddy Please select an option below

Tina Campbell Restart

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

Whom Would You Like to Connect With?

Tina Campbell Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Tina Campbell I'd like to raise a Request

Acebuddy Please select your request type.

Tina Campbell Password Reset

Acebuddy Please select an option below

Tina Campbell	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your
	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

#70763 jacklyn.brinkley

Email: jacklyn.brinkley@fyzical.com ☎ 5014705936

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: 7 Secs

City: HIGDEN

State: Arkansas

Country: UNITED STATES

Chat Transcript

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

jacklyn.brinkley	I'd like to report an Issue
Acebuddy	Please select an option!
jacklyn.brinkley	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jacklyn.brinkley	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. All application updates at the backend and apply the necessary patches as and might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error and share it with us at support@acecloudhosting.com. Our engineers will manually check and implement the fix and share a confirmation via email.
	Do you need any further assistance on the topic?
jacklyn.brinkley	Yes
Acebuddy	Please wait while we connect you to our 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.
jacklyn.brinkley	The error I am getting is : PS036 it is saying it cannot verify our payroll subscription. I am needing to process payroll today, how can we resolve this issue? We pay for an annual subscription and it is not due until September.
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name.
jacklyn.brinkley	server name:
	Username:JacklynB.NENT
	Just a sec on the server
	QBNXTENT.myrealdata
	or is it rdg.myrealdata.net
Tushar Pharswan	Kindly allow me two minutes to check the same.
	Thank you for waiting.
jacklyn.brinkley	no problem
Tushar Pharswan	We will have to update the payroll, as I can see you are on shared server so it's only shared with one other. We can remain off for the necessary time.
jacklyn.brinkley	can it not be done during the day? I have payroll that must be processed to its only shared with one other. We can remain off for the necessary time.
Tushar Pharswan	Okay.
	May I take the remote access of your local computer?

jacklyn.brinkley	yes
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents.
jacklyn.brinkley	working on it now
	ready when you are
Tushar Pharswan	https://assist.acecloudhosting.com/join/5572889750
	Kindly Click on the link and open the downloaded file.
jacklyn.brinkley	it says waiting for connection
Tushar Pharswan	Same message here.
	Are you logged in to the server?
jacklyn.brinkley	no, do i need to?
Tushar Pharswan	Yes, I will try to take remote session from there then.
jacklyn.brinkley	i am now
Tushar Pharswan	We are connected now.
jacklyn.brinkley	great
Tushar Pharswan	Kindly open QuickBooks and lets see the error.
	As I can see the payroll is up to date, you will have to contact Intuit support for specific error.
jacklyn.brinkley	Dang, okay. I will try.
	thank you
Tushar Pharswan	Is there anything else I may help you with ?
jacklyn.brinkley	no
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email confirmation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my team can work on it. 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 at (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70601 Amanda Shih

Email: amanda.shih@aataxaccountinggroup.com  14436325992

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: 21 Secs

City: CLARKSVILLE

State: Maryland

Country: UNITED STATES

Chat Transcript

Amanda Shih Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Amanda Shih Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Amanda Shih I'd like to raise a Request

Acebuddy Please select your request type.

Amanda Shih Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of the 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 from the dropdown menu.

Amanda Shih Restart

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

	Whom Would You Like to Connect With?
Amanda Shih	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amanda Shih	I'd like to report an Issue
Acebuddy	Please select an option!
Amanda Shih	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Amanda Shih	Hello Team, Could you please update the CFS to Version 24.127? It is urgent to file the W2 today. Thanks
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.
Amanda Shih	Tushar,Hello Team, Could you please update the CFS to Version 24.127? It is urgent to file the W2 today. Thanks
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name
Amanda Shih	A&A TAX AND ACCOUNTING GROUP
	Your support ticket 619898
Tushar Pharswan	Kindly stay connected as I will have to check on server end.
Amanda Shih	Hello
Tushar Pharswan	Yes, I'm currently checking the server.
	It was just updated on 12th Jan
	Kindly confirm the application name is CFS 25 Payroll System 2025
	correct ?
	<i>1:46:17 AM Tushar Pharswan is sharing a file with you image.png - (Size:7.9 KB)</i>
	This is what we are getting its all ready updated.
	Are we still connected here?
	Are we still connected here?
Amanda Shih	It is for the 2024
	Not the 2025
	2024 still need to fill the W2 for closing work

	Pls update asap today
Tushar Pharswan	We will update it ASAP.
	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 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 can work on it. 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 self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
	<i>Tushar Pharswan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70564 fady.hocheimy

Email: fady.hocheimy@mfhgroup.com ☎ +2207751010

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: 2 Secs

City: KER BAKARY

State: Banjul

Country: GAMBIA

Chat Transcript

fady.hocheimy

Hello, I am your Acebuddy

Acebuddy	Hello Fady.hocheimy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fady.hocheimy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
fady.hocheimy	I'd like to report an Issue
Acebuddy	Please select an option!
fady.hocheimy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
fady.hocheimy	can't log in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
fady.hocheimy	can't log in
	i logged in with my user name on another PC.. now i am back on mine and can't log in
	<i>Tushar Pharswan accepted the chat transfer request.</i>
	<i>10:18:45 PM fady.hocheimy is sharing a file with you</i>
	<i>Screenshot 2025-01-13 at 4.48.06 PM.png - (Size:502.07 KB)</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.
fady.hocheimy	hi Tushar
Tushar Pharswan	Hi Fady.
fady.hocheimy	wait
	its working now
	weird
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and IP address.
	Is the issue resolved?
fady.hocheimy	one sec
Tushar Pharswan	Yes.
	Kindly check thoroughly and let us know if the issue is resolved or not.
	Are we still connected here?
fady.hocheimy	sorry
	its ok nowt
	hanks

	thankst
	take care
Tushar Pharswan	Great.
	Is there anything else I may help you with ?
fady.hocheimy	no thanks
Tushar Pharswan	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 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 can review it. If you are not comfortable doing that over the phone, you can do it 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 with us (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70566 Tara Yantz

Email: tara@trulyfreehome.com **Phone:** 231-632-1795

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: MINNEAPOLIS

State: Illinois

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70496 Sandra Dorst

Email: sandra@beckyrvardcpa.com ☎ 8049864638

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 4 Secs

City: TRUCKEE

State: California

Country: UNITED STATES

Chat Transcript

Sandra Dorst	Hello, I am your Acebuddy
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Acebuddy	Hello Sandra, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sandra Dorst	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sandra Dorst	I'd like to raise a Request
Acebuddy	Please select your request type.
Sandra Dorst	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of the 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.
Sandra Dorst	Restart
Acebuddy	Hello Sandra, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sandra Dorst	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sandra Dorst	I'd like to report an Issue
Acebuddy	Please select an option!
Sandra Dorst	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available technician.
Sandra Dorst	Help getting set up first time on Mac laptop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I'll be happy to assist you with your issue.
Sandra Dorst	Hi, I successfully got help getting set up on my iPad so I figured getting set up on my Mac would be easy, but I'm hitting a password roadblock and I don't even remember the last time I did it. I didn't send me a transcript of our last convo to see if I'm just missing a step or two.
Anurag Sharma	Hello Sandra
	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 IP address.
Sandra Dorst	Beckyrvardcpa.myrealdatal.net

	my creditial is Sandra.D@myrealdata.net
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
Sandra Dorst	Sure
Anurag Sharma	Prior providing the access, I would suggest you to close any important docu
Sandra Dorst	oo
	ok
Anurag Sharma	https://assist.acecloudhosting.com/join/1532348244
	Kindly paste this link in the browser of local computer and join the session.
	Are you able to connect?
Sandra Dorst	Almost there
Anurag Sharma	Sure, please take your time
	We are connected on the remote session and will proceed with the troubles the time, I am putting the chat on hold, please do not disconnect it. Once t give your confirmation on this chat.
Sandra Dorst	Ok
	On the iPad version that works it is using my credentials, not Becky's (just a
Anurag Sharma	Okay
	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-i (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
<i>Anurag Sharma has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71162 Troy Wells

Email: troy@skygroupacct.com

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: 57 Secs

City: DURANGO

State: Colorado

Country: UNITED STATES

Chat Transcript

Troy Wells	Hello, I am your Acebuddy
Acebuddy	Hello Troy Wells, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Troy Wells	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Troy Wells	I'd like to report an Issue
Acebuddy	Please select an option!
Troy Wells	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Troy Wells	New Software not on my username server but currently on another users se
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I'
	Hello Troy
Troy Wells	Hi Anurag
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Could you please elaborate your concern?
Troy Wells	We added Drake 2024 tax software to server but my username isn't showin

	server
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server nam
Troy Wells	GCRCorp.myrealdatal.net
	TroyWells
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Troy Wells	Perfect
Anurag Sharma	Please stay connected. I am working on it.
	Please check it now.
Troy Wells	Perfect
Anurag Sharma	Have you tried to open the application?
	Please confirm if it is opening perfectly.
	Are we still connected here?
Troy Wells	All set thanks so much for your help
Anurag Sharma	Thanks for the confirmation !
	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-i (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an ema 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 ma working. I will appreciate that. or you may send your feedback at quality@aceclou Thanks!
	Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.co)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70739 Russell Ewing

Email: tax@ewingaccounting.net ☎ 15097583231

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: 5 Secs

City: POCATELLO

State: Idaho

Country: UNITED STATES

Chat Transcript

Russell Ewing Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Russell Ewing Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Russell Ewing I'd like to report an Issue

Acebuddy Please select an option!

Russell Ewing Other Issue

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

Russell Ewing our second user keeps getting messages that there was issue with my lisce minutes with server and says its going to log her out

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Yash Kalra accepted the chat transfer request.

Yash Kalra

Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be surely assisting you with this. Kindly help me with your server nam

Russell Ewing

CID73149 is my username no idea what my server name is

Yash Kalra

Kindly allow me two minutes to check the same.

Your server name is RussellAEwing.myrealdatal.net. (Edited)

Could you please share a screenshot of the error you are encountering? (Ed

Russell Ewing

It only pops up then goes away and says we can only use the server for 1 h shoot it. it will take time before it shows up again

When the hour is up it will show again.

this happens when 2nd user logs in. before any quickbooks is opened up

Yash Kalra

Tax, we don't want our users to face any issues. Although it's a normal pop-issue and ensure that it doesn't appear again. However, to proceed, please time so that we can capture the issue.

Thank you for bringing this to our attention.

Don't worry, it's just a normal pop-up and it won't log you out.

Russell Ewing

will do and try to connect to support again. long wait times

Yash Kalra

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

Russell Ewing

it did log her out FYI

Yash Kalra

Please allow me some time while I am making some changes from the back

Tax, I have noted your issue, and our team is currently working on it. You wi from our team.

Is there anything else I may help you with?

Are we still connected here?

Are we still connected here?

Russell Ewing

yes

Yash Kalra

Tax, I have noted your issue, and our team is currently working on it. You wi from our team.

Is there anything else I may help you with?

Russell Ewing

nope thanks for getting it fixed

Yash Kalra

I would greatly appreciate if you could spare a minute to give your valuable chat by clicking on the smilies.

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 ema 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 can work on it. 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 at selfcare.acecloudhosting.com.

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

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71608 Tiffany

Email: tiffany@mixware.net ☎ 8185784030

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 26 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Tiffany	I'd like to raise a Request
Acebuddy	Please select your request type.
Tiffany	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address with the reason for server reboot and the support team will be happy to update you
	Do you need any further assistance on the topic?
Tiffany	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 help you with your issue.
Tiffany	hi there
	I'm unable to open QB on the server. It froze up and I have done everything to try and fix it. I have tried restarting the server for an hour and it still opens but then does nothing
	Outlook also will not open
	I think we need a server reboot
Manish Singh	May i know your username?
Tiffany	Tiffany
	TiffanyW
Manish Singh	Another user Laurent is having issue with One Drive
	Doing the reboot once.
Tiffany	ok, he just told me right now
	I guess I have to wait for him to finish
Manish Singh	We are working on it and reboot needed.
Tiffany	should I keep everyone else out of the server though until you guys are done with the reboot?
Manish Singh	No, we will reboot the server, and you can access the server after 2 mins.
Tiffany	ok thanks, I will go ahead and log off with you at this point
Manish Singh	Try now
Tiffany	ok
	well it took sometime to log in but it seems to be working
Manish Singh	Great!

Is there anything else I may help you with ?

Tiffany thats it, thank you

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

You may end this chat now. Once you end this chat, you will receive an email 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 is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
Thanks!

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71264 Raymond Crump

Email: ray@raycrumpcpa.com  8045982500

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: GLEN ALLEN

State: Virginia

Country: UNITED STATES

Chat Transcript

Raymond Crump

Hello, I am your Acebuddy

Acebuddy	Hello Ray Crump, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Raymond Crump	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Raymond Crump	I'd like to report an Issue
Acebuddy	Please select an option!
Raymond Crump	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Raymond Crump	password reset for user SUSAN on server RWCCP; email has been sent
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.
	This message has been deleted
	Kindly allow me two minutes to check the same.
Raymond Crump	RWCCP server. user name SUSAN
	i emailed a request from ray@raycrumpcpa.com
Tushar Pharswan	May I know the ticket number If you have?
Raymond Crump	627227?
	627221
Tushar Pharswan	One is a closed chat ticket and other is related to billing, let's just focus on of now.
Raymond Crump	thanks
Tushar Pharswan	Yiu want the password reset for Susan Lawson correct ?
Raymond Crump	correct
Tushar Pharswan	There are two ways we can reset the password.
	1. As I can see you are the authorised account owner so you can manage a portal including their password reset.
	The username for your MyPortal login will be CID70370.
	1. The user itself can reset their password from Selfcare clicking on forgot

user name : Susan_RWCCP

Link for MyPortal is : <https://myportal.acecloudhosting.com/login>

Link for selfcare portal for user is : <https://selfcare.acecloudhosting.com/>

12:54:53 AM Tushar Pharswan is sharing a file with you

[How to Manage ACE Server Users 4.pdf](#) - (Size:1.33 MB)

12:54:54 AM Tushar Pharswan is sharing a file with you

[SelfCare.pdf](#) - (Size:695.66 KB)

These are the guides for selfcare and MyPortal.

Is there anything else I may help you with ?

Are we still connected here?

Raymond Crump thank you

Tushar Pharswan Kindly email us at support@acecloudhosting.com if you still face issue regarding process.

Kindly share your feedback by clicking the smiley icons 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 confirmation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my manager can review it. 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 at <https://selfcare.acecloudhosting.com>.

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71409 lu bai

Email: lubai@rainbowloom.com **Phone:** 12489243151

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 45 Secs

City: SOUTHFIELD

State: Michigan

Country: UNITED STATES

Chat Transcript

lu bai Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

lu bai Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

lu bai I'd like to raise a Request

Acebuddy Please select your request type.

lu bai Office 365 Addition

Acebuddy Please specify if you already have an Office365 subscription

lu bai I wish to buy the license from Ace

Acebuddy Office 365 is a subscription based application and there are several plans to choose from.

For better understanding of the features and functionality on offer within each plan, Kindly refer to the attached link below.

(Please Note: O365 E1 Plan is "web only")

Once you find your desired plan, Kindly email us the details at support@acecloudhosting.com. Your request will be processed within 24 hours.

Do you need any further assistance on the topic?

lu bai Yes

Acebuddy Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

lu bai My ticket ID is 627314

Sharath Kumar Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I w

Hi Lu, allow me a moment to look into your ticket.

lu bai ok

I submit on last Thursday

Sharath Kumar I see the tasks are still pending. I will reach out to the appropriate team me

lu bai Can you please speed up it because my work is stop since Microsoft is not v

Sharath Kumar I apologies that this is getting delayed. We are waiting for the team to update soon as that is done, we will be providing you with credentials to sign into y

Please allow us 2-3 hours and I will share the credentials with you.

lu bai My contact email is lubai@rainbowloom.com

please let me know the credentials today, thank you

Sharath Kumar got it!

I will definitely reach out to as soon as I have the credentials

Anything else that I may assist you with at this moment?

Are we still connected here?

lu bai no thanks

Sharath Kumar You may end this chat now. Once you end this chat, you will receive an email 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 is working. I will appreciate that. or you may send your feedback at quality@acehosting.com Thanks!

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

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

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

#70932 Cesar Rojas

Email: ataxpboston@gmail.com ☎ 16179717541

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 8 Secs

City: PALMETTO

State: Florida

Country: UNITED STATES

Chat Transcript

Cesar Rojas Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Cesar Rojas Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Cesar Rojas I'd like to report an Issue

Acebuddy Please select an option!

Cesar Rojas Other Issue

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

Cesar Rojas i raised a ticked for an installation

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Cesar Rojas Ticket ID: 623204

but i am having issues uploading the installer of ATX 2024 to the server

it is not letting me copy it to my desktop and also i keep getting disconecte
the folder where all my installers are located

Tushar Pharswan accepted the chat transfer request.

Tushar Pharswan

Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.

Kindly allow me two minutes to check the same.

As I can see as per your ticket you need help uploading the installer setup f

Cesar Rojas

it is not letting me copy it to the server desktop

and I cannot access folder either, i keep getting disconected

Tushar Pharswan

May I take the remote access of your local computer?

Cesar Rojas

i am using ataxp1.myrealdatal.net

user Andres

Andres1

Ataxp_Andres1

yes you can take remote

control

Tushar Pharswan

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

Cesar Rojas

ok

Tushar Pharswan

<https://assist.acecloudhosting.com/join/4662538612>

Kindly Click on the link and open the downloaded file.

Kindly open the link on your local.

Cesar Rojas

in the past usually they take control of my server automatically and I have t
Can't you do it that way?

Tushar Pharswan

We can do that way to.

But it gives me the access of server then.

Cesar Rojas

i would prefer to use that method

Tushar Pharswan

Kindly open the link through which you downloaded ATX setup on your loca

Cesar Rojas

I have the installer on my local pc and I usually just copy and paste it.

Tushar Pharswan

Let's try new method then.

Cesar Rojas

when i try to go that folder it disconects me

Tushar Pharswan

Let's use We transfer.

Cesar Rojas

ok

Tushar Pharswan

On your local system open any browser and search acecloudhosting.wetrar

Cesar Rojas

ok

Tushar Pharswan

and attach your file there it will create a link kindly share that link on your email.

Cesar Rojas

its uploading

ok

12:25:08 AM Tushar Pharswan is sharing a file with you

[File Transfer SOP \(WeTransfer\) 3.3.pdf](#) - (Size:188.1 KB)

Tushar Pharswan

This is the Guide also if you face any issue follow this.

Is there anything else I may help you with ?

Cesar Rojas

why everytime I access that folder it disconnects me?

Tushar Pharswan

Once the installation is complete, server will reboot if after that the issue still comes out again.

Cesar Rojas

ok

Tushar Pharswan

We will wait for your email.

With the link.

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

You may end this chat now. Once you end this chat, you will receive an email confirmation of the conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my manager can review it. If you are not able to do that, please let me know and I will work on it. 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 with us (<https://selfcare.acecloudhosting.com>).

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70540 support

Email: support@silversfs.com ☎ +919084599218

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: 2 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript -----

support 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?

support Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

support I'd like to report an Issue

Acebuddy Please select an option!

support Other Issue

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

support Ticket Number: 619364

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

Shubham Kataria Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. today.

support Hi Shubham

Shubham Kataria Hello

support apologies for the network disruption

Shubham Kataria no problem

support ticket number: 619364

Shubham Kataria	I will surely help you with this issue.
	kindly confirm if you have rebooted the local system as discussed in our pre
support	I did
	But i still get the same error
Shubham Kataria	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your local computer?
support	Ofcourse
Shubham Kataria	Prior providing the access, I would suggest you to close any important docu
support	All closed
Shubham Kataria	thank you
	https://assist.acecloudhosting.com/join/8412469344
	Kindly join this link
	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

#70129 Justin McLinden

Email: jamclinden@jmconstructionco.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: FALL RIVER

State: Massachusetts

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71353 GUIDRELECTRICINC

Email: guidrelectricinc@hotmail.com **Phone:** 19182313271

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: BROKEN ARROW
State: Oklahoma
Country: UNITED STATES

Chat Transcript

GUIDRELECTRICINC	Hello, I am your Acebuddy
Acebuddy	Hello Christian Guidry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
GUIDRELECTRICINC	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
GUIDRELECTRICINC	I'd like to raise a Request
Acebuddy	Please select your request type.
GUIDRELECTRICINC	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description. 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.
	As we haven't got any response from your end, We are closing this chat. If you have any further questions, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71315 Greg Duscheck

Email: ronald@swansonfire.com **Phone:** 19045221659

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: JACKSONVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

Greg Duschek	Hello, I am your Acebuddy
Acebuddy	Hello Accounting1, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Greg Duschek	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Greg Duschek	I'd like to raise a Request
Acebuddy	Please select your request type.
Greg Duschek	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of the 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.
Greg Duschek	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

#70272 CH Powers**Email:** chpowers@ed311.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 Sec**City:** AUSTIN**State:** Texas**Country:** UNITED STATES**Chat Transcript**

CH Powers	Hello, I am your Acebuddy
Acebuddy	Hello Ch Powers, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
CH Powers	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
CH Powers	I'd like to raise a Request
Acebuddy	Please select your request type.
CH Powers	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description. 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.
CH Powers	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
CH Powers	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available technician.
CH Powers	Trouble logging into server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be

	I will be surely assisting you with this. Kindly help me with your server nam
CH Powers	ED311 - CID71237
	Username :- myrealdata\CHPowers
Yash Kalra	Kindly allow me two minutes to check the same.
	It's taking more than expected please allow us some more time.
CH Powers	Ok
Yash Kalra	May I take the remote access of your local computer?
CH Powers	sure
Yash Kalra	Prior providing the access, I would suggest you to close any important docu
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/6892902996
	To resolve this issue we need to reset your login password.
	We will send you the password link after this chat ends. Is there anything el
CH Powers	Thats all. Thank you
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable chat by clicking on the smilies.
	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 ema 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 ma working. I will appreciate that. or you may send your feedback at quality@ace Thanks!
	Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
	<i>Yash Kalra has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70775 help

Email: help@triadcyclersolutions.com  3362999989

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 9 Secs

City: SPRING VALLEY

State: New York

Country: UNITED STATES

Chat Transcript

help	Hello, I am your Acebuddy
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
help	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
help	I'd like to report an Issue
Acebuddy	Please select an option!
help	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
help	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your Qu
	Was that helpful?
help	No
Acebuddy	No issues, please wait while I connect you to one our support engineers wh
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Aarush Aneja accepted the chat transfer request.</i>	
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I wil
help	Hi
Aarush Aneja	

		Hello
	help	QB is not responding
Aarush Aneja		I will be surely assisting you with this. Kindly help me with your server nam
	help	I closed and opened agin from taskmanager its not responding
		cursor remains on the circle awaitning
		tcssecuredsvr.myrealdata.net
		username Anne.g@
Aarush Aneja		We will surely assist you
	help	please be fast
Aarush Aneja		Kindly check now once
	help	replying in hours
		ok
		let me check
Aarush Aneja		We apologize for the inconvenience caused
	help	same
Aarush Aneja		MAy we reboot the server once
	help	not responding
		surre please
Aarush Aneja		We have successfully reboot the server. Kindly login back on to the server a
	help	ok
Aarush Aneja		The resources and applications are working fine on our end. Kindly confirm (Edited)
		Are we still connected here?
	help	yes
Aarush Aneja		Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
	help	yes
		you can leave issue resolved
Aarush Aneja		Welcome
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an ema

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 can work on it. 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 at <https://selfcare.acecloudhosting.com>.

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

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70534 hanumeshqb

Email: hanumeshqb@gmail.com **Phone:** 8142143613

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: 3 Secs

City: MELAPURAM

State: Karnataka

Country: INDIA

Chat Transcript

hanumeshqb Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

hanumeshqb Technical Support (QB & App Hosting)

Acebuddy

	Welcome to Ace Support.
	Please chose an option :
hanumeshqb	I'd like to report an Issue
Acebuddy	Please select an option!
hanumeshqb	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
hanumeshqb	Am getting Certificate Expire issue
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
hanumeshqb	Hi Shaswat
Shashwat Verma	hello hanumesh
hanumeshqb	Am getting Certificate Expire issue
Shashwat Verma	We deeply apologize for the inconvenience caused to you. We need to inform you about an ongoing issue at the backend and our team is dedicatedly working on it to resolve this issue as soon as possible. As soon as we have the resolution, we will update you over the email.
	<i>10:48:43 AM hanumeshqb is sharing a file with you Certificate Expire.png - (Size:96.1 KB)</i>
hanumeshqb	Please check above attachment
Shashwat Verma	We need to inform you that this is an ongoing issue at the backend and our team is currently working on it to resolve this issue as soon as possible. As soon as we have the resolution, we will update you over the email.
hanumeshqb	ya sure
Shashwat Verma	Will update you on email when we are done with it.
hanumeshqb	Ya sure
	how long it will take
Shashwat Verma	Our team is currently working on it, expected downtime time is 3-4 hrs at max.
	I deeply apologize for the inconvenience caused to you.
hanumeshqb	okay
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email with a summary of the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my team can review it.

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 at 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

QuickBooks froze while I was using it. I closed it out
I'm prompted to enter my user name and password
nothing happens. I've tried closing out multiple times
results. We have two QuickBooks accounts and I'm
the second account.

Visitor Details

#70392 Stephanie

Email: stephanie.gerenraich@trulyfreehome.com  2313132853

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: MINNEAPOLIS

State: Illinois

Country: UNITED STATES

Chat Transcript

Stephanie

QuickBooks froze while I was using it. I closed it out and reopened. I'm prompted to enter my user name and password but then nothing happens. I've tried closing out multiple times. We have two QuickBooks accounts and I'm able to open the second account.

Akash Majumdar

Thank you for contacting ACE. My name is Akash Majumdar. I will be assisting you with your issue.

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

Anurag Sharma accepted the chat transfer request.

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I am here to assist you with your query.
Stephanie	Thank you
Anurag Sharma	Hello Stephanie
Stephanie	hello
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 details.
	Are we still connected here?
Stephanie	Sure. I believe this is the server name: TrulyFree.myrealdata.net The Company Name is Truly Free, Inc. dba trulyfreehome.com My user name is: sgerenraich
Anurag Sharma	Thanks for the information!
	Could you please confirm that are you facing QB freezing issue? or the company facing any connectivity issue?
Stephanie	First it froze while I was using it. Now I can open QB but the company I manage is facing connectivity issues.
Anurag Sharma	Okay
	May I take the remote access of your server?
Stephanie	sure
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents or applications running on the system.
	Please confirm me so that I can send you the remote request.
Stephanie	Ok i'm ready.
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting. Please note that during the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will inform you.
	Stephanie, as I can see there are pending updates on the QB enterprise '24 issue.
Stephanie	Ok. Do I run those updates?
Anurag Sharma	As there are users active on the server right now. I am scheduling the application update for the night hours when the users are less active on the server.
	We will inform you on email once it is completed.
	No, we will do that for you.
Stephanie	So, I can't get into QB until it is updated?
Anurag Sharma	Yes, if you want us to update the application right now we can do that too. I will ask the other active users to log off from the server for an hour.
Stephanie	I will ask them to close out. I have time sensitive work that has to be completed.

Anurag Sharma	Okay
	Let me know when there are logged off from the server.
Stephanie	Can you tell me approximately how long the update will take?
Anurag Sharma	It will take around 1 hour. I will try my best to finish it as early as possible.
	Are the other user's logging off ?
Stephanie	not yet
Anurag Sharma	Okay
	Please let me know once they are.
	Will it take time? If that is so you can inform me on email as well when I car application update.
Stephanie	Everyoine has logged out
	One peson is unable to close out
Anurag Sharma	If you want I can remove him from backend?
Stephanie	She did it. We should be good now.
Anurag Sharma	Okay Stephanie.
	I will inform you on email once the application update is completed.
	You can expect the email in an hour.
	Is there anything else I may help you with ?
Stephanie	That was it. Thank you.
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable 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 ema 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 ma working. I will appreciate that. or you may send your feedback at quality@ace Thanks!
	Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.co)
<i>Anurag Sharma has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71053 Ashley Miller

Email: amiller@murryllc.com  17634505443

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: HUDSON

State: New Hampshire

Country: UNITED STATES

Chat Transcript

Ashley Miller Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ashley Miller Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Ashley Miller I'd like to raise a Request

Acebuddy Please select your request type.

Ashley Miller Other Request

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

If you are facing any issue/problem with your server, Please select the appropriate request type.

Ashley Miller Restart

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

Whom Would You Like to Connect With?

Ashley Miller	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ashley Miller	I'd like to report an Issue
Acebuddy	Please select an option!
Ashley Miller	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Ashley Miller	Ticket Number 624376
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</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 w
	Allow me a moment to go through the ticket, Ashley.
	This ticket is currently with another department of ours. Let me move this t department so that they can assist you with your query
	I have informed the Client retention team regarding this ticket. They will be email shortly.
	If you'
	In case, you'd require a callback, please let me know your phone number a reach you
Ashley Miller	763-450-5443 before 4:30 pm CST
Sharath Kumar	Got it. I'll forward this info to them.
	Anything else that I may assist you with?
Ashley Miller	no that is it. thank you!
Sharath Kumar	you're welcome! Ashley.
	You may end this chat now. Once you end this chat, you will receive an ema 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 ma working. I will appreciate that. or you may send your feedback at quality@ace Thanks!
	Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com).
	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

#71578 Lynn Durkin

Email: lynn@lynndurkincpa.com  17813781845

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Lynn Durkin Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Lynn Durkin Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Lynn Durkin I'd like to report an Issue

Acebuddy Please select an option!

Lynn Durkin Other Issue

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

Lynn Durkin Our user Lynn's desktop is black when she tries to login!

Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Lynn Durkin	Can you restart her desktop
	Or provide any other troubleshooting tips for when this happens?
<i>Aarush Aneja accepted the chat transfer request.</i>	
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I wil
	We will surely assist you
	Kindly tell the user to try logging back on to the server once now (Edited)
Lynn Durkin	That worked! Thank you!!
Aarush Aneja	Welcome
	Lynn, Is there anything else I may help you with ?
Lynn Durkin	Nope! Thank you!
Aarush Aneja	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 ema 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 ma working. I will appreciate that. or you may send your feedback at quality@ace Thanks!
	Note: You may change/reset your server password on your own by registeri (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.co)
<i>Aarush Aneja has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70434 johnathon

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

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: 1 Sec

City: PENSACOLA

State: Alabama

Country: UNITED STATES

Chat Transcript

johnathon	Hello, I am your Acebuddy
Acebuddy	Hello Johnathon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
johnathon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnathon	I'd like to report an Issue
Acebuddy	Please select an option!
johnathon	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
johnathon	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
johnathon	Pop up on screen in quickbooks and can not get it to go away
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. today.
johnathon	thank you
Shubham Kataria	Hello johnathon
	Good day
	Kindly confirm which pop up screen comes up in quickBooks
johnathon	I am confirming now

Shubham Kataria	Sure, please take your time
	Just to confirm, are you able to get the confirmation from the pop-up screen
	Or would you prefer that I take a remote session and check for the pop up
johnathon	Still trying to get it from user
Shubham Kataria	okay
	In the meantime, Could you please help me with your business name
johnathon	CID68317
Shubham Kataria	thank you for the information.
	Just to confirm, you are logged in to the server, and you are only receiving the application only (Edited)
johnathon	Not me, one of my users are.
Shubham Kataria	okay
	Could you please confirm which user is facing the issue
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-invoke (1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70523 Robert Zeigen

Email: rzeigen@szcpa.tax  15613920620

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: 1 Sec

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Robert Zeigen	Hello, I am your Acebuddy
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert Zeigen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Zeigen	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Zeigen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available
Robert Zeigen	I need to restart the server
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
	Hello Robert
Robert Zeigen	Hello
	I have an app, Canopy, that every time I log in tells me the computer may r told I should have admin rights to do this myself. How do I do this? Why doe need to be restarted?
Shashwat Verma	I will surely help you with this issue.
	Robert, as I have checked from server and found that reboot is required fro it's a application based demand, you can simply reboot the server by typing prompt(shutdown -r -t 0)
	Or shall we do it for you?
	Looks like you have rebooted the server from your end.

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-i
(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 ema
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 ma
working. I will appreciate that. or you may send your feedback at quality@ace
Thanks!

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70607 KEITH

Email: ks.partsfast@gmail.com ☎ 7133203009

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: 8 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

KEITH	Hello, I am your Acebuddy
Acebuddy	Hello Keith Sholar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
KEITH	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
KEITH	I'd like to report an Issue
Acebuddy	Please select an option!
KEITH	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
KEITH	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Alt application updates at the backend and apply the necessary patches as and might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error support@acecloudhosting.com. Our engineers will manually check and implement and share a confirmation via email.
	Do you need any further assistance on the topic?
KEITH	Yes
Acebuddy	Please wait while we connect you to our 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.
KEITH	SERVER IS PARTSFAST@MYREALDATA.NET
Tushar Pharswan	Kindly allow me two minutes to check the same.
KEITH	I HAVE SOME UPDATES THAT WILL NOT INSTALL WHEN I RUN UPDATES. CAT AND MAINTENACE UPDATES. BOTH SHOWING ERROR CODE #15212
Tushar Pharswan	May I know the application name.
KEITH	QUICKBOOKS ENTERPRISE 2024 UPDATE UNDER HELP.
Tushar Pharswan	To proceed with the update no users must be logged in as I can see current in so we can schedule the update for night hours.
	Is there anything else I may help you with ?

KEITH YES YES. I DID THIS OVER THE WEEKEND UNDER ADMIN. SAME RESULT NO IN OR I AM ALONE IN SINGLE USER MODE.

I CAN MAKE EVERYONE LOG OFF AND I STILL HAVE THE SAME ERROR CODE

Tushar Pharswan By logged in I mean users currently logged in to the server.

After all users are logged off then we can proceed with the update.

KEITH I KNOW WHAT YOU MEAN. I WAS LOGGED IN ALONE OVER THE WEEKEND. S I WILL ASK EVERONE TO LOG OFF. BE READY TO TROUBLESHOOT AS YOU W ERROR#15212

Tushar Pharswan In that case we will have try to update it on our end as well and if the issue have to clean install the QuickBooks application.

KEITH I JUST THINK YOU GET IT. THIS IS A CLEAN INSTALL FROM A FEW WEEKS AGO NOT MAPPED CORRECTLY OR SECURITY OR DOWNLOAD EXCEEDS YOUR SE YOUR GOING TO FAST.

1ST ITS USERS

NOW ITS A RE-INSTALL

LOOK UP ERROR CODE 15212.

I AM NERVOUS TO PROCEED WITH YOUR ADVICE AS I HAVE ALREADY DONE

Tushar Pharswan Yes, I see the error for critical update.

KEITH AND TRIED TO INSTALL AS A SINGLE USER

ERROR 15212 DOES NOT SAY REINSTALL

IT SAYS MOST LIKELY PERMISSIONS ARE SET INCORRECTLY BY HOST

JUST DID A REINSTALL ABOUT 4 TO 5 WEEKS AGO

Tushar Pharswan Yes, but sometimes the issue persists even after the update and the best p clean install the QuickBooks, we will first try to update it as normal procedu the issue then we will proceed with clean install.

Rest assured all your data will be safe.

KEITH IM GOOD. I DONT SEE THIS AS A FIX. JUST WASTING MY TIME LIKE YOU SUG WITH ONE USER ON. ITS A GENERIC ANSWER. I WILL TRY BACK AFTER HOUR THE ANSWER. YOU STILL HAVE NOT READ ABOUT THE ERROR CODE15212

THANK YOU GOOD DAY.

Tushar Pharswan I deeply apologize for the inconvenience caused to you.

KEITH ITS ALL GOOD.

Tushar Pharswan We will fix the issue for you once all users are logged off the server.

We will let you know over the email as well once everything is updated.

KEITH OK, IN A FEW HOURS AFTER WE END OUR DAY.

I WILL GET BACK TO YOU.

Tushar Pharswan

Okay.

Is there anything else I may help you with ?

KEITH

IM GETTING OFF

Tushar Pharswan

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70065 beth

Email: beth@stillwaterfundservices.com **Phone:** 13122084104

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: 8 Secs

City: BUFFALO GROVE

State: Illinois

Country: UNITED STATES

Chat Transcript

beth	Hello, I am your Acebuddy
Acebuddy	Hello Beth, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
beth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
beth	I'd like to raise a Request
Acebuddy	Please select your request type.
beth	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of the 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.
beth	Restart
Acebuddy	Hello Beth, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
beth	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Om accepted the chat transfer request.</i>
	<i>Om is transferring the chat to Support(QB & App Hosting).</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.
beth	I need to reset the password for Nancy Corrie and I believe our account number is 123456. The specific user is Nancy Corrie
Tushar Pharswan	Kindly allow me two minutes to check the same.
beth	Do you have her email address as nancy@stillwaterfundservices.com
Tushar Pharswan	As I can see you are the authorised person for your account Stillwater Fund Management. You can manage the users on your account through the MyPortal as well.
beth	and not the password reset for Beth Spryatos, I am set.
	I cannot get into the MyPortal

	I have mentioned that I have not been able to get into the portal. They said correct credentials ?
Tushar Pharswan	I deeply apologize for the inconvenience caused to you.
	We will do the password reset as of now.
beth	ty
Tushar Pharswan	Kindly email us at support@acecloudhosting.com for the password reset request as soon as we get the email, we will reset the password immediately.
	Kindly let me know once you have done the email.
beth	so i received an email do i send that to her so they and her tech can reset?
	How do I know if the pw reset link is specific for Nancy Corrie?
Tushar Pharswan	The password reset has been already done as per the ticket #613478.
	You mentioned in your email password reset for Nancy so our team member
beth	I clicked on the link and it says invalid user name or password.
Tushar Pharswan	Okay let me check from back end what the issue is.
beth	okay
Tushar Pharswan	Everything is okay from our end.
beth	I am assuming I enter CID72032 I will do a PW reset. If i do a PW reset does change my remote access pw to login?
	and pw reset will go to my email, beth @stillwater....
Tushar Pharswan	For better assistance.
	May I take the remote access of your local computer?
beth	ok
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents.
beth	done
Tushar Pharswan	https://assist.acecloudhosting.com/join/6352629399
	Kindly Click on the link and open the downloaded file.
	We are connected now.
	Kindly show me the email on which password link was sent.
beth	Do you see it, i have it open
Tushar Pharswan	Let me take over.
	This is the new password for Nancy.
	you can forward her the link or the password itself.
beth	OMG Nancy is set she is finished and reset her pw I was referring to the por

Tushar Pharswan

Okay there are two portals one is MyPortal access for that is with you and the other access is with rest of the users.

In my Portal you will have to use your CID as username and for other users it is my own for example Nancy.

beth

can you send me the link for the portal that I should be connecting and I will make my computer updated now with my tech person.

Tushar Pharswan

Sure.

I will send you the link and guide too over the email for easy understanding.

Is there anything else I may help you with ?

As I can see over the remote session you are restarting your computer for what?

I'm going to end this chat session and send you the guide over the email.

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

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

I request you to kindly spare a moment to fill that out for me so that my manager can review it. 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 with us (<https://selfcare.acecloudhosting.com>).

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70823 Robert Zeigen

Email: rzeigen@szcpa.tax  15613920620

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: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

Robert Zeigen Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Robert Zeigen Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Robert Zeigen I'd like to raise a Request

Acebuddy Please select your request type.

Robert Zeigen Change in Applications

Acebuddy Please select your desired option!

Robert Zeigen Application Addition

Acebuddy Please select your Application

Robert Zeigen Other Application

Acebuddy Kindly email us the below mentioned information on support@acecloudhost registered email address and we will update you via email.

- Application name and version
- Setup/Installer download link (if any)
- Activation Code / License information
- Any other info/guide needed to install the application.

We will update you via email once the installation is complete.

Application Addition usually takes 1-2 Hour(s)

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

#71713 Jon Ruby

Email: msdn001jr@hotmail.com  14026701249

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: 26 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Jon Ruby	Hello, I am your Acebuddy
Acebuddy	Hello Jon Ruby, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jon Ruby	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jon Ruby	I'd like to report an Issue
Acebuddy	Please select an option!
Jon Ruby	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jon Ruby	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available representative!
Jon Ruby	When attempting to open a company file, I get a message that someth

	Admin Access and I can't get further.
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 today.
	Hello Jon
Jon Ruby	Hello
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
Jon Ruby	Yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important end.
	https://assist.acecloudhosting.com/join/4172374119
	Kindly Click on the link and open the downloaded file.
Jon Ruby	Done
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting. Till the time, I am putting the chat on hold, please do not disconnect. Once the issue is resolved, kindly give your confirmation on this chat.
	Issue resolved on remote session.
	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 regarding this conversation, along with a ticket number and survey fee.
	I request you to kindly spare a moment to fill that out for me so that I can understand how I am working. I will appreciate that. or you may send your feedback to quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Self-care Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

