

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80002 Charles Xavier
Email: support@coretechs.it ☎ 2259007448
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: 23 Secs
City: BELLA VISTA
State: Panama
Country: PANAMA

Chat Transcript

| | |
|----------------|---|
| Charles Xavier | Hello, I am your Acebuddy |
| Acebuddy | Hello Charles Xavier, 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 report an Issue |
| Acebuddy | Please select an option! |
| Charles Xavier | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Charles Xavier | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Charles Xavier | Reporter, Casey Keel: "There was a critical fix during the update that was never addressed, we cannot process customer p and spins" |
| Acebuddy | Please wait while we connect you to a Support Representative |

| | |
|--|--|
| Acebuddy (bot) forwarded the chat request | |
| Charles Xavier | "This is also preventing us from sending emails from QB as well" |
| Manish Singh accepted the chat transfer request. | |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. |
| Charles Xavier | thank you |
| | Server name: CD Services Group User: ALL Report coming from: Casey Keel, main POC |
| Manish Singh | Regarding the QuickBooks Intuit login issue. We would like to inform you that multiple users have reported a similar issue coordinating with Intuit Support to investigate and resolve the matter. We will keep you updated and share further information as soon as we receive it. |
| | And regarding critical update issue let me assist you now. |
| | We have made the required changes regarding critical update issue, kindly log in again and let us know. |
| Charles Xavier | any ETA for solution on this? |
| Manish Singh | We will inform you as soon as we get the update we are in touch with the Intuit. |
| | We will inform you via email regarding the matter. |
| Charles Xavier | thank you |
| Manish Singh | Is there anything else I may help you with ? |
| Charles Xavier | not at the moment |
| Manish Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w |
| | I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will 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/) |
| Manish Singh has ended this chat session | |

Visitor Details

#79919 Lee K

Email: management@midwaycm.com 📞 18479713301

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: DARIEN

State: Illinois

Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| Lee K | Hello, I am your Acebuddy |
| Acebuddy | Hello Management, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Lee K | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Lee K | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Lee K | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Lee K | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Lee K | can't export from quickbooks into excel |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | Acebuddy (bot) forwarded the chat request |
| Lee K | memory limitation error |
| | Anjainay Singh accepted the chat transfer request. |
| Anjainay Singh | Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. |
| Lee K | Hi I am not able to export from Quickbooks into Excel |
| | I get warnning that there is memory limitation |

| | |
|----------------|---|
| Anjainay Singh | Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as qu |
| | Could you please confirm your user name so that I can assist you accordingly? |
| | Are we still connected here? |
| | Are we still connected here? |
| Lee K | Hi |
| | yes user name is |
| | LeeK.q14 |
| Anjainay Singh | Please allow me two minutes so that I can check it at my end and provide you right access. |
| | Could you please confirm since when you are facing this issue? |
| | Could you please try again? |
| Lee K | yes it works now |
| | ! |
| | atulaly |
| | np |
| | no |
| | i get same warning |
| | your system might not hvae enough memory to use excel |
| | befre i used to be able to export to worksheet |
| | now only option is CSV |
| Anjainay Singh | I understand your concern. |
| | Please logout from server and login back into server and try to export file and let us know if you are facing same issue. |
| Lee K | ok let me check |
| Anjainay Singh | Sure. |
| Lee K | yes it works now |
| | it exports |
| | let me make sure it opens |
| Anjainay Singh | Sure. |
| | Thankyou for your confirmation. |
| Lee K | it works |
| | thank you! |
| Anjainay Singh | Is there anything else I may help you with ? |
| | Are we still connected here? |

| | |
|---|--|
| | As the issue has been resolved so we are disconnecting this chat. |
| | Please also share your positive feedback by clicking on smiling emoji after this chat gets disconnect. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| <i>Anjainay Singh has ended this chat session</i> | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79762 Christopher Facendola

Email: chris@amgair.com 📞 201-782-1782

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: 54 Secs

City: RAMSEY

State: New Jersey

Country: UNITED STATES

Chat Transcript

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

| | |
|---|---|
| Acebuddy | Please select an option! |
| Christopher Facendola | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Christopher Facendola | I keep getting a ticket parameter error when starting Quickbooks where it does not connect to Avatax |
| 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. |
| | Hello Chris, I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Christopher Facendola | Ashutosh, I have had this issue ongoing for a long time now where Quickbooks give me a ticket parameter error. |
| | Nvm I got it to work but you need to look into this issue as it is ongoing for months now and no one seems to fix it. |
| | server is airmarketing.myrealdata.net user is christopherf |
| | I need to end the chat now so I can go back to working, please do not reset the server. |
| Ashutosh Mishra | I apologize for the trouble you’ve experienced. I want to assure you that we are going to escalate this and take the neces: |
| Ashutosh Mishra has ended this chat session | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78837 team

Email: team@infiniteaccountants.com ☎ 2125440001

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: 1 Min 2 Secs

City: ZAPOTE

State: Laguna
Country: PHILIPPINES

Chat Transcript

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|-------------------------|---|
| team | Hello, I am your Acebuddy |
| | <i>Sanyam Madan is transferring the chat to Abhay Kumar Saraswat.</i> |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. |
| | Is this related to : Infinite Accounting Services ? |
| | Are we still connected here? |
| team | We can't still open a company file after trying the quick fix using quickbooks tool hub |
| Abhay Kumar Saraswat | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| team | I;m trying the Qb Doctor to check the company file we can't open |
| Abhay Kumar Saraswat | I understood. |
| | But if you could help me with the account name then I'll try to look into the issue. |
| team | Sure. May you assist us again. The company file we are trying to open is Global Connect Trading LLC |
| | <i>2:45:15 AMteam is sharing a file with you</i> 1_image.png - (Size:371.48 KB) |
| | Still waiting to finish for the file doctor |
| Abhay Kumar Saraswat | Kindly allow me two minutes to check the same. |
| team | Yes, go ahead. Thank you! |
| | <i>2:49:00 AMteam is sharing a file with you</i> 1_image.png - (Size:441.17 KB) |
| | it says it couldn't fix the file |
| Abhay Kumar Saraswat | I deeply apologize for the inconvenience caused to you. |
| | I tried to check the details but couldn't get the details of the account. |
| | Could you please confirm the server name? |
| | Or the account/business name? |
| team | Infinite Accounting Services |
| Abhay Kumar Saraswat | Thanks for the confirmation ! |
| | And to whom I'm speaking with? |

| | |
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| team | from the Team |
| Abhay Kumar Saraswat | Okay. |
| | But could you please confirm the username by which you logged in on server, so I could take a remote session and assist |
| team | myrealdata\IASAdmin.NPRE |
| Abhay Kumar Saraswat | May I take the remote access of your server? |
| team | yes sure go ahead |
| Abhay Kumar Saraswat | Prior providing the access, I would suggest you to close any important documents at your end. |
| | Could you please accept the remote session request? |
| team | will turn off the desktop |
| Abhay Kumar Saraswat | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti the issue is resolved, kindly give your confirmation on this chat. |
| | You have disconnected the server. |
| | Could you please login again on the server? |
| team | sorry should i let it open? |
| Abhay Kumar Saraswat | Yes. |
| | Could you please locate and open the desired file? |
| | I'm on the server. |
| team | ok sure |
| | <i>3:03:50 AMteam is sharing a file with you</i> 1_image.png - (Size:21.28 KB) |
| Abhay Kumar Saraswat | okay, now please wait. |
| | Let me check from my end. |
| team | Thank you! |
| Abhay Kumar Saraswat | Kindly allow me two minutes to look into it. |
| | Could you please confirm me the exact folder location of this QB file? |
| team | sure |
| Abhay Kumar Saraswat | Kindly allow me few more minutes. |
| | I'm checking it from my end. |
| | Could you please try to login again on server? |
| team | okay |
| | |

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| Abhay Kumar Saraswat | Thank you for your patience. |
| | I've just sent a response on server as I need to restart this server from our end to look into this issue. |
| team | Thank you. Will wait once the reboot is done. |
| Abhay Kumar Saraswat | Yes. |
| | I'll update you accordingly. |
| team | Thank you! |
| Abhay Kumar Saraswat | I've restarted the server. |
| | Allow me next 4-5 minutes to look into this. |
| team | okay. SShould I open the desktop again? |
| Abhay Kumar Saraswat | Nope, not now. |
| | I'll let you know. |
| | Could you please log into the server? |
| | Are we still connected here? |
| team | ah yes. Should i open again? |
| Abhay Kumar Saraswat | Yes, please. |
| | I'm waiting to see you on server. |
| team | just mopened |
| Abhay Kumar Saraswat | Great. |
| | Please accept. |
| | i just sent you the remote request on server. |
| | Still facing the same error. |
| | Kindly allow me few more minutes to look into it. |
| | First I found the issue with the drive space. (Edited) |
| team | Noted. Thank you |
| Abhay Kumar Saraswat | I just need to know that when did you open this file last time? |
| team | They just onbly create the file today |
| Abhay Kumar Saraswat | Because it is not looking compatible with the QB version in which you are trying to open this file. |
| team | *only |
| | should we delete the file and try to create it again? |
| Abhay Kumar | |

| | |
|-------------------------|--|
| Saraswat | This message has been deleted |
| | Yes, please. |
| | It is not created properly. |
| | I tried to open the other files and those were opening easily. |
| team | Ok. Thank you. Will try to create again. Thank you for the assistance. Will ask an assistance if things happened again. |
| | will try to create again |
| Abhay Kumar Saraswat | Kindly allow me two minutes to inform you further details on this. |
| | Firstly, I would like to inform you that the earlier error was due to insufficient disk space. I temporarily added some space resolved. However, it now appears to be a file-related issue. |
| team | Noted for this. |
| Abhay Kumar Saraswat | Whenever we receive the new file from you, we'll test it again. If it works correctly, then you'll need to proceed with addir |
| team | is there a chance to upgrade the storage? |
| Abhay Kumar Saraswat | Yes, we have additional disk space plans. |
| | Would you like to know now? |
| team | I will ask our boss if the storage may still affect our files, will propose him for the storage upgrade. Will let you know once |
| Abhay Kumar Saraswat | Sure. |
| team | Thank you again Abhay for the assitance. Much appreciated. |
| Abhay Kumar Saraswat | My pleasure to assist you. |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| team | No more but will seek assistance again once there are problems again regarding QB Desktop |
| | Thank you! |
| Abhay Kumar Saraswat | You're welcome. |
| | I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide your feedback.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79661 Ithan L
Email: ithan@ficomputing.com ☎ 6313193448
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

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|----------|---|
| Ithan L | Hello, I am your Acebuddy |
| Acebuddy | Hello Ithan, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Ithan L | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Ithan L | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Ithan L | Office 365 Addition |
| Acebuddy | Please specify if you already have an Office365 subscription |
| Ithan L | I already have O365 license |
| Acebuddy | |

| | |
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| | As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windo |
| | <ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise |
| | If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so v |
| | If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one ment license from Ace. |
| | Do you need any further assistance on the topic? |
| Ithan L | 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

#79398 Norma Moreno
Email: ctxconsultinginc@hotmail.com ☎ 17609568500
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 39 Secs
City: HESPERIA
State: California
Country: UNITED STATES

Chat Transcript

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|--------------|--|
| Norma Moreno | Hello, I am your Acebuddy |
| Acebuddy | Hello Norma Moreno, I'm your Ace Buddy. I'll be happy to assist you! |

| | |
|--------------|--|
| | Whom Would You Like to Connect With? |
| Norma Moreno | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Norma Moreno | 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! |
| Norma Moreno | Other Issue |
| | network keeps acting weird, and it keeps disconnecting |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| Norma Moreno | hello |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> |
| | <i>Sujeet Kumar Suman is transferring the chat to Yash Kalra.</i> |
| | hello |
| | <i>Yash Kalra accepted the chat transfer request.</i> |
| | hello |
| Yash Kalra | Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. |
| Norma Moreno | thank you!! |
| Yash Kalra | Hello Norma |
| Norma Moreno | i need help |
| | my network keeps diconecting |
| Yash Kalra | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Norma Moreno | all the users |
| | cid 72524 |
| Yash Kalra | Kindly allow me two minutes to check the same. |
| Norma Moreno | thank you |
| Yash Kalra | Please let me know if this issue occurring for all the users? |
| Norma Moreno | yes all users |
| Yash Kalra | Please stay connected while I am checking things from the backend. |
| Norma Moreno | ok |
| Yash Kalra | May I take the remote access of your local computer? |

| | |
|--------------|---|
| Norma Moreno | yes |
| Yash Kalra | Prior providing the access, I would suggest you to close any important documents at your end. |
| Norma Moreno | ok |
| Yash Kalra | Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/1962978068 |
| | Norma, we assisted you regarding logging issue. Is there anything else I may help you with? |
| Norma Moreno | the issue was the disconnecting, |
| | will that help? |
| | it keeps freezing, and disconnecting |
| Yash Kalra | Please allow me to take the remote access of your server? |
| Norma Moreno | once we are connected the networks slows down |
| | and disconnect all of us |
| | now its not opening the other user names |
| | yes connect please |
| Yash Kalra | Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/2722477599 |
| | Prior providing the access, I would suggest you to close any important documents at your end. |
| Norma Moreno | now is disconnecting me |
| | le me show you which one it is |
| Yash Kalra | Yes, please show me the issue. |
| Norma Moreno | it keeps disconnecting |
| | its only ace |
| | we have another network and we dont have any issues |
| | only ace cloud |
| Yash Kalra | 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) |

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79608 Rhys Babich
Email: itpurchasing@oaks-construction.com ☎ 15852006987
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: 1 Min 27 Secs
City: ROCHESTER
State: New York
Country: UNITED STATES

Chat Transcript

| | |
|-------------|--|
| Rhys Babich | Hello, I am your Acebuddy |
| Acebuddy | Hello Rhys Babich, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Rhys Babich | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Rhys Babich | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Rhys Babich | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Rhys Babich | We have 1 user that is constantly being locked out, when trying to log into the remote desk top. The user is Kathleen@my |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| Rhys Babich | are you able to see event viewer to see why she is being locked out |

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|--------------------|---|
| | <i>Manish Singh accepted the chat transfer request.</i> |
| | <i>Manish Singh is transferring the chat to Sujeet Kumar Suman.</i> |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today. |
| | Hello Rhys |
| Rhys Babich | Great! THanks for your help |
| Sujeet Kumar Suman | How are you doing today? |
| Rhys Babich | Doing well, just want the work day to be over |
| Sujeet Kumar Suman | Sure, I can help with that. Let me look into it for you. |
| Rhys Babich | Thanks |
| Sujeet Kumar Suman | I will be surely assisting you with this. Kindly help me with your server name and user name? |
| Rhys Babich | User Kathleen@myrealdata.net |
| Sujeet Kumar Suman | Thank you for the information and allow 2 minutes to check the same. |
| Rhys Babich | thanks |
| Sujeet Kumar Suman | Thank you for your patience. |
| Rhys Babich | no prob |
| | <i>12:49:15 AMSujeet Kumar Suman is sharing a file with you</i> <i>image.png - (Size:23.36 KB)</i> <i>As checked on the server, Kathleen has been active since 11:36 PM. Could you please confirm if she is</i> |
| | Yes yesterday she was locked out, and today she was locked out twice. |
| | so is she closing her connection without logging off? could that do it? |
| | because it looks like she is already logged in |
| Sujeet Kumar Suman | Apologies for the delayed response. We are currently checking the issue from the back end and consulting with our senior team for further assistance. |
| Rhys Babich | Thanks. |
| Sujeet Kumar Suman | Could you please confirm the exact error message she is receiving? For example, is it something like "Your referenced acc from the server"? |
| Rhys Babich | she is not receiving any error. She tries to login. it does not say wrong password or anything, just asks for password again |
| | We look and her account is showing locked in the portal |
| | Was wondering if event viewer would show anything like if she was entering wrong password, or anything else |
| Sujeet Kumar Suman | The issue could be related to the RDP file. Also, could you please confirm when she last changed her password? |
| | That may be the reason. |
| Rhys Babich | |

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| | earlier today we updated her RDP and changed her password, it is a complex password. |
| | What is the standard for your server? Would it lock her out if it was not complex enough? |
| Sujeet Kumar Suman | The issue seems to be caused by a conflict between her current password and an old, saved password. |
| Rhys Babich | ok, how do we fix? |
| Sujeet Kumar Suman | We will need to take remote access of her local system, or alternatively, you can follow the steps below to r Right-click the RDP file and select " Show more options " , then click Edit . Go to the General tab. Under the Password section, click " Delete " to remove any saved credentials. Click Save to apply the changes |
| Rhys Babich | I will follow the steps. SHe is outside the office, so it will be easier. |
| Sujeet Kumar Suman | Sure, please take your time (Edited) |
| Rhys Babich | Ok. let me try that. It may take a while to get in touch with her, can I get a ticket number to follow up? |
| Sujeet Kumar Suman | The ticket number will be generated once the chat session ends. I will send the ticket details to your email ID shortly. (Edi |
| Rhys Babich | Great. I will follow up with results. |
| Sujeet Kumar Suman | Okay. |
| | Is there anything else I may help you with ? |
| Rhys Babich | not at this time, I will follow up |
| Sujeet Kumar Suman | Thanks for the confirmation ! |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> |

Sujeet Kumar Suman has ended this chat session

#79428 justin

Email: justin@lipinskilogging.com 📞 18147151689

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: SLIPPERY ROCK

State: Pennsylvania

Country: UNITED STATES

Chat Transcript -----

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

#79234 Kim Baumann

Email: office@midmechanical.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop
Average Response Time: 23 Secs
City: WEST CHESTER
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

| | |
|--------------------|---|
| Kim Baumann | Hello, I am your Acebuddy |
| Acebuddy | Hello Kim Baumann, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Kim Baumann | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Kim Baumann | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Kim Baumann | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Kim Baumann | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support representative! |
| Kim Baumann | I am locked out of QB |
| 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 Sujeet Kumar Suman. I will be assisting you today. |
| | Hello Kim |
| Kim Baumann | I believe I was just working with you on this issue, and we got disconnected. I |
| Sujeet Kumar Suman | Yes |
| Kim Baumann | My apologies, are you able to help me get back in? |
| Sujeet Kumar Suman | No. it's ok. |
| | I completely understand that you have multiple tasks to manage. |
| Kim Baumann | are you still looking in to this? |
| Sujeet Kumar Suman | Could you please provide your user ID so that we can check it from our end? |
| | Yes Kim |

| | |
|--------------------|--|
| Kim Baumann | AccountingM |
| Sujeet Kumar Suman | Thank you for the information. |
| | Your account is currently active. |
| | 2:12:34 AMSujeet Kumar Suman is sharing a file with you image.png - (Size:8.08 KB) |
| | Do you want to reset the password? |
| Kim Baumann | I cannot login though I am getting an error message |
| Sujeet Kumar Suman | What error message are you receiving? |
| Kim Baumann | one moment please |
| Sujeet Kumar Suman | Sure, please take your time |
| Kim Baumann | somehow I just got it!!! Thank you for your help!!!! |
| | Have a great evening! |
| Sujeet Kumar Suman | Most welcome kim |
| | 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) |
| | Sujeet Kumar Suman has ended this chat session |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79274 Julie Rodriguez

Email: julie@arutilitiesllc.com 📞 2103107890

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: MARION
State: Texas
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79035 David Jimenez
Email: david@rcstructures.com ☎ 3477939306

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 38 Secs

City: ROSLYN

State: New York

Country: UNITED STATES

Chat Transcript -----

| | |
|---------------|---|
| David Jimenez | Hello, I am your Acebuddy |
| Acebuddy | Hello David, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| David Jimenez | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| David Jimenez | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| David Jimenez | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| David Jimenez | 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? |
| David Jimenez | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist you further. |

Acebuddy (bot) forwarded the chat request

Abhay Kumar Saraswat accepted the chat transfer request.

| | |
|----------------------|--|
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today. |
| David Jimenez | OK...great... |
| Abhay Kumar Saraswat | I will be surely assisting you with this. |
| David Jimenez | I'm getting a message when i try to login saying: |
| | "It seems that your Quickbooks subscription has lapsed. Please make sure we have your latest billing information on file t |

| | |
|-------------------------|--|
| Abhay Kumar Saraswat | Okay. |
| | Is this for account: RC Structures ? |
| David Jimenez | Yes |
| Abhay Kumar Saraswat | Thanks for the confirmation ! |
| | Which QB version you were using? |
| David Jimenez | Quickbooks Premier Plus Edition 2021 Desktop Version |
| Abhay Kumar Saraswat | Okay, let me check the details on your server. |
| | Please allow me 2 minutes. |
| David Jimenez | ok |
| Abhay Kumar Saraswat | Thank you for your patience. |
| | May I take the remote access of your server? |
| David Jimenez | yes |
| Abhay Kumar Saraswat | Prior providing the access, I would suggest you to close any important documents at your end. |
| David Jimenez | ok |
| | done |
| Abhay Kumar Saraswat | Please accept. |
| | We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti the issue is resolved, kindly give your confirmation on this chat. |
| | Could you please login with your account? |
| | Thank you for your patience. |
| David Jimenez | Hi...i will start a new chat, once i have the login account information we need. Thanks! |
| Abhay Kumar Saraswat | No worries. |
| | We'll be there to assist you. |
| | Is there anything else I may help you with ? |
| David Jimenez | No...that's it. |
| Abhay Kumar Saraswat | 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.acecloudhosting.com) |

| | |
|---|---|
| | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/) |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| <i>Abhay Kumar Saraswat has ended this chat session</i> | |

Chat Transcript

Can access my Quickbooks short cut on my RMD

Visitor Details

#79085 Daniel Barron

Email: dbarron@dmjtransportation.net 📞 7246893271

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 51 Secs

City: GREENSBURG

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

| | |
|---------------|---|
| Daniel Barron | Can access my Quickbooks short cut on my RMD |
| Aayush | Thank you for contacting ACE. My name is Aayush. I will be assisting you further. |
| | <i>Aayush is transferring the chat to Support(QB & App Hosting).</i> |
| | <i>Shivam Singh accepted the chat transfer request.</i> |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today. |
| Daniel Barron | Thanks |
| | I'm not able to access my quickbooks |
| Shivam Singh | Sorry for the inconvenience. The application is currently under maintenance and is in its final stages. It will be up and run |

| | |
|---------------|--|
| Daniel Barron | Thanks for your help |
| Shivam Singh | Thanks for understanding. |
| | Is there anything else I may help you with ? |
| Daniel Barron | No thanks, will it just start working when it is done? |
| Shivam Singh | Thank you for your patience. Yes, once the application is up and running, you will be able to use it as expected. |
| | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> |

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79119 danielle.rodriguez
Email: danielle.rodriguez@wavenet.net
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: 2 Secs
City: THE COLONY
State: Texas
Country: UNITED STATES

Chat Transcript

| | |
|--------------------|--|
| danielle.rodriguez | Hello, I am your Acebuddy |
| Acebuddy | Hello Danielle Rodriguez, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| danielle.rodriguez | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | 【 】 |
| | We are currently experiencing higher than normal contact volume related to server c issues. |
| | Are you also experiencing issues related to server connectivity? |
| danielle.rodriguez | No, I'd like to report another Issue |
| Acebuddy | Please chose an option : |
| danielle.rodriguez | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| danielle.rodriguez | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| danielle.rodriguez | my app isnt working. i needd to schedule time for it to be installed and uninstalled |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Vishal Dharan 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 assist |
| danielle.rodriguez | ok thank you |
| Manish Singh | May I know which application is not working? |
| danielle.rodriguez | im orry i got pulled away i wil try again soon |
| | <i>Danielle Rodriguez has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79570 Daniel Aguilar
Email: daniel.aguilar@wittmann-maq.com ☎ +1 (915) 59 47 400
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: 15 Secs
City: JUAREZ
State: Chihuahua
Country: MEXICO

Chat Transcript

| | |
|----------------------|--|
| Daniel Aguilar | Hello, I am your Acebuddy |
| Acebuddy | Hello Daniel Aguilar, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Daniel Aguilar | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Daniel Aguilar | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Daniel Aguilar | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| Daniel Aguilar | We need immediate support |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Abhay Kumar Saraswat accepted the chat transfer request.</i> |
| Abhay Kumar Saraswat | Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I wi today. |
| Daniel Aguilar | Good day Abhay, we are facing an issue since this morning, we weren't able to acces started a support request trough mail, and never received response |
| Abhay Kumar | |

| | | |
|--|----------------------|---|
| | Saraswat | I will be surely assisting you with this. |
| | Daniel Aguilar | We are now able to access the cloud, but now we need an update to quickbooks for u payroll |
| | Abhay Kumar Saraswat | Is this for account: WITTMANN BATTENFELD MAQUILAS INC ? |
| | Daniel Aguilar | That's correct |
| | | <i>2:45:57 AMDaniel Aguilar is sharing a file with you</i> 1_image.png - (Size:231.75 KB) |
| | Abhay Kumar Saraswat | Thank you for the information and allow 2 minutes to check the same. |
| | | Thank you for sharing the image with us. |
| | | Let me check. |
| | Daniel Aguilar | Thanks Abhay |
| | Abhay Kumar Saraswat | You are welcome. |
| | | Let me jump on the server and check. |
| | | Meanwhile, could you please confirm that how many users are logged in currently on |
| | Daniel Aguilar | Let me see, we should be 2 |
| | | Do you need that we logout? |
| | Abhay Kumar Saraswat | Okay. |
| | | Just give me a minute, then I'll confirm you about the users. |
| | | Thank you for your patience. |
| | | Yes, I need everyone logged out from the server for next 10-15 minutes. |
| | Daniel Aguilar | Ok, let me inform them |
| | Abhay Kumar Saraswat | Sure. |
| | Daniel Aguilar | Ready =) |
| | Abhay Kumar Saraswat | Great. |
| | | Now, allow me few minutes. |
| | | I'll keep updating you. |
| | | <i>2:58:38 AMAbhay Kumar Saraswat is sharing a file with you</i> image.png - (Size:65.19 KB) |
| | | <i>QB updating is in process.</i> |
| | | Thank you for your patience. |
| | Daniel Aguilar | Thank you, |
| | | |

| | |
|-------------------------|---|
| Abhay Kumar Saraswat | Updates has been completed. |
| | <i>3:02:48 AM</i> Abhay Kumar Saraswat is sharing a file with you image.png - (Size:66.04 KB) |
| | Please login in check. |
| Daniel Aguilar | Thank you Abhay |
| Abhay Kumar Saraswat | My pleasure to assist you. |
| | Is there anything else I may help you with ? |
| Daniel Aguilar | That would be all |
| Abhay Kumar Saraswat | I would greatly appreciate if you could spare a minute to give your valuable feedback chat. |
| Daniel Aguilar | Thank you so much! Sure will do |
| Abhay Kumar Saraswat | You are welcome.😊 |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know</p> |
| | 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 -----

#79179 msullivan

Email: msullivan@redcoachusa.com ☎ 7132820309

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: IRVING
State: Texas
Country: UNITED STATES

Chat Transcript -----

| | |
|-----------|---|
| msullivan | Hello, I am your Acebuddy |
| Acebuddy | Hello Msullivan, 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 ne Kindly re-initiate the chat. |

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#80010 Elizabeth Llamas
Email: ellamas@archwestcapital.com ☎ 19495779315
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

| | |
|--------------------------------------|---|
| 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 raise a Request |
| Acebuddy | Please select your request type. |
| Elizabeth Llamas | Other Request |
| Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance. |
| | If you are facing any issue/problem with your server, Please select the appropriate op |
| Elizabeth Llamas | 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

#79092 jmalo.bpoint
Email: jmalo.bpoint@gmail.com ☎ 3104618161
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: SASA

State: Sultan Kudarat
Country: PHILIPPINES

Chat Transcript -----

| | |
|-------------|---|
| jmalobpoint | Hello, I am your Acebuddy |
| Acebuddy | Hello Jocel Malo, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| jmalobpoint | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | [REDACTED] |
| | We are currently experiencing higher than normal contact volume related to server c issues. |
| | Are you also experiencing issues related to server connectivity? |
| jmalobpoint | Yes |
| Acebuddy | Please refer to our status page for further updates on the issue status. |
| | Thank you contact Ace Support. Have a wonderful day! |
| | <i>Acebuddy has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#79572 Sandra Ciola
Email: sandracpa@ciola.net ☎ 13055671661
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile

City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript -----

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

#79433 michael

Email: michael@reconservicesinc.com ☎ 4099263865

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: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript -----

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79557 taxadmin
Email: taxadmin@silversfs.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 26 Secs
City: SANTO NINO
State: Davao Del Sur
Country: PHILIPPINES

Chat Transcript

| | |
|--------------|---|
| taxadmin | Hello, I am your Acebuddy |
| Acebuddy | Hello Taxadmin, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| taxadmin | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| taxadmin | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| taxadmin | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| taxadmin | We are having issues with our server |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Manish Singh accepted the chat transfer request.</i> |
| Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assist |
| | I will surely help you with this issue. |
| | May I know what kind of issue you are facing on your server? |
| taxadmin | My server freezes briefly from time to time. Do you know what might be causing this? |
| Manish Singh | Are we still connected here? |
| | Is this the first time you're experiencing this issue? Also, are any other users affected |

| | | |
|--|--------------|---|
| | | your account only? |
| | taxadmin | For today, some of us had the same issue, also experienced this when we had our me |
| | Manish Singh | May I know what error you are getting while trying to access server? |
| | taxadmin | Earlier, it will show us a prompt that says Reconnecting. And now, my screen freezes |
| | Manish Singh | As I can check 7 users are active on the server right now, May I know your username |
| | taxadmin | SilversFS_5 |
| | Manish Singh | Shall I remove you from server once? (Edited) |
| | taxadmin | Would that help? |
| | Manish Singh | Yes, as your session is stuck is it QuickBooks session or whole server end? |
| | taxadmin | I can log out if that would make it better. I guess what I meant by freezing from time |
| | | slowness too |
| | | Let me know what I should do from my end. Thanks |
| | Manish Singh | May I take the remote access of your local computer? |
| | taxadmin | Sure |
| | Manish Singh | https://assist.acecloudhosting.com/join/7022804285 |
| | | 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 |
| | taxadmin | Done |
| | Manish Singh | We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat. |
| | | I am unable to click on your screen. |
| | | Is this the only Internet connection you have? |
| | | connection is lost are we still connected here? |
| | taxadmin | Hello? |
| | Manish Singh | Yes |
| | taxadmin | I only have that connection |
| | Manish Singh | Is this the only Internet connection you have? |
| | taxadmin | You turned it off that's why I lost you |
| | Manish Singh | It was by mistake I really apolozise for that |
| | taxadmin | No worries at all |
| | Manish Singh | Are you working from Office or from your home? |
| | taxadmin | And we only have this internet connection coz it's with Static IP |

| | |
|--------------|--|
| | From home |
| Manish Singh | Alright! |
| | May I take the remote access of your local computer? |
| | Need to check the latency again of different gateways. |
| taxadmin | Ok, sure |
| Manish Singh | https://assist.acecloudhosting.com/join/5272931799 |
| | Prior providing the access, I would suggest you to close any important documents at |
| | We are connected on the remote session and will proceed with the troubleshooting of the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat. |
| | Is there anything else I may help you with ? |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required. |

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79625 Marty Jones
Email: client.services@amowc.com ☎ 18133412600
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
City: TAMPA
State: Florida

Country: UNITED STATES

Chat Transcript -----

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

Ended due to chat idle timeout

Hello, I am your Acebuddy

Visitor Details

#78942 Arron Forbes
Email: irzad.zamcorp@gmail.com 📞 15926741503
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 53 Secs
City: HEMPSTEAD
State: New York
Country: UNITED STATES

Chat Transcript

| | |
|--------------|--|
| Arron Forbes | Hello, I am your Acebuddy |
| Acebuddy | Hello Irzad.zamcorp, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Arron Forbes | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Arron Forbes | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Arron Forbes | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Arron Forbes | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| Arron Forbes | Unable to log in due to admin approval |
| 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 assist |
| Arron Forbes | Hi kindly assist with ticket 726308 |

| | |
|--------------|---|
| Manish Singh | Kindly allow me two minutes to check the same. |
| Arron Forbes | Sure |
| Manish Singh | Kindly logout all users for 5 minutes. |
| Arron Forbes | Done |
| Manish Singh | thanks for the confirmation. |
| | Irzad, we need to clean install the application once to resolve this issue. |
| Arron Forbes | Np let me know when to log on back |
| Manish Singh | We will notify you over the email, once the clean installation is done. |
| | Is there anything else I may help you with ? |
| Arron Forbes | I see |
| Manish Singh | Kindly check now, we have restarted the services and repaired the application from t (Edited) |
| | And seems like QuickBooks is working fine. |
| | Are we still connected here? |
| Arron Forbes | Sure |
| Manish Singh | Is it working fine now? |
| | Are we still connected here? |
| | Are we still connected here? |
| | Are we still connected here? |
| | As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required. |

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78960 NIGAM PATHAK
Email: taxpratham@gmail.com ☎ 17066156363

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: MCDONOUGH
State: Georgia
Country: UNITED STATES

Chat Transcript -----

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

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#79461 ellen
Email: ellen@empowersomerset.com ☎ 9083674735
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: BRIDGEWATER
State: New Jersey
Country: UNITED STATES

Chat Transcript -----

| | |
|----------|---|
| ellen | Hello, I am your Acebuddy |
| Acebuddy | Hello Ellen C Dazet, Empower Somerset, Inc., I'm your Ace Buddy. I'll be happy to ass |
| | Whom Would You Like to Connect With? |
| ellen | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| ellen | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| | As we haven't got any response from your end, We are closing this chat. If you still ne Kindly re-initiate the chat. |

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#78894 fabell
Email: fabell@abellturf.com ☎ 16782960822

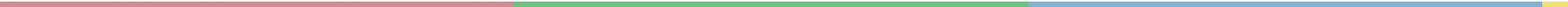
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 37 Secs
City: ?
State: Turks And Caicos Islands
Country: TURKS AND CAICOS ISLANDS

Chat Transcript -----

| | |
|-----------------|--|
| fabell | Hello, I am your Acebuddy |
| Acebuddy | Hello Franklin Abell, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| fabell | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| fabell | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| fabell | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| fabell | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| fabell | Error code H505 |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be as |
| | Hello Franklin, I will surely help you with this issue. |
| fabell | Server Name: QBlive03.myrealdata.net |
| | I am the owner and user: FrankA.q3 |
| Ashutosh Mishra | Thanks for the confirmation ! |
| | Kindly allow me two minutes to check the same. |
| | |

| | | |
|--|-----------------|---|
| | fabell | Appreciate your help |
| | Ashutosh Mishra | I understand you are using QuickBooks Enterprise 18.0 , is that correct? |
| | fabell | That is correct |
| | Ashutosh Mishra | Please let me know if it is working now. |
| | fabell | Just tried and still giving me H505 error |
| | | I just closed QB and re-opening...one sec |
| | Ashutosh Mishra | Sure |
| | fabell | Now gave me Error code H303 |
| | Ashutosh Mishra | I see, I will check again from backend. |
| | | May I take the remote access of your server? |
| | fabell | yes sir |
| | Ashutosh Mishra | Prior providing the access, I would suggest you to close any important documents at |
| | fabell | running two screens. |
| | Ashutosh Mishra | Please enter username and password. |
| | fabell | Looks like you got it done...Thank you! I am going to disconnect now. I have some cu: on invoices. |
| | Ashutosh Mishra | Thanks for the confirmation ! |
| | | I would greatly appreciate if you could spare a minute to give your valuable feedback chat. |
| | | You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks! |
| | | Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know |

Ashutosh Mishra has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79020 alex mizan
Email: amizan@audiobeam.com ☎ 16462864332
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 19 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

| | |
|------------|--|
| alex mizan | Hello, I am your Acebuddy |
| Acebuddy | Hello Amizan, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| alex mizan | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| alex mizan | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| alex mizan | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| alex mizan | when i try to print checks from Qbooks from your server, the server sends specific tra information to my local printer and i cannot print |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | Acebuddy (bot) forwarded the chat request |
| | Gaurav Kumar declined the transfer request. |
| alex mizan | i need to adjust them back to default or uninstall/reinstall the printer |

Shubham Kataria accepted the chat transfer request.

| | |
|-----------------|--|
| Shubham Kataria | Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be a today. |
| | I will be surely assisting you with this. Kindly help me with your server name and use |
| alex mizan | Alexander.M |
| | am2 corporation |
| Shubham Kataria | Thank you for the information. Kindly confirm if you're able to print regular document issue while printing checks in QB |
| alex mizan | only checks |
| | regular documents print fine |
| Shubham Kataria | Alright, I will surely assist you with this. |
| | May I take the remote access of your local computer? |
| alex mizan | sure |
| Shubham Kataria | Prior providing the access, I would suggest you to close any important documents at |
| alex mizan | ok |
| Shubham Kataria | https://assist.acecloudhosting.com/join/6922627108 |
| alex mizan | go ahead |
| Shubham Kataria | Kindly paste this link in the browser of local computer and join the session. |
| | As we haven't got any response from your end, We are closing this chat. If you still ne Kindly re-initiate the chat. |

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79742 JW Juliana Windsor
Email: credit@coastlineapa.com ☎ 9493359275
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman

Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 30 Secs
City: ANNAPOLIS
State: Maryland
Country: UNITED STATES

Chat Transcript -----

| | |
|--------------------|--|
| JW Juliana Windsor | Hello, I am your Acebuddy |
| Acebuddy | Hello Jw Juliana Windsor, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| JW Juliana Windsor | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| JW Juliana Windsor | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| JW Juliana Windsor | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| JW Juliana Windsor | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| JW Juliana Windsor | I cannot email through Quickbooks |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| JW Juliana Windsor | Someone just tried calling me and I am having signal issues |
| | Chat seems to work |
| | <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 t today. |
| | Hello Juliana |
| | How are you doing today? |
| JW Juliana Windsor | Thank you |
| | frustrated |
| | |

| | | |
|--|--------------------|--|
| | Sujeet Kumar Suman | I'm really sorry you're feeling frustrated. Let me see how I can help make this easier 1 |
| | JW Juliana Windsor | I am having signal issues but that is not your concern |
| | | My issue that you are going to fix is I cannot email invoices through Quickbooks |
| | Sujeet Kumar Suman | Sure, I can help with that. |
| | | I will be surely assisting you with this. Kindly help me with your server name and use |
| | JW Juliana Windsor | Coastline server name? My user name is credit@coastlineapa.com |
| | Sujeet Kumar Suman | Thank you for the information and allow 2 minutes to check the same. |
| | | Thank you for your patience. |
| | | May I take the remote access of your server? |
| | JW Juliana Windsor | of course |
| | Sujeet Kumar Suman | Thanks for the confirmation ! |
| | | kindly approve. |
| | | We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat. |
| | | Thank you for your patience. |
| | | We're still connected remotely and continuing to work on resolving your issue. |
| | | 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 (1-888-415-5240) if any further assistance is required. |
| | | <i>Sujeet Kumar Suman has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78948 office
Email: office@dacchilleconstruction.com
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 2 Secs
City: BOONE
State: North Carolina
Country: UNITED STATES

Chat Transcript

| | |
|--------------|--|
| office | Hello, I am your Acebuddy |
| Acebuddy | Hello Office, 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 r |
| office | QB wont open on remote server |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Shivam Singh accepted the chat transfer request.</i> |
| Shivam Singh | Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assis |
| | Could you please tell me, which user is facing the issue? |
| office | Both, but I use the PamelaC one primarily |
| Shivam Singh | I apologize for the inconvenience caused to you. |
| | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79080 jeff
Email: jeff@aerosgroup.com ☎ 616-997-8324
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: SALT LAKE CITY
State: Utah
Country: UNITED STATES

Chat Transcript

| | |
|----------|--|
| jeff | Hello, I am your Acebuddy |
| Acebuddy | Hello Jeff Verry, 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. |
| | 【 】 |
| | We are currently experiencing higher than normal contact volume related to server c issues. |
| | Are you also experiencing issues related to server connectivity? |
| jeff | Yes |
| Acebuddy | Please refer to our status page for further updates on the issue status. |
| | Thank you contact Ace Support. Have a wonderful day! |

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78922 Bright Tax Solutions LLC
Email: cathleenmanning@gmail.com 📞 12142436574
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 27 Secs
City: PROSPER
State: Texas
Country: UNITED STATES

Chat Transcript

| | |
|--------------------------|--|
| Bright Tax Solutions LLC | Hello, I am your Acebuddy |
| Acebuddy | Hello Cathleen Manning, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Bright Tax Solutions LLC | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Bright Tax Solutions LLC | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Bright Tax Solutions LLC | Application Update |
| Acebuddy | Please send us an email at support@acecloudhosting.com and we will provide you wi once the task has been completed. |
| | Typically, the application update is performed overnight. |
| | Do you need any further assistance on the topic? |
| Bright Tax Solutions | |

| | | |
|--|--------------------------|--|
| | LLC | Yes |
| | Acebuddy | Please wait while we connect you to our Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | Bright Tax Solutions LLC | urgent |
| | | 2024 Lacerte update needed |
| | | <i>Anurag Sharma accepted the chat transfer request.</i> |
| | Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be ass |
| | | Hello Cathleen |
| | Bright Tax Solutions LLC | hi |
| | | I need to efile and the software is requiring an update |
| | | 2024 Lacerte |
| | Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | | I will be surely assisting you with this. Kindly help me with your server name and use |
| | Bright Tax Solutions LLC | https://myportal.acecloudhosting.com/login Username – CID74806 Password – 2025B (Login) Page – Ace Cloud Hosting Client ID – CID74806 RDP CathleenManning@myrea |
| | | Is this what you mean? |
| | Anurag Sharma | Thanks for the confirmation ! |
| | | I would need to log off the users from the server in order to proceed with this update. |
| | | Please confirm if I can do the same. |
| | Bright Tax Solutions LLC | Go ahead |
| | Anurag Sharma | Thanks for the confirmation ! |
| | | I will update you via email once this update is completed. |
| | | Is there anything else I may help you with ? |
| | | Are we still connected here? |
| | Bright Tax Solutions LLC | yes |
| | Anurag Sharma | Is there anything else I may help you with ? |
| | | Are we still connected here? |
| | Bright Tax Solutions LLC | The update is all I needed. |
| | | Thank you |
| | Anurag Sharma | I would like to inform you that we have successfully completed the application update |
| | | |

You can now login back to the server.

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

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

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

Anurag Sharma has ended this chat session

Chat Transcript

I need help with my quickbooks

Visitor Details

#79321 Claire Speake
Email: claire@sgwfresno.com 📞 15593479965
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 36 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

| | |
|---------------|--------------------------------|
| Claire Speake | I need help with my quickbooks |
| Aayush | |

| | | |
|--|---------------|---|
| | | Thank you for contacting ACE. My name is Aayush. I will be assisting you further. |
| | | <i>Aayush is transferring the chat to Support(QB & App Hosting).</i> |
| | Claire Speake | Great thank you |
| | | <i>Anurag Sharma accepted the chat transfer request.</i> |
| | Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be ass |
| | | Hello Claire |
| | Claire Speake | Hello I need help |
| | | i've had the same proble so many times |
| | Anurag Sharma | I deeply apologize for the inconvenience caused to you. |
| | | Could you please share the problem you are facing? |
| | Claire Speake | yes, its error -6189, - 816 |
| | Anurag Sharma | Could you please elaborate your issue? |
| | Claire Speake | Problem accessing company file on quickbooks |
| | Anurag Sharma | I will be surely assisting you with this. Kindly help me with your server name and use |
| | Claire Speake | I think its california turf warehouse or synthetic grass warehouse |
| | | <i>3:06:01 AMAnurag Sharma is sharing a file with you</i> <i>image.png - (Size:23.6 KB)</i> <i>Please confirm your username</i> |
| | | I belive it should be accounting |
| | Anurag Sharma | Thanks for the confirmation ! |
| | | Could you please share the snapshot of the issue you are facing? |
| | Claire Speake | yes give me one seocnd |
| | Anurag Sharma | Okay |
| | Claire Speake | give me like 2 minutes please |
| | Anurag Sharma | Okay |
| | | Are we still connected here? |
| | Claire Speake | yes |
| | | but I dont know how so send a snapshotttttt |
| | Anurag Sharma | No problem |
| | | May I take the remote access of your server? |
| | Claire Speake | yes please |
| | Anurag Sharma | Prior providing the access, I would suggest you to close any important documents at |
| | | |

| | | |
|--|---------------|--|
| | | Please accept the remote session request on the server. |
| | Claire Speake | okay |
| | | oh you know wha |
| | Anurag Sharma | Please accept the remote session request which you will get on your server screen. |
| | Claire Speake | mines actually customer |
| | Anurag Sharma | Okay |
| | Claire Speake | i dont know why the icon says iccounting |
| | Anurag Sharma | No problem, I will send it to another user. |
| | | We are connected on the remote session and will proceed with the troubleshooting on the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat. |
| | Claire Speake | sounds good |
| | Anurag Sharma | Please respond on the remote screen. |
| | Claire Speake | where i thought you were already in my screen |
| | Anurag Sharma | I can only see your server screen. |
| | Claire Speake | It works now?? |
| | Anurag Sharma | Yes I can see the QB running. |
| | | Could you please show me the error you are getting? |
| | Claire Speake | not anymore |
| | | i really dont know what you did but its working now |
| | Anurag Sharma | I am glad to know that it is working now. |
| | | Is there anything else I may help you with ? |
| | Claire Speake | No, thank you |
| | Anurag Sharma | Thank you so much Claire for such a wonderful chat session. |
| | | I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 be working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks! |
| | | Note: You may change/reset your server password on your own by registering on our https://selfcare.acecloudhosting.com). |

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79854 Andrew Layson
Email: andrew@laysoncpa.com ☎ 478-951-3462
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: 59 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

| | | |
|-------------|--------------------|---|
| | Andrew Layson | We may have a support ticket created but I am being told our office 365 is being disr QBs enterprise and QBs pro on the same cloud. Is this possible? |
| | 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 Sujeet Kumar Suman. I will b today. |
| | | Hello Andrew |
| | | How are you doing today? |
| | Andrew Layson | doing great |
| | Sujeet Kumar Suman | Kindly help me with your server name and user name? |
| | Andrew Layson | Layson, CPA and I am andrew. Belive it is andrewL |
| | Sujeet Kumar Suman | Thank you for the information and allow 2 minutes to check the same. |
| | | Thank you for your patience. |
| | | We are already in discussion with the POCs, Faith Kilpatrick and Terry Layson, over a c working on this and will assist you shortly. |
| | | The ticket number is #741649. |
| | Andrew Layson | Well I am the owner of the company and we have been having issue after issue with c as increase in pricing randomly. we need to figure this out |
| | Sujeet Kumar Suman | We sincerely apologize for the inconvenience caused. As informed, an engineer is act the issue, and we will share a positive update with you soon. Additionally, once the issue is resolved, we will ensure that all your concerns related t increase are addressed by the appropriate team. They will provide you with a detaile the charges |
| | | 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 (1-888-415-5240) if any further assistance is required. |
| | | <i>Sujeet Kumar Suman has ended this chat session</i> |
| <div></div> | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79993 jayjung
Email: jayjung@kimengineering.com ☎ 12405424238
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: FREDERICK
State: Maryland
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79710 Eduardo
Email: corporateit@sdf-itc.com ☎ 15125169214
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 56 Secs
City: BARRIO DEL NINO JESUS
State: Ciudad De Mexico
Country: MEXICO

Chat Transcript

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

| | | |
|--|--------------|---|
| | Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| | Eduardo | User CDM9_ADMSALES_AT not able to open Outlook and OneDrive after tried to open onedrive, file download dind't move from 0 % and from that Outlook and Onedrive dc |
| | 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 assist |
| | Eduardo | Hello |
| | Manish Singh | I will surely help you with this issue. |
| | | Kindly allow me two minutes to check the same. |
| | Eduardo | Sure, thanks Manish. Let me know if you need to remote into the session |
| | Manish Singh | Alright! |
| | | May I know your username? |
| | Eduardo | Username with the issue: CDM9_ADMSALES_AT |
| | | Server: SDFInterTrading.myrealdata.net |
| | Manish Singh | May I take the remote access of your server? |
| | Eduardo | Sure |
| | Manish Singh | Prior providing the access, I would suggest you to close any important documents at |
| | | Is this the first time you're experiencing this issue? Also, are any other users affected your account only? |
| | Eduardo | Firts time |
| | Manish Singh | Are any other users affected, or is it limited to your account only? |
| | Eduardo | As for now i created a new Outlook profile but not able to log in |
| | | Account only |
| | Manish Singh | We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat. |
| | | Kindly restart your session once. As multiple One drive session is opened on your enc this issue. |
| | Eduardo | Sure, logging off now |
| | Manish Singh | Are we still connected here? |
| | Eduardo | Yes |
| | | <i>2:18:31 AM</i> Eduardo is sharing a file with you image.png - (Size:50.53 KB) |
| | | |

| | | |
|--|--------------|--|
| | | Currently stuck on this screen |
| | Manish Singh | Let me restart the server once. |
| | | Kindly logout all users for 5 minutes. |
| | Eduardo | Wait, I need to inform the team |
| | Manish Singh | Yes, please take your time and let me know |
| | Eduardo | I tried again and I was able to log in to the session |
| | Manish Singh | Kindly accept the session. |
| | | Try to access now |
| | Eduardo | That's the main error after not able to download the file |
| | Manish Singh | May I know the location of One drive. |
| | Eduardo | There's the personal and shared folder |
| | | Allow me to log out one drive and log back in |
| | | Didn't try that |
| | Manish Singh | Need to reboot server once. |
| | | Are we still connected here? |
| | Eduardo | Yes, I was informing the team to confirm the reboot |
| | Manish Singh | Sure |
| | Eduardo | I think we are fine, we can reboot |
| | Manish Singh | Alright, rebooting the server now. |
| | Eduardo | Can we extend 5 minutes please? |
| | | sorry |
| | Manish Singh | I have rebooted the server, Eduardo |
| | Eduardo | Noted, no worries |
| | Manish Singh | Kindly try to access server now. |
| | Eduardo | Sure |
| | | Logged in now |
| | Manish Singh | Seems like working now. |
| | | Is there anything else I may help you with ? |
| | Eduardo | I think that's it for now |
| | Manish Singh | I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79009 Samantha Baj
Email: samantha@eastcoastrealty.com ☎ 5082776433
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: MANCHESTER
State: Massachusetts
Country: UNITED STATES

Chat Transcript

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

| | |
|--------------|--|
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Samantha Baj | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Samantha Baj | Password Reset |
| Acebuddy | Please select an option below |
| Samantha Baj | Not Enrolled to Selfcare Portal |
| Acebuddy | Please drop an email on support@acecloudhosting.com and mention the username for 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? |
| Samantha Baj | 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

#78954 PAULA ANDERSON
Email: paula.advantageco@gmail.com 📞 17634029704
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: 15 Secs
City: CEDAR
State: Minnesota
Country: UNITED STATES

Chat Transcript

| | |
|-----------------|---|
| PAULA ANDERSON | Hello, I am your Acebuddy |
| Acebuddy | Hello Paula M Anderson, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| PAULA ANDERSON | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| PAULA ANDERSON | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| PAULA ANDERSON | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| PAULA ANDERSON | QuickBooks Login Issue |
| Acebuddy | I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue |
| | Was that helpful? |
| PAULA ANDERSON | No |
| Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Ashutosh Mishra accepted the chat transfer request.</i> |
| Ashutosh Mishra | Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be as |
| PAULA ANDERSON | looks like it might be okay now it was not letting me onto the server |
| Ashutosh Mishra | Thanks for the confirmation ! |
| | Did this issue occurred only for you, or are other users on the server also experiencin |
| | Are we still connected here? |
| | Are we still connected here? |
| | <i>Ashutosh Mishra has ended this chat session</i> |



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79202 krisika
Email: krisika@hkidata.com 📞 7383092838
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 46 Secs
City: BORSAD
State: Gujarat
Country: INDIA

Chat Transcript

| | |
|--------------------|--|
| krisika | Hello, I am your Acebuddy |
| Acebuddy | Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| krisika | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| krisika | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| krisika | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| krisika | https://rbi.okta.com/ website not open in server |
| 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 Sujeet Kumar Suman. I will k today. |
| | Hello Krisika |
| krisika | https://rbi.okta.com/ website not open in server |
| | |

Visitor Details

#79644 Ashley Johnson
Email: ajohnson@ipsiscan.com
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: 24 Secs
City: LANSDALE
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

| | |
|----------------|--|
| Ashley Johnson | Hello, I am your Acebuddy |
| Acebuddy | Hello Ajohnson, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Ashley Johnson | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Ashley Johnson | Setback |
| Acebuddy | Hello Ajohnson, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Ashley Johnson | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Ashley Johnson | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Ashley Johnson | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| Ashley Johnson | Ticket ID: 735795 |
| Acebuddy | Please wait while we connect you to a Support Representative |

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

| | | |
|--|----------------|--|
| | Manish Singh | Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assist |
| | Ashley Johnson | Hello! |
| | Manish Singh | Hello, ajohnson |
| | | Kindly allow me two minutes to check the same. |
| | | Is this the first time you're experiencing this issue? Also, are any other users affected your account only? |
| | Ashley Johnson | I haven't heard of any others having issues with PDFs. I saw that adobe was reinstalled a new error when opening a PDF if you would like to remote into my desktop |
| | | I left the error message open. I am still able to open the documents and print them, but message each time I open one |
| | Manish Singh | Sure |
| | | May I take the remote access of your local computer? |
| | Ashley Johnson | Yes |
| | Manish Singh | https://assist.acecloudhosting.com/join/3602029231 |
| | | 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 |
| | | We are connected on the remote session and will proceed with the troubleshooting on the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat. |
| | | Is there anything else I may help you with ? |
| | Ashley Johnson | No, that is all, thank you |
| | Manish Singh | I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 be working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks! |
| | | Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base) |
| | | <i>Manish Singh has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79372 Christopher Julvezan
Email: cjulvezan@cjelectricalsvcs.com ☎ 12488190267
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: 1 Min 10 Secs
City: OAKLEY
State: Michigan
Country: UNITED STATES

Chat Transcript

| | |
|---|---|
| Christopher Julvezan | Hello, I am your Acebuddy |
| Acebuddy | Hello Christopher Julvezan, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Christopher Julvezan | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Christopher Julvezan | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Christopher Julvezan | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| Christopher Julvezan | https://myportal.acecloudhosting.com/login |
| Acebuddy | Please wait while we connect you to a Support Representative |
| Acebuddy (bot) forwarded the chat request | |

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 with you today. |
| | Hello Christopher |
| Christopher Julvezan | myportal OTP takes too long and 2min timeout is not far too slow |
| | its possible that our email serve is too slow |
| Sujeet Kumar Suman | Our apologies for the inconvenience. |
| | Let me look into it for you. |
| | Kindly allow me two minutes to check the same. |
| Christopher Julvezan | yes fyi, my otp code is taking about 5 mins to arrive in my email |
| Sujeet Kumar Suman | Everything appears to be functioning correctly from our side. |
| | Could you please try again to log into MyPortal? |
| Christopher Julvezan | requested otp 10:37am |
| | i would like to delete this feature |
| | can we turn otp off |
| | otp is going to timeout already |
| Sujeet Kumar Suman | Unfortunately, we cannot disable the OTP, as it is required for security purposes. |
| | May I take the remote access of your local computer? |
| Christopher Julvezan | it timed out |
| | make it longer than 2min then |
| | you may take access |
| Sujeet Kumar Suman | Thanks for the confirmation ! |
| | Kindly close all important tabs and documents for not to breach any security concern |
| Christopher Julvezan | no security concern |
| Sujeet Kumar Suman | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/8362581965 |
| | 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. |
| | Thank you for your patience. |
| | Upon checking, we have identified that the issue lies with the mail server. We recommend you reach out to your local IT team, who will be able to assist you further. |
| | Thank you for your patience. |
| | As discussed during the remote session, our team will contact you at 269-275-3060 to resolve the issue. |

| | |
|--|--|
| | further. |
| | 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 (1-888-415-5240) if any further assistance is required. |

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79599 cyd
Email: cyd@thesmaoffice.com ☎ 3233043138
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: 55 Secs
City: NEW YORK
State: Texas
Country: UNITED STATES

Chat Transcript

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

| | | |
|--|------------|---|
| | Acebuddy | Welcome to Ace Support. |
| | | Please chose an option : |
| | cyd | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | cyd | QuickBooks Issue |
| | Acebuddy | What type of QuickBooks Issue are you facing? |
| | cyd | Other QB related issue |
| | Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| | cyd | Quickbooks issue, already spoke with Yash Kalra |
| | Acebuddy | Please wait while we connect you to a Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Gaurav Kumar declined the transfer request.</i> |
| | | <i>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 |
| | | Hello cyd |
| | cyd | hi |
| | | when will you be calling me? |
| | Yash Kalra | Our Team member will be calling you next 10-20 minutes. |
| | cyd | i am already so far behind |
| | Yash Kalra | I've confirmed with him; he's in the process of making the callback and will be calling minutes. (Edited) |
| | | Please check, you will be receiving a callback right now |
| | | Cyd, as you're now connected with our team member via callback, we'll proceed to c session to avoid duplicate communications. |
| | | 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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks! |
| | | Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know |
| | | <i>Yash Kalra has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79102 Jasper Breslin
Email: jbreslin@bys-hfc.com ☎ 14435428602
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: STEWARTSTOWN
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

| | |
|----------------|---|
| Jasper Breslin | Hello, I am your Acebuddy |
| Acebuddy | Hello Jbreslin, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Jasper Breslin | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | [REDACTED] |
| | We are currently experiencing higher than normal contact volume related to server c issues. |
| | Are you also experiencing issues related to server connectivity? |
| Jasper Breslin | Yes |
| Acebuddy | Please refer to our status page for further updates on the issue status. |
| | Thank you contact Ace Support. Have a wonderful day! |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79262 Henil Patel
Email: admin@pursimple.com ☎ 14168178212
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: 39 Secs
City: MONTREAL
State: Quebec
Country: CANADA

Chat Transcript

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

| | | |
|--|--------------|---|
| | Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| | Henil Patel | I recently requested to cancel my Ace cloud hosting subscription. So, I want to confir has been submitted or not? |
| | 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 assist |
| | | Kindly allow me two minutes to check the same. |
| | Henil Patel | Thanks |
| | Manish Singh | Let me notify the team and they will be in touch with you, Henil after this chat ends. |
| | | As we can check your ticket is with the other team. |
| | Henil Patel | I want to confirm that my subscription is cancelled till the end of the month |
| | Manish Singh | They are the only one who can update you regrading this concern, but I will make sur message to the team, Henil. |
| | Henil Patel | Ok |
| | Manish Singh | Thanks for your understanding and patience. (Edited) |
| | | Is there anything else I may help you with ? |
| | Henil Patel | No |
| | Manish Singh | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | | You may end this chat now. Once you end this chat, you will receive an email from us 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 cæ working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks! |
| | | Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know |
| | | <i>Henil Patel has ended this chat session</i> |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79636 johnathon
Email: johnathon@islandentertainment.com ☎ (250) 746-9707
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 45 Secs
City: LILLIAN
State: Florida
Country: UNITED STATES

Chat Transcript

| | |
|---------------|--|
| johnathon | Hello, I am your Acebuddy |
| Acebuddy | Hello Johnathon Patty, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| johnathon | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| johnathon | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| johnathon | Other Issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| johnathon | Access to Microsoft office software |
| Acebuddy | Please wait while we connect you to a Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Anurag Sharma accepted the chat transfer request.</i> |
| Anurag Sharma | Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be ass |
| | |

| | | |
|-------------|---------------|---|
| | | Hello johnathon |
| | johnathon | Hello |
| | Anurag Sharma | Could you please elaborate your request? |
| | johnathon | Can you tell me if username FBControl has Microsoft office access? |
| | Anurag Sharma | Kindly allow me two minutes to check the same. |
| | | Johnathon, the mentioned user doesn't has the MS excel access on the server. |
| | | Is there anything else I may help you with ? |
| | johnathon | Please grant that user access to ms excel please. |
| | | <i>3:04:39 AMAnurag Sharma is sharing a file with you</i> <i>How to Manage ACE Server Users 4.pdf - (Size:1.33 MB)</i> |
| | | <i>Johnathon, since you are the primary contact. I would like to inform yo</i> |
| | | I currently don't have access to a computer to get to the portal. |
| | Anurag Sharma | Okay, no problem. After this chat I will send you an email. You can revert back to that approval from your end (primary contact). Once we will get the approval, we will star providing the excel access to the requested user on the server. |
| | | Is there anything else I may help you with ? |
| | johnathon | That will be all. Thank you. |
| | Anurag Sharma | Thanks for the confirmation ! |
| | | I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks! |
| | | Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com). |
| | | For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know |
| | | <i>Anurag Sharma has ended this chat session</i> |
| <div></div> | | |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79259 Kathlynn P
Email: kathlynn@lomnesscpa.com
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 49 Secs
City: OAK BROOK
State: District Of Columbia
Country: UNITED STATES

Chat Transcript

| | |
|------------|--|
| Kathlynn P | Hello, I am your Acebuddy |
| Acebuddy | Hello Kathlynn Pack, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Kathlynn P | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | Please chose an option : |
| Kathlynn P | I'd like to raise a Request |
| Acebuddy | Please select your request type. |
| Kathlynn P | Change in Applications |
| Acebuddy | Please select your desired option! |
| Kathlynn P | Application Addition |
| Acebuddy | Please select your Application |
| Kathlynn P | Other Application |
| Acebuddy | Kindly email us the below mentioned information on support@acecloudhosting.com f registered email address and we will update you via email. |
| | <ul style="list-style-type: none">Application name and version |

| | |
|--------------------|---|
| | <ul style="list-style-type: none">• Setup/Installer download link (if any)• Activation Code / License information• Any other info/guide needed to install the application. |
| | We will update you via email once the installation is complete. |
| | Application Addition usually takes 1-2 Hour(s) |
| | Do you need any further assistance on the topic? |
| Kathlynn P | Yes |
| Acebuddy | Please wait while we connect you to our Support Representative |
| | <i>Acebuddy (bot) forwarded the chat request</i> |
| | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> |
| Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be available to assist you today. |
| | Hello Kathlynn |
| Kathlynn P | Hi I have a current ticket 731082 |
| Sujeet Kumar Suman | Sure, I can help with that. Let me look into it for you. |
| Kathlynn P | our 8x8 application is not working. I am on the phone with 8x8 right now. They need to create a new application and I need help to do so. |
| Sujeet Kumar Suman | Sure. |
| Kathlynn P | https://assets.contentstack.io/v3/assets/blte621f0a2bd0e9f69/blt358b1a93e62c0eb93d7aaa2592/netutil-win_2.3.1359_2024-08-08_installer.zip |
| | This is the application I need to download |
| Sujeet Kumar Suman | I will be surely assisting you with this. Kindly help me with your server name ? |
| Kathlynn P | LomnessCPA1 |
| | Will the server have to be restarted to add the application? |
| Sujeet Kumar Suman | We need confirmation via email to proceed with installing the application on the server. |
| Kathlynn P | what email do I send it to> |
| | we need this done asap |
| Sujeet Kumar Suman | simply reply to the same email/ticket to provide your confirmation. |
| Kathlynn P | It was sent |
| Sujeet Kumar Suman | Thanks for the confirmation ! |
| | Let me check! |
| Kathlynn P | if the server does need to be restarted please give me a warning before you do so. I will let my team know. |
| Sujeet Kumar Suman | Sorry to inform you, but we were unable to locate the application download link in the ticket. |

| | | |
|--|--------------------|---|
| | | provide the link and install the application on the server so we can assist you prompt |
| | Kathlynn PAck | https://support-portal.8x8.com/hc-pages/8x8/helpcenter/viewArticle.html?d=f05077a90c1-a3cc4de5a62f&q=network%20utility%20test&hl=en&c=1_40_60_62_7568_ |
| | Sujeet Kumar Suman | Sure, I will let you know. |
| | Kathlynn PAck | Its the windows downloads installer |
| | | <i>9:34:32 PM</i> <i>Sujeet Kumar Suman is sharing a file with you</i> <i>image.png - (Size:18.14 KB)</i> <i>The application has been successfully installed on the server.</i> |
| | Sujeet Kumar Suman | There is no need to reboot the server. (Edited) |
| | | Is there anything else I may help you with ? |
| | Kathlynn PAck | we are not seeing it on there. |
| | | I found it |
| | Sujeet Kumar Suman | Thanks for the confirmation ! |
| | | Is there anything else I may help you with ? |
| | | <i>9:37:18 PM</i> <i>Sujeet Kumar Suman is sharing a file with you</i> <i>image.png - (Size:4.9 KB)</i> <i>For reference application is installed</i> |
| | Kathlynn PAck | thank you. Do you mind standing by while we see if it works? |
| | Sujeet Kumar Suman | Sure |
| | | Kindly inform us once the task is completed. |
| | Kathlynn PAck | Yes will do. Its loading right now but I will let you know once it has been completed. |
| | Sujeet Kumar Suman | Thank you for the update. Please take your time, and let us know once the loading is be ready to assist further if needed. |
| | | Could you please confirm if your issue has been resolved? |
| | Kathlynn PAck | I apologize it is still loading but we can disconnect for now. If i need further assistance into the chat. |
| | Sujeet Kumar Suman | Sure KathyInn |
| | | Is there anything else I may help you with ? |
| | Kathlynn PAck | No that is it |
| | Sujeet Kumar Suman | You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks! Note: You may change/reset your server password on your own by registering on our |

(<https://selfcare.acecloudhosting.com>).

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

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79376 info
Email: info@brkimcpa.com ☎ 9729724930
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: 29 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

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

| | | |
|--|------------|--|
| | Acebuddy | Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance. |
| | | If you are facing any issue/problem with your server, Please select the appropriate option |
| | info | Yes, I'm facing issues with my server |
| | Acebuddy | Please select an option! |
| | info | QuickBooks Issue |
| | Acebuddy | What type of QuickBooks Issue are you facing? |
| | info | QuickBooks Update |
| | Acebuddy | Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when issues might get delayed due to unforeseen circumstances. |
| | | If you're also getting an update popup, please grab a screenshot of the error message and email it to support@acecloudhosting.com. Our engineers will manually check and implement the fix and share a confirmation via email. |
| | | Do you need any further assistance on the topic? |
| | info | Yes |
| | Acebuddy | Please wait while we connect you to our Support Representative |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | info | QB UPdate |
| | | QB update |
| | | Can I request a QB update at midnight today? |
| | | <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. |
| | | Sure, please provide us the name of your server, so that we can schedule this update for you. |
| | info | Server name : Bongryong.myrealddata.net. |
| | | Could you update all servers, not just mine? |
| | Yash Kalra | This update will be reflected for all the users. |
| | info | thank you. |
| | Yash Kalra | Is there anything else I may help you with ? |
| | info | no that was all. |
| | Yash Kalra | I would greatly appreciate if you could spare a minute to give your valuable feedback on this chat. |
| | | Thank you for choosing ACE cloud Hosting, you have a wonderful day. |
| | | You may end this chat now. Once you end this chat, you will receive an email from us regarding the status of your update. |

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

Thanks!

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

#79453 Tami Linton
Email: accounting@starchase.com ☎ 757-802-4434
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: 25 Secs
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

| | |
|-------------|--|
| Tami Linton | 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? |
| Tami Linton | Technical Support (QB & App Hosting) |
| Acebuddy | |

| | | |
|--|--------------------|---|
| | | Welcome to Ace Support. |
| | | Please chose an option : |
| | Tami Linton | I'd like to report an Issue |
| | Acebuddy | Please select an option! |
| | Tami Linton | QuickBooks Issue |
| | Acebuddy | What type of QuickBooks Issue are you facing? |
| | Tami Linton | QuickBooks Login Issue |
| | Acebuddy | I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue |
| | | Was that helpful? |
| | Tami Linton | No |
| | Acebuddy | No issues, please wait while I connect you to one our support engineers who'd assist |
| | | <i>Acebuddy (bot) forwarded the chat request</i> |
| | | <i>Sujeet Kumar Suman accepted the chat transfer request.</i> |
| | Sujeet Kumar Suman | Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will k today. |
| | Tami Linton | Hello |
| | Sujeet Kumar Suman | Hi |
| | Tami Linton | I received the following error when logging into Q |
| | | QB |
| | Sujeet Kumar Suman | Our apologies for the inconvenience. |
| | | I will be surely assisting you with this. Kindly help me with your server name and use |
| | Tami Linton | did you get the image I sent |
| | | Computer: StarChaseLLC.myrealdata.net |
| | Sujeet Kumar Suman | No |
| | Tami Linton | User name: MYREALDATA\TamiLi |
| | Sujeet Kumar Suman | Thank you for the information and allow 2 minutes to check the same. |
| | | Thank you for your patience. |
| | Tami Linton | Well it also looks like my shared folder between the remote server and my desktop d |
| | Sujeet Kumar Suman | Could you please let us know what kind of error you're encountering in QuickBooks? |
| | Tami Linton | I was going to attach it |
| | | Error -6189, -816 |

| | | |
|--|--------------------|--|
| | | Unable to open company file |
| | | fix suggestions: |
| | | Restart your computer and your server |
| | | intall the QB Database Manager on your server |
| | Sujeet Kumar Suman | I will surely help you with this issue. |
| | Tami Linton | I was able to open QB, upon login this is what was prompted |
| | | I have never seen that one before |
| | Sujeet Kumar Suman | May I take the remote access of your server? |
| | Tami Linton | yes |
| | Sujeet Kumar Suman | Thanks for the confirmation ! |
| | | Kindly approve for remote. |
| | | We are connected on the remote session and will proceed with the troubleshooting on the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat. |
| | | Thank you for your patience. |
| | Tami Linton | the QB issue is resolved, but can I check the second issue I had |
| | Sujeet Kumar Suman | As per discussion over the remote session, The issue is resolved |
| | | Sure, could you please let us know what kind of error? |
| | Tami Linton | I am unable to access the ACE shared folder from the remote sever |
| | Sujeet Kumar Suman | Let me check. |
| | | When was the last time you were able to access this drive? |
| | Tami Linton | I was on vacation.....Thrusday of last week |
| | | I know on our server they had to do something on Monday for Fisbowl, not sure if tha |
| | Sujeet Kumar Suman | no worry , let me check |
| | | Since this file location is on your local computer, we'll need to take remote access of |
| | Tami Linton | ok |
| | Sujeet Kumar Suman | Kindly close all important tabs and documents for not to breach any security concern |
| | | Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2102975185 |
| | | We are connected on the remote session and will proceed with the troubleshooting on the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat. |
| | | As we haven't got any response from your end, We are closing this chat. If you still ne Kindly re-initiate the chat. |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79076 ar.partsfast
Email: ar.partsfast@gmail.com 📞 12817500340
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: 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. |
| | 【 】 |
| | We are currently experiencing higher than normal contact volume related to server c issues. |
| | Are you also experiencing issues related to server connectivity? |
| ar.partsfast | Yes |
| Acebuddy | Please refer to our status page for further updates on the issue status. |
| | Thank you contact Ace Support. Have a wonderful day! |

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79778 Lindsey Vela
Email: admin@beaconmarineelectronics.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 49 Secs
City: OXNARD
State: California
Country: UNITED STATES

Chat Transcript

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

| | | |
|--|--------------|---|
| | Acebuddy | Please specify the issue you are facing before I connect you to an available support r |
| | Lindsey Vela | card reader is not showing up when I try to process a credit card. |
| | 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 assist |
| | Lindsey Vela | Hi, I'm Randi |
| | Manish Singh | Hii Randi |
| | | I will surely help you with this issue. |
| | | May I take the remote access of your local computer? |
| | Lindsey Vela | yes |
| | Manish Singh | https://assist.acecloudhosting.com/join/3332036018 |
| | | 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 |
| | Lindsey Vela | ok |
| | | is it working? |
| | Manish Singh | We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat. |
| | | As we haven't got any response from your end, We are closing this chat. If you still ne Kindly re-initiate the chat. |

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#79116 ERICAJOHNS
Email: ericajohns@southernwoodframing.com 📞 3017512317

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: PORT TOBACCO
State: Maryland
Country: UNITED STATES

Chat Transcript -----

| | |
|------------|--|
| ERICAJOHNS | Hello, I am your Acebuddy |
| Acebuddy | Hello Erica Johns, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| ERICAJOHNS | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | [REDACTED] |
| | We are currently experiencing higher than normal contact volume related to server c issues. |
| | Are you also experiencing issues related to server connectivity? |
| ERICAJOHNS | Yes |
| Acebuddy | Please refer to our status page for further updates on the issue status. |
| | Thank you contact Ace Support. Have a wonderful day! |

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#79077 Matt Ates

Email: matthewates@gmail.com 📞 5127619988

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: 11 Secs

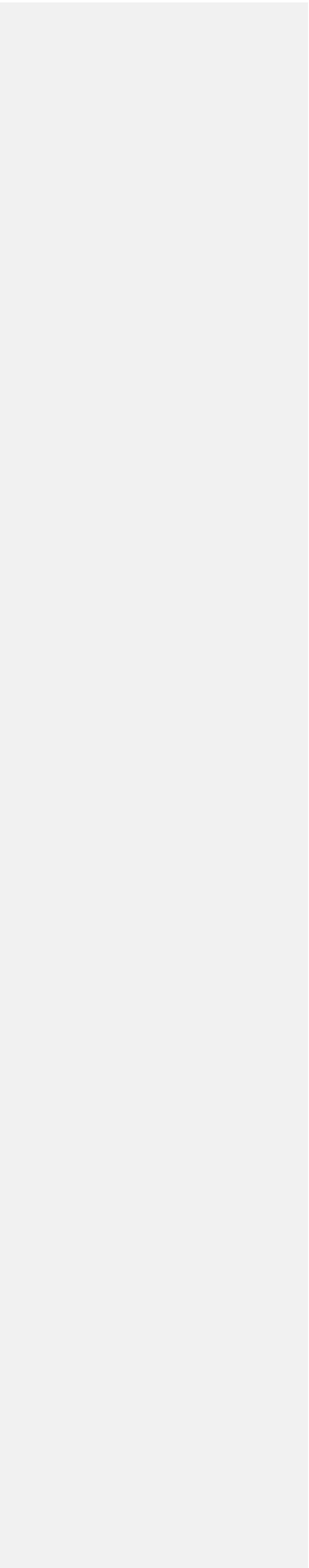
City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript -----

| | |
|--|--|
| Matt Ates | Hello, I am your Acebuddy |
| Acebuddy | Hello Matt Ates, I'm your Ace Buddy. I'll be happy to assist you! |
| | Whom Would You Like to Connect With? |
| Matt Ates | Technical Support (QB & App Hosting) |
| Acebuddy | Welcome to Ace Support. |
| | <div>【 】</div> <p>We are currently experiencing higher than normal contact volume related to serv connectivity issues.</p> |
| | Are you also experiencing issues related to server connectivity? |
| Matt Ates | No, I'd like to report another Issue |
| Acebuddy | Please chose an option : |
| Matt Ates | I'd like to report an Issue |
| Acebuddy | Please select an option! |
| Matt Ates | QuickBooks Issue |
| Acebuddy | What type of QuickBooks Issue are you facing? |
| Matt Ates | Other QB related issue |
| Acebuddy | Please specify the issue you are facing before I connect you to an available supp representative! |
| Matt Ates | QB still isn't working |
| Acebuddy | Please wait while we connect you to a Support Representative |
| Acebuddy (bot) forwarded the chat request | |
| 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 assisting you today. |
| Matt Ates | I called in earlier to report I couldn't open QB. I was told it would be working a wl still isn't opening. |
| Sujeet Kumar Suman | Hello Matt |
| | I deeply apologize for the inconvenience caused to you. |
| | We're still in the process of resolving the issue. Thank you for your patience. |
| Matt Ates | ok, thanks |
| Sujeet Kumar Suman | We will respond to you within 30 minutes-1 hours |
| | Matt Ates, Is there anything else I may help you with? |
| Matt Ates | That's it |
| Sujeet Kumar Suman | Thanks for the confirmation ! |
| | <p>You may end this chat now. Once you end this chat, you will receive an email from regarding this conversation, along with a ticket number and survey feedback form</p> <p>I request you to kindly spare a moment to fill that out for me so that my manage how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> |

Sujeet Kumar Suman has ended this chat session

