

Chat Tra

Hello, I am you

Visitor Details

#72878 Herbert Carter

Email: carter@sunbeltsports.org  15047820493

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Secs

City: DAPHNE

State: Louisiana

Country: UNITED STATES

Chat Transcript

Herbert Carter	Hello, I am your Acebuddy
Acebuddy	Hello Herbert Carter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Herbert Carter	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Herbert Carter	I'd like to report an Issue
Acebuddy	Please select an option!
Herbert Carter	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Herbert Carter	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Herbert Carter	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

Shashwat Verma accepted the chat transfer request.

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

Hello Herbert

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Shashwat Verma has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#71913 sbhardwaj

Email: sbhardwaj@hmgroupllp.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 55 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

sbhardwaj Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

sbhardwaj	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>mayank accepted the chat transfer request.</i>
sbhardwaj	Hi Mayank, I am facing very frequent disconnection of my VDI like in every 5 min and VDI is also working very slow Taking 1 min to switch between files Can you please help
mayank	Hi Shivam, Thank you for contacting Acecloudhosting. Let me transfer this chat to the concerned team so that they can a: <i>mayank is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
sbhardwaj	Hi Sharath, can you please help with above request.
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today. ofcourse, could you help me with your server name
sbhardwaj	CID70703 my account number with you
Sharath Kumar	Thank you I am signing into the server right now (Edited) Could you let me know since when the disconnection is happening
sbhardwaj	Since yesterday
Sharath Kumar	as I can see, the server performance has been stable could you check with a different network connection maybe your personal hotspot, if that's possible
sbhardwaj	I did but same issue I haven't faced disconnection in last few minutes but it is taking lot of time to switch between files and folder
Sharath Kumar	are other users on the server reporting this issue?
sbhardwaj	No
Sharath Kumar	let me take your remote session and see why that is happening Prior providing the access, I would suggest you to close any important documents at your end. sending you the request now Shivam, for me it was working well

could you check your internet speed from here -
[Speedtest by Ookla - The Global Broadband Speed Test](#)

let me know what is the upload and download speed you are receiving along with the latency
are we still connected here?

sbhardwaj Yes

My VDI again got disconnected

Sharath Kumar could you check your internet speed from here -
[Speedtest by Ookla - The Global Broadband Speed Test](#)

let me know what is the upload and download speed you are receiving along with the latency

sbhardwaj I am getting speed of 905.54 MBPS

but my system is very slow

Sharath Kumar alright Shivam, that speed is more than enough. How about the latency, though?

sbhardwaj Switching between tabs taking about 30seconds

Sharath Kumar I will have to take remote of your compute and check for settings in the RDP file.

would you be comfortable sharing your screen of your local computer (Edited)

sbhardwaj sure

Sharath Kumar This is link that you need to open on your computer (not on VDI)
<https://assist.acecloudhosting.com/join/1102263051>

sbhardwaj How can I send this link to my local desktop

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

copy paste the link to your local computer if possible

or let me know your email address and I will send it there

sbhardwaj shivambhardwaj.cpa@gmail.com

Sharath Kumar sent

sbhardwaj ok

Sharath Kumar Alright Shivam, I have helped you with the server connection settings remotely, anything else that I may assist you with?

Are we still connected here?

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

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

Sharath Kumar has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#72148 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 57 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 representative!
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	

krisika	Quickbook not open in all pc
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Krisika, Could you help me with your server name and company name
krisika	Quickbook not open in all pc
	Hi
Sharath Kumar	Hi Krisika, Could you confirm the server that you are on is Priorware.myreldata.net or is it PriorwareSite2.myreldata
krisika	Yes
Sharath Kumar	and what is the user name that you are using
	Are we still connected here?
krisika	Hina@hkidata03
Sharath Kumar	let me quickly check
krisika	Ok
Sharath Kumar	I see a user account HKiDATA03 on the server There are other user such as ShwetaP and RadhikaD who are currently accessing QuickBooks So it appears to be an issue with your particular remote session my advise would be to sign out and then sign back in Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#73329 Mohita Chadha

Email: mohita@kaurtax.com ☎ 19097099000

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: 1 Min 24 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Mohita Chadha	Hello, I am your Acebuddy
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Mohita Chadha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mohita Chadha	I'd like to report an Issue
Acebuddy	Please select an option!
Mohita Chadha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mohita Chadha	Hello - I set up two new users to the remote desktop. I have sent them the RDP downloaded file but do not have the passw
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
<i>Shashwat Verma is transferring the chat to Ashutosh.</i>	
<i>Ashutosh accepted the chat transfer request.</i>	
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.
Mohita Chadha	hello
	i created two new users and they are having trouble with the password
	what information do i need to provide them with?
Ashutosh	Kindly allow me two minutes to check for the user created in the account and assist you further.
Mohita Chadha	i downloaded the RDP file from the portal but now they need the password

	i emailed them the RDP file
Ashutosh	We can definitely share the password however we can share it over the email after getting an authorization approval from
Mohita Chadha	okay
	that would be me
Ashutosh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
Mohita Chadha	how long do you anticipate it taking?
	i need to share the password with them quickly
Ashutosh	Once we get the email from you, we will share the password within 10 minutes.
Mohita Chadha	thank you!
	i just sent the email
	please let me know if you need any other information
Ashutosh	We have received your email to reset password for Ibex2 and Symbiosis2.
Mohita Chadha	Will you be sharing a link that I can send to them?
	Or do i set the password and give to them?
	what is the process for that?
Ashutosh	We will share the password link for the users over the email, please allow me to inform for future reference you can also r
	I am resetting the password for the users now and i will also send you a guide for My Portal that will guide you how to res
Mohita Chadha	okay great, i can send them the password link once you send it to me
	thank you for your help!
	I received the emails saying that the password has been reset
Ashutosh	Yes, you are getting the automated email for password reset.
	Allow me 2 minutes and you will receive the email from me with the password links.
Mohita Chadha	awesome, thank you
Ashutosh	I have just sent you the email with password links as well as My Portal Guide.
	Is there anything else I may help you with ?
	Are we still connected here?
Mohita Chadha	that is it
	thank you so much!
Ashutosh	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Ashutosh has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#73044 fabell

Email: fabell@abellturf.com ☎ 16782960822

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: ATLANTA

State: Georgia

Country: UNITED STATES

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 Password Reset

Acebuddy Please select an option below

fabell Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Tra

Ultra tax

Visitor Details

#72807 n.ahmed

Email: n.ahmed@innercircle.cpa  9901023289

Department: Support(QB & App Hosting)

Operator:

Website: <https://www.acecloudhosting.com/contact-us/>

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 47 Secs

City: BANGALORE

State: Karnataka

Country: INDIA

Chat Transcript

n.ahmed Ultra tax issue

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

n.ahmed Hi can u connect me to Malkeet

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

Sharath Kumar accepted the chat transfer request.

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

n.ahmed We had connect yesterday for ultra tax issue

Sharath Kumar understood, could you help me with the ticket number and the issue that you are having now

n.ahmed For the id n.ahmed@innercircle.cpa

We had received new RDP so we are using that. Just wanted to check if we can continue using that

Sharath Kumar	I do remember helping you setup the new account day before yesterday. Are you referring to the same user account
n.ahmed	Yes The issue is we had opened ultra tax in new RDP provided which got closed automatically
	We are able to work on old Rdp now
	In the new rdp one return was open in ultra tax which has gotten lock now
	We need to unlock that
Sharath Kumar	so just to confirm, you're saying that there is now issue with new RDP but old RDP works fine?
n.ahmed	New Rdp got closed automatically and we are not able to use that now
	Old RDP is working fine
Sharath Kumar	understood
n.ahmed	In the new rdp one return in ultra tax was open which shows locked now We need solution for this
Sharath Kumar	let me check the changes that Malkeet made on that ticket, could you help me with the ticket number
n.ahmed	Can't you just login to the new rdp that u have set and close that return ?
Sharath Kumar	my apologies for the late response, I was on the server and found your New profile was still logged into the server I have just disconnected it so now you should be able to open the return on your Old RDP (Nawaz.A) user profile
n.ahmed	Let me see if my return on ultra tax shows locked <i>7:48:46 PMn.ahmed is sharing a file with you</i> <u>17399747025892978795047275123846.jpg</u> - (Size:2.51 MB)
	See this return was open in ultra tax in that new rdp which is showing locked now
	You have 2 options. Either to open that and close
	Or give us the access back we will login and close
Sharath Kumar	I see, could you provide me with 2 hours and I can share with you the credentials again for the new account. You can ther
n.ahmed	Ok U will send me email correct
Sharath Kumar	do you remember the credentials for the new user account that was shared? Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#72407 Lynn Durkin

Email: lynn@lynndurkincpa.com  17813781845

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 25 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Lynn Durkin	Hello, I am your Acebuddy
Acebuddy	Hello Lynn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lynn Durkin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lynn Durkin	I'd like to report an Issue
Acebuddy	Please select an option!
Lynn Durkin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lynn Durkin	Many of our users computers are very slow today. We have had this issue recently. Only four of our 8 users are online. Wo
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Ayush declined the transfer request.

Shubham Yadav accepted the chat transfer request.

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

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

Lynn Durkin Lynn Durkin CPA

I am Terence

Shubham Yadav Thank you for the information and allow 2 minutes to check the same.

Lynn as I can check server has the sufficient RAM memory.

Also I want to inform you only 85.18 GB storage is free out of 359.40GB.

Lynn Durkin Okay. Do you know of any other reason it would be slow?

Our users are all on different computers/networks but are experiencing slow performance as well

Shubham Yadav Lynn, is there a particular action within any application that's causing the server to slow down?

Lynn Durkin Nothing particular. Typing on any application seems slow and clicking from one application to another causes short freeze

Shubham Yadav Alright Lynn I am noting this down and we will monitor your server's performance.

Also I want to inform you that your C Drive is getting full.

Only 21 percent is free out of 100% storage.

Try to delete unwanted files from the server or you can upgrade the storage.

Lynn are you there ?

Are we still connected here?

Are we still connected here?

Lynn Durkin HI SORRY

We will Try ad clear up space.

Shubham Yadav Sure Lynn try to clear or you can upgrade the plan.

Also I would suggest you to reboot the local computer if it's running for long time.

Lynn Durkin Okay. Thank you.

If we use a cloud-based document management platform, do you ahve any recommendations for how to prevent docs bei

How to reduce the amount of time they are stored?

Shubham Yadav You can opt for policies Implementation that automatically delete or archive files after a certain period. This ensures docu

Lynn are you talking about our cloud server ?

Also Lynn you can use One Drive to store files.

Lynn Durkin No we have a tax platform that we used for client portal and document storage. It uses a cloud drive which we can login t

	It is similar to onedrive
	How can i set those policies? Can they be set for our whole server or just individual users?
Shubham Yadav	Lynn, I believe you mentioned local computers, which is why I recommended implementing policies. However, for our clo to sync issues or manual downloads.
	Are we still connected here?
Lynn Durkin	Yes
	I mean we login to our document system while on the Ace server. So these documents are temporarily stored on Ace desk
Shubham Yadav	Can you please let me know the application name ?
Lynn Durkin	TaxDome
Shubham Yadav	Lynn, the application on the server is designed to save data only on the server, not locally. The data may need to be delet
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shubham Yadav has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#71774 Adriane.tucker

Email: adriane.tucker@yahoo.com ☎ 2098970307

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: PIONEER

State: California

Country: UNITED STATES

Chat Transcript

Adriane.tucker	Hello, I am your Acebuddy
Acebuddy	Hello Adriane.tucker, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Adriane.tucker	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Adriane.tucker	I'd like to report an Issue
Acebuddy	Please select an option!
Adriane.tucker	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Adriane.tucker	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Adriane.tucker	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
Adriane.tucker	ticket ID 632495
	QB just aborted and now I cant get it to open again
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Adriane
Adriane.tucker	hi
	server is CatyaP
Anurag Sharma	Thanks for the confirmation !
Adriane.tucker	Second time today I cant get QB to open
Anurag Sharma	Kindly allow me 3-4 minutes to check the same.
Adriane.tucker	I tried to unfreeze
	I double click, the thing spins like its trying to open then stops.
Anurag Sharma	Okay

	Let me check the issue.
Adriane.tucker	Just gave me a message that server would restart in 5 min
Anurag Sharma	That message indicates that the server will reboot in 5 minutes.
Adriane.tucker	ok
Anurag Sharma	Please confirm if the issue is now resolved.
	After the reboot.
Adriane.tucker	I havent been able to get the server to reopen yet seems to be working
Anurag Sharma	Glad to know. Is there anything else I may help you with ?
Adriane.tucker	no thank you
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your operator.

Visitor Details

#72352 AGUSTIN GARCIA

Email: agustin@agtaccounting.com  12068670623

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 30 Secs

City: SEATTLE

State: New Jersey

Country: UNITED STATES

Chat Transcript

AGUSTIN GARCIA	Hello, I am your Acebuddy
Acebuddy	Hello Agustin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
AGUSTIN GARCIA	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
AGUSTIN GARCIA	I'd like to report an Issue
Acebuddy	Please select an option!
AGUSTIN GARCIA	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
AGUSTIN GARCIA	Lacerte Updates. Error message on all servers, and Adobe application download
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello agustin
AGUSTIN GARCIA	Hi there,
	Thank you very much for your help
Anurag Sharma	Could you please elaborate your issue?
AGUSTIN GARCIA	I am unable to run updates on the applicati
	application
Anurag Sharma	I will surely help you with that. Could you please share your server name and username?
AGUSTIN GARCIA	AGTAX.myrealdatal.net
Anurag Sharma	Thanks for the confirmation !
	Could you please confirm the application which you want us to update?

AGUSTIN GARCIA	LACERTE
Anurag Sharma	Okay, Lacerte 2023 or 2024?
AGUSTIN GARCIA	2024
Anurag Sharma	Thanks for the confirmation !
	I would like to inform you that I have scheduled this application update during the night hours when users are less active Is there anything else I may help you with ?
AGUSTIN GARCIA	Perfect
	Yes, I need you guys to help me download an application with a Adobe https://get.adobe.com/reader/ This one. I have a subscription with them, in case they ask you for a username and password
Anurag Sharma	Okay
	After this chat, I will send you an email. You can just revert back to that email with an approval from the primary contact if
AGUSTIN GARCIA	Sounds good
Anurag Sharma	Also I would request you to please download the setup file on the server and share us the location of that so that we can install it.
AGUSTIN GARCIA	An error message keeps popping up in our remote connections, I have mentioned this to you guys before
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
AGUSTIN GARCIA	This error message ,
Anurag Sharma	Could you please share me the snapshot of the error?
AGUSTIN GARCIA	Yes, give me a second please
Anurag Sharma	Sure
	I just want to confirm that there is already an application installed on the server with name Adobe Creative Cloud. Do you want me to remove it?
	<i>5:28:09 AMAGUSTIN GARCIA is sharing a file with you</i> <u>1_image.png</u> - (Size:44.07 KB)
AGUSTIN GARCIA	Yes, there was an error downloading that application instead of the one I need, which is the one I emailed you
Anurag Sharma	Okay
	May I take the remote access of your server ?
AGUSTIN GARCIA	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
AGUSTIN GARCIA	yes
Anurag Sharma	Please accept the remote session request on the server.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.

Agustin, in order to resolve this issue, we would need to re-install the quickbooks application on the server.

As users are active on the server, I am scheduling this re-installation during the night hours.

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)

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

Anurag Sharma has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#71926 greg

Email: greg@jhasslacher.com ☎ 16239744778

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: SUN CITY

State: Arizona

Country: UNITED STATES

Chat Transcript

greg Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

greg

	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
greg	I'd like to raise a Request
Acebuddy	Please select your request type.
greg	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Tra

Hello, I am you

Visitor Details

#72742 allen

Email: allen@internationalfilterproducts.com  18189179538

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: 38 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
allen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
allen	I'd like to report an Issue
Acebuddy	Please select an option!
allen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
allen	Setback
Acebuddy	Please select an option!
allen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
allen	I cannot set my Gmail setting in QuickBooks to send out emails.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
allen	Hello Manish
	I think there is a problem with my browser settings.
Manish Singh	May I take the remote access of your server?
allen	Yes. I am IFPI allen
Manish Singh	Kindly login to the server once.
allen	I am logged into the server,
	I also have QuickBooks open
Manish Singh	As i can check user LoriM, Yair and Ben are active on the server.
allen	I am Yair
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
allen	ok
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Is it a Gmail account?
allen	yes

Manish Singh	This seems like it's not the Gmail account. May I know who is the provider of this email?
allen	I just logged in through gmail.
Manish Singh	Need to update the Application as the Web page is also not opening in default application.
allen	Are you able to do that now?
Manish Singh	All users need to logout for 30-40 minutes.
	What best we can do is schedule this update in night hours.
allen	What if the update does not work?
	What is the next step?
Manish Singh	If this will not work, we have to reset your Intuit profile from the backend.
allen	Can we do both?
Manish Singh	But the update will work fine
	Alright, we will try both. (Edited)
allen	ok thank you
Manish Singh	Is there anything else I may help you with ?
allen	Schedule it in the evening.
Manish Singh	May I know the time and time zone?
allen	Make sure all the servers are updated at the same time.
	We are in Post Standard Time
Manish Singh	Alright, noted we will schedule the update around 5 PM
allen	Please schedule 6 pm
Manish Singh	Sure
	Is there anything else I may help you with ?
allen	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 with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#73195 Emanuela Verardi

Email: customerservice@vedafarming.com ☎ 495454756834

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 47 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Emanuela Verardi	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Emanuela Verardi	thanks
Manish Singh	I will surely help you with this issue.
Emanuela Verardi	we cant open quickbooks
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Emanuela Verardi	just for one user right now
	i have had it on mine before but It has resolved by restartting
	<i>10:04:03 PM Manish Singh is sharing a file with you image.png - (Size:1.39 KB)</i>
	<i>You can use QB reset to resolve the issue.</i>
	but now its not working on sandras server
	we tried the reset and it did not work
Manish Singh	I have made the required changes for both of you kindly check now.
Emanuela Verardi	ok
Manish Singh	Are you able to access the server now.
Emanuela Verardi	my college is trying
	still nothing
	we can access the server but quickbooks wont open
Manish Singh	Kindly try to access now.
Emanuela Verardi	ok
	now non of the qbs are orking
	it wont open on mine either now
Manish Singh	I have made the another change, kindly check now.
Emanuela Verardi	no nothing
Manish Singh	Kindly check now or if the issue persists we need to take the remote session of your PC.
Emanuela Verardi	no it wont open
Manish Singh	May I take the remote access of your server?
Emanuela Verardi	yes

Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	Need to reboot the server once, kindly logout all users for 2 minutes.
Emanuela Verardi	ok i messaged you from the server
	how can we keep chatting
	can you send me another link and open it on my computer
Manish Singh	https://www.acecloudhosting.com/support-chat.php
	This is the link you can use to reinitiate the chat again.
	Rebooting server in 2 minutes.
Emanuela Verardi	ok
Manish Singh	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Manish Singh has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#71925 jjtrujillo

Email: joe@alliedtaxaz.com ☎ 16029318689

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: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

jjtrujillo

Hello, I am your Acebuddy

Acebuddy

	Hello Joseph Trujillo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jjtrujillo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jjtrujillo	I'd like to raise a Request
Acebuddy	Please select your request type.
jjtrujillo	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server rebo
	Do you need any further assistance on the topic?
jjtrujillo	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#72113 maribel

Email: maribel@hummingbirdverde.co

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

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

Ended due to chat idle timeout

Chat Tra

Hello, I am yo

Visitor Details

#72496 xianna zhong

Email: visionpointtax@gmail.com ☎ 19173029317

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 30 Secs

City: FREMONT

State: California

Country: UNITED STATES

Chat Transcript

xianna zhong	Hello, I am your Acebuddy
Acebuddy	Hello Xianna Zhong, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
xianna zhong	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
xianna zhong	I'd like to report an Issue
Acebuddy	Please select an option!
xianna zhong	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
xianna zhong	Account invalid
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	Yes, let me try now to connect on remote
xianna zhong	ok
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/3102409031
	Kindly Click on the link and open the downloaded file.
xianna zhong	it shows connecting down and retry
	how about now?
Shashwat Verma	Yes, Xianna, its still the same issue
xianna zhong	Then how to solve?
Shashwat Verma	Let me arrange a call-back then?
xianna zhong	it looks like I do not have an account on selfcare portal
	Would you please set up one so I can log in?
Shashwat Verma	Looks like its better now, kindly try now to open selfcare
xianna zhong	Or what is my username for selfcare portal?

Shashwat Verma	XiannaZhong
xianna zhong	it shows invalid account you are required to enroll to use this service
Shashwat Verma	Let me check from backend Kindly allow me two minutes to check the same.
xianna zhong	Thanks
Shashwat Verma	Kindly enter the password, you use for server login (Edited)
xianna zhong	I am not sure whether my PW is correct
Shashwat Verma	In that case, let first reset the password from myportal Do you have the access of the same, as you are the account owner.
xianna zhong	The PW is correct yes my company is only myself
Shashwat Verma	Yes, in that case, we have again reset the password, then try to login in selfcare,as it is the same as server login password Let me check, it should work but nevertheless, I will surely resolve your issue Kindly allow me two minutes to check the same.
xianna zhong	ok it's locked out.. please help to reset from your side
Shashwat Verma	Yes Let me unlock it Kindly try to login to the server first
xianna zhong	locked again...
Shashwat Verma	Okay done, try to login the server Your remote session is got disconnected https://assist.aceclouddhosting.com/join/9532421214
xianna zhong	Kindly remote again i cannot log into the server it says the authentication hasn't been set up I need to pass the authentication to log in...
Shashwat Verma	Okay

xianna zhong	can you see my screen?
Shashwat Verma	Yes
xianna zhong	k
Shashwat Verma	When you have last use the server?
xianna zhong	a month ago probably or two weeks ago o two weeks
Shashwat Verma	OK
xianna zhong	like 2-1 at that time the authentication was not set up yet i ran a payroll that day
Shashwat Verma	Meantime, I have removed the authentication, kindly try now to login server Checking about the selfcare issue
xianna zhong	ok logged in
Shashwat Verma	Okay
xianna zhong	you have my password right? I have a meeting on 10:30 in 20 minutes
Shashwat Verma	Okay, you can connect again or we have to schedule the call back for you? Are we still connected here? Are we still connected here? Are we still connected here? As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shashwat Verma has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#72764 Kevin Isleib

Email: kevin@mainlinesv.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 27 Secs

City: CONSHOHOCKEN

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Kevin Isleib	Hello, I am your Acebuddy
Acebuddy	Hello Kevin Isleib, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kevin Isleib	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kevin Isleib	I'd like to report an Issue
Acebuddy	Please select an option!
Kevin Isleib	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kevin Isleib	I am trying to remove a user and add a new user from the myportal.acecloudhosting.com - but its not working
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Yadav accepted the chat transfer request.</i>	
<i>Shubham Yadav is transferring the chat to Support(QB & App Hosting).</i>	

Shubham Kataria accepted the chat transfer request.

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Kevin Isleib	server - MainLine.myrealdata.net User ID - CID71146
Shubham Kataria	Thank you for the information.
	Could you please confirm if you're receiving any error message while using my portal (Edited)
Kevin Isleib	is it possible to do a screen share and show you>?
Shubham Kataria	Sure
	Prior providing the access, I would suggest you to close any important documents at your end.
Kevin Isleib	I'm good
	<i>Kevin Isleib has initiated a remote assistance session. Would you like to access Kevin Isleib's screen?</i>
Shubham Kataria	Kindly confirm if you're using my portal on your local computer or inside server itself
Kevin Isleib	local PC
Shubham Kataria	https://assist.acecloudhosting.com/join/2322895199
	Kindly join this link
Kevin Isleib	can you see me?
Shubham Kataria	Yes, we are connected on remote session
Kevin Isleib	just want me to end this chat?
Shubham Kataria	Thank you for your patience.
Kevin Isleib	Have a good night
Shubham Kataria	As per our remote conversation, we will create a new user from our end and send you login information over email.
	Is there anything else I may help you with ?
Kevin Isleib	nope
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	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.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#73157 Teal Erhard

Email: teal.erhardup@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: COUDERSPORT

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

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

Hello, I am you

Visitor Details

#72448 anis

Email: anis@advocate-accounting.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

anis	Hello, I am your Acebuddy
Acebuddy	Hello Anis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
anis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
anis	I'd like to report an Issue
Acebuddy	Please select an option!
anis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
anis	Hello, our team is only working with Sumeet Sachdeva on case number 628703.
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

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

Hello Anis

Kindly allow me two minutes to check the same.

Sumeet is currently busy with other clients, meanwhile you can share your issue with me

anis case number 628703

our team's been having the same recurring issues with login

Shashwat Verma I deeply apologize for the inconvenience caused to you.

anis My supervisor says that Sumeet has repaired it and as far as she's seen other team members undo Sumeet's repairs. The
Thank you!

Shashwat Verma Got it, let me check with Sumeet.

May I know on which server you are right now

second or third?

anis second?

it's AALLCATX2 if that's what you mean?

Shashwat Verma is your username TaxAssociate and can I take remote access to your server session?

anis sure

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

anis ok

I do need to be offline by 430pm, is that ok?

Shashwat Verma I will try to get it done by then

anis Thank you!

Shashwat Verma Also, I am working with Sumeet next to me for this issue

anis Sounds great!

Shashwat Verma Kindly accept the invitation. (Edited)

could you please log into the server again

anis Giving it a try!

Shashwat Verma okay, I still need to work on it

anis Hi Shashwat and Sumeet, I have to log off soon. Do you recommend I set aside an hour for this troubleshoot, and will it be

Shashwat Verma Looks like we are done

ATX will work fine

anis ok i'll try later and reconnect when i can, thank you!

Shashwat Verma Sure

It would be great if you could share your feedback after this chat ends. Thanks in advance!

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript.

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

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/>)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72354 chappelfarms1935

Email: chappelfarms1935@gmail.com  9566427062

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 38 Secs

City: RAYMONDVILLE

State: Texas

Country: UNITED STATES

Chat Transcript

chappelfarms1935 Hello, I am your Acebuddy

Acebuddy Hello Chappelfarms1935, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
chappellfarms1935	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
chappellfarms1935	I'd like to report an Issue
Acebuddy	Please select an option!
chappellfarms1935	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
chappellfarms1935	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?
chappellfarms1935	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
chappellfarms1935	my quickbooks wont open it just times out
	<i>Anurag Sharma accepted the chat transfer request.</i>
	<i>Anurag Sharma is transferring the chat to Sanyam Madan.</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
chappellfarms1935	myrealdatalJerryCH.NPRO
Sanyam Madan	Thank you for the information and allow 2 minutes to check the same.
	can you please check now ?
chappellfarms1935	CID72740
	checking
Sanyam Madan	we have made some changes from the backend , please check at your end and let us know (Edited)
chappellfarms1935	still nothing
Sanyam Madan	please allow me some more time
chappellfarms1935	ok that worked
Sanyam Madan	is it working now ?
chappellfarms1935	yes thank you
Sanyam Madan	we made some changes from the backend which requires the server to be rebooted , so we are proceeding with the rebo

chappellfarms1935	thanks the reboot worked
Sanyam Madan	Is there anything else I may help you with ?
chappellfarms1935	no that is all
Sanyam Madan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	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/)
	please share your valuable feedback

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#72096 greg

Email: greg@jhasslacher.com  16239744778

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: SUN CITY

State: Arizona

Country: UNITED STATES

Chat Transcript

greg Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
greg	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
greg	I'd like to raise a Request
Acebuddy	Please select your request type.
greg	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Tra

Hello, I am you

Visitor Details

#72119 carmstrong

Email: carmstrong@mdcollision.net

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 14 Secs

City: UNION

State: Louisiana

Country: UNITED STATES

Chat Transcript

carmstrong Hello, I am your Acebuddy

Acebuddy	Hello Colleen Armstrong, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
carmstrong	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
carmstrong	I'd like to report an Issue
Acebuddy	Please select an option!
carmstrong	Password Reset
Acebuddy	Please select an option below
carmstrong	Restart
Acebuddy	Hello Colleen Armstrong, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
carmstrong	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
carmstrong	I'd like to report an Issue
Acebuddy	Please select an option!
carmstrong	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
carmstrong	Error code Error code: 0x4 Extended error code: 0x0 Activity ID: {a09308d5-8b6a-4030-bf59-d98025da0000}
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Collen
carmstrong	hello
Shashwat Verma	Is that the issue related to QB?
carmstrong	the error code is appearing when I open my remote desktop
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
carmstrong	thanks
Shashwat Verma	May I take the remote access of your local computer?

carmstrong	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/4352999195
carmstrong	ok, thank you
Shashwat Verma	Kindly Click on the link and open the downloaded file.
carmstrong	i did you should have access
Shashwat Verma	Not yet
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting issue resolved on remote session
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the details of the support provided.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	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/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your operator.

Visitor Details

#73281 hannah

Email: hannah@carderconcreteco.com  18177731527

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: BURLESON

State: Texas

Country: UNITED STATES

Chat Transcript

hannah	Hello, I am your Acebuddy
Acebuddy	Hello Hannah, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
hannah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hannah	I'd like to report an Issue
Acebuddy	Please select an option!
hannah	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
hannah	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
hannah	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Hannah
	I will surely help you with this issue.
	Kindly try now.
	Are we still connected here?
hannah	Yes, thank you. It is working.
Shashwat Verma	Is there anything else I may help you with ?
hannah	That will be it for now.
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.

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

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/>)

Shashwat Verma has ended this chat session

Chat Transcript

I can not log into my QB account

Visitor Details

#72818 Foresight Business Solutions LLC

Email: cvari@foresightcpa.com **Phone:** 4843683183

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: OCEAN CITY

State: New Jersey

Country: UNITED STATES

Chat Transcript

Foresight Business Solutions LLC

I can not log into my QB account

Mohit

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

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

Shubham Yadav accepted the chat transfer request.

Shubham Yadav

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

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

	Are we still connected here?
Foresight Business Solutions LLC	yes
Shubham Yadav	Can you please let me know your CID or business name ?
	<i>10:07:50 PM Foresight Business Solutions LLC is sharing a file with you <u>1_image.png</u> - (Size:33.65 KB)</i>
	Thank you for the information
	Since when are you facing the issue ?
Foresight Business Solutions LLC	today
Shubham Yadav	May I take the remote access of your local computer?
Foresight Business Solutions LLC	yes
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
Foresight Business Solutions LLC	ok
Shubham Yadav	https://assist.acecloudhosting.com/join/9372038319
	This message has been deleted
	Kindly Click on the link and open the downloaded file.
Foresight Business Solutions LLC	you should be in?
Shubham Yadav	Are you able to connect ?
Foresight Business Solutions LLC	no
Shubham Yadav	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our support team.
	As per remote session you are now able to access the Quick Books 2019 on the server
	Is there anything else I may help you with ?
Foresight Business Solutions LLC	no thank you for your help
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the feedback you provided.
	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.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Yadav has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#72836 Adriana

Email: adriana@kevinbarry.com ☎ 747-296-3917

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: DOWNEY

State: California

Country: UNITED STATES

Chat Transcript

Adriana	Hello, I am your Acebuddy
Acebuddy	Hello Adriana, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Adriana	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Adriana	I'd like to report an Issue
Acebuddy	Please select an option!
Adriana	Password Reset
Acebuddy	Please select an option below
Adriana	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?

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 Tra

Hello, I am yo

Visitor Details

#72781 Todd Fisher

Email: todd@edge.cpa 18438672766

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Mins 21 Secs

City: SUMMERTOWN

State: South Carolina

Country: UNITED STATES

Chat Transcript

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

Todd Fisher	Need to shutdown SQL Server service
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>	
<i>Anurag Sharma is transferring the chat to Yash Kalra.</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today. I will be surely assisting you with this. Kindly help me with your server name and user name?
Todd Fisher	hi yash. I need to shut down the SQL Server service so we can copy the db files please edgeaccountants.myrealdata.net ToddFisher is the user I believe
Yash Kalra	Kindly allow me two minutes to check the same. Please allow us some time while we are making some changes from the backend in order to resolve this issue. Please stay connected May I take the remote access of your server?
Todd Fisher	yes, please.
Yash Kalra	Prior providing the access, I would suggest you close any important documents at your end.
Todd Fisher	Nothing on my end On the chat Can you hang on for just a moment, please?
Yash Kalra	Todd, Is there anything else I may help you with ?
Todd Fisher	Possibly.... please stand by? Thank you for the assist!! Good to go it looks like.
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link below. Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)	
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Yash Kalra has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#73041 arodriguez

Email: arodriguez@tlainteriors.com  3139086015

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: ROYAL OAK

State: Michigan

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
arodriguez	Tax Forms are not updated to 2025
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>	
<i>Manish Singh is transferring the chat to Sharath Kumar.</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
arodriguez	Hi Sharath, I was working with someone on Friday and I was supposed to get a call this morning at 8am but I haven't received it yet. I have a ticket open with the number 645773.
Sharath Kumar	Hi Adriana, Please allow me a couple of minutes to review the ticket
arodriguez	Thank you
Sharath Kumar	Adriana, apologies for the delay, I just checked with the team and found Vignesh who was supposed to call you is currently unavailable. I have informed him about this ticket and will be calling you shortly.
arodriguez	Ok thank you!
Sharath Kumar	Is there anything else I may help you with ?
arodriguez	No, that was it! Thank you
Sharath Kumar	Alright, I hope your issue gets resolved soon.
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.	
I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.	
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)	
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
Thank you for choosing ACE cloud Hosting, you have a wonderful day.	
<i>Sharath Kumar has ended this chat session</i>	

Chat Tra

Hello, I am yo

Visitor Details

#72421 Laurent Cohen

Email: laurent@mixware.net ☎ 18185784030

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Laurent Cohen	Hello, I am your Acebuddy
Acebuddy	Hello Laurent, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Laurent Cohen	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rishabh Gogia accepted the chat transfer request.</i>
Rishabh Gogia	Hello Laurent!
	How can I help you today?
Laurent Cohen	I am getting constant memory allocation failure errors when working in Excel. I want to increase the memory on the server.
Rishabh Gogia	Sure, I will be glad to assist you with that.
	You mean to say the storage on your server, correct?
Laurent Cohen	No, I believe it is referring to RAM memory.
Rishabh Gogia	Got it, how much RAM are you looking to add? We have packages starting from 2GB at \$40/month
Laurent Cohen	How much do we have now?
Rishabh Gogia	I will have to get this checked Laurent.
	Allow me sometime.
Laurent Cohen	OK
Rishabh Gogia	It's taking longer than expected, please be with me.

Laurent, you currently have 27 GB RAM on your server.

12:53:57 AM Laurent Cohen is sharing a file with you
[Screenshot 2025-02-12 at 11.22.34 AM.png](#) - (Size:15.49 KB)

Laurent Cohen This is the error I get. Is there a way to test if adding 2GB will be enough?

Rishabh Gogia Laurent, sure let me transfer you to technical team to assist you with this error.

If there is a requirement to add more RAM or Storage you can reach out to me on rishabh.gogia@acecloudhosting.com so

Laurent Cohen OK thank you

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

Sharath Kumar accepted the chat transfer request.

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

Hello Laurent, could you please let me know the user account you are signed in with

Are we still connected here?

Are we still connected here?

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

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

Sharath Kumar has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#7233 susan

Email: ms.rsplumbing@gmail.com ☎ (251) 487-1496

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 54 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

susan	Hello, I am your Acebuddy
Acebuddy	Hello Ms.rsplumbing, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
susan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
susan	I'd like to report an Issue
Acebuddy	Please select an option!
susan	Password Reset
Acebuddy	Please select an option below
susan	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset.
	Do you need any further assistance on the topic?
susan	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello
susan	hi
	so when i go to my quickbooks online it says my password needs to be reset. but when i put my old password in and crea
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
susan	MeganS.npro
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to check the same.
susan	ok
Anurag Sharma	May I take the remote access of your local computer?

susan	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
susan	ok
Anurag Sharma	https://assist.acecloudhosting.com/join/8872598382
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it on hold.
	I have scheduled a server reboot in order to resolve this issue.
	The issue seems to be resolved now.
	Is there anything else I may help you with ?
susan	no
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your operator.

Visitor Details

#72990 Tony Lee

Email: support@claccounting.tax  19097189780

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: EL MONTE

State: California

Country: UNITED STATES

Chat Transcript

Tony Lee	Hello, I am your Acebuddy
Acebuddy	Hello Tony Lee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tony Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tony Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Tony Lee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tony Lee	Update lacerte
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Tony
	I will surely help you with this issue.
Tony Lee	hello
	thanks
Shashwat Verma	Kindly allow me two minutes to check the same.
	Kindly confirm the version of Lacerte, is it 2024?
Tony Lee	yes
Shashwat Verma	Sure, we are initiating the update and will be completed in 20 mins.
	Is there anything else I may help you with ?
Tony Lee	thats it

thanks

Shashwat Verma

It would be great if you could share your feedback after this chat ends. Thanks in advance!

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

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

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

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

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

Shashwat Verma has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#72285 Sahil Singh

Email: it@cogneesol.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: THAKARWAL

State: Punjab

Country: INDIA

Chat Transcript

Sahil Singh

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Sahil Singh	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Himanshu accepted the chat transfer request.</i>	
Sahil Singh	Hi Himanshu
Himanshu	Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.
Sahil Singh	So larry has shared an plugin name Tic Tie Calculate and we are unable to login even password reset email is not received
Himanshu	ok, connecting you with the concerned team.
<i>Himanshu is transferring the chat to Support(QB & App Hosting).</i>	
<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today. I will be surely assisting you with this. Kindly help me with your server name and user name?
Sahil Singh	DeMers.myrealdata.net is server name username is COgneesol2_New Cogneesol2_New
Tushar Pharswan	Thank you for the details as I can see there are two active tickets on going regarding this matter. May I know if you had conversation with Larry regarding this login problem?
Sahil Singh	Well Larry told us that you guys did set up for him
Tushar Pharswan	May I know which password you are talking about here. We do not provide password for Tic Tie Calculate logins.
Sahil Singh	Tic tie calculate
Tushar Pharswan	We asked Ravi yesterday to schedule a call with Larry so we can understand how we setup the same for him.
Sahil Singh	we are unable to reset its password not receiving any emails from their side on tax2cogstaff@demersandassociates.com
Tushar Pharswan	Whose side you are mentioning here? We do not reset or support Tic Tie passwords.
Sahil Singh	we can open the portal reset password it say email for password reset has been sent but we don't receive any email
Tushar Pharswan	So you will have to speak to Tic Tie calculate support if you are not receiving emails from them Are we still connected here? Are we still connected here?

Anuj has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#72282 Rob Riss/ Go West

Email: rob@justgowest.com ☎ 19704938441

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: LOVELAND

State: Colorado

Country: UNITED STATES

Chat Transcript

Rob Riss/ Go West	Hello, I am your Acebuddy
Acebuddy	Hello Rob Riss, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rob Riss/ Go West	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rob Riss/ Go West	I'd like to report an Issue
Acebuddy	Please select an option!
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Tra

Hello, I am you

Visitor Details

#71954 Colby Knight

Email: cknight@willscpas.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: RICHMOND

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Colby Knight	Hello, I am your Acebuddy
Acebuddy	Hello Cknight, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Colby Knight	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Colby Knight	I'd like to raise a Request
Acebuddy	Please select your request type.
Colby Knight	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
<i>Ended due to chat idle timeout</i>	

Chat Tra

Hello, I am you

Visitor Details

#71950 Jared

Email: jared@hpautorepair.com  4802420882

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: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Tra

Hello, I am you

Visitor Details

#72277 Amy Strong

Email: strongbookkeepers@gmail.com  12172594792

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: 28 Secs

City: BROADLANDS

State: Illinois

Country: UNITED STATES

Chat Transcript

Amy Strong Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Amy Strong Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Amy Strong I'd like to report an Issue

Acebuddy Please select an option!

Amy Strong QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Amy Strong Other QB related issue

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

Amy Strong QB seems to be dragging particularly slowly. Taking a full minute to process some times when clicking on something within

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Amy
Amy Strong	Good afternoon.
Anurag Sharma	I deeply apologize for the inconvenience caused to you. I will be surely assisting you with this. Kindly help me with your server name and user name?
Amy Strong	It isn't constant so I'm not sure what the problem could be.
	AmyS.NPre
Anurag Sharma	Thankyou for the information. Kindly allow me two minutes to check the same.
Amy Strong	CID72925 I think that is what you need? My login was just signed out?
Anurag Sharma	Yes, thankyou so much! Please try to login again into the server
Amy Strong	I am back into the server. I will reopen QB
Anurag Sharma	Sure, please take your time Please confirm if the issue is now resolved.
Amy Strong	I am logging back in still. It just opened up Seems to be ok. I will be using it for a while so I can message again if it happens again.
Anurag Sharma	Okay, thankyou so much for the confirmation. Is there anything else I may help you with ?
Amy Strong	Nothing I can think of. Thank you for your help.
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#73081 Lisa Menconi

Email: lisa@plantdomaine.com  15303051649

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: AUBURN

State: California

Country: UNITED STATES

Chat Transcript

Lisa Menconi	Hello, I am your Acebuddy
Acebuddy	Hello Lisa Menconi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lisa Menconi	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
	<i>Ended due to chat idle timeout</i>

Chat Tra

Is there any system we can use to tell if someone is already logged into RDP? We share one user login and rarely at the same time. sometimes accidentally

Visitor Details

#72041 Jonah Peskin

Email: jp@ubxsystems.com  15035120079

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

Website: <https://www.acecloudhosting.com/>?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=acehosting&utm_adgroup=Primary&gad_source=tua53lOwlGeRoC_HgQAvD_BwE

Operating System: Apple iPhone

Browser: Google Chrome

Device: Mobile

Average Response Time: 47 Secs

City: ATLANTA

State: Missouri

Country: UNITED STATES

Chat Transcript

Jonah Peskin Is there any system we can use to tell if someone is already logged into RDP? We share one user login and rarely at the same time.

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

Hi Jonah,

Let me transfer you to our support team to help you with your concerns

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

Shubham Yadav accepted the chat transfer request.

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

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

Jonah Peskin I'm on my phone so I don't have it now :(

myrealdata\JonahPeskin

maybe that?

Shubham Yadav No worries Jonah just let me know your account name

Jonah Peskin CID74095

Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
Jonah Peskin	Ok
	Hello
Shubham Yadav	Yes jonah
Jonah Peskin	Just checking I thought I lost my Internet
Shubham Yadav	As I can check, You will not be able to know when you connect to the server if other user is using the server.
Jonah Peskin	oh. Bummer. How does it work if we pay for multiple users?
Shubham Yadav	Jonah it will work, you will be having a new user then.
Jonah Peskin	But what if two users are logged in at the same time? Are they both seeing and controlling the screen at the same time?
Shubham Yadav	They will be using their own instances.
Jonah Peskin	So two desktop instances that share the same QB file?
Shubham Yadav	Yes Jonah you are right
Jonah Peskin	what about desktop files? Shared or not?
Shubham Yadav	All files will be shared
	You can have different or same desktop
Jonah Peskin	What if both users open QB at the same time?
	can QB handle simultaneous users with same QB login? Or do they need a unique QB login?
Shubham Yadav	No problem
	Jonah it depends on the license of QB
	How many license it does have for subscription.
Jonah Peskin	Ok
Shubham Yadav	Yes Jonah (Edited)
	Can you please let me know how you will proceed ?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shubham Yadav has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#72213 Jason Winbeg

Email: jason@rocketstay.com ☎ 13057883213

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: HOLLYWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

Jason Winbeg	Hello, I am your Acebuddy
Acebuddy	Hello Jason, I'm your Ace Buddy. I'll be happy to a
	Whom Would You Like to Connect With?
Jason Winbeg	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jason Winbeg	I'd like to raise a Request
Acebuddy	Please select your request type.
Jason Winbeg	Setup Ace Server
Acebuddy	If you would like to configure the server access li Operating System
Jason Winbeg	Setback
Acebuddy	Please select your request type.
Jason Winbeg	Other Request
Acebuddy	Please drop an email to support@acecloudhostin technicians will connect with you for further assi

If you are facing any issue/problem with your ser

As we haven't got any response from your end, \n
Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Tra

Hello, I am you

Visitor Details

#72669 William Mays

Email: it@grafbro.com ☎ 17404643070

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 30 Secs

City: SOUTH SHORE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

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

William Mays	Other Issue
Acebuddy	Please specify the issue you are facing before I c
William Mays	We are making large network changes internally server
Acebuddy	Please wait while we connect you to a Support R
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My
William Mays	Hello
Sharath Kumar	Hi there, could you please have the authorized c this change
William Mays	I can, it needs to be completed quickly though. d
Sharath Kumar	that is correct, yes!
William Mays	Okay, thank you.
Sharath Kumar	Is there anything else I may help you with ?
William Mays	Nope, thanks
Sharath Kumar	you're welcome
	You may end this chat now. Once you end this ch conversation, along with a ticket number and sui
	I request you to kindly spare a moment to fill tha working. I will appreciate that. or you may send : Thanks!
	Note: You may change/reset your server password (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (ht)
	Thank you for choosing ACE cloud Hosting, you h
	<i>Sharath Kumar has ended this chat session</i>

Chat Tra

Hello, I am you

Visitor Details

#72079 ALan Wolfman

Email: alan.wolfman@va.gov  5012574517

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: NORTH LITTLE ROCK

State: Arkansas

Country: UNITED STATES

Chat Transcript

ALan Wolfman	Hello, I am your Acebuddy
Acebuddy	Hello Alan Wolfman, I'm your Ace Buddy. I'll be h
Whom Would You Like to Connect With?	
ALan Wolfman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ALan Wolfman	I'd like to raise a Request
Acebuddy	Please select your request type.
ALan Wolfman	Change in Users
Acebuddy	Please select your desired option!
ALan Wolfman	User Addition
Acebuddy	Kindly email us the full name of the User(s) who from your registered email address and we'll upc
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Tra

Hello, I am you

Visitor Details

#72961 Rebekah Mahape

Email: rebeka@labnm.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: ALBUQUERQUE

State: New Mexico

Country: UNITED STATES

Chat Transcript

Rebekah Mahape	Hello, I am your Acebuddy
Acebuddy	Hello Rebekah Mahape, I'm your Ace Buddy. I'll b
	Whom Would You Like to Connect With?
Rebekah Mahape	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rebekah Mahape	I'd like to raise a Request
Acebuddy	Please select your request type.
Rebekah Mahape	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhostin reason for server reboot and the support team w
	Do you need any further assistance on the topic?
Rebekah Mahape	No
Acebuddy	Thank you for contacting Ace Support. Have a ni
	<i>Acebuddy has ended this chat session</i>

Chat Tra

Hello, I am you

Visitor Details

#72659 Irina Jandieri

Email: irina@jkaccountinggroup.com

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: RALEIGH

State: North Carolina

Country: UNITED STATES

Chat Transcript

Irina Jandieri	Hello, I am your Acebuddy
Acebuddy	Hello Irina Jandieri, I'm your Ace Buddy. I'll be ha
	Whom Would You Like to Connect With?
Irina Jandieri	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Irina Jandieri	I'd like to raise a Request
Acebuddy	Please select your request type.
Irina Jandieri	Setup Ace Server
Acebuddy	If you would like to configure the server access li Operating System
Irina Jandieri	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP (

on your Windows PC

Do you need any further assistance on the topic?

Irina Jandieri

Yes

Acebuddy

Please wait while we connect you to our Support

Acebuddy (bot) forwarded the chat request

Shubham Yadav accepted the chat transfer request

Shubham Yadav

Thank you for contacting Ace Cloud Hosting. My

I will be surely assisting you with this. Kindly help

Irina Jandieri

I don't have

Shubham Yadav

Irina can you please let me know your business r

Irina Jandieri

myrealdatal JuliaKononova but we need to acreat

corp name JK Accounting Group Corp

Shubham Yadav

Irina can you please let me know if you want to r

Irina Jandieri

add additinal user to server but with diffrent logi

Shubham Yadav

Thanks for the confirmation (Edited)

Irina Jandieri

yes please

Shubham Yadav

Irina please mail us the same, we will share you

Please send us an email from the registered ema
we could proceed further with the request.

Irina Jandieri

ok, thanks

Shubham Yadav

Is there anything else I may help you with ?

Welcome Irina

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting
(1-888-415-5240) if any further assistance is req

Shubham Yadav has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#72582 Mike Patel

Email: mike_patel@outlook.com ☎ 18505108570

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: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Mike Patel	Hello, I am your Acebuddy
Acebuddy	Hello Mike_patel, I'm your Ace Buddy. I'll be happy to help you with any questions you may have.
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, we will end the chat. Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Tra

Hello, I am you

Visitor Details

#72463 Zach Hollman

Email: zach@alphaprimeusa.com ☎ 19547565945

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Zach Hollman	Hello, I am your Acebuddy
Acebuddy	Hello Zach, I'm your Ace Buddy. I'll be happy to a
Whom Would You Like to Connect With?	
Zach Hollman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Zach Hollman	I'd like to report an Issue
Acebuddy	Please select an option!
Zach Hollman	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Zach Hollman	Other QB related issue
Acebuddy	Please specify the issue you are facing before I c
Zach Hollman	Message popping up QuickBooks detected that a This may cause issues with printing transactions inside of QuickBooks
Acebuddy	Please wait while we connect you to a Support R
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My
	Hello Zach
	Am signing into the server to look into your conc
Zach Hollman	This is under Carlines acct
	Why is the server not updated with the proper up

	days than in the past
Sharath Kumar	Sorry for the inconvenience caused. We do update the notification for a pending update
	I will have to look into the cause
	As I can see, the latest update came in a couple of hours ago and that time there was no update to
Zach Hollman	Can we fix QuickBooks detected that a component cause issues with printing transactions, emailing through QuickBooks
Sharath Kumar	absolutely!
	may I take remote of Carline's account
Zach Hollman	yes
Sharath Kumar	Prior providing the access, I would suggest you to
Zach Hollman	done
Sharath Kumar	I have just sent the request on the server
Zach Hollman	Is it fixed now
Sharath Kumar	not yet, appears to be a problem with Adobe as I am working on the server to get it fixed
	Please allow me a couple minutes
Zach Hollman	Carline needs to send and email now. Can she do
Sharath Kumar	certainly
	Zach am trying to repair Adobe Acrobat but it is not working. I am trying to log off from the server but that requires other users to log off from the server. Could you please let me know what will be an appropriate action?
	Zach, are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the connection. Please call us at (1-888-415-5240) if any further assistance is required.
Zach Hollman	Yes we will need to set this up.
Sharath Kumar	oh, I was just about to end the chat.
	Zach, would be it be possible to reinstall Adobe Acrobat?
Zach Hollman	Yes
Sharath Kumar	This require users to be logged out for 30 minutes.
Zach Hollman	Can you see who's on the server

Sharath Kumar I am sending a prompt to the users on the server to them

Zach Hollman Andrea, Brandon and Carline are the users currently connected.

Sharath Kumar Please tell me who is on the server.

Sharath Kumar These are the users and they are still signed in

Zach Hollman Are we still connected here?

Zach Hollman yes'

Zach Hollman Carline is out

Zach Hollman Andrea is out.

Zach Hollman Check now everyone is out

Sharath Kumar yes, they are logged out now

Zach Hollman Thank you

Zach Hollman Alright, Zach, this will take a few minutes. Is it ok if I leave?

Zach Hollman Can we just use the chat?

Zach Hollman We have several employees that need to be on the phone.

Sharath Kumar Understood. no problem. let me get this sorted quickly.

Zach Hollman Adobe is updating this time, hopefully that should be quick.

Zach Hollman What is the schedule for keeping the server updated? We have our own servers in place. We maintain our own inhouse servers too,

Sharath Kumar are you referring to the Quickbooks update?

Zach Hollman I know QB updates frequently.

Zach Hollman Is DPF ready

Sharath Kumar the update didn't work. am reinstalling it

Zach Hollman Did the PDF reinstall

Sharath Kumar still giving me errors, trying to figure out why it is happening.

Zach Hollman We need to keep things running smoothly. If we can't fix it, we have other options.

Sharath Kumar I am sure that once this get resolved there would be no issues.

Zach Hollman Unfortunately, Zach. I will have to escalate this issue.

Zach Hollman Can we work

Sharath Kumar yes, you can sign in and access all the applications.

Zach Hollman and printing to pdf from QB

Zach Hollman Do you need me to login Adobe for Carline

Sharath Kumar

you can give it a try, but for me it was not openin

Zach Hollman

anythign else that I can assist you with at this m

Sharath Kumar

not right now
I will have the case on priority and will have som
resolution at the earliest

Thank you for choosing ACE cloud Hosting, you h

Sharath Kumar has ended this chat session

Chat Tra

Hello, I am your

Visitor Details

#72557 Melanie Hirsch

Email: m@hirschconsultants.com

Department: Support(QB & App Hosting)

Operator: Saurabh Surana

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: ROSEVILLE

State: California

Country: UNITED STATES

Chat Transcript

Melanie Hirsch

Hello, I am your Acebuddy

Acebuddy

Hello Melanie M Hirsch, I'm your Ace Buddy. I'll b

Melanie Hirsch

Whom Would You Like to Connect With?

Acebuddy

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Melanie Hirsch

I'd like to raise a Request

Acebuddy

Please select your request type.

Melanie Hirsch

Other Request

Acebuddy

Please drop an email to support@acecloudhosting.com
technicians will connect with you for further assistance.

If you are facing any issue/problem with your server, please let us know.

Melanie Hirsch

Yes, I'm facing issues with my server

Acebuddy

Please select an option!

Melanie Hirsch

Other Issue

Acebuddy

Please specify the issue you are facing before I can assist you.

Melanie Hirsch

641401

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.

Melanie Hirsch

I need to get my data onto the drake program.

the drake program is already in the cloud

Manish Singh

I will surely help you with this issue.

Kindly allow me two minutes to check the same.

Alright, as I can check your account has been deactivated.

Would you like to reactivate the account?

Melanie Hirsch

pardon me

cancelled

wjuy

who canx it

and why

that doesn't make sense

I was told to call back

Dear Melanie Hirsch, Greetings from Ace Cloud! We would like to request you to please call us back when you will be available so we can initiate the back up progress. Please refer to our support center at <https://www.acecloudhosting.com/support-chat.aspx> for further assistance.

You may contact us on our 24/7 helpline at 1-800-234-4567.

on our instant chat support through Ace Cloud Host. Please provide your feedback at quality@acecloudhosting.com.

I just go tis email

Manish Singh

It was on Trial basis and the Onboarding team is

Melanie Hirsch

what happend

it was nto a trial

Manish Singh

Yes, but I am certainly going to assist you.

Melanie Hirsch

it was a pd subscription

are you reading the notes

I was told to call back to finish the onboarding

Are you kidding me!

What are you saying

this was all a trial

all this wasted time

Manish Singh

Yes, they are the one who will Onboard you, Melan

Melanie Hirsch

what

Manish Singh

And do not worry we will arrange a callback from

Melanie Hirsch

what do you mean

onboard team said it would be done tonight

I jsut talked to your team an hour ago

they said to contact you and they would call me

now you tell me they are goine

and im not a client

what

are you talking about

is this a joke

Manish Singh

I apologize for the confusion caused.

Melanie Hirsch

so am i a client or not

will someone call me tonight or not

did you read the email sent by ace or not?

what is this confusion on your end

Manish Singh

As this account is with them, they can better ass

Melanie Hirsch	Did not read the ticket
	It said you would know by the ticket number
Manish Singh	We can arrange a callback from our end and noti
Melanie Hirsch	you know nothing
	are you saying they are gone and I have to wait
	they said this would be fixed tonight
	are you reading the notes
Manish Singh	No, we will arrange a callback from Onboarding t
Melanie Hirsch	Tonight
	they said tonight
	A copy of the document Ace NCR with Yearly Cor
	the document from the attachment
	I signed up tonight
Manish Singh	Yes, tonight only I have confirmed from the Engir
Melanie Hirsch	you just said 3 hours
	which is it
	you are incompetent
	i need to talk to your supervisr if you cant get m
Manish Singh	Onboarding Team will contact you separately and us.
Melanie Hirsch	back up is what i need asap
Manish Singh	Alright, we will make this priority and assist you
Melanie Hirsch	Chat Transcript #72555 Melanie Hirsch - m@hirs https://www.acecloudhosting.com/support-chat.php 12:51 PM Chat Duration : 00:30:55 Chat Transcri am your Acebuddy 12:51:36 PM Acebuddy Hello assist you! 12:51:37 PM Whom Would You Like to Support (QB & App Hosting) 12:51:49 PM Acebuc choose an option : 12:51:49 PM Melanie Hirsch Se your Ace Buddy. I'll be happy to assist you! 12:51 12:51:52 PM Melanie Hirsch Technical Support (C Ace Support. 12:51:58 PM Please chose an option Issue 12:52:05 PM Acebuddy Please select an op 12:52:09 PM Acebuddy Please specify the issue yo support representative! 12:52:09 PM Melanie Hir we connect you to a Support Representative 12:52: 12:52:27 PM Melanie Hirsch On hold for hours 12 Pharswan 12:54:25 PM Tushar Pharswan Thank you Tushar Pharswan. I will be assisting you today. 12:

same. 12:54:35 PM Melanie Hirsch There is no da
12:55:20 PM Hirsch CPA Tax Consultants Inc 12:5
No one answers the phone after hours on hold 1:
inconvenience caused to you. 12:56:12 PM Melai
problem 12:56:35 PM The onboarding person wa
to your server 12:56:55 PM He migrated Zip 12:
2 times. However the data upload was cancelled
Melanie Hirsch Nothing. Not a single data file 12:
control over how the other company manages it
PM Why did I have to find out the hard way 12:58
were issues! 12:58:22 PM I can't know since I do
can't get my data onto your server 12:58:50 PM
speed 12:59:09 PM That is not my fault 12:59:12
from your server 12:59:45 PM it had low internet
that 12:59:56 PM Do you read English 1:00:00 PM
due to low internet speed 1:00:20 PM Stop repea
time 1:00:33 PM Please grasp this 1:00:38 PM Tu
and we typed 2-3 time on notepad if the data up
response (Edited) 1:00:39 PM Melanie Hirsch It is
translation dictionary please do so 1:00:57 PM I \
told by your rep that I could leave and when I go
He never told me to sit by the computer 1:01:39
1:01:46 PM I told him that I had to leave 1:01:53
session 1:02:02 PM I lef the office 1:02:07 PM Tu
the data twice. 1:02:12 PM Melanie Hirsch My wc
late 1:02:25 PM Tushar Pharswan if you want We
Of course I want to try 1:02:36 PM Stop wasting i
PM This needs to get done 1:02:56 PM Tushar Ph
computer? 1:03:00 PM Melanie Hirsch I had not i
Pharswan Prior providing the access, I would sug
end. 1:03:05 PM Melanie Hirsch yes 1:03:06 PM c
1:03:19 PM asap 1:03:21 PM Tushar Pharswan ht
1:03:37 PM Kindly Click on the link and open the
frustration regarding the matter, we will forward
1:04:19 PM Melanie Hirsch Agreed 1:05:01 PM Fc
when I was told it was all good 1:05:19 PM Tusha
team is currently not available, but we will try to
Hirsch Ridiculous 1:05:22 PM Tushar Pharswan W
proceed with the troubleshooting on the remote.
not disconnect it. Once the issue is resolved, kind
Melanie Hirsch So who messaged me 1:05:32 PM
1:05:53 PM Dont' you need my activation code fo
have to look up with the previous tickets and ren
and resolve the issue as of now. 1:06:42 PM Mel
1:06:44 PM Tushar Pharswan Kindly chat on the r
is connected over a call session, we are now clos
choosing ACE cloud Hosting, you have a wonderf
you end this chat, you will receive an email from
number and survey feedback form. I request you
that my managers can know how I am working. I
at quality@acecloudhosting.com. Thanks! Note:
own by registering on our Selfcare Portal (https:/

out our Knowledge Base (<https://www.acecloudhosting.com/support/knowledge-base>)

Did you read any of this

Rohit kumar <support@acecloudhosting.com> 1
Greetings from Ace Cloud! Ticket ID: 641401 Issue
back when you will be able to open Drake progra
progress. Please reply to this email or open a chat
<https://www.acecloudhosting.com/support-chat.php>

how about this email that i sent at the beginning

can you read english?

how do i know you can/will help

if you can't even read your own ace team notes

Manish Singh

We will arrange a call right away, please wait.

Melanie Hirsch

and keep wanting to pass me on to the onboardi

9164301172

ridiculous incompetence

on your part

Manish Singh

I apologize for any delay.

Melanie Hirsch

who is calling me back

you or someone else

Manish Singh

Saurabh Surana will call you back at instant.

Melanie Hirsch

is that your supervisor

Manish Singh

He was a Senior Engineer.

May I take the remote access of your local comp

Melanie Hirsch

yes

I want to lodge a complaint against you for tellin
that my account was cancelled, that it was just a
for them to call back

I'm waiting for a call back and for someone to re

Manish Singh

I apologize for the trouble you've experienced. I
steps to resolve this issue.

Melanie Hirsch

You have done nothing'

no call no remote access

Manish Singh

I am trying to assist you from the start only.

Melanie Hirsch

???????????????

	what does that even mean
	is someone calling or not
Manish Singh	But as the status showed i have informed you, M
Melanie Hirsch	is someone remoting in or not
Manish Singh	https://assist.acecloudhosting.com/join/9252443
Melanie Hirsch	stop justifuying yourselev
Manish Singh	Kindly join this link.
	Prior providing the access, I would suggest you t
Melanie Hirsch	done
Manish Singh	We are connected on the remote session and wil the time, I am putting the chat on hold, please d give your confirmation on this chat.
	Transferring chat to Saurabh.
	<i>Manish Singh is transferring the chat to Saurabh</i>
	<i>Saurabh Surana accepted the chat transfer requ</i>
Saurabh Surana	Thank you for contacting Ace Cloud Hosting. My
	Hello, Melanie
	We have tried connecting a call with you on 9164
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting (1-888-415-5240) if any further assistance is req
	<i>Saurabh Surana has ended this chat session</i>

Chat Tra

Hello, I am yo

Visitor Details

#72090 office**Email:** office@pricecontracting.com  14062743064**Department:** Support(QB & App Hosting)**Operator:****Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 1 Min 14 Secs**City:** STEVENSVILLE**State:** Montana**Country:** UNITED STATES**Chat Transcript**

office	Hello, I am your Acebuddy
Acebuddy	Hello Carol Kuginskie, I'm your Ace Buddy. I'll be
	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	Other Issue
Acebuddy	Please specify the issue you are facing before I c
office	Remote desktop is only a blackscreen, unable to
Acebuddy	Please wait while we connect you to a Support R
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
office	Good morning,
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My
office	I just logged on remotely and screen was comple
	Now 2 minutes later it's showing the normal scre
Sharath Kumar	Hi Carol, could you confirm if you are able to see
	on the server screen
office	I am now, but for the initial 2 minutes it was com
Sharath Kumar	

I see, this could be due to your profile taking time updated recently.

office ahh ok, it happened to me yesterday when I left someone reset it for me. Trying to get familiar with it's easy enough to deal with. I'm not always in C also don't want to have to reach out to customer screen . Is there any way for me to reset it in the

Sharath Kumar My suggestion would be to use the log off icon server anymore.

Closing out the server from the top bar simply disconnecting account will take more time to load next time you

office thank you

Sharath Kumar and if the taskbar is visible at the time you sign in from the start option on the bottom left of your screen

office that's the issue, with black screen there isn't even

Sharath Kumar when you sign back in, I am pretty sure the profile

office ok, so patience, after a couple minutes if nothing

10:21:07 PM Sharath Kumar is sharing a file with [image.png](#) - (Size: 1.54 KB)

there should be a floating white bar at the top of the screen

Is there a way to change the server settings so it

Sharath Kumar use it and sign off and then sign back in

office understood, the white bar only gives you options

Sharath Kumar Yes, that can be done but in order to make those required from the authorized contact of the account

office Thank you, I just sent an email requesting a long

Sharath Kumar white bar will give you the option to sign out. Once you sign back in the profile will load much faster

Alright, Carol. Anything else that I may assist you with?

office option to sign out on white bar equals the X on the blue bar

Sharath Kumar Carol, the X is on the blue bar, right?

there is no X on the white bar

office my white bar has the pin option, lock icon, connection, then a minimize "-" and , change size of frame options

Sharath Kumar would you be able to send a screenshot of it for me to look at?

office I'm unable to make a screenshot of my remote desktop

Sharath Kumar ok, could you confirm if you are using the ACEClient or the standard Windows Remote Desktop Client?

office	I'm using the RDC icon for my logon
Sharath Kumar	got it
office	what I was shown to use during onboarding
	I'll leave it be for now, thanks for your help
Sharath Kumar	sure, please let us know if this is happening too ☺
	I will have someone reset your profile to check if
	Are we still connected here?
	As there was no response, we are disconnecting (1-888-415-5240) if any further assistance is req
	Thank you for choosing ACE cloud Hosting, you h

Sharath Kumar has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#72402 Rubens S Jacob

Email: seflglass@gmail.com  13058233097

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Rubens S Jacob	Hello, I am your Acebuddy
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Acebuddy	Hello Rubens S Jacob, I'm your Ace Buddy. I'll be
----------	---

Whom Would You Like to Connect With?

Rubens S Jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rubens S Jacob	I'd like to raise a Request
Acebuddy	Please select your request type.
Rubens S Jacob	Other Request
Acebuddy	Please drop an email to support@acecloudhostin technicians will connect with you for further assi
	If you are facing any issue/problem with your ser
	As we haven't got any response from your end, \n Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Tra

Hello, I am you

Visitor Details

#72515 Debbie

Email: debbie@itdistributorsinc.com ☎ 15164571439

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 17 Secs

City: LAKE WORTH

State: Florida

Country: UNITED STATES

Chat Transcript

Debbie	Hello, I am your Acebuddy
Acebuddy	Hello Deborah Ducalo, I'm your Ace Buddy. I'll be
	Whom Would You Like to Connect With?
Debbie	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Debbie	I'd like to report an Issue
Acebuddy	Please select an option!
Debbie	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Debbie	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your help you with resolving the issue
	Was that helpful?
Debbie	No
Acebuddy	No issues, please wait while I connect you to one
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Debbie	I can't open my quickbooks
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My
Debbie	my cid # is 72391
Sharath Kumar	Hello Deborah, what is the error message that yo
Debbie	no error it won't open
	it says welcome and that's it - am on the phone ;
Sharath Kumar	no worries, let me help you with this
	signing into your server to check the issue
Debbie	its finally opening after 20 minutes - this is really
Sharath Kumar	we apologize for the inconvenience, I just signed
	could you let me know if this is a reoccurring iss
Debbie	no not really - other issues but can't get into tho
	i'm going to close the company and open it agai
Sharath Kumar	absolutely

Debbie now it's not opening again

this is crazy

Sharath Kumar and this happens only when opening a particular

Debbie no - i can't open Quickbooks at all

I can't open quick books - can someone please c

Sharath Kumar would you allow me to take remote of your sessi

Debbie yes

i need this to be done quickly - i have a meeting

Sharath Kumar sure, am on it

Prior providing the access, I would suggest you t

Debbie done

Sharath Kumar could you please logout and sign back in real qui

Debbie can you please reset the server - that is what ne

Sharath Kumar use the log off option from desktop

Debbie the logoff button doesn't work

now it did

Sharath Kumar I have disconnected you from the server

try signing back in

Debbie i am back in

Sharath Kumar good, try Quickbooks now

Debbie nothing

won't open

I really need this done ASAP

wrong quickbooks - i use the 2024 version not 20

Sharath Kumar I was trying to check if this pertains to all QB ver

Debbie everytime there is an issue you have to reset the
and i really don't have the time right now

I am asking you to please just reset the server so

Sharath Kumar Deborah, there are a lot of users on the shared s

am trying a different workaround

Debbie yes i know and i get booted off many times durir

Sharath Kumar alright, am restarting the server in 5 minutes

Debbie	thanks
Sharath Kumar	please try again in 5 minutes and let us know if you still face issue.
Debbie	thanks
Sharath Kumar	Is there anything else I may help you with ?
Debbie	no not until i check to make sure everything is working correctly.
Sharath Kumar	could you confirm now
Debbie	logging in now
	hold on
	all good now - thanks
Sharath Kumar	glad to hear that
	Is there anything else I may help you with ?
Debbie	no thanks
Sharath Kumar	You may end this chat now. Once you end this chat session, you will receive a confirmation message with your conversation, along with a ticket number and suitable action steps.
	I request you to kindly spare a moment to fill the survey form while you are working. I will appreciate that. or you may send me your feedback via email. Thanks!
	Note: You may change/reset your server password from the SelfCare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://knowledgebase.acecloudhosting.com).
	Thank you for choosing ACE cloud Hosting, you have a great day ahead!

Sharath Kumar has ended this chat session

Chat Tra

I'm having an issue with getting we

Visitor Details

#71762 kristen

Email: kristen@simsi.com ☎ 3035789166

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 29 Secs

City: BRIGHTON

State: Colorado

Country: UNITED STATES

Chat Transcript

kristen I'm having an issue with getting web connector f

Gantavya Thank you for contacting ACE. My name is Ganta
sure, give me a moment to transfer the chat to c

kristen thank you

Gantavya is transferring the chat to Support(QB

Anurag Sharma accepted the chat transfer request.

Anurag Sharma Thank you for contacting Ace Cloud Hosting. My

Hello Kristen

Are we still connected here?

kristen yes sorry

I'm having an issue with getting web connector f

Anurag Sharma I deeply apologize for the inconvenience caused

I will be surely assisting you with this. Kindly help

kristen KristenNi.pro

qblivePro.myrealdatal.net

Anurag Sharma Thanks for the confirmation !

Kindly allow me 3-4 minutes to check the same.

kristen thanks. i have the installer on the desktop but w

Anurag Sharma Okay

Could you please share the details of the web co

kristen what do you mean?

Anurag Sharma Could you please share the name/company nam

kristen	it's the QBwebconnector.
Anurag Sharma	May I take the remote access of your local comp
kristen	yes
Anurag Sharma	Prior providing the access, I would suggest you to
kristen	i have nothing open
Anurag Sharma	Please login to the server and accept the remote
kristen	I'm already logged in
Anurag Sharma	https://assist.acecloudhosting.com/join/1412927
	Kindly paste this link in the browser of local comp
	We are connected on the remote session and will take the time, I am putting the chat on hold, please do give your confirmation on this chat.
	As per the chat session. We helped you with the
	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 (1-888-415-5240) if any further assistance is req
	Thank you for choosing ACE cloud Hosting, you h

Anurag Sharma has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#73148 Tiffany

Email: tiffany@mixware.net ☎ 8185784030

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 44 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Tiffany	Hello, I am your Acebuddy
Acebuddy	Hello Tiffany, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
Tiffany	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tiffany	I'd like to raise a Request
Acebuddy	Please select your request type.
Tiffany	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, please provide us with more details so we can assist you better.
Tiffany	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Tiffany	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
Tiffany	Re:[## 647221 ##] FW: Error 3706 - Provider cannot supply requested OLE Automation object
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar.
Tiffany	Hello
	I have a case:

Re:[## 647221 ##] FW: Error 3706 - Provider ca
database access

Sharath Kumar

Kindly allow me two minutes to check the same.

Tiffany

ok

Sharath Kumar

Thank you for your patience. I see you were expe

Tiffany

do I need to call or can you just log into the syste

normally we don't have to call, that's why I'm ask

Sharath Kumar

give me 2 more minutes to check with my collea

Tiffany

ok, I haven't received a call as of yet and I have |

Sharath Kumar

Sorry for the delayed response, Tiffany. Yash was
call at 11.

He will be out of the meeting in a few minutes ar

Tiffany

It's ok, so we have to be on the phone for this?

Sharath Kumar

that is correct, it could be possible that repairing
something related to the application itself

Tiffany

oh ok

Sharath Kumar

that is why we do these whilst on a call

I have passed on the message to him and you ca
this after your lunch, I can ask him to hold on

Tiffany

no, we really need to get this done ASAP if you a

Sharath Kumar

absolutely, I understand that.

I will have him call you on priority

Is there anything else I may help you with in the

Tiffany

that's it

Sharath Kumar

Alright, in that case I wish you have a good rest |

Tiffany

you too

Sharath Kumar

You may end this chat now. Once you end this ch
conversation, along with a ticket number and sui

I request you to kindly spare a moment to fill tha
working. I will appreciate that. or you may send |
Thanks!

Note: You may change/reset your server passwo
(<https://selfcare.acecloudhosting.com>).

For self-help, check out our Knowledge Base ([htt](#)

Thank you for choosing ACE cloud Hosting, you h

Sharath Kumar has ended this chat session

Chat Tra

Hello, I am you

Visitor Details

#72689 Scott Heckard

Email: scott@hallaccountingandtax.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 52 Secs

City: LEBANON

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Scott Heckard	Hello, I am your Acebuddy
Acebuddy	Hello Scott Heckard, I'm your Ace Buddy. I'll
	Whom Would You Like to Connect With?
Scott Heckard	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Scott Heckard	I'd like to report an Issue
Acebuddy	Please select an option!
Scott Heckard	Other Issue
Acebuddy	Please specify the issue you are facing befo

	representative!
Scott Heckard	Application removed from remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request to Anurag Sharma</i>	
Anurag Sharma	Anurag Sharma accepted the chat transfer request
	Thank you for contacting Ace Cloud Hosting Support.
	Hello Scott
Scott Heckard	Hello
	I need Drake 2024 added back to my cloud account.
	Ticket ID 638847 is the issue
Anurag Sharma	I deeply apologize for the inconvenience caused.
	Kindly allow me two minutes to check the same.
Scott Heckard	ok
Anurag Sharma	Please check if you can see the application now.
	Are we still connected here?
Scott Heckard	I can see it
Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
Scott Heckard	No, that it is. Thank you for your help
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a moment to finish this conversation at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you are welcome.
	You may end this chat now. Once you end the chat, you will receive an email regarding this conversation, along with a ticket number.
	I request you to kindly spare a moment to finish this conversation at the end of this chat. I am working. I will appreciate that. or you can contact us at support@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password through Self-care Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Anurag Sharma has ended this chat session

