

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83142 Eian

Email: eian@lanetechnologysolutions.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: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

Eian	Hello, I am your Acebuddy
Acebuddy	Hello Eian, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Eian	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Eian	I'd like to raise a Request
Acebuddy	Please select your request type.
Eian	Password Reset
Acebuddy	Please select an option below
Eian	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-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 still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83023 Shira Steinberg

Email: shira@newlinesco.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 6 Secs

City: LAKEWOOD

State: New Jersey

Country: UNITED STATES

Chat Transcript

Shira Steinberg	Hello, I am your Acebuddy
Acebuddy	Hello Shira Steinberg, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shira Steinberg	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shira Steinberg	I'd like to report an Issue
Acebuddy	Please select an option!
	Please specify the issue you are facing before I connect you to an available support representative!
Shira Steinberg	Other Issue
	hi, a batch email was sent from quickbooks to many customers of paid invoices we would like if this was a one time error
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
I understand emails have been sent to multiple customers from your QuickBooks application without your input, is that correct?
Are we still connected here?
Are we still connected here?
Are we still connected here?
As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83167 KEITH

Email: ks.partsfast@gmail.com  7133203009

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 14 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

KEITH

Hello, I am your Acebuddy

Acebuddy

Hello Ks.partsfast, 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. Although we manage the application updates at times when issued by Intuit, It might get delayed due to unforeseen circumstances. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. We will implement the patches if need be 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>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
KEITH	we have critical updates for QuickBooks. the require restarting the system. can you reboot the system and make sure we can access parts.myrealdatalink.net
Shashwat Verma	I will surely help you with this issue.
	We have noted your request and will complete the same in next 15 mins, kindly log off the server for 15 mins and will let you know once done.
	Is that work for you?
KEITH	ok evry else logged off. i am logging off now
Shashwat Verma	Perfect! Will let know once done over email.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
KEITH	yes
	evryone shud be logged off
Shashwat Verma	We have initiated the update

KEITH	ok we are good will wait for email
Shashwat Verma	Thanks
It would be great if you could share your feedback after this chat ends. Thanks in advance!	
Thank you for choosing ACE cloud Hosting, you have a wonderful day.	

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82452 ar.partsfast

Email: ar.partsfast@gmail.com  12817500340

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: 50 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

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

	I'd like to report an Issue
Acebuddy	Please select an option!
ar.partsfast	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ar.partsfast	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution Was that helpful?
ar.partsfast	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.
ar.partsfast	ticket 783442 it kicked me out again the server
Manish Singh	I will surely help you with this issue. Kindly allow me two minutes to check the same.
ar.partsfast	ok
Manish Singh	We were updating windows on server end please wait Try to access now
ar.partsfast	ok it let me in but wow it is really slow
Manish Singh	Let me check once
ar.partsfast	ok
Manish Singh	Seems to be working fine.
ar.partsfast	ok thanks will let you know if it closes again
Manish Singh	Sure Is there anything else I may help you with ?
ar.partsfast	that is all thanks
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.	
I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!	
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)	

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82447 Gaurav Malhotra

Email: gaurav.malhotra@mmfcilc.com  13475925667

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Gaurav Malhotra	Hello, I am your Acebuddy
Acebuddy	Hello Gaurav Malhotra, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gaurav Malhotra	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gaurav Malhotra	I'd like to raise a Request
Acebuddy	Please select your request type.
Gaurav Malhotra	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 :
Gaurav Malhotra	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Gaurav Malhotra	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Gaurav Malhotra	My lacerte software is not able find path for files
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
Gaurav Malhotra	thanks
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
Gaurav Malhotra	Yes, today morning I had issue with Drake they fixed it but messed up with lacrete I:\LACERTE\24TAX\IDATA
Manish Singh	MMFinancial Is this your server name?
Gaurav Malhotra	yes Anurag and Gurpartap remote desktop had issue
Manish Singh	Kindly allow me two minutes to check the same.
Gaurav Malhotra	okay
Manish Singh	May I take the remote access of your Anurag's server? Or your's
Gaurav Malhotra	sure yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Gaurav Malhotra	okay
Manish Singh	kindly accept the remote session
Gaurav Malhotra	send me link server is about to shut down in five minutes i did not receive request for remote control
Manish Singh	I am sending remote request on server end, kindly accept it

	Gaurav
Gaurav Malhotra	okay
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Kindly logoff and login both users we have made some changes from the backend.
	Are we still connected here?
	As the issue is resolved.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82572 R Harry Anderson

Email: harry@totalfeeds.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: HASLET

State: Texas

Country: UNITED STATES

Chat Transcript

R Harry Anderson	Hello, I am your Acebuddy
Acebuddy	Hello R Harry Anderson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the <i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83124 office

Email: office@mermanusa.com  12035701995

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: EASTHAMPTON

State: Massachusetts

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
office	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
office	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
office	I (admin) can't switch to Single User mode in QB even when other user closes company
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Shubham Maurya accepted the chat transfer request.</i></p>	
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
office	yed
	yes
Shubham Maurya	Thanks for confirming, Is it working for you now or still facing same issue?
office	yes
	well now its locked
	re-connecting to Ace
Shubham Maurya	Sure, please check and let us know the status.
office	ok for some reason the hosted environment is locking
Shubham Maurya	Kindly help me with your server name and user name?
office	MerManMarine
	Elizabeth
	is this what you are looking for?
Shubham Maurya	Yes, we can see the user ETarbell@myrealdata.net working fine. Please let me know the error message which you are getting.
office	now i am in hosted environment
	i will try to access QB
Shubham Maurya	Sure, please check and let us know if it works.
office	ok now QB is responding in multi user (admin) mode

	i will try now to switch to single user mode
Shubham Maurya	That's great, please check for single user mode now.
office	it now works in single user mode.
Shubham Maurya	Alright, thanks for the confirmation.
office	do you know why it might not work even when other user has closed company/logged off
Shubham Maurya	In QuickBooks, switching to Single-User Mode may not work even if others have logged off because the company file could have disconnected users from backend when you informed that you were unable to login.
	We have disconnected users from backend when you informed that you were unable to login.
	That might have removed any ongoing cache file issue.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shubham Maurya has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82554 Michael Parente

Email: michael@parentefinancial.com  5084734492

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: MILFORD

State: Massachusetts

Country: UNITED STATES

Chat Transcript

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

#83005 Steve Frisbie

Email: sfrisbie@ifsgroupusa.com ☎ 18165478338

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

Steve Frisbie	Hello, I am your Acebuddy
Acebuddy	Hello Steve Frisbie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Steve Frisbie	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Steve Frisbie	I'd like to raise a Request
Acebuddy	Please select your request type.
Steve Frisbie	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 :
Steve Frisbie	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Steve Frisbie	Password Reset
Acebuddy	Please select an option below
Steve Frisbie	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Steve Frisbie	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82201 mike

Email: mike@backstoptax.com  6026867247

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: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

mike Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

mike Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

mike I'd like to report an Issue

Acebuddy Please select an option!

mike Other Issue

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

mike Was working, system restarted, pdf docs are now google docs or something. What happened?

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anjainay Singh has not responded for the transfer request.

mike Hello?

Hello?

There?

Chat request was not picked up by the operators

Still here

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82967 Jackie Givnish

Email: jackie@tregofinancial.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 50 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Jackie Givnish Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jackie Givnish Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jackie Givnish I'd like to report an Issue

Acebuddy Please select an option!

Jackie Givnish Other Issue

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

Jackie Givnish I am having trouble printing from the server

Acebuddy

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Ankit declined the transfer request.

Ashutosh Mishra accepted the chat transfer request.

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

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

Jackie Givnish Woodstone Homes and I cannot print from my server

Ashutosh Mishra I will surely help you with this issue.

Kindly allow me two minutes to check the same.

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

Are we still connected here?

Jackie Givnish Just me

Ashutosh Mishra May I take the remote access of your local computer to assist further?

Jackie Givnish Yes

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

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

<https://assist.acecloudhosting.com/join/8282132978>

Jackie Givnish ok one second please

Ashutosh Mishra Sure

Jackie Givnish Ok- I believe I have joined the session

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

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

<https://assist.acecloudhosting.com/join/4162213557>

As per discussion over the remote session, The issue is resolved by successfully installing Uniprint client on your local con

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

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.acec>)

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82973 oleg

Email: oleg@heroic.cpa

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: GAINESVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

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

Please select an option!

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82390 shari

Email: shari@jksservicesinc.com  18054079440

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 42 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

shari Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

shari I'd like to report an Issue

Acebuddy Please select an option!

shari Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	Are you guys working on the Enterprise server... I got booted and now I can't get back online
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohan accepted the chat transfer request.</i>	
shari	am on Drake server though
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.
Hello Shari, how are you doing today ?	
I will surely help you with this issue.	
shari	my mac can connect but not my PC
Rohan	Shari, Please allow me few 2-3 minutes
shari	I was able to log into enterprise as a different user but my login is not working
Rohan	The Enterprise Server has not been rebooted, as I can see it has been running continuously for the last 19 hours.
shari	Ok I was able to get back in after a few tries
my desktop is still down but that is an escalation issue	
Rohan	Yes, this has been escalated, and the escalation team will provide you with an update regarding the issue.
shari	ok thanks
Rohan	It is possible that there was a temporary internet issue, which appears to have resolved itself. (Edited)
Is there anything else I may help you with ?	
Are we still connected here?	
Are we still connected here?	
Are we still connected here?	
As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)	
<i>Rohan has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82638 alison

Email: alison@stevecuryconstruction.com ☎ 5613016505

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 34 Secs

City: YARMOUTH

State: Maine

Country: UNITED STATES

Chat Transcript

alison	Hello, I am your Acebuddy
Acebuddy	Hello Alison, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
alison	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
alison	I'd like to report an Issue
Acebuddy	Please select an option!
alison	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
alison	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
alison	Quickbooks kept losing connection last night and kicking me off. I gave up trying to use it last night.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
alison	Now i can't get on at a;;
	all*
	<i>8:09:53 PM alison is sharing a file with you 1000012200.jpg - (Size:5.2 MB)</i>
	<i>Last night</i>

8:09:55 PM Alison is sharing a file with you

[1000012280.jpg](#) - (Size:3.49 MB)

today

8:09:56 PM Alison is sharing a file with you

[1000012279.jpg](#) - (Size:4.82 MB)

today

Shubham Maurya accepted the chat transfer request.

Shubham Maurya is transferring the chat to Sujeet Kumar Suman.

Sujeet Kumar Suman accepted the chat transfer request.

Sujeet Kumar Suman

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

Hello Alison

alison

hello

Sujeet Kumar Suman

How are you doing?

alison

okay, a little frustrated

I kept getting kicked off QB last night and now I cant get one at all

please see the photos i sent

Sujeet Kumar Suman

I deeply apologize for the inconvenience caused to you.

Thank you for the screenshot.

I will surely help you with this issue.

alison

once i am on the cloud i am getting the "could not initialize license" error message

Sujeet Kumar Suman

I will surely assist you with both of your issues, but first, let me help you with the server login issue.

May I take the remote access of your local computer?

alison

yes

Sujeet Kumar Suman

Kindly close all important tabs and documents for not to breach any security concern.

alison

okay

Sujeet Kumar Suman

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

<https://assist.acecloudhosting.com/join/8552365751>

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

alison

okay

Sujeet Kumar Suman

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

#82570 rlangford

Email: rlangford@roistrategies.net  14046102218

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 19 Secs

City: ALPHARETTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
rlangford	I'd like to report an Issue
Acebuddy	Please select an option!
rlangford	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
rlangford	i need help setting up webdav
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhishek Rakwal declined the transfer request.</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
rlangford	hello manish
Manish Singh	Hii Rlangford, how may I assist you?
rlangford	i need help setting up a drive on my loacal pc that connects to my files on the server via webdav
Manish Singh	Alright
rlangford	the server should be ready for it...we had it and i accidentally deleted the drive...plus we puirchased an additional compu good as we have been using webdav for a year now
Manish Singh	Noted
	May I take the remote access of your local computer?
rlangford	you can of this one... not the new one yet
Manish Singh	Alright
	https://assist.acecloudhosting.com/join/1712614193
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
rlangford	ok
Manish Singh	Is there anything else I may help you with ?
rlangford	not right this second...will try to set up on new computer
	thanks
Manish Singh	Sure, please let us know
	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 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/>)

rlangford you too

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82233 kleinadvisors

Email: kleinadvisors@gmail.com  19495001049

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: OAK BROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
kleinadvisors	I'd like to raise a Request
Acebuddy	Please select your request type.
kleinadvisors	Change in Applications
Acebuddy	Please select your desired option!
kleinadvisors	Application Replacement
Acebuddy	To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of the application you want to replace along with its name and version. Additionally, please provide us with the name and version of the new application along with any license details that may be required (e.g., QuickBooks).
	We request you to download the setup file for the new application from its respective website or portal and save it on your computer.
	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?
	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

#82350 justin carpenter

Email: jcarpenter1906@gmail.com **Phone:** 14432203368

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 3 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

justin carpenter	Hello, I am your Acebuddy
Acebuddy	Hello Justin Carpenter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
justin carpenter	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
justin carpenter	I'd like to report an Issue
Acebuddy	Please select an option!
justin carpenter	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
justin carpenter	server issues
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit Kumar accepted the chat transfer request.</i>
Ankit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Ankit Kumar. I will be assisting you today.
justin carpenter	hello my server is still blocked they said it would be recovered and active once i paid
	<i>6:31:41 AM justin carpenter is sharing a file with you image.png - (Size:182.72 KB)</i>
Ankit Kumar	Hello Justin, how are you doing today?
justin carpenter	im fine why isnt my server back active?
Ankit Kumar	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
justin carpenter	they said it would be recovered and active
	hello
Ankit Kumar	Yes, I am reviewing the ongoing ticket history and recent updates.
justin carpenter	Hello?
Ankit Kumar	Thank you for your patience. Could you please confirm how many users you would like to activate at this time and share t
justin carpenter	justin carpenter , sophia taylor, haidee monzon
	this should have been done already

Ankit Kumar	Thank you for sharing the details. I completely understand this should have been handled sooner, and I sincerely apologize for the delay. Kindly allow me 3-4 minutes to check and make the necessary changes.
justin carpenter	thank you hello?
Ankit Kumar	Justin, This might take some time if you wish i can make the changes and let you know over the email. I am still working on it. Might take another 7-8 min.
justin carpenter	ill wait right here
Ankit Kumar	Sure, Thank you.
justin carpenter	hello? hello ??
Ankit Kumar	Justin, thank you for waiting. I apologize for the long hold. We have made the necessary changes, and it will take a few minutes for the system to be up and running.
justin carpenter	How much longer ?
Ankit Kumar	Thank you for your patience. The system should now be up and running. Kindly check and confirm if everything is functioning correctly.
justin carpenter	one second please standby I also sent multiple emails for temporary password links and i never got them it says all services are blocked please contact administrator what does this mean
Ankit Kumar	Justin, I have made the necessary changes to allow the user's access to the server. If you'd like, I can create temporary passwords for both users so they can log in. As for the portal, I will ask the concerned team to reach out to you.
justin carpenter	yes please do that now send me my password too (justin carpenter) can you confirm when you shared the passwords to everybody
Ankit Kumar	Sure, allow me 3-4 min to share the password with you.
justin carpenter	ok thanks
Ankit Kumar	Thank you for your patience. I have shared the password for your user, Justin. Please try accessing the server using this password.
justin carpenter	let me check
Ankit Kumar	I have shared the same in OTP format to the email address: jcarpenter1906@gmail.com.
justin carpenter	did you send it to haidee and sophia as well did you send theirs
Ankit Kumar	Please let me know if the RDP connector is required for your user. In the meantime, I will share the passwords for the other users.
justin carpenter	yes send OTP to sophia and Haidee

	please confirm when you did
Ankit Kumar	Justin, I am working on it, Might take few more minutes.
	Please confirm if you are able to access the server with your user.
justin carpenter	i am available
	please confirm when you sent to them
Ankit Kumar	Thank you for your time and patience. Please check — I have shared the password for the other two users. I deeply apologize for all the inconvenience caused and for the delay in my response over the chat. I will be asking my team to check and work on your ticket on a priority basis. For the other issue regarding the portal acce password for all users. (Edited)
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Ankit Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82179 Elizabeth Llamas

Email: ellamas@archwestcapital.com ☎ 19495779315

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: 9 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Elizabeth Llamas	Hello, I am your Acebuddy
Acebuddy	Hello Elizabeth Llamas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Elizabeth Llamas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Elizabeth Llamas	I'd like to report an Issue
Acebuddy	Please select an option!
Elizabeth Llamas	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Elizabeth Llamas	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Elizabeth Llamas	I am unable to open remote apps onmy desktop after setting up MFA
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
Elizabeth Llamas	Hi, thank you
Shashwat Verma	Hello Elizabeth
	I will surely help you with this issue.
	Have you installed the Authenticator app on your phone?
Elizabeth Llamas	yes
	I am able to open the RDP file using it just not remote apps
Shashwat Verma	Could you please share a screenshot of the prompt that appears when you click on it?
Elizabeth Llamas	when I click on the remote apps? There is no prompt, it looks like it's logging on then disappears
Shashwat Verma	Okay
	May I take the remote access of your local computer?
	Wil check the issue

Elizabeth Llamas	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/8992169512
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	As per the remote session, we have rebooted the local pc , hence this chat get disconnected
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83136 William Mays

Email: it@grafbro.com  17404643070

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: SOUTH SHORE

State: Kentucky

Country: UNITED STATES

Chat Transcript

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

William Mays	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
William Mays	I'd like to report an Issue
Acebuddy	Please select an option!
William Mays	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
William Mays	When attempting to pull a report from quickbooks user kellynewman is receiving an error stating "Quickbooks - Unrecoverable Error"
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>
William Mays	server name: GrafBrothers.myrealdata.net:54369
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	Kindly allow me two minutes to check the same.
	<i>12:02:01 AM William Mays is sharing a file with you</i>
	<i>image (3).png - (Size:22.21 KB)</i>
William Mays	Thanks
Yash Kalra	To help me assist you better, please answer the following questions:
	1. Is this issue affecting a single user or all users accessing the file?
	2. Please help me us with the name of the company file you are trying to access?
William Mays	only one user has reported it
	do you need the quickbooks file or the name of the report?
Yash Kalra	William, please help me with the name of the QuickBooks file?
William Mays	how do I find the name of the file
Yash Kalra	William, please ask the user Kelly Newman which file is she trying to access when she encountered this error else please let me know so that I can assist her in resolving this issue
William Mays	one moment
Yash Kalra	Sure, please take your time
William Mays	We got it fixed, thank you

William Mays has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83105 dritz

Email: dritz@saratogaconstruction.net  5185870100

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: CLIFTON PARK

State: New York

Country: UNITED STATES

Chat Transcript

dritz	Hello, I am your Acebuddy
Acebuddy	Hello Debbie Ritz, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
dritz	Technical Support (QB & App Hosting)
Acebuddy Welcome to Ace Support.	
Please chose an option :	
dritz	I'd like to report an Issue
Acebuddy	Please select an option!
dritz	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
dritz	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
dritz	I am working from home on a new computer and need you to set it up for me with quickbooks
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Vikas Singh Chauhan accepted the chat transfer request.

Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
dritz	ok
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?
dritz	DebbieR.nprel@myrealdata.net
Vikas Singh Chauhan	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
dritz	ok
Vikas Singh Chauhan	May I take the remote access of your local computer?
dritz	yes
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/7912527104
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	I have just sent an email with password link, please check and try the new password.
	It seems you are in now.
	Is there anything else I may help you with ?
dritz	no if it doesn't work I will let you know
Vikas Singh Chauhan	Sure no worries, I am there to help you, you can raise a chat again.
	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>Vikas Singh Chauhan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82930 Nic Boz

Email: orders@meridianfoodservices.com ☎ 951.662.7287

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: RIVERSIDE

State: California

Country: UNITED STATES

Chat Transcript

Nic Boz Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Nic Boz Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Nic Boz I'd like to raise a Request

Acebuddy Please select your request type.

Nic Boz Change in Applications

Acebuddy Please select your desired option!

Nic Boz Application Addition

Acebuddy Please select your Application

Nic Boz Setback

Acebuddy Please select your desired option!

Nic Boz Setback

Acebuddy Please select your request type.

Nic Boz 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

#82671 sll

Email: sll@sllcpa.com ☎ 8473708883

Department: Support(QB & App Hosting)

Operator: Karan Kanwal

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: HIGHLAND PARK

State: Illinois

Country: UNITED STATES

Chat Transcript

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

sll	Can't log on.
Acebuddy	Please wait while we connect you to a Support Representative <i>Acebuddy (bot) forwarded the chat request</i>
Karan Kanwal	<i>Karan Kanwal accepted the chat transfer request.</i>
Karan Kanwal	Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assisting you today.
sll	Can't log on
Karan Kanwal	I will be surely assisting you with this. Kindly help me with your server name and user name?
sll	Steven L Lopata CPA LTD - CID71656 Server name: Steven1.myrealdatal.net Username: STEVEN_SL Password: \$Couscous1
Karan Kanwal	Thanks for the confirmation !
	May I know is this issue only impacting you or your co-workers as well.
sll	I don't know about her
Karan Kanwal	Kindly share the error message.
sll	one second
	Doesn't get passed the "intiating remote connection"
	On the remote desktop
Karan Kanwal	Kindly allow me two minutes to check the same.
sll	1. Remote access to the server is not enabled 2 The remote computer is turned off *off
	3 The remote computer is not available on the network.
Karan Kanwal	Thank you for your patience.
	Kindly try to login back to the server now.
sll	still no.
Karan Kanwal	May I take the remote access of your local computer?
sll	ok
Karan Kanwal	Kindly close all important tabs and documents for not to breach any security concern.
sll	ok
Karan Kanwal	https://assist.acecloudhosting.com/join/9012207656
	Use the following link to proceed with remote session
	Kindly allow me 2-3 mins.
	Thank you for your patience.
	We've identified a widespread server access issue that our team is actively addressing. The estimated resolution time is 2 disruption.

sll That's fine.

Thanks.

Karan Kanwal Is there anything else I may help you with ?

sll has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82648 Shipleyelectric87

Email: shipleyelectric87@gmail.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 31 Secs

City: SPRINGVILLE

State: Utah

Country: UNITED STATES

Chat Transcript

Shipleyelectric87 Hello, I am your Acebuddy

Acebuddy Hello Shipleyelectric87, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

Shipleyelectric87 Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Shipleyelectric87 I'd like to report an Issue

Acebuddy Please select an option!

Shipleyelectric87	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Shipleyelectric87	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Shipleyelectric87	I am still waiting on my 10am appointment that is now 1 hour late
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Abhay Kumar Saraswat accepted the chat transfer request.</i></p>	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	I deeply apologize for the inconvenience caused to you.
	Allow me a minute.
Shipleyelectric87	So now what?
	Ticket # 786728
Abhay Kumar Saraswat	Thank you for the information and allow me a minute to check the same.
	I tried checking the ticket number you provided, but I couldn't find any related ticket. Could you please reconfirm the ticket number?
Shipleyelectric87	Can you look under Shipley Electric
Abhay Kumar Saraswat	Sure, just allow me a minute.
Shipleyelectric87	Ok
Abhay Kumar Saraswat	Thank you for your patience.
	I got your ticket.
	And I apologize for the delay.
Shipleyelectric87	So now what?
	I've already lost an hour of work
Abhay Kumar Saraswat	Please allow me next 10 minutes and one of our engineer will connect with you or at earliest.
Shipleyelectric87	You were supposed to have quickbooks on a 3 way call as well
	Please check your notes
Abhay Kumar Saraswat	Sure. Let me check this.
	Thank you for your patience.
	I've read all the notes and informed to our callback agent.

He'll going to call you in a minute.

As I checked, our callback engineer is currently on a call with you.

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

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

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

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

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82244 sheryl lacsamana

Email: sherllacsamana@yahoo.com ☎ (650) 438-7287

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 Min 54 Secs

City: SAN MATEO

State: California

Country: UNITED STATES

Chat Transcript

sheryl lacsamana

Hello, I am your Acebuddy

Acebuddy

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

	Whom Would You Like to Connect With?
sheryl lacsamana	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sheryl lacsamana	I'd like to report an Issue
Acebuddy	Please select an option!
sheryl lacsamana	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
sheryl lacsamana	please remove the accountant's copy so i can create a subaccounts
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
sheryl lacsamana	Hello Shashwat
Shashwat Verma	Hello Sheryl
sheryl lacsamana	can you please help
	walk me through or if you can do it on your end to remove the Accountants copy we created so i can create a subaccount
	i don't want the accountant's copy at this time because i am finishing a report. We will create it later
Shashwat Verma	I will surely help you with this issue.
sheryl lacsamana	thank you so much
Shashwat Verma	Kindly allow me two minutes to check the same.
sheryl lacsamana	ok
Shashwat Verma	May I know the file name you would like to delete
sheryl lacsamana	sorry what do you mean file name? The accountant's copy that you guys created was for fy 07/01/23 - 06/30/24. Let me k
Shashwat Verma	Okay
sheryl lacsamana	ok let me know what do you need from me to start
Shashwat Verma	Sheryl, let me remote in your computer and will see the file at your end, once we get confirmed for the file that have to b
sheryl lacsamana	ok
	can we this fast sorry i will be in the meeting soon
Shashwat Verma	Sure or share me the file name directly
sheryl lacsamana	i don't know the file name that you are referring to

	why don't we do a screenshare
	are you talking about the company's name>
Shashwat Verma	yes
sheryl lacsamana	saratoga cemetery
	qb file name: madronia cemetery
Shashwat Verma	Got it
	We really apologize for the delay, we are facing some technical delay from the server side, kindly stay connected with us
sheryl lacsamana	ok
	we don't need to share screen if you already got it. as long as you remove the accountant's copy
Shashwat Verma	Let me check
sheryl lacsamana	thank you
Shashwat Verma	We really understand, and respect your urgency, kindly allow us 6-7 mins more.
sheryl lacsamana	ok
Shashwat Verma	May I take the remote access of your server?
sheryl lacsamana	ok
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
sheryl lacsamana	ok
	thank you
Shashwat Verma	As per the remote session, issue is resolved
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82182 dritz

Email: dritz@saratogaconstruction.net ☎ 5185870100

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: BALLSTON LAKE

State: New York

Country: UNITED STATES

Chat Transcript

dritz	Hello, I am your Acebuddy
Acebuddy	Hello Debbie Ritz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
dritz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
dritz	I'd like to report an Issue
Acebuddy	Please select an option!
dritz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
dritz	Quickbooks has taken over both of my monitors instead of being on only one monitor. I did the fix they told me to do and
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.
	Hello Debbie
dritz	hello
Sujeet Kumar Suman	How are you doing?
dritz	not good, I have been having all kinds of problems since we switched to Windows 11
Sujeet Kumar Suman	No worries, I can help with that.
dritz	this is my last ticket number 778463
Sujeet Kumar Suman	Let me check that for you.

	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your local computer?
dritz	yes
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
dritz	I did
Sujeet Kumar Suman	Thanks for the confirmation !
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/8162324116
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	As per discussion over the remote session, The issue is resolved.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82704 Marshall Madamba

Email: mmadamba@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

City: OLYMPIA

State: Washington

Country: UNITED STATES

Chat Transcript

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

#82457 Debbie Dynan

Email: debbie@imperialpainting.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: WEST ORANGE

State: New Jersey

Country: UNITED STATES

Chat Transcript

Debbie Dynan	Hello, I am your Acebuddy
Acebuddy	Hello Debbie Dynan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Debbie Dynan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Debbie Dynan	I'd like to report an Issue
Acebuddy	Please select an option!
Debbie Dynan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Debbie Dynan	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Debbie Dynan	Can't sign on, keeps crashing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
Debbie Dynan	Just upgraded to Windows 11. Server was rebooted about 15 minutes. Can i do a screen share? Keeps crashing when i try
Shubham Maurya	Yes we can see that we have just performed reboot on server ImperialPandC even after that you are facing this issue. Let's confirm other are also facing this issue or it's happening just for you?
Debbie Dynan	yes, only me.
Shubham Maurya	May I take the remote access of your local computer?
Debbie Dynan	yes
Shubham Maurya	https://assist.acecloudhosting.com/join/5602488137
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.

	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	This is correct RDP file?
Debbie Dynan	It's the icon in the upper righthand corner
Shubham Maurya	You are not using RDP file to connect to server first?
Debbie Dynan	It crashes right after it opens no i'm only using this one
Shubham Maurya	Please wait let me share you RDP file to connect to server, hope you remember your server password?
Debbie Dynan	yes
Shubham Maurya	https://we.tl/t-oJb3j53kOf
	It's due to some printer driver, please let me know which one you are not using so that we can remove it.
Debbie Dynan	Remove anyone causing issue. We can always reinstall later.
Shubham Maurya	Thanks for confirmation, I'll try to remove all and then enable printers again so that later you can reinstall the required printer.
Debbie Dynan	did that work? i just had someone enter the administrator password that popped up once you tried to remove the printer
Shubham Maurya	Yes, you need to enter the password as we don't have admin access right now. Please stay connected while we are removing the printer. Please enter username and password over here.
Debbie Dynan	username and password for what?
Shubham Maurya	For your local system.
Debbie Dynan	just let me know what printers to remove and Once you remove, the prompt will show up on my screen and i will proceed to do that if that's ok or if you tell me which printer to remove from the device manager are the printers listed under the "printers" section the ones to remove as opposed to the ones under "print queues"?
Shubham Maurya	Yes, click on each device>>right click>>properties>>change settings.
Debbie Dynan	let me open device manager as administrator one moment ok try removing now i opened as admin
Shubham Maurya	Okay, try to do right click>>uninstall device.
Debbie Dynan	see if you can do it first since i think you can do it now
Shubham Maurya	It's not allowing me to click anywhere on the screen now.
Debbie Dynan	if not let me know which ones to remove

	ok
Shubham Maurya	Please remove all for now.
	Once done please edit RDP file>>>enable printers>>save it. then relaunch,
Debbie Dynan	before i delete the rest i just want to see if it works
	where do i go to edit?
Shubham Maurya	Right click>>more options>>edit. Do this with the RDP file which I saved on desktop for test.
	It's in blue icon with Debbie's name.
Debbie Dynan	sorry bit confused still which one
Shubham Maurya	Yes this RDP which is running.
	Close it first,
	Okay wait
	This is the file we are testing after enabling printers again now.
Debbie Dynan	ok
	so try opening QB inside of the screen you just opened?
Shubham Maurya	sure please try now
Debbie Dynan	one moment first
Shubham Maurya	Please take your time.
Debbie Dynan	it seems to be working again in the app view
	let me reboot too after and make sure it still works
	and then reinstall the printer i need
Shubham Maurya	Yes, In future when you install printers back please check which one is causing this issue so that you can download differ
Debbie Dynan	but hopefully this solved it
	ok yes, this was an old printer so something must have happened upon upgrading to windows 11
	but one of those printers was not used any more
Shubham Maurya	Reinstalling the printer might bring the issue back, so do it one by one when app is not in use.
Debbie Dynan	ok well some of the printers we uninstalled are no longer used
	so it shouldnt be an issue
Shubham Maurya	Only install the required printer this time.
Debbie Dynan	yes
	ok thank you for the time
Shubham Maurya	You are most welcome !
	Is there anything else I may help you with ?

Debbie Dynan nope

have a good day

Shubham Maurya You too have a good one !

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/>)

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

We'd be grateful if you could spare a moment to share your feedback with us through the link below. Your input means a l

<https://feedback.acecloudhosting.com/>

Shubham Maurya has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82931 Kimberli Arcadia

Email: accounting@nhvi.com  15303551298

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: REDDING

State: California

Country: UNITED STATES

Chat Transcript

Kimberli Arcadia	Hello, I am your Acebuddy
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kimberli Arcadia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kimberli Arcadia	I'd like to raise a Request
Acebuddy	Please select your request type.
Kimberli Arcadia	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
Kimberli Arcadia	Setback
Acebuddy	Please select your request type.
Kimberli Arcadia	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?
Kimberli Arcadia	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82799 tyler.laviale

Email: tyler.laviale@montesanogroup.com **Phone:** 18056981608

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: SANTA BARBARA

State: California

Country: UNITED STATES

Chat Transcript

tyler.laviale	Hello, I am your Acebuddy
Acebuddy	Hello Tyler.laviale, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tyler.laviale	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tyler.laviale	I'd like to raise a Request
Acebuddy	Please select your request type.
tyler.laviale	Password Reset
Acebuddy	Please select an option below
tyler.laviale	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-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 still need assistance, Kindly re-initiate the
<i>Ended due to chat idle timeout</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82710 Jaclyn Artlip**Email:** jaclyn@bestlogistics.net**Department:** Support(QB & App Hosting)**Operator:** Rohan**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 30 Secs**City:** HOUSTON**State:** Texas**Country:** UNITED STATES**Chat Transcript**

Jaclyn Artlip	Hello, I am your Acebuddy
Acebuddy	Hello Jaclyn Artlip, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jaclyn Artlip	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jaclyn Artlip	I'd like to report an Issue
Acebuddy	Please select an option!
Jaclyn Artlip	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jaclyn Artlip	The login for Ace Connect is not working. The Credentials for the portal, but not for ace connect.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan accepted the chat transfer request.</i>
Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting you today.
Jaclyn Artlip	Hi Rohan
Rohan	Hello Jaclyn, how are you doing today ?
Jaclyn Artlip	I'm doing fine. We just set up Ace Cloudbrowsing for quickbooks enterprise today. I set up the Ace Connect per the instructi
Rohan	I will surely help you with this issue.
Jaclyn Artlip	Thanks
Rohan	May I know if you have the correct Password for your user ?

Jaclyn Artlip	The password works correctly for the portal. so seems like it should work for ace connect I had reset the temp password to my own password in the portal.
Rohan	Okay, Could you please confirm the Portal Name where you have reset your Password ?
Jaclyn Artlip	Also, my user is JaclynPfaff JaclynPfaff@myrealdata.net
Rohan	This is user name. Could you please confirm the Portal name where you have reset the Password ?
Jaclyn Artlip	BestLogistics.myrealdata.net
Rohan	Please note that MyPortal login credentials cannot be used to access the server. You need to use your SelfCare Portal login know which portal you used to reset the password. This is the Server Name
	May I take the remote access of your local computer?
Jaclyn Artlip	I used this portal to reset my password https://selfcare.acecloudhosting.com/webclient/index.html?#/selfservice/enrollment
Rohan	Thanks for the confirmation ! Yes, you are right. If your password is working for the SelfCare Portal, it should also work for server access. If it is not work Ace Connect setup file.
	May I take the remote access of your local computer?
Jaclyn Artlip	I just successfully logged in to the selfcare with my credentials and mfa...
Rohan	Thanks for the confirmation !
Jaclyn Artlip	still cant log into ace connect though.
Rohan	May I take the remote access of your local computer?
Jaclyn Artlip	sure
Rohan	Prior providing the access, I would suggest you to close any important documents at your end.
Jaclyn Artlip	done
Rohan	https://assist.acecloudhosting.com/join/3112323121 Kindly Copy the above link and paste it in any browser of your Local PC and Join the session.
Jaclyn Artlip	shows connected
Rohan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
Jaclyn Artlip	I'm here
Rohan	Is there anything else I may help you with ?
Jaclyn Artlip	I think that is all. except what is the easiest way to copy the quickbooks data to the new hosted server.

Rohan	You can use this website "acecloudhosting.wetransfer.com" to upload file from local and then download them on the server.
Jaclyn Artlip	is it ...wetransfer.com or ...webtransfer.com?
Rohan	This is the correct name "acecloudhosting.wetransfer.com"
Jaclyn Artlip	OK Thanks so much for all of oyur help Rohan!
Rohan	Is there anything else I may help you with ?
Jaclyn Artlip	All is well. Ok to close the Zoho assist?
Rohan	Thanks for the confirmation !
	I would request you to please give your Valuable feedback after ending the chat.
Jaclyn Artlip	Wilco
Rohan	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of this transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83077 Jocelyn

Email: jjsaccounting@gmail.com **Phone:** 12087095347

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 59 Secs

City: REXBURG

State: Idaho

Country: UNITED STATES

Chat Transcript

Jocelyn	Hello, I am your Acebuddy
Acebuddy	Hello Jocelyn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jocelyn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jocelyn	I'd like to report an Issue
Acebuddy	Please select an option!
Jocelyn	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jocelyn	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?
Jocelyn	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>Shubham Maurya accepted the chat transfer request.</i>
	<i>Shubham Maurya is transferring the chat to Karan Bhattacharya.</i>
	<i>Karan Bhattacharya accepted the chat transfer request.</i>
Karan Bhattacharya	Hello Jocelyn
Jocelyn	Hello
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.
	Please let us know the issue you are facing?
Jocelyn	I can't get QB to open. Also I'm wondering if the server was updated to Windows 11 the server I'm using is myreldata
Karan Bhattacharya	Are you getting any sort of error?

Jocelyn	No, It just acts like it's trying to open but never does
Karan Bhattacharya	ok,let me check at the backend,allow me few minutes.
Jocelyn	ok
Karan Bhattacharya	please confirm me your id?
	with which you are logging into server
Jocelyn	JocelynJ.npre
Karan Bhattacharya	ok
	working on backend,allow me few minutes
Jocelyn	ok
Karan Bhattacharya	Are you currently logged into the server?
	Are we still connected?
Jocelyn	I logged out
	I saw the message
Karan Bhattacharya	please login back and check
Jocelyn	ok
	Ok, I'm in
	Also is the server upgraded to Windows 11?
Karan Bhattacharya	let me check that
	it is windows server 2019
	are you able to access quickbooks company file now?
Jocelyn	I know that everyone had to upgrade to Windows 11 since Microsoft isn't doing security updates for Windows 10. So with
Karan Bhattacharya	actually both are different things,the machine where you are accessing quickbooks is having windows server OS running
Jocelyn	Ok. And yes, I got into QB
Karan Bhattacharya	Glad to hear that as well as windows server 2019 is fine.
Jocelyn	ok
Karan Bhattacharya	Is there anything else with which I can assist you?
Jocelyn	No, that was all
Karan Bhattacharya	Thank you for your time and cooperation
Jocelyn	Thank you
Karan Bhattacharya	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.acecloudhosting.com>)

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

Karan Bhattacharya has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82214 Leah Deane

Email: leah@lrdpayroll.com ☎ 17044565692

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 40 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Leah Deane Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Leah Deane Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Leah Deane I'd like to report an Issue

Acebuddy Please select an option!

Leah Deane	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Leah Deane	Cant open outlook after upgrading to enterprise
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	Hello Leah , how are you doing
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Leah Deane	DeaneCPA
	Adminu
	we have a case from yesterday I had to upgrade to enterprise. Ecel and all that opens but outlook will not and gives me a
Sanyam Madan	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
Leah Deane	yes
Sanyam Madan	We are making sone changes from the back end
	Kindly stay connected
Leah Deane	thank u so much
Sanyam Madan	There were 2 licenses of Office 365 were present, that's why they were conflicting
Leah Deane	ok that makes sense
Sanyam Madan	Please enter your email id
Leah Deane	Do I need to add the password?
	and it looks like th epassword isnt for me email right?
Sanyam Madan	yes , please enter the password too and enter your full email address (Edited)
Leah Deane	password for our internet router or my email password?
Sanyam Madan	email address associated with your office account and password
	please also enter the email adress you will be using in outlook (Edited)
	You are in
	Outlook is successfully opening now
	Is there anything else I may help you with ?
	We will be re installing the outlook application right now on priority
	Wew will update you once the process is completed

Is there anything else I may help you with ?

As discussed over emote session, we will be reinstalling the application and we will update you over email since you said that you cannot access the chat and gave your confirmation to the end the chat, we will be ending this chat.

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

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82650 Charles Xavier

Email: support@coretechs.it  2259007448

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: PORTMORE

State: Hanover

Country: JAMAICA

Chat Transcript

Charles Xavier	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?
Charles Xavier	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Charles Xavier	I'd like to raise a Request

Acebuddy	Please select your request type.
Charles Xavier	Change in Users
Acebuddy	Please select your desired option!
Charles Xavier	User Replacement
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user from MyPortal. Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to manage users via MyPortal!
	Do you need any further assistance on the topic?
Charles Xavier	Yes
Acebuddy	Please wait while we connect you to our Support Representative <i>Acebuddy (bot) forwarded the chat request</i>
Anjainay Singh	<i>Anjainay Singh accepted the chat transfer request.</i>
Charles Xavier	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Anjainay Singh	Hey there
Charles Xavier	Can you remove an account from the Ace portal for me?
Anjainay Singh	It only allows me to disable it but I Need to create a new account using the same account details since I can't change the account type.
Charles Xavier	I understand your concern.
Anjainay Singh	Could you please confirm your username?
Charles Xavier	yes
Anjainay Singh	aaron.p1@myrealdata.net
Charles Xavier	company is CD services,
Anjainay Singh	Thankyou for your confirmation.
Charles Xavier	Aaron, I would like to inform you that Brent is a My Portal Admin and he has the ability to remove and create new users for you.
Anjainay Singh	I'm logged into that account right now
Charles Xavier	It only disables the account
Anjainay Singh	As I understood you need to rename the user and in order to complete that we need to first disable the user from My Portal.
Charles Xavier	I have disabled the user
Anjainay Singh	I got it.
Charles Xavier	We need to create new user. Could you please confirm whether you are logged into the My Portal?
Anjainay Singh	I am
Charles Xavier	<i>10:35:46 PM Charles Xavier is sharing a file with you image.png - (Size:50.95 KB)</i>

	I'm trying something else
Anjainay Singh	May I take the remote access of your local computer?
	I will guide you with complete steps over a remote session.
Charles Xavier	No.
	That won't be necessary
	send steps here
Anjainay Singh	Sure.
	Instead you can provide me your details in below format
	Full name-
	Email Address-
	Phone Number- (Edited)
	I will add it on your behalf.
Charles Xavier	How long will this take?
Anjainay Singh	It will take mostly 10 minutes. (Edited)
Charles Xavier	To create an account?
Anjainay Singh	10-15 minutes , not 30 minutes.
	It was typing mistake.
	Please provide your details as per below
	Full name-
	Email Address-
	Phone Number
	Are we still connected here?
	I will create it urgently for you Aaron.
	Are we still connected here?
Charles Xavier	Nevermind
	Thanks
Anjainay Singh	Could you please confirm if it is resolved?
Charles Xavier	It is resolved for now
Anjainay Singh	It's really good to hear.
	Is there anything else I may help you with ?
Charles Xavier	Nope that's it
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji
	Please share your positive feedback Aaron.
	I will also share the ticket id with you over the mail once this chat is disconnected.

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

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83055 Lynn Stockford

Email: lynnsrn@att.net  561-644-0125

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 10 Secs

City: LAKE WORTH

State: Florida

Country: UNITED STATES

Chat Transcript

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

Lynn Stockford	I have a new computer and need to connect the printer to remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	
<i>Abhay Kumar Saraswat is transferring the chat to Yash Kalra.</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Lynn Stockford	My business name is Music Works Talent that is how they usually look me up.
Yash Kalra	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer in order to assist you with this issue?
Lynn Stockford	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Click on the link and open the downloaded file. https://assist.aceclouddhosting.com/join/3352868834
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Lynn, we assisted you with the printing issue. (Edited)
	Is there anything else I may help you with ?
	Lynn, as the issue has been resolved we are proceeding to close this session

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82526 shreen

Email: shreen@soleilfloors.com ☎ 15122180400

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

shreen	Hello, I am your Acebuddy
Acebuddy	Hello Shreen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shreen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shreen	I'd like to report an Issue
Acebuddy	Please select an option!
shreen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shreen	Outlook is not working and the QB update that was supposed to happen over the weekend didn't happen or work?
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	
<i>Vikas Singh Chauhan is transferring the chat to Sanyam Madan.</i>	
<i>Sanyam Madan accepted the chat transfer request.</i>	
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
shreen	hello
Sanyam Madan	Hello Shreen , how are you doing
	I will be surely assisting you with this. Kindly help me with your server name and user name?
shreen	thank you
	soleil floors, shreen white
	my co-worker is also on chat support regarding the outlook issue

Sanyam Madan	Kindly allow me two minutes to check the same.
shreen	okay, thanks
Sanyam Madan	Shreen as I have checked there is a QB update pending on your server
shreen	Yes, that is also correct. It was supposed to be completed this past weekend but is still showing that it wasn't done.
Sanyam Madan	We have two options for installing the update: Option A: Install right now — this will require all the users to log out for about 30 minutes. Option B: Schedule the update tonight — we'll inform you once it's done.
<i>7:45:18 PM shreen is sharing a file with you</i>	
<u>QB critical update error.PNG</u> - (Size:150.81 KB)	
shreen	Please complete the update tonight.
In the meantime, we are having an outlook issue right now that I would like to get resolved	
Sanyam Madan	I have noted down your request and I will make sure updates are installed tonight Shreen.
shreen	Thank you
Sanyam Madan	one of our agents is looking into the outlook issue , he will assist you accordingly
Is there anything else I may help you with ?	
shreen	okay. does that mean we are done with this current communication?
Sanyam Madan	If there is anything else , I will be happy to assist you😊
shreen	We just need our outlook and office suite to be back up and running. If there is someone else working on the issue than I can't do much.
Sanyam Madan	Yes , that is currently being Handled by our engineer.
Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.	
shreen	Okay. Thank you
Sanyam Madan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82335 Jessie Lopez

Email: jlopez@soanetechnologies.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Jessie Lopez Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jessie Lopez Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82642 ayiana

Email: ayiana@franklinassociates.com  2257689060

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: 26 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

ayiana	Hello, I am your Acebuddy
Acebuddy	Hello Ayiana, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ayiana	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ayiana	I'd like to report an Issue
Acebuddy	Please select an option!
ayiana	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ayiana	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ayiana	I'm unable to print a check, I'll click the button but the popup never comes up
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
ayiana	Hello :)
Manish Singh	Hii Ayiana
	I will surely help you with this issue.
ayiana	thank you!
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
ayiana	This is the first time I'm dealing with this issue, I'm unsure if it is affecting others as they are unavailable at the moment
Manish Singh	May I take the remote access of your local computer?
ayiana	no problem!
Manish Singh	

<https://assist.acecloudhosting.com/join/3502229551>

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

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

ayiana will do!

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

ayiana understood!

Manish Singh As the issue resolved itself.

Is there anything else I may help you with ?

ayiana no there is nothing else :)

Manish Singh Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.

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

ayiana of course!

Manish Singh You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the details.

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 me an email 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/>)

ayiana you too

Manish Singh has ended this chat session

Chat Transcript

I need to 1) add another user to our account and 2) need to remove permission for this new user to access two of the Company files.

Visitor Details

#83087 Bugbee

Email: rbugbee@mataninc.com ☎ 1-301-815-9987

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

utm_source=bing&utm_medium=cpc&utm_campaign=Branded_Dektop&utm_term=Ace+Cloud+Hosting+Reviews&utm_adgroup=Product_Reviews&

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 47 Secs

City: FREDERICK

State: Maryland

Country: UNITED STATES

Chat Transcript

Bugbee I need to 1) add another user to our account and 2) need to remove permission for this new user to access two of the exis

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

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

Ashutosh Mishra accepted the chat transfer request.

Bugbee thanks

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

Bugbee ok

Ashutosh Mishra I will be surely assisting you with this.

Bugbee Thanks.

Ashutosh Mishra Please help me with your business name or CID registered with Ace.

Bugbee Can you confirm there is a way to deny access to specific companies for the new user?

Ashutosh Mishra Sure, we can restrict access for the users to specific files/folders.

Bugbee I think I can add users in the portal, but not sure if I need to revise contract to add another seat?

Matan Companies LLLP : CID73433

Ashutosh Mishra Yes, you can add users anytime through My Portal and it will be reflected in the upcoming billing. You don't have to contact us for this.

Bugbee OK. I'll just do that then. THANKS and have a great day :-)

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

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

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 feedback. 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>)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82293 greg

Email: greg@jhasslacher.com  16239744778

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: PEORIA

State: Arizona

Country: UNITED STATES

Chat Transcript

greg Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

greg Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

greg I'd like to report an Issue

Acebuddy Please select an option!

greg Password Reset

Acebuddy	Please select an option below
greg	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
greg	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
greg	Servername: Hasslachertax I attempted to login to the selfcare portal-it does not like it and will not let me reset. I need to reset the password for user Hasslacheradmin2
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be available today.
	Please try to use forgot password option at homepage of self care portal.
	<i>2:38:54 AMgreg is sharing a file with you image.png - (Size:330.39 KB)</i>
	We have checked that your user name is not registered on self care portal right now. Please use Myportal correct?
greg	https://myportal.acecloudhosting.com/
	this is the website, I previously was given username CID60839
Shubham Maurya	Please hold on let me check the admin user of this account for Myportal.
	Okay, You do have admin access with email ID greg@jhasslacher.com. Is it first time login or it was working before and now facing this issue?
	<i>2:45:24 AMShubham Maurya is sharing a file with you image.png - (Size:265.3 KB)</i>
	<i>We tested it's triggering OTP for you.</i>
	https://myportal.acecloudhosting.com/forget_password
	Please use this link and try to use "forgot password" option.
	Please let us know if it's working now or still facing any issue Greg.
	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 (1-888-415-5240) if any further assistance is required.
	<i>Shubham Maurya has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82177 backend

Email: backend@phmigroup.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: SURAT

State: Gujarat

Country: INDIA

Chat Transcript

backend Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82157 jeff

Email: jeff@aerosgroup.com  616-997-8324

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 36 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

jeff	Hello, I am your Acebuddy
Acebuddy	Hello Jeff, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
jeff	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jeff	I'd like to report an Issue
Acebuddy	Please select an option!
jeff	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support
jeff	Please reference ticket #773766 . Server performance and now one user in particula
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	
<i>Abhay Kumar Saraswat is transferring the chat to Anjainay Singh.</i>	
jeff	Good evening
<i>Anjainay Singh has not responded for the transfer request.</i>	
<i>Abhay Kumar Saraswat is transferring the chat to Yash Kalra.</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assistir

	Kindly allow me two minutes to check the same.
jeff	Absolutely.
Yash Kalra	Jeff is the server slowness is occurring for just one specific user ? Please share us the name of the user (Edited)
jeff	the server slowness is across the board. can you guys reboot the server and do our procedures at 11:00 PM Eastern time?
	are you there?
Yash Kalra	Okay will surely do that. (Edited)
	May I take the remote access of your local computer to deeply check the issue from (Edited)
jeff	none of the issue are happening on my computer right now. we need two things. 1. reboot the server per normal procedures at 11:00 PM (Eastern) 2. we have one user, Randy Patton who is experiencing very severe slow downs.
	Do you guys have a process where you can rebuild the Remote Desktop user profile user data or remembered passwords, settings, etc.?
Yash Kalra	Okay jeff we will be rescheduling the reboot time to 11:00 PM (Eastern)
	Coming to the second issue please ask the mentioned users to connect with us via chat and we will assist randy with the slowness issue.
	Jeff we do have sop to re-create a user logging RDP application but for resetting the have to reach out top us. (Edited)
jeff	In the past you have been able to rebuild the user profile from a Remote Desktop session without affecting the user's data or other settings. Can you check your notes and see what worked overnight? We are reaching out to you on behalf of the user so this can be done without impacting the user while working. Please escalate this if necessary.
Yash Kalra	Okay I will surely escalate this issue from end as well (Edited)
jeff	thank you. the question is, what can be done for this user, off hours, that will not affect their settings. when they login tomorrow, it must be exactly like they have had.
Yash Kalra	Jeff we will rebuilding the user profile from the backend to resolve this issue. (Edited)
jeff	please confirm what the two requests are for me.
Yash Kalra	Jeff once this chat ends we will 1. rescheduling the reboot time to 11:00 PM (Eastern) 2. rebuild the user profile for the user Randy from the backend.
	Is there anything else I may help you with ?
jeff	no. just to make sure. Randy's user data and settings will not be affected?
Yash Kalra	Yes, we assure you that user data and settings will not be affected.

Shall we proceed to end this chat now?

Are we still connected here?

jeff thank you. please email a transcript of these requests to jeff@aerosgroup.com

have a great evening!

Yash Kalra Okay Jeff we will surely so that.

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

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

Note: You may change/reset your server password on your own by registering on our website (<https://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

#82280 Luis Davalos

Email: luis.davalos@vitalsolutions.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: LA FLORESTA

State: Pichincha

Country: ECUADOR

Chat Transcript

Luis Davalos	Hello, I am your Acebuddy
Acebuddy	Hello Luis Davalos, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Luis Davalos	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Luis Davalos	I'd like to report an Issue
Acebuddy	Please select an option!
Luis Davalos	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support
	As we haven't got any response from your end, We are closing this chat. If you still r Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82530 Holly Jo Brashears

Email: hollyjo@mygreytree.com  16023973358

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: TEMPE

State: Arizona

Country: UNITED STATES

Chat Transcript

Holly Jo Brashears	Hello, I am your Acebuddy
Acebuddy	Hello Holly Brashears, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Holly Jo Brashears	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Dev Dubey accepted the chat transfer request.</i>
Holly Jo Brashears	need to add another user to my account, is that more expensive
Dev Dubey	Hello Holly, give me a moment to check your account details.
Holly Jo Brashears	okay, thank you
Dev Dubey	Thank you for your patience, Holly.
	You are being charged \$110/User/Month for the single user setup you have with us r second user will be charged at the same rate of \$110/user/month.
	Making your total monthly billing \$220/Month for hosting 2 users.
Holly Jo Brashears	okay, let's add a user
Dev Dubey	Sure, let me transfer the chat to a support rep to assist with this. Please stay connected.
	<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be available today.
	Hello Holly
Holly Jo Brashears	hello
Sujeet Kumar Suman	How are you doing?
Holly Jo Brashears	good
Sujeet Kumar Suman	I will surely help you with this.
Holly Jo Brashears	thank you
Sujeet Kumar Suman	As checked, you can manage users from MyPortal — such as adding, removing, or resetting passwords.
	May we connect remotely so we can guide you on how to create a user from MyPortal.
Holly Jo Brashears	yes
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.

Holly Jo Brashears	done
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/6062274046
	We are connected on the remote session and will proceed with the troubleshooting at the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and give your confirmation on this chat.
<i>The visitor's name was changed from Holly Brashears to Holly Jo Brashears.</i>	
	Thank you for your patience.
	As per discussion over the remote session, The issue is resolved.
Holly Jo Brashears	yes it is resolved
Sujeet Kumar Suman	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback and smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers 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 self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82215 Claire Speake

Email: claire@sgwfresno.com **Phone:** 15593479965

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: 37 Secs
City: SAN JOSE
State: California
Country: UNITED STATES

Chat Transcript

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

Acebuddy	What type of QuickBooks Issue are you facing?
Claire Speake	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support
Claire Speake	I was trying to uninstall Adobe on my computer, but did it through the server page to my desktop. My server page is now frozen and when I try logging into QB, it pops up saying "Error 6189-816 QB cant open my company file "
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sanyam Madan declined the transfer request.</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assigned to your issue.
	I will surely help you with this issue.
Claire Speake	Can you remote onto my computer and fix this
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected by your account only?
Claire Speake	It is only mine, and I have not experienced this before.
Manish Singh	May I know your username, Claire?
Claire Speake	Claire
	SG_Manager
Manish Singh	May I take the remote access of your server?
Claire Speake	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents as the session may affect them.
Claire Speake	ok
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will give your confirmation on this chat.
Claire Speake	ok
Manish Singh	Is there anything else I may help you with ?
Claire Speake	Nope, that was it
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can review it.

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82374 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 14 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

info	I'd like to report an Issue
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
info	Setback
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
info	Restart
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
info	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assis
	<i>Acebuddy (bot) forwarded the chat request</i>
info	cannot open QB
	<i>1:12:08 AM info is sharing a file with you image.png - (Size:39.18 KB)</i>
	Server name : Bongryong.myrealdatal.net. User name : Donna_BK

Abhay Kumar Saraswat accepted the chat transfer request.

Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I w today.
	I apologize for the trouble you've experienced.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
info	only me
Abhay Kumar Saraswat	Thanks for the confirmation !
info	now it works.
	it took 40 minutes
Abhay Kumar Saraswat	Okay.

info has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82331 Nic Boz

Email: orders@meridianfoodservices.com ☎ 951.662.7287

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 12 Secs

City: RIVERSIDE

State: California

Country: UNITED STATES

Chat Transcript

Nic Boz

	Hello, I am your Acebuddy
Acebuddy	Hello Nic Boz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nic Boz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nic Boz	I'd like to report an Issue
Acebuddy	Please select an option!
Nic Boz	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Nic Boz	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks.
	Was that helpful?
Nic Boz	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assis

Acebuddy (bot) forwarded the chat request

Dushyant declined the transfer request.

Abhay Kumar Saraswat accepted the chat transfer request.

Abhay Kumar
Saraswat

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

Nic Boz has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82139 Karen Everhart

Email: sales@heritagepuzzle.com **Phone:** 336-650-6688

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: WINSTON SALEM
State: North Carolina
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82573 Christine Rodriguez

Email: crodriguez@accardicompanies.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: MIDDLE VILLAGE

State: New York

Country: UNITED STATES

Chat Transcript

Christine Rodriguez	Hello, I am your Acebuddy
Acebuddy	Hello Christine Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Christine Rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christine Rodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
Christine Rodriguez	Password Reset
Acebuddy	Please select an option below
Christine Rodriguez	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username 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 still require any further assistance kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82109 Julie Tuning

Email: tuning@qsispecialists.com  7028910550

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: YAKIMA

State: Washington

Country: UNITED STATES

Chat Transcript

Julie Tuning	Hello, I am your Acebuddy
Acebuddy	Hello Julie Tuning, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Julie Tuning	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Julie Tuning	I'd like to report an Issue
Acebuddy	Please select an option!
Julie Tuning	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support
Julie Tuning	Hi! We use ACE Hosting for our Quickbooks access. Quickbooks gave an error that W earlier will no longer be supported. Do we have Windows 11 uploaded on our access
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Dushyant declined the transfer request.</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>

Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I w today.
Julie Tuning	Thank you! This is Julie.
Abhay Kumar Saraswat	I will be surely assisting you with this.
	Hello Julie
	How are you doing today?
Julie Tuning	Hello.
	Good. And you?
Abhay Kumar Saraswat	I'm good.
	Thank you for asking.
	Is this for account: Global Intelligence Network ? (Edited)
Julie Tuning	Yes, exactly.
Abhay Kumar Saraswat	Thanks for the confirmation !
	We would like to clarify that these update reminders from Intuit relate to QuickBooks installations running on local computers.
	Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server is hosted on a server-based operating system .
Julie Tuning	Ok, great.
Abhay Kumar Saraswat	Yes, so you don't need to worry about the Windows 10 upgrade.
Julie Tuning	Ok, perfect. That is all I needed. I just wanted to make sure. Thank you!
Abhay Kumar Saraswat	No worries.
	Is there anything else I may help you with ?
Julie Tuning	No, that is perfect. Thank you!
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback.
	You may end this chat now. Once you end this chat, you will receive an email from us with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers 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 self-care portal (https://selfcare.acecloudbhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudbhosting.com/knowledge-base)

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

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83017 GLORIA CORREA

Email: gloria@wellytails.com **Phone:** 7163448610

Department: Support(QB & App Hosting)

Operator: Gaurava Tyagi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins

City: GUELPH

State: Ontario

Country: CANADA

Chat Transcript

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

GLORIA CORREA	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the userna the password needs to be reset and we'll share an update once the request is p
	Do you need any further assistance on the topic?
GLORIA CORREA	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi accepted the chat transfer request.</i>
Gaurava Tyagi	Thank you for contacting Ace Cloud Hosting. My name is Gaurava Tyagi. I will be today.
GLORIA CORREA	Hello, One of our users can not connect as there is a message asking for the cre my real data
	I tried to connect from my laptop with his password and it works but on his lapt the credential
Gaurava Tyagi	and what's the error message?
	<i>7:24:38 PM GLORIA CORREA is sharing a file with you</i> <u>WhatsApp Image 2025-10-27 at 3.38.35 PM.jpeg</u> - (Size:444.43 KB)
	and you both use same username and password to connect to the server ?
	and it worked at your end using his credentials right ?
GLORIA CORREA	We use different password and username but we tried to connect from my laptop problem was the password but as I said the password works it is the credential
Gaurava Tyagi	Ok, May i have your business name please
GLORIA CORREA	Wellytails
Gaurava Tyagi	Thankyou!
	Can i access his local computer please ?
GLORIA CORREA	yes
Gaurava Tyagi	Prior providing the access, I would suggest you to close any important document end.
	I will send link on his email address, Please share the same
GLORIA CORREA	production@wellytails.com
Gaurava Tyagi	Please ask him to click on the link
	shared on his email
GLORIA CORREA	I think he has problems entering to the cloud not to quickbooks so the password from Quickbooks is working but when he clicks on the ACE CLC asks for a credential that we dont know

Gaurava Tyagi	As we discussed the password is incorrect and Admin can change password through self care portal.
GLORIA CORREA	ok thanks
Gaurava Tyagi	and as you said Gladys is not around, so you may ask her to send us an email and reset the password
	Is there anything else I may help you with ?
	Is there anything else I may help you with ?
	You there Gloria?
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback for your review.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. It will help me understand how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Self Care Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Gaurava Tyagi has ended this chat session

