

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74096 tony.ho

Email: tony.ho@cethcpa.com ☎ 17138829868

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

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

Hello, I am your Acebuddy

Visitor Details

#74179 erin

Email: erin@advocate-accounting.com  12062164629

Department: Support(QB & App Hosting)

Operator: Sandeep Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 39 Secs

City: OLYMPIA

State: Washington

Country: UNITED STATES

Chat Transcript

erin	Hello, I am your Acebuddy
Acebuddy	Hello Erin, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
erin	Technical Support (QB & App Hosting)
Welcome to Ace Support.	
Please chose an option :	
erin	I'd like to report an Issue
Acebuddy	Please select an option!
erin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
erin	I am about to be kicked out of my account
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sandeep Kumar accepted the chat transfer request.

7:04:16 AMerin is sharing a file with you

[image.png](#) - (Size:122.32 KB)

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

Hi Erin, How are you doing today?

erin not great considering I am on here having to contact you agai

earlier this week I was kicked out of my system at 2am

it was a problem for me. so I requested that you change my daily servier reboot time to 6am

you confirmed my first reboot at 6 am would be today

then I received an email requesting that I confirm that it should be rebooted at 6am

7:05:55 AMerin is sharing a file with you

[image.png](#) - (Size:32.97 KB)

7:06:06 AMerin is sharing a file with you

[1_image.png](#) - (Size:21.73 KB)

which I confirmed. for the third time

then i received this confirmation

7:06:32 AMerin is sharing a file with you

[1_image.png](#) - (Size:33.68 KB)

and just now, this happened

7:07:02 AMerin is sharing a file with you

[1_image.png](#) - (Size:72.19 KB)

Sandeep Kumar I deeply apologize for the inconvenience caused to you.

Kindly allow me 3-5 minutes to check the same.

erin I dont understand

the original time was 2am

and we confirmed many times, in writing, that it should be 6am.

and now I am unexpectedly unable to work and getting kicked out in the middle of something I'm doing

again

Sandeep Kumar Thank you for your patience.

erin there is no patience to thank me for unfortunately, I lost my patience with ACE two months ago when my still unresolved

Sandeep Kumar I apologize for the trouble you've experienced. There was a mistake done on our end and instead of 6AM the reboot was s

erin great. Ill cross my fingers I dont have to contact your for this or anything else every single day for the rest of season until weekend

Sandeep Kumar I will make sure this is fixed and you wont have to connect with us for this issue again.

I have made the corrections on all three servers.

It won't happen again.

Again, I apologize for the inconvenience and the trouble you have faced till now.

Is there anything else I may help you 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.

Sandeep Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74891 Carlos Aguado

Email: carlos@cesartax.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: 1 Min 5 Secs

City: LOGRONO

State: La Rioja

Country: SPAIN

Chat Transcript

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

Carlos Aguado	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support. Please chose an option :
Carlos Aguado	I'd like to report an Issue
Acebuddy	Please select an option!
Carlos Aguado	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Carlos Aguado	Proseries fails because says outdated version
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Sharath Kumar accepted the chat transfer request.</i></p>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Carlos Aguado	Hello
Sharath Kumar	Hello Carlos, when was the last time that you were able to access proseries
Carlos Aguado	I access proseries with no problem. I have issues efilng a return First told me that i could not efile because proseries was outdated. I have updated the program. Asks for computer restart. I have restaarted mine and still face the same issue
Sharath Kumar	understood, please bear with me for a couple minutes to sign into the server and check what is causing this
Carlos Aguado	so I assume it is aswerver issue?
Sharath Kumar	it could be Since you mentioned that the application asked for a restart, may I ask how exactly did you perform the restart
Carlos Aguado	shut down the app and exit the erver and restarted my computer just in case
Sharath Kumar	I see, but the application is on the server, correct?
Carlos Aguado	yes. That is why after the third try I am contacting you
Sharath Kumar	understood, we will have to restart the server to update the application
Carlos Aguado	ok
Sharath Kumar	let me know if you need to save anything on your current server session before I restart it
Carlos Aguado	no I am ok. Will it impact rest of people in my organization?
Sharath Kumar	no because it just the two of us currently logged in on the server
Carlos Aguado	ok go ahead
Sharath Kumar	may I also ask if you initiated the chat from the server session, if yes, we will get disconnected

Carlos Aguado	yes, but it is on my browser outside the session
Sharath Kumar	that's great! let me quickly restart the server then It will hardly take two minutes for this
Carlos Aguado	ok
Sharath Kumar	restarting
Carlos Aguado	let me know when I can get in I am back in
Sharath Kumar	good to hear that try accessing the app now and let me know the result
Carlos Aguado	trying to efile same result
Sharath Kumar	understood, checking some settings
Carlos Aguado	The version of Proseries is outdated
Sharath Kumar	it is 2024 ProSeries that you are using, is that correct?
Carlos Aguado	yes
Sharath Kumar	could you please close the application and let me update it for you
Carlos Aguado	done
<p><i>5:50:34 PM Sharath Kumar is sharing a file with you</i> <u>image.png</u> - (Size:26.86 KB)</p>	
<p><i>Thank you, the updates are now done</i></p>	
Sharath Kumar	ok
Sharath Kumar	it did not prompt for server restart so I am guessing you are good to use the application
Carlos Aguado	ok. I am going to try fails because of a file conversion
Sharath Kumar	My apologies but am not sure what that means. Could you provide a screenshot of the error message
Carlos Aguado	I think it is a proseries error and no server related error
Sharath Kumar	That is possible! Since am not familiar with this issue my advice would be to reach out to the ProSeries team about the sa
Carlos Aguado	ok thanks
Sharath Kumar	do let us know if you need any further assistance on this from us
Carlos Aguado	ok. Thank you
Sharath Kumar	anything else that I may assist you with?
Carlos Aguado	No That is all. Thanks

Sharath Kumar

You're welcome and I wish you have a good day ahead.

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

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

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74056 info

Email: info@dchauling.com  708-774-6393

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: 37 Secs

City: GRIFFITH

State: Illinois

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
info	I'd like to raise a Request
Acebuddy	Please select your request type.
info	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
info	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
info	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
info	Backup Help
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
info	QBLive1.myrealdatal.net
	Myrealdatal/MariaBO.q1
Tushar Pharswan	It seems another chat is already initiated and is being handled for the same case.
info	I waited and nobody answered and now I can get to that chat
Tushar Pharswan	Kindly confirm If you were in chat session with name Sharath Kumar ?
info	yes
Tushar Pharswan	Okay I'm transferring the chat with him as he is already in conversation with you on another one.
	Kindly stay connected till then
	<i>Tushar Pharswan is transferring the chat to Sharath Kumar.</i>
info	ok
	<i>Sharath Kumar accepted the chat transfer request.</i>
	Hi
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
info	Thanks
Sharath Kumar	Hello Maria, I wanted to inform you that we already take backups on daily basis

	and we keep backup of last 45 days
info	I only have a question. I don't need the back up today. My question is, if I ask for help with a backup as a user, would it ba do the backup for all users?
Sharath Kumar	everything that is on the server is backed up so that includes for all users
	If you ever need a previous version of a particular folder, just let us know the path where this folder is located, and we can
info	Okay, thank you for letting me know
Sharath Kumar	My pleasure!
	Is there anything else I may help 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 Transcript

Hello, I am your Acebuddy

Visitor Details

#73668 Ezra Dilger

Email: reception@rortax.com  7633189052

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 28 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Ezra Dilger	Hello, I am your Acebuddy
Acebuddy	Hello Reception, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ezra Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ezra Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Ezra Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ezra Dilger	Lacerte 24 froze and we logged out but now it won't let us back in
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Dharmendra Kumar declined the transfer request.

Yash Kalra accepted the chat transfer request.

Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
Ezra Dilger	Hello
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Ezra Dilger	Server name is RORTax
	Username is Brad N
Yash Kalra	Kindly allow me two minutes to check the same.
Ezra Dilger	ok thank you
Yash Kalra	Please stay connected while I am making some changes from the backend.
	Please try to re-login now.
Ezra Dilger	okay it'll just be a minute, Brad stepped out
Yash Kalra	Sure, please take your time
	Please confirm if the issue is resolved?
Ezra Dilger	Sorry, he has not returned yet so I don't know if it has been resolved.
Yash Kalra	I have made the necessary changes, and I am sure the issue is now resolved.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?

Ezra Dilger	Can you also make the update sto Lacerte 2023?
Yash Kalra	I have scheduled the update. It will take some time, and our team will inform you once it is complete.
Ezra Dilger	When is it scheduled for and do we also need to be out of Lacerte 24 as well?
	<i>1:27:04 AM Yash Kalra is sharing a file with you</i> <u>image.png</u> - (Size:7.3 KB)
	<i>While updating we are encountering an error, please log off from the server for 20-30 minutes. Alternatively, if it's more convenient for everyone, we can schedule the update during the night hours as well.</i>
	Should we have everyone log off the cloud entirely?
Yash Kalra	Yes, please ask the user to log off to ensure the update proceeds without any issues.
	Alternatively, if it's more convenient for everyone, we can schedule the update during the night hours as well.
Ezra Dilger	Okay, let me check and get back to you. Thank you
Yash Kalra	Sure, please take your time
Ezra Dilger	Okay, please do the update now. We are having everyone log out. Thank you
	<i>1:37:58 AM Yash Kalra is sharing a file with you</i> <u>image.png</u> - (Size:11.5 KB)
	<i>There are still many users logged into the server right now, please ask them to log off so that we can proceed with the request.</i>
	<i>1:42:26 AM Yash Kalra is sharing a file with you</i> <u>image.png</u> - (Size:509.45 KB)
	<i>Please note that the update is in progress. It will take some time, and our team will update you via email once it is completed.</i>
Yash Kalra	Is there anything else I may help you with ?
Ezra Dilger	Are you doing the 23 update or 24 update?
Yash Kalra	I have scheduled the update for Lacerte 23. Please confirm if Lacerte 24 also needs to be updated? (Edited)
Ezra Dilger	I think just the 23, thank you
	Please do the 23 update now, thank you. Everyone should be logged off
Yash Kalra	Yes, the update is in progress and will be completed soon.
	Is there anything else I may help you with ?
	If there's nothing else, I can assist you with, shall we proceed to close this chat?
Ezra Dilger	Ok, when will I know it is completed?
	And when we can log back in?
Yash Kalra	The update is now in its final stages and should be completed within the next 10 to 15 minutes.
Ezra Dilger	ok thank you
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 cooperation at quality@acecloudhosting.com. Thanks!

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

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

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74911 Sandy Samberg

Email: sandy@worldwidedoors.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: TAMPA

State: Florida

Country: UNITED STATES

Chat Transcript

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

Sandy Samberg	I'd like to raise a Request
Acebuddy	Please select your request type.
Sandy Samberg	Password Reset
Acebuddy	Please select an option below
Sandy Samberg	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 Transcript

Hello, I am your Acebuddy

Visitor Details

#73866 Gezzele Martin

Email: databyadesign@outlook.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 28 Secs

City: TUCSON

State: Arizona

Country: UNITED STATES

Chat Transcript

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

Gezzele Martin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support. Please chose an option :
Gezzele Martin	I'd like to report an Issue
Acebuddy	Please select an option!
Gezzele Martin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Gezzele Martin	I am a new user and downloaded the app according to the instructions. I have the Ace Icon on my desktop but when I try
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Gezzele Martin	TRO.myreldata.net. GezzeleMartin
Shubham Kataria	Could you also confirm your business name as well
Gezzele Martin	I am a user for TRO Consulting.
Shubham Kataria	Thank you for the information
	May I take the remote access of your local computer?
Gezzele Martin	Yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/2292077742
	Kindly join this link
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	As per our remote session, you're able to access server now
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74113 Daniel Chavarria

Email: dan@cms-miami.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: HIALEAH

State: Florida

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select your request type.
Daniel Chavarria	Password Reset
Acebuddy	Please select an option below
Daniel Chavarria	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73636 Dale Trahan

Email: tbroussard@la.glacoxmail.com **13373343779**

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: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dale Trahan	I'd like to report an Issue
Acebuddy	Please select an option!
Dale Trahan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Dale Trahan	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74866 Cassmer Ward

Email: cward@nexagy.com

Department: Support(QB & App Hosting)

Operator: Dipanshu Dewan

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 2 Mins 51 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Cassmer Ward

Hello, I am your Acebuddy

Acebuddy	Hello Cassmer Ward, I'm your Ace Buddy. I'll be happy to assist you!
Cassmer Ward	Whom Would You Like to Connect With?
Acebuddy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
Cassmer Ward	Please chose an option :
Cassmer Ward	I'd like to report an Issue
Acebuddy	Please select an option!
Cassmer Ward	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Cassmer Ward	Excel error saying that it doesn't meet requirements to open it. Just started happening Friday. Ticket 668985
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sandeep Kumar accepted the chat transfer request.</i>	
<i>Sandeep Kumar is transferring the chat to Dipanshu Dewan.</i>	
<i>Dipanshu Dewan accepted the chat transfer request.</i>	
Dipanshu Dewan	Thank you for contacting Ace Cloud Hosting. My name is Dipanshu Dewan. I will be assisting you today.
Cassmer Ward	Hi Cassmer, how are you doing today?
Dipanshu Dewan	Good. I need this excellent issue fixed as soon as possible.
Cassmer Ward	We've been running Excel on ACE for years and Friday we get the following error.
<i>7:52:15 PM Cassmer Ward is sharing a file with you</i>	
<i>Screenshot 2025-03-28 at 4.49.40 PM.png - (Size:162.1 KB)</i>	
Dipanshu Dewan	Thank you for sharing the concern; I will certainly try my best to assist you.
Cassmer Ward	Office can't be activated because it doesn't meet the requirements for running on Remote Desktop.
Dipanshu Dewan	I don't see how this could be an issue, we've been using it for years.
Cassmer Ward	May I take the remote access of your server session and take a look at the issue?
Dipanshu Dewan	Sure.
Cassmer Ward	What Can I get you?
Dipanshu Dewan	Thank you! I am logged in to the server but looks like there are no active users.
Cassmer Ward	Which Server and what active user?
Dipanshu Dewan	Is it okay if you could confirm your Company name?
Cassmer Ward	Opto-Alignment

Dipanshu Dewan	Thank you! I would request the access of your screen.
Cassmer Ward	OATi for short
	Ok.
Dipanshu Dewan	A pop up message would appear, kindly approve my request.
Cassmer Ward	Ok
Dipanshu Dewan	Thank you for your Patience! As discussed, we are proceeding with the reinstallation of Microsoft Office applications on the related issue from inside the applications. We would notify you once the reinstallation is completed.
Cassmer Ward	Ok. Should I log out of Remote Desktop?
	Will you let me know via email?
	Hello. Is anyone there?
Dipanshu Dewan	Yes, I am still here?
	Sure, I will let you know by E-mail or I can also give you a call.
Cassmer Ward	Thank you.
Dipanshu Dewan	We can then sign in with your Office 365 Account and Activate the applications.
	Cassmer, is it okay if you could share your phone number with me?
Cassmer Ward	Ok. I logged out of Remote Desktop.
	My email is cward@nexagy.com and phone is 704-999-3866
Dipanshu Dewan	Thank you so much! It shouldn't take more than 5-7 minutes
	<i>8:28:22 PM</i> <i>Dipanshu Dewan is sharing a file with you</i> <u>image.png</u> - (Size:41.12 KB)
	It's currently at 9%, I will call you once the applications are reinstalled.
	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 and feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Dipanshu Dewan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73516 Aiko Nafissah

Email: aiko.nafissah@mgvinc.com  12507431222

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: 20 Secs

City: DUNCAN

State: British Columbia

Country: CANADA

Chat Transcript

Aiko Nafissah	Hello, I am your Acebuddy
Acebuddy	Hello Aiko.nafissah, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Aiko Nafissah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Aiko Nafissah	I'd like to raise a Request
Acebuddy	Please select your request type.
Aiko Nafissah	Change in Users
Acebuddy	Please select your desired option!
Aiko Nafissah	User Replacement
Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user from MyPortal.
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to manage users via MyPortal!
	Do you need any further assistance on the topic?

Aiko Nafissah	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Aiko Nafissah	We would like to remove two who left our company and add one who has just joined.
	<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 Aiko
Aiko Nafissah	Hi,
Shashwat Verma	I will surely help you with this issue.
	Do you have the access of myportal? (Edited)
Aiko Nafissah	I think yes
Shashwat Verma	Users can be managed by your own also.
	We can assist you on remote for the same
	It makes easier for account owner to manage users and related information by own.
	Shall we proceed with remote session?
Aiko Nafissah	I have not received verification code yet to log onto My Portal
Shashwat Verma	Do you have the access of aiko.nafissah@mgvinc.com?
Aiko Nafissah	Yes, it is me.
	no code sent to my e-mail sofar.
Shashwat Verma	Okay, in case if you are unable to get the code, will forward your case to concern team for the code issue, and for the user to be added and removed on support@acecloudhosting.com from aiko.nafissah@mgvinc.com (Edited)
Aiko Nafissah	Thank you, I will send you a request e-mail shortly.
Shashwat Verma	Kindly share the full name, email address and contact number of the users that have to be added
	You can mention the same on email
Aiko Nafissah	Ok will do
Shashwat Verma	Thanks for your efforts
	Is there anything else I may help you with ?
Aiko Nafissah	That is all. Thank you!
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 appi

quality@acecloudhosting.com. Thanks!

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73532 Shawheen Amirkhizi

Email: shaw@straighttalkcpas.com  17325663660

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

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

Shawheen Amirkhizi	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73801 Mary Clancy

Email: mary@r2rconsulting.net **Phone:** 3867880909

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

Mary Clancy	I'd like to report an Issue
Acebuddy	Please select an option!
Mary Clancy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mary Clancy	When I open the Lacerte tax software, it just opens right up and doesn't ask me for login credentials
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p>	
<p><i>Anjainay Singh accepted the chat transfer request.</i></p>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Just allow me two minutes so that I can access your account and look into the issue
Mary Clancy	Hi, I'm not sure if this is an issue you can help me with. But yesterday I was working on the server and was in my Lacerte logged off the server as normal. But this morning when I opened the software, it just went right to the software and didn't find it very odd.
	And also not secure
Anjainay Singh	We understand your concern we request you to completely logout and login back into the server and open Lacerte applica
Mary Clancy	I've done that 3 times and even from a different computer and it did the same thing. Just opened right up and didn't ask f
Anjainay Singh	Sure just give me two minutes to observe this issue so that I can provide you the exact resolution
Mary Clancy	ok thank you
Anjainay Singh	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important documents at your end.
Mary Clancy	Yes, and I closed everything
Anjainay Singh	https://assist.aceclouddhosting.com/join/7812034652
	please try to sign into the server again
	Are we still connected
	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)

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74436 kyla

Email: kyla@humblebrands.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: RANCHOS DE TAOS

State: New Mexico

Country: UNITED STATES

Chat Transcript

kyla Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

kyla Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

kyla I'd like to raise a Request

Acebuddy Please select your request type.

kyla 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 :

kyla Restart

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

Whom Would You Like to Connect With?

kyla Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
kyla	I'd like to report an Issue
Acebuddy	Please select an option!
kyla	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
kyla	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
kyla	Email Setup
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
kyla	Hi Tushar -- yes my server name is Humblebrandsinc.myrealdatal.net
	Username: KHortareas
Tushar Pharswan	Kindly allow me two minutes to check the same.
kyla	Thank you
Tushar Pharswan	Thank you for waiting, could you elaborate the issue email setup.
kyla	Yes, we are having trouble getting the email to connect to the web browser. It is saying that it is not compatible as we have date. It is not giving us the option to get it to connect.
	We are trying to set up our Web Mail and it will not let us
Tushar Pharswan	Kindly allow me two minutes to check the server end as the pending QuickBooks update results in this issue generally as update QuickBooks as well.
kyla	Thank you
	<i>9:49:32 PM Tushar Pharswan is sharing a file with you image.png - (Size:17.09 KB)</i>
	<i>9:49:36 PM Tushar Pharswan is sharing a file with you image.png - (Size:16.42 KB)</i>
Tushar Pharswan	As I can see indeed there were important QuickBooks update pending.
	What we can do is we will update them and let you know over the email after that kindly try again and see if the email issues
	Also to update QuickBooks we will require everyone to log off from the server for 20-30 minutes to complete these updates.
	I will share a pop message with everyone logged in and once all log off we will proceed with the update.
kyla	

Tushar Pharswan	Thanks for your help! let me contact our Quickbooks admin, to see if he would like to perform the uodates, as we do not v
kyla	Sure, please take your time and let us know, also if it is not possible to update right now then we can also schedule this u
Tushar Pharswan	Thanks, we will reach out when we have contacted him. Have a good day!
	Okay I will email you once this chat end on that you can tell us how you would like to proceed.
	Is there anything else I may help you with ?
kyla	That's all thank you!
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73700 Rochelle Dubbels

Email: rochelle.dubbels@livewirenow.com ☎ 701-793-2135

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: 29 Secs

City: FARGO

State: North Dakota

Country: UNITED STATES

Chat Transcript

Rochelle Dubbels	Hello, I am your Acebuddy
Acebuddy	Hello Rochelle Dubbels, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rochelle Dubbels	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rochelle Dubbels	I'd like to report an Issue
Acebuddy	Please select an option!
Rochelle Dubbels	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Rochelle Dubbels	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Rochelle Dubbels	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
	<i>Shubham Kataria 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.
	Hi Rochelle, How may I assist you today
Rochelle Dubbels	Quickbooks is frozen after I tried to delete a transaction.
Sharath Kumar	Sorry to hear that, may I ask does this happen quite often
Rochelle Dubbels	No, there is something wrong with the transaction, and everytime I try to delete or edit it, Quickbooks is frozen.
Sharath Kumar	I see, is there QB RESET application available on your desktop and taskbar please click on it to close your QB app
Rochelle Dubbels	Where do I find that?
	<i>3:40:57 PM Sharath Kumar is sharing a file with you image.png - (Size:440 Bytes)</i>
Sharath Kumar	this is the icon you should be looking for

Rochelle Dubbels	I did that, and it closed out QB.
Sharath Kumar	great!
Rochelle Dubbels	But now I need help deleting that transaction.
Sharath Kumar	that is something you would have to reach out to Intuit for as they have the more expertise with the application
Rochelle Dubbels	Is there information on how to contact them?
Sharath Kumar	sure, one moment please
	Thank you for your patience.
	This is the link you will need to contact Intuit's support team - quickbooks.intuit.com/learn-support/help/en-us/contact-us
	anything else that I may assist you with?
Rochelle Dubbels	No, that was it, thank you.
Sharath Kumar	My pleasure!
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73406 john

Email: john@claritymba.com  415.491.1099

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: SAN RAFAEL

State: California

Country: UNITED STATES

Chat Transcript

john	Hello, I am your Acebuddy
Acebuddy	Hello John Ward, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
john	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
john	I'd like to report an Issue
Acebuddy	Please select an option!
john	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
john	re 650852 and numerous other tickets, the user session for user Admin_CMBA is frozen, please log off the user from the s
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Kindly allow me two minutes to check the same.
	Could you please confirm if Admin_CMBA is the only user facing this issue
	Are we still connected here?
john	yes
	Admin_CMBA is only affected user, issue ahs been recurring for about a month now
	logging off seems to resolve the issue, but I cannot initiate this from my side
Shubham Kataria	Okay,
	Just to confirm, only QuickBooks application is freezing
	right?
john	this issue is not related to Quickbooks, only the remote server

Shubham Kataria	Thank you for the information. Please allow me a minute to check this
john	I can see that you have logged off the session, in my experience I can log back in straightaway Imk when it is ok to proceed
Shubham Kataria	You can try accessing it now and please log in and log off multiple times to check if the issue persists.
john	i'm not sure I understand that last part i'm logging on now and everything seems fine it has been difficult to determine what actions may be triggering the issue
Shubham Kataria	May I take the remote access of your local computer to make some changes in RDP file
john	I suppose so
Shubham Kataria	Its seems to be related to the network if this user is only facing the issue
john	ah, yes we have done much troubleshooting on my side, the network and the machines on my side are not the issue
Shubham Kataria	Let's connect over a remote session to investigate the issue more closely.
john	my account should have plenty of notes on the efforts made so far anyway, I am back in now so the trouble has passed for now. hope the team can continue to find a durable solution.
Shubham Kataria	Yes, I can see that its a recurring issue for user Admin_CMBA Yes, we are here to assist you If you allow can we perform few troubleshooting steps over remote This will help us to escalate the issue to our escalation team
john	I apologize, I am pressed for time at the moment
Shubham Kataria	No problem, don't worry - we are here to provide you with better assistance. If you face the issue again, kindly reply to this accordingly. Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
john	sorry, getting pulled in a few different directions at the moment thank you for your assistance, and I hope to cooperate more fully toward a complete solution at a later date if necessary that's all I need for now
Shubham Kataria	You're welcome! I will follow up on these. If you face the issue again, please reply to the same email. Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email 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.

quality@acecloudhosting.com. Thanks!

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

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73465 Kelly Bartaldo

Email: kellybartaldo@gmail.com  15305241001

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 50 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

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

	Please select an option!
Kelly Bartaldo	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kelly Bartaldo	Ace Cloud Hosting Icon has disappeared from my laptop. I need help getting it back so that I can login ASAP! Thank you.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam accepted the chat transfer request.</i>
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you today.
Kelly Bartaldo	Hello
Shivam	I will be surely assisting you with this. Kindly help me with your server name and user name?
Kelly Bartaldo	Let me look it up.
	Account Name: Crosspoint General Engineering
Shivam	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
Kelly Bartaldo	yes
	I think it is:
	myrealdata\CGE_user1.q8
	Myrealdata\CGE_User
Shivam	Thank you for confirming your username.
	May I take the remote access of your local computer in order to resolve this issue?
Kelly Bartaldo	yes
Shivam	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/4462299309
Kelly Bartaldo	Is it here?
Shivam	Is there anything else I may help you with ?
Kelly Bartaldo	That is it, when I log off will my screen go back to the original desktop vs black?
Shivam	It will go back to your original screen.
Kelly Bartaldo	Ok thank you, take care.
Shivam	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 appri quality@acecloudhosting.com. Thanks!

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

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

Kelly Bartaldo Will do :)

Shivam has ended this chat session

Chat Transcript

Hi, I would like some help with printing

Visitor Details

#74449 Gretchen Carol Reeves

Email: gr@skygroupacct.com  9706884829

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Gretchen Carol Reeves	Hi, I would like some help with printing
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.
Gretchen Carol Reeves	HI
Siddhant	Hi, may I know your good name?
Gretchen Carol	yes Gretchen Reeves owner of sky group

Reeves

Siddhant

Thank you for the information gretchen , I am transferring this chat to the support team. They will be assisting you further.

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

Tushar Pharswan accepted the chat transfer request.

Tushar Pharswan

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

Gretchen Carol Reeves

hi

Tushar Pharswan

I will surely help you with this issue.

Kindly allow me two minutes to check the same.

Thank you for waiting.

Kindly elaborate on the help you need with the printing.

Gretchen Carol Reeves

The issues is that I am trying to print from the server, and in some cases I cannot find the destination of the printed forms have other printers and I'm not sure which one is best. This is a family recent issue.

Tushar Pharswan

Kindly let me know if you are able to print anything from the server?

Gretchen Carol Reeves

I printed a paper form just now

we are trying to print to pdf

Tushar Pharswan

Also, as you mentioned you have multiple printers and doesn't know which one is best I would suggest connecting with your issue as for us we can assist you with server-side printing issue and as there is no issue printing from the server.

Okay by this you mean you want to save the print in pdf format ?

Gretchen Carol Reeves

yes

Tushar Pharswan

Okay kindly use adobe acrobat as it is installed on the server for pdfs.

once you choose to print to pdf kindly select the location where you want to save the pdf file.

Gretchen Carol Reeves

ok let me try

Tushar Pharswan

Sure, please take your time

Gretchen Carol Reeves

it is running slow, should I make adobe the default printer

Tushar Pharswan

It does not make any difference, maybe the file data is big.

Did the process start?

Also, could you tell me the application name through which you are saving to pdf.

Gretchen Carol Reeves

It said adobe was not activated

There is a Soda pdf app and also Drake pdf printer which is the tax software

Tushar Pharswan

On your server there is a pro version installed which requires you to login from the email address on which you have purchased

You can try those as well.

Gretchen Carol Reeves	ok, I would like to have just one that I use as we keep trying different methods
Tushar Pharswan	Okay If those don't work, please email us to support@acecloudhosting.com requesting the reinstallation of the standard A will be able to process the request much faster.
	Is there anything else I may help you with ?
Gretchen Carol Reeves	ok one question, have I already paid for the adobe pdf application?
Tushar Pharswan	You will need to check on your end, as we do not provide the subscription for it. Try logging in with the email address you subscription status.
Gretchen Carol Reeves	ok I still don't have a good answer for my question, but I can send an email to the support address
Tushar Pharswan	Once this chat ends, I will email you to follow up on whether the issue is resolved or if you'd like to proceed with installing If the issue persists after that, we will explore other solutions. Currently, the Adobe PDF application is prompting for a sub functionality.
	Is there anything else I may help you with ?
Gretchen Carol Reeves	I think that is all for now thank you!
Tushar Pharswan	Okay we will be waiting for your email once you confirm your subscription for adobe Pro. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74307 Stuart Lindemann

Email: customerservice@clearblueice.org  16365848765

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: STEELVILLE

State: Missouri

Country: UNITED STATES

Chat Transcript

Stuart Lindemann	Hello, I am your Acebuddy
Acebuddy	Hello Stuart Lindemann, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stuart Lindemann	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stuart Lindemann	I'd like to report an Issue
Acebuddy	Please select an option!
Stuart Lindemann	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Stuart Lindemann	Ticket 660117 I am setting up the portal on our chrome book and his connect and say app is not licensed that I need to m on our other computer
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.
	Let me transfer this chat to the one of my colleague
	<i>Manish Singh is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Stuart Lindemann	great did you get copied on my problem
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?

	could you please mention the concern you have ?
Stuart Lindemann	cbi.myrealdata.net
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.
Stuart Lindemann	myrealdata\stuartlindemann
	I have the app installed for the portal and when I connect it says its not licensed and we have it on our other computer dc
Shivam Singh	okay
	Could you please let me know which app you are experiencing the issue with?
Stuart Lindemann	Xtralogic RDP
Shivam Singh	May I take the remote access of your server?
Stuart Lindemann	Sure
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Stuart Lindemann	ok closed
Shivam Singh	thanks for the confirmation
	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/5892264768
Stuart Lindemann	do you want it on the chrome book that Im putting it on or does it matter
Shivam Singh	I just want to see the error you are getting
	just download the app and install it
	Are we still connected here?
Stuart Lindemann	yes I have to install an app it says
Shivam Singh	Yes, please do so.
	I'm waiting for you to install it.
Stuart Lindemann	What is the session key
Shivam Singh	Please allow me 2 minutes, I believe the issue is with the Chromebook accessibility.
	Stuart kindly log in, please.
	May I take the remote access of your server?
Stuart Lindemann	log in where and yes
Shivam Singh	Kindly allow me two minutes as I am checking with the resources at my end.
	Thank you for your patience.
	Please follow the below steps:
	Please visit the webpage: https://remotedesktop.google.com/support/
	Click on Remote Support > Get Support

Download the extension when prompted on clicking the download icon
Page will ask to add extension to Chrome, Click on Add Extension
After adding extension to chrome, you will get the below page, click on Got it
Now click on Generate Code
You will then generate 12-digit access code

Once done, help me with the code

Stuart Lindemann 4781 8046 9622

Shivam Singh Thanks for the confirmation !

Kindly accept the session request

please enter your password .

please enter your password again

could please confirm if the issue is resolved or do you require anything else?

Stuart Lindemann it is only part of the screen and I cant get it to expand or close

Shivam Singh Let me check this

Here you go

well then it seems that the things are working.

Stuart Lindemann how do i get back to it is closed it now how do I access the portal again

Shivam Singh Please Redo this

Please follow the below steps:

Please visit the webpage: <https://remotedesktop.google.com/support/>

Click on Remote Support > Get Support

Download the extension when prompted on clicking the download icon

Page will ask to add extension to Chrome, Click on Add Extension

After adding extension to chrome, you will get the below page, click on Got it

Now click on Generate Code

You will then generate 12-digit access code

Once done, help me with the code (Edited)

Stuart Lindemann 0114 9287 4427

Shivam Singh See we have set all the configuration.

Stuart Lindemann So we don't use the other app xtralogic

Shivam Singh Simply click on the pinned App

Stuart Lindemann Thanks

Shivam Singh Please keep this app at your disposal for any server accessibility.

Is there anything else I may help you with ?

Stuart Lindemann no thanks have a great day

Shivam Singh

That's Great

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
quality@acecloudhosting.com. Thanks!

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73833 Jennifer

Email: jennifer@usstuccosupply.com ☎ 7045768799

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: BELMONT

State: South Carolina

Country: UNITED STATES

Chat Transcript

Jennifer Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jennifer Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer	I'd like to raise a Request
Acebuddy	Please select your request type.
Jennifer	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Jennifer	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update.
	<ul style="list-style-type: none"> • QuickBooks Year • Variant : Pro / Premier / Enterprise / Accountant • License Number • Product Code
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need immediate assistance.
	Do you need any further assistance on the topic?
Jennifer	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73667 Todd Marks

Email: todd.marks@indetailconsulting.com  17703301324

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: ATHENS

State: Georgia

Country: UNITED STATES

Chat Transcript

Todd Marks	Hello, I am your Acebuddy
Acebuddy	Hello Todd.marks, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Todd Marks	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Todd Marks	I'd like to raise a Request
Acebuddy	Please select your request type.
Todd Marks	Password Reset
Acebuddy	Please select an option below
Todd Marks	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?
Todd Marks	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam accepted the chat transfer request.</i>
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you today.
Todd Marks	I created a new user and I need a password. Todd.M@myrealdatal.net
Shivam	I will be surely assisting you with this. Kindly help me with your server name and user name?
Todd Marks	In Detail Consulting (CID73350)
	IDConsulting.myrealdatal.net
Shivam	As I can see, you are the Point of Contact (POC) for the account, and you have the ability to reset the password for any user thank you for the confirmation
Todd Marks	I did reset the password (just a minute ago). Now I tried to download the RDP client to login and it keeps trying to log me in to my RDP session.
Shivam	I understand the issue. For me to have a look at it, would you allow a remote in?
Todd Marks	Yes

Shivam	<p>Prior providing the access, I would suggest you to close any important documents at your end.</p> <p>Kindly paste this link in the browser of local computer and join the session.</p> <p>https://assist.acecloudhosting.com/join/7132092170</p> <p>once you are connected, we will have chat continued at your remote screen</p>
	Could you please confirm the username for which you want the admin access for ?
	Please note that to provide you with the Authorization to have admin access we need your confirmation over the email.
Todd Marks	Confirmed
	I sent the confirmation over email too.
Shivam	Once this chat ends, we will send you an email containing the authorization text. Please review it and provide POC approval immediately.
	Is there anything else I may help you with ?
Todd Marks	no thank you!
Shivam	<p>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.</p> <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!</p>
	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/)
Todd Marks	sure

Shivam has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73895 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: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: WILMINGTON

State: Illinois

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 raise a Request
Acebuddy	Please select your request type.
xianna zhong	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
xianna zhong	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Xianna
xianna zhong	Hi Shashwat
	I would like to update Lacerte
Shashwat Verma	I will surely help you with this issue.
	Kindly confirm the version of the lacerte
xianna zhong	24 Lacerte Tax

Shashwat Verma	We have noted your request and will do the needful and will let you know on email, when we are done with it.
xianna zhong	Also need to update TaxDome
Shashwat Verma	Sure
xianna zhong	I email the request and your team said I need be online I thought you can complete the update from your end
Shashwat Verma	Kindly allow me two minutes to check the same. I apologize for any delay. We'll do the needful from our end and will let you know on email.
xianna zhong	ok
Shashwat Verma	Is there anything else I may help you with ?
xianna zhong	I do need the updates now I need to send out a tax return.
Shashwat Verma	Sure.
xianna zhong	It needs the updates..
Shashwat Verma	We have updated the Tax dome, just proceeding with lacerte
xianna zhong	Do you want me to log into the lacerte?
Shashwat Verma	No need to do so.
xianna zhong	Question: Do I need to ask for the updates everytime? Lacerte updates are very frequent these days.. Can we set up routine updates like twice in a day or at least twice or once in a week?
Shashwat Verma	As of now, you have to update the same to us. Nevertheless, we have process in pipeline for the auto update of Lacerte ,once completed will let you know. We have initiated the update and will complete the same in 10 mins and will let you know on email. Is that work for you?
xianna zhong	ok. will you email me?
Shashwat Verma	Yes, sure
xianna zhong	Thank you. Have a nice day!
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 appreciate your feedback at quality@acecloudhosting.com. Thanks!

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74262 RENEE RINI

Email: renee.rini@irontoncapital.com  2166596889

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 29 Secs

City: BROOMFIELD

State: Colorado

Country: UNITED STATES

Chat Transcript

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

RENEE RINI	I'd like to report an Issue
Acebuddy	Please select an option!
RENEE RINI	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
RENEE RINI	ticket 659051 - I cannot log into MyPortal. The issue is not resolved.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
RENEE RINI	Also, some of the users are not able to log onto the virtual server.
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
	<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>
	Hi, please review. , I cannot log into MyPortal. The issue is not resolved.
	Also, some of the users are not able to log onto the virtual server.
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
RENEE RINI	IrontonCapital.myreldata.net
	un: ReneeRinni
	Hello?
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	Thank you for your patience.
	I see that user ReneeRinni is connected to the server.
	<i>Shivam Singh has not responded for the transfer request.</i>
RENEE RINI	I am trying to connect to MyPortal
	A ticket was submitted last week and I am unable to log in
	ticket 659051
	I just received confirmation that all users can log onto the virtual server so that issue has been resolved. The MyPortal has
Ashutosh Mishra	Kindly allow me two minutes to check the same.
RENEE RINI	can you connect to my laptop and check it out?
Ashutosh Mishra	If required I will surely initiate a remote session prior to that please inform what is the email address used for My Portal?
RENEE RINI	the username?
	my email is renee.rini@irontoncapital.com
	un: myreldata/ReneeRinni
Ashutosh Mishra	I see that My Portal admin is Eric with email address eric@irontoncapital.com

There can be only one My Portal Admin.

RENEE RINI he is no longer with the company and emailed Ace Support authorization to switch the admin to me.
this was months ago
how can we expedite this?

last week I was told to log in with a CID number but nothing was said about me not being an admin

Ashutosh Mishra Rest assured I will quickly forward it to the concerned team on higher priority and get this resolved.

RENEE RINI while we are on the chat?
the ticket was submitted last week and is not resolved.

we terminated a user and added a new user and need to make these changes asap

Ashutosh Mishra I am taking ownership of the ticket and assure you that this will be resolved quickly, once the changes are made, I will inf

RENEE RINI thank you

Ashutosh Mishra Is there anything else I may help you with ?

RENEE RINI no thanks. please email instructions, new user name/password for admin portal so I can avoid having to chat again or not

Ashutosh Mishra I will confirm once the changes are made and send you the instructions.
Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
quality@acecloudhosting.com. Thanks!

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

#74229 Teresa Duncan

Email: teresa@contractbusinessgroup.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: HIGH POINT

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73510 raedina

Email: raedina@sno-biz.com ☎ 13162022020

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: WICHITA

State: Kansas

Country: UNITED STATES

Chat Transcript

raedina	Hello, I am your Acebuddy
Acebuddy	Hello Raedina, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
raedina	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
raedina	I'd like to raise a Request
Acebuddy	Please select your request type.
raedina	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 :
raedina	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74047 paulmelotte

Email: paulmelotte@gmail.com  18645902253

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: 42 Secs

City: SPARTANBURG

State: South Carolina

Country: UNITED STATES

Chat Transcript

paulmelotte Hello, I am your Acebuddy

Sharath Kumar is transferring the chat to Manish Singh.

Manish Singh accepted the chat transfer request.

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

paulmelotte i'm sorry I got disconnected before. Jon Ives, one of our users cannot sign into QB. When he tries to sign in, he is asked for

Manish Singh I will surely help you with this issue.

Okay, Is this the first time Jon is facing this issue and is the issue faced by other users too?

paulmelotte Only Jon

Manish Singh Kindly allow me two minutes to check the same.

Paul, kindly ask user Jon to try now.

paulmelotte It is still asking for a password

Should I restart the computer?

Manish Singh May I take the remote access of Jon local computer?

paulmelotte yes

Manish Singh <https://assist.acecloudhosting.com/join/2082386144>

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

paulmelotte just a second

Manish Singh Yes, Please take your time.

paulmelotte Done

Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
paulmelotte	I will email
Manish Singh	We need to reset the password. Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further.
	Is there anything else I may help you with ?
paulmelotte	We're good. Just waiting for a reply
Manish Singh	We need email from paulmelotte@gmail.com To proceed with the request Kindly email on the same email.
	Are we still connected here?
	As this chat is disconnected at your end and also there was no response, we are disconnecting the chat now. You may re-invoke further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74099 bussagservices

Email: bussagservices@gmail.com ☎ 2176170624

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: MENDON

State: Illinois

Country: UNITED STATES

Chat Transcript

bussagservices	Hello, I am your Acebuddy
Acebuddy	Hello Adam Buss, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bussagservices	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bussagservices	I'd like to report an Issue
Acebuddy	Please select an option!
bussagservices	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
bussagservices	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
bussagservices	My employee trys to op her quickbooks on a newly migrated server and an error message pops up: quickbooks has a prot only
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Chat request was not picked up by the operators

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74897 jon

Email: jon@sundackcpa.com  6314999437

Department: Support(QB & App Hosting)

Operator: Shubham Gupta

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: FARMINGDALE

State: New York

Country: UNITED STATES

Chat Transcript

jon	Hello, I am your Acebuddy
Acebuddy	Hello Jon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jon	I'd like to report an Issue
Acebuddy	Please select an option!
jon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jon	latency
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Jon, How are you doing today ?
jon	doing well thank you, experiencing a ton of latency on the server
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 5-6 minutes to check the same.
jon	sure
	<i>Rohan Prajapati is transferring the chat to Shubham Gupta.</i>
	<i>Shubham Gupta accepted the chat transfer request.</i>
Shubham Gupta	Thank you for contacting Ace Cloud Hosting. My name is Shubham Gupta. I will be assisting you today.
	Please allow me some time to check the account details on my end.
	Please stay connected]
	In the meanwhile, could you please confirm if all the users are facing slowness on their end?
	I have checked the server resources and they are functioning at optimal levels, may i please have the remote access o

jon	sure
Shubham Gupta	Prior providing the access, I would suggest you to close any important documents at your end.
jon	sure done
Shubham Gupta	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/8212636666
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Please let me know once the system is up after the reboot.
	are we connected?
	Are we still connected here?
	We are not disconnecting the chat as the system has been rebooted Kindly revert back once the system is back up.
	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.

Shubham Gupta has ended this chat session

Chat Transcript

I am unable to log in to Ace Cloud hosting. I forgot pass

Visitor Details

#74374 Bridget Dempsey

Email: info.strategicproperties@gmail.com ☎ 201-941-9488

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary&n

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: ENGLEWOOD

State: New Jersey

Country: UNITED STATES

Chat Transcript

Bridget Dempsey	I am unable to log in to Ace Cloud hosting. I forgot password
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you further.
	May I confirm your company name registered with us?
Bridget Dempsey	Hello Rishabh
Rishabh Gogia	Hi!
	Can you please confirm your company name or your server name with us?
Bridget Dempsey	PorrinoGroup
	<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</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.
	Hii Bridget
Bridget Dempsey	Hi Manish
Manish Singh	How may I assist you today?
Bridget Dempsey	I cannot log in to ace cloud. i forgot my password
	<i>9:58:54 PM Manish Singh is sharing a file with you SelfCare Portal User Guide 1.pdf - (Size:848.32 KB)</i>
Manish Singh	Or you can email us on support@acecloudhosting.com regarding password reset.
	From authorized email
	Is there anything else I may help you with ?
Bridget Dempsey	that all for now. I'll give this a try
Manish Singh	Sure
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74318 joy.zhang

Email: joy.zhang@changcpa.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 55 Secs

City: VALENCIA

State: California

Country: UNITED STATES

Chat Transcript

joy.zhang	Hello, I am your Acebuddy
Acebuddy	Hello Joy.zhang, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
joy.zhang	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
joy.zhang	I'd like to report an Issue
Acebuddy	Please select an option!
joy.zhang	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
joy.zhang	cannot login
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Joy, How are you doing today ?
joy.zhang	Hello. I cannot log in to my ACE remote desktop. maybe because i try wrong password for many times
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 5-6 minutes to check the same.
joy.zhang	yes please
Rohan Prajapati	May I know if you are getting login attempt Failed Error ?
joy.zhang	yes error code: 0*3000008
Rohan Prajapati	Is it possible for you to share the Screen shot with me ?
	<i>12:52:02 AM joy.zhang is sharing a file with you <u>1_image.png</u> - (Size:56.03 KB)</i>
	Thanks for the confirmation !
	Kindly allow me 4-5 minutes to check the same.
joy.zhang	yes please
Rohan Prajapati	Please try to login now with existing Password
joy.zhang	now i can login, but it didn't ask me for password but sometimes it ask me for the password. I'm not sure which password I should use.
Rohan Prajapati	We see that you're already enrolled on Selfcare Portal. As a valued client, we encourage you to use our Selfcare Portal to reset your password. It is a quick and easy process that will allow you to reset your password on your own, without any need for assistance from us.
joy.zhang	may i have the link to selfcare portal
Rohan Prajapati	To reset the password using Selfcare Portal, please follow the simple steps outlined below:
	<ol style="list-style-type: none">1. Visit Selfcare Portal https://selfcare.acecloudbhosting.com Click "Forgot your password".2. Enter your Server Username.3. Enter the CAPTCHA verification and Click Continue.4. In the window that opens, Choose an authentication method from the list.5. Enter your new password and click Reset to finish.
joy.zhang	Thank you. I'll try
Rohan Prajapati	Is there anything else I may help you with ?
joy.zhang	that's it
Rohan Prajapati	Thanks for the confirmation !

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

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

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

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73509 Leah

Email: leah@amc-pa.com ☎ 7242621118

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: 16 Secs

City: CLAIRTON

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Leah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Leah Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Leah	I'd like to raise a Request
Acebuddy	Please select your request type.
Leah	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
Leah	Setback
Acebuddy	Please select your request type.
Leah	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 :
Leah	Setback
Acebuddy	Please select the resource type you'd like to add
Leah	Setback
Acebuddy	Please select your request type.
Leah	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Leah	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
Leah	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Leah
Leah	Hello
	I recently downloaded the server to my computer, but when I try to log in, I get an error message
	<i>9:22:43 PM Leah is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:12.3 KB)</i>
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?

Leah	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
Leah	ok give me one moment to close some windows
Shashwat Verma	sure, after closing kindly open the below link. https://assist.acecloudhosting.com/join/8482068103
	Kindly Click on the link and open the downloaded file. We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
Leah	Thank you so much! Have a great day!
Shashwat Verma	issue resolved on remote session 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.
Leah	will do!
Shashwat Verma	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks! Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74448 assembly

Email: assembly@rortax.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

assembly	Hello, I am your Acebuddy
Acebuddy	Hello Assembly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
assembly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
assembly	I'd like to report an Issue
Acebuddy	Please select an option!
assembly	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
assembly	I am having ongoing printer issues. A representative said if we have this issue again to reference the ticket # 658543
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.
	Hii Assembly
assembly	Hello Manish
Manish Singh	Is this the same issue with Lacerte Printing?
assembly	Yes, we have been trying to print to UniPrint but when we do, the information prints out with illegible information
Manish Singh	Alright, As I can check the previous tickets this is reoccurring issue and comes on daily basis only for one user.
assembly	That is correct, it's only the "Assembly computer" that has this issue
Manish Singh	Let me Escalate this issue for now.
assembly	Thank you
Manish Singh	Our Escalation Team will assist you with the issue you have.
assembly	Thanks

Manish Singh	Is there anything else I may help you with ?
assembly	No, should I wait for someone to contact me?
Manish Singh	Kindly provide me with your contact number and preferred time to assist you over the call.
assembly	Right now 612-383-1913
Manish Singh	Alright, Noted.
	Is it working for now?
assembly	no, it is not working that is why I am contacting supoort
Manish Singh	May I take the remote access of your local compyter?
assembly	yes
Manish Singh	https://assist.acecloudhosting.com/join/2692012980
	Prior providing the access, I would suggest you to close any important documents at your end.
assembly	ok, will do
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
assembly	ok
Manish Singh	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73447 Victor Quinones

Email: victor@qcotax.com  323-597-1152

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: WHITTIER

State: California

Country: UNITED STATES

Chat Transcript

Victor Quinones	Hello, I am your Acebuddy
Acebuddy	Hello Victor Quinones, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Victor Quinones	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Victor Quinones	I'd like to report an Issue
Acebuddy	Please select an option!
Victor Quinones	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Victor Quinones	I am having trouble connecting Remote Desktop to AceCloud today
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 Rohan Prajapati.</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
Victor Quinones	Hi
	Thanks
Rohan Prajapati	Hello Victor, How are you doing today ?
	I will surely help you with this issue.
	May I know what error you are getting logging to the server ?
Victor Quinones	Remote desktop can't connect to the remote computer
	Three reasons possible listed
	This has been hapenning on and off now for months
	But only on this computer
Rohan Prajapati	Thank you for all these info

	Kindly allow me 5-6 minutes to check the same.
Victor Quinones	ok
Rohan Prajapati	Thank you for your patience.
	May I take the remote access of your local computer?
Victor Quinones	Yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
Victor Quinones	Done
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session: https://assist.acecloudhosting.com/join/9712621822 (Edited) https://assist.acecloudhosting.com/join/9712621822
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	We would like to inform you that this session was disconnected. However, we are still connected via the remote session. You may initiate a new one if needed.

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74495 Pearl Nartey

Email: pearl@wgengineering.com  14042715990

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Pearl Nartey	Hello, I am your Acebuddy
Acebuddy	Hello Pearl, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Pearl Nartey	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Pearl Nartey	I'd like to report an Issue
Acebuddy	Please select an option!
Pearl Nartey	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Pearl Nartey	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Pearl Nartey	Recurring issue where I have an icon bar under neath the main menu tab. You fixed it last time but it's back again.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	May I take the remote access of your server?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Pearl Nartey	yes
	yes pls
	<i>Pearl has initiated a remote assistance session. Would you like to access Pearl's screen?</i>
Anjainay Singh	https://assist.acecloudhosting.com/join/4512756998
	Please copy this URL at your server browser so that I can access your server
Pearl Nartey	did it work?
Anjainay Singh	No i cannot see your server at my end
Pearl Nartey	it says I have two zoho assist windows open

	it says it's in session
Anjainay Singh	Please disconnect both session again and try to reconnect
Pearl Nartey	i have
Anjainay Singh	https://assist.acecloudhosting.com/join/2332531084
	Please use the new URL
Pearl Nartey	done
Anjainay Singh	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Transcript

hello i need some help with the server

Visitor Details

#74551 Gretchen Carol Reeves

Email: gr@skygroupacct.com  9706884829

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Gretchen Carol Reeves hello i need some help with the server

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

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

Gretchen Carol Thanks

Reeves

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
Gretchen Carol Reeves	Hello, How are you doing today ?
Rohan Prajapati	Great!
Rohan Prajapati	Well and you?
Gretchen Carol Reeves	Thats Good. I'm good too, thanks for asking
Rohan Prajapati	How may i help you today ?
Gretchen Carol Reeves	When I try printing a document from the server to another app (eg. Dropbox) , i cannot get the document to print, in som
Rohan Prajapati	Gretechen, As I can see you reported same issue before on 21st March and our engineer suggested you to Adobe Acrobat
Gretchen Carol Reeves	He did but I don't think that is the problem. It's like I can print the pdf document, but I am unable to move it to the applica
Rohan Prajapati	For example: I am trying to print a tax returns. So, I print it and pull it into Dropbox on the server desktop. But then I canr
Rohan Prajapati	Firstly, I would like to inform you that Dropbox is no longer supported by Windows Server, which might be causing this iss
Gretchen Carol Reeves	official website.
Rohan Prajapati	ok well that makes sense. Are you able to recommend a different app
Gretchen Carol Reeves	Sure, Gretchen. I would like to know exactly what you are trying to achieve so that I can see if there is any workaround fo
Rohan Prajapati	I also have Canopy Tax and I try to print it there but I can't do it directly
Gretchen Carol Reeves	It might be best if I show you what Im doing
Rohan Prajapati	May I take the remote access of your local computer?
Gretchen Carol Reeves	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
Gretchen Carol Reeves	ok done
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session
	https://assist.acecloudhosting.com/join/5842236020
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	the issue is resolved, kindly give your confirmation on this chat.
	We have assisted you wtih this issue by providing you the solution. (Edited)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appl

quality@acecloudhosting.com. Thanks!

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74326 Melanie Cole

Email: accounting@rondopoolstn.com  77077785400

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: 36 Secs

City: THOMPSONS STATION

State: Tennessee

Country: UNITED STATES

Chat Transcript

Melanie Cole Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Melanie Cole Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Melanie Cole I'd like to raise a Request

Acebuddy

	Please select your request type.
Melanie Cole	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 :
Melanie Cole	Setback
Acebuddy	Please select your request type.
Melanie Cole	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server r you on the task's completion.
	Do you need any further assistance on the topic?
Melanie Cole	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Melanie Cole	661220 is my ticket number
	we already rebooted the server and updated QB. we are still having an issue with our handifox handheld syncing with qb
	<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.
	Kindly allow me two minutes to check the same.
	Kindly check now.
	Are we still connected here?
Melanie Cole	yes you have not logged in to my computer though
Manish Singh	We have made some changes kindly check if sync is working.
Melanie Cole	no it is not working
Manish Singh	Let me reboot the server once.
Melanie Cole	we have rebooted several times and have updated QB.
Manish Singh	Let me try once more
Melanie Cole	ok someone used to log in to my log and would be able to tell me the problem. We do seem to have an issue with handifc
Manish Singh	Otherwise, we need to take remote session if that doesn't work need to move this ticket to senior engineer over the call.
Melanie Cole	we would rarely have issues. now it seems its every week or so
Manish Singh	We have noted the issue you are facing.
	Kindly try to login and try once.

Melanie Cole	Is it working now?
Manish Singh	no same error
Melanie Cole	Kindly provide us with the setup file so that we can reinstall the application over the server, or you can contact support team if the issue is not related to server.
Melanie Cole	ok i would have to reach out to handifox
Manish Singh	Yes, if that doesn't work, we will reinstall the application for you.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74445 martha

Email: martha@wootoncpa.com  14058505592

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 24 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

martha	Hello, I am your Acebuddy
Acebuddy	Hello Martha, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
martha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
martha	I'd like to report an Issue
Acebuddy	Please select an option!
martha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
martha	FileCenter printer has watermark which means the license has not transferred from the user to the printer.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
martha	OK
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
martha	Server is MarthaATX4 user is Missty.Di
Shivam Singh	Kindly allow me two minutes to check the same.
martha	Thank you, she is currently logged in - let me know if she needs to log out.
Shivam Singh	Could you please ask - Missty.Di to log off from the system and log back in
martha	Yes
Shivam Singh	We have made the changes from backend.
	Did Missty.Di logged off from the server?
martha	I am working in it.
Shivam Singh	Sure, take your time.
martha	She is logged off
Shivam Singh	Great
	Could you please confirm if the issue is fixed or still persists?
martha	OK, will have her login and test
Shivam Singh	Sure, please let me know about the status after she has logged in.
martha	Will do

	Not fixed
	I can login to her computer and let you access?
Shivam Singh	sure
martha	OK, I am logged in from my local to her local using Splashtop.
Shivam Singh	okay
martha	How do you want to access her local or my local
Shivam Singh	sorry for the delay in response I was checking the server activity for the same.
martha	No worries, I have a document I just printed using FileCenter PDF printer on her desktop - still has watermark.
Shivam Singh	okay let me check again I can see missty account has successfully logged in
martha	OK <i>11:32:28 PM martha is sharing a file with you</i> <u>image.png</u> - (Size:121.44 KB)
	<i>This is what is showing on the recently created PDF document.</i>
Shivam Singh	Martha, this is an issue with the File centre Application However, let me take the server access if you allow
martha	This only happens with license/installation. How do you want to take server access.
Shivam Singh	I will share the request for you to accept, please do so by accepting it. Thereafter, I will have a look at it as to what is prompting that issue.
martha	OK, this chat is on MarthaATX1.
Shivam Singh	Don't worry. I will be taking the access of your serve. Your Personal session would not be affected as such.
	This message has been deleted
martha	ok
Shivam Singh	Thanks for accepting it.
martha	Of course
Shivam Singh	We're currently connected through the remote session and will start troubleshooting right away. I'll be placing the chat on disconnect. Once we've resolved everything, just let me know here in the chat.
martha	OK
Shivam Singh	Martha, as I checked I found out that the Application PDF-XChange might be prompting this issue.

	If you would allow, we can uninstall the application to Check the same
martha	This is typically installed as part of FileCenter, I think the "Lite" version is the correct one.
Shivam Singh	We will reinstall the application.
martha	OK
Shivam Singh	We can try installing the file centre again to see if that works.
martha	OK, what do I need to do
Shivam Singh	We will require the file center setup
	If you could make the setup available to us.
martha	OK, I will find it - and put it back on her desktop.
Shivam Singh	okay.
	Thanks for the confirmation !
	Martha, one more thing also if there is any associated license. Do share it for smooth installation.
	<i>11:52:58 PM martha is sharing a file with you image.png - (Size:12.31 KB)</i>
	<i>She is one of the 4 users on this license.</i>
	Kindly allow me two minutes to check the same.
	Would you be able to share the setup.
martha	I am copying it to her local so I can transfer it to MarthaATX4 unless there is another way you want it?
Shivam Singh	That's Great, really appreciated your effort.
	That would be the alright.
	Just reply to the email once you are done placing it on MarthaATX4. So that we can take it from there.
	I see the transfer process now.
	so I'll wait.
martha	OK
	Seems really slow, do I need to stay connected or can you email me?
Shivam Singh	Just reply to the email once it is complete. So that we can take it from there.
	Is there anything else I may help you with ?
martha	Do not see the email yet, will it come to me?
Shivam Singh	once the chat will end, you will receive it.
martha	OK, thanks
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

martha Of course

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74930 assembly

Email: assembly@rortax.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 50 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

assembly Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

assembly Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

assembly I'd like to report an Issue

Acebuddy Please select an option!

assembly Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
assembly	Connectivity issues with the server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Assembly, How are you doing today ?
assembly	Good, how are you?
Rohan Prajapati	That's Great. I'm good too, thanks for asking
	I will surely help you with this issue.
	May I know if you are unable to log in to the server, or is it disconnecting you?
assembly	It seems as though all users are experiencing getting booted from the server while trying to work, and then will have issue
	The problem will eventually resolve, but we wanted to know what was going on
Rohan Prajapati	Will that be okay if we reboot the server once ?
assembly	That might not be ideal, but I will ask people if that is possible right now
Rohan Prajapati	Assembly, I need to know the exact issue all users are facing. Are they experiencing slowness, disconnection, or login issue
	already informed the concerned team to look into this, as multiple clients have reported the same issue so far.
assembly	They are all experiencing slowness, disconnection, and login issues
Rohan Prajapati	Okay, please confirm if we can reboot the server to fix the login issue for now. Regarding the slowness, we have already i
assembly	Just one moment, please.
	Thank you for hanging on.
	Ok, please feel free to reboot
Rohan Prajapati	Okay, please confirm if we can reboot the server to fix the login issue for now ?
assembly	Confirmed
Rohan Prajapati	We have rebooted the server
	Please login back and check
assembly	Signing in now
	Ok, everything looks good
	Thank you!
Rohan Prajapati	Is there anything else I may help you with ?
assembly	No, that will be all. Thank you

Rohan Prajapati Thanks for the confirmation !

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation at quality@acecloudhosting.com. Thanks!

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74365 kirti

Email: kirti@stevencabinets.com  17155333160

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 8 Secs

City: INDORE

State: Madhya Pradesh

Country: INDIA

Chat Transcript

kirti Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

kirti Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
kirti	I'd like to report an Issue
Acebuddy	Please select an option!
kirti	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
kirti	Remote desktop is not working
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 Ashutosh Mishra.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you are not able to connect to server.
kirti	So we have three accounts
	one is purchasing - that not able to connect
	admin - i was able to connect but seems like everything is missing from the desktop - like QB links are not there
	is it possible that you can do remote connectivity
	to see the issue
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
kirti	server name is admin
	I don't know if this is user name or server name
Ashutosh Mishra	May I take the remote access of your local computer?
kirti	sure
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
	Let me know once you are ready to connect on remote session.
kirti	one min
	ok
	I am ready
Ashutosh Mishra	Please share your email address.
kirti	kirti@stevencabinets.com
Ashutosh Mishra	

I have sent you an invite over the email please click on link to join the session.

kirti I have not received it yet

Ashutosh Mishra Please copy this link and paste it on any browser on your computer and press enter to join the session.

<https://assist.acecloudhosting.com/join/8182560577>

Are we still connected here?

kirti not yet

yes we are connected

but not able to connect on zoho

Ashutosh Mishra I have sent mail again for remote session, please check.

We are connected now.

As you requested to callback on 9667851802 over remote session, please end the chat so I can schedule the callback.

kirti has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74231 sll

Email: sll@sllcpa.com  8473708883

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 27 Secs

City: RANCHO MIRAGE

State: California

Country: UNITED STATES

Chat Transcript

sll	Hello, I am your Acebuddy
Acebuddy	Hello Steven Lopata, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sll	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sll	I'd like to report an Issue
Acebuddy	Please select an option!
sll	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
sll	MY LACERTE SOFTWARE IS FROZEN. I NEED SOMEONE TO CLOSE IT DOWN SO I CAN REOPEN IT.
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>
sll	Steven L Lopata CPA LTD - CID71656 Server name: Steven1.myrealdatal.net
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Steven
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	We have made the required changes, kindly try now.
	Are we still connected here?
sll	yes
Shashwat Verma	Kindly login to server and try now.
sll	I am... one second
Shashwat Verma	Sure, please take your time
sll	\$Couscous1
	ok. we're good. thank you!
Shashwat Verma	Great
	Is there anything else I may help you with ?
sll	no thank you.
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!

STEVEN LOPATA has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73422 april

Email: april@edballdesigns.com ☎ 4238275854

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: CHATTANOOGA

State: Tennessee

Country: UNITED STATES

Chat Transcript

april Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

april Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

april I'd like to raise a Request

Acebuddy Please select your request type.

april Setup Ace Server

Acebuddy If you would like to configure the server access link on your computer, Kindly select your desired Operating System

april MacOS

Acebuddy Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74400 Lisa Aly

Email: lisa@360-cpa.com  15026494437

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 2 Secs

City: SALEM

State: Indiana

Country: UNITED STATES

Chat Transcript

Lisa Aly Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Lisa Aly Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Lisa Aly I'd like to report an Issue

Acebuddy Please select an option!

Lisa Aly Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lisa Aly	I cannot connect to the server
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Lisa
Lisa Aly	Hi. I am getting the below message and am not able to connect to our server
	[Content] Remote Desktop can't find the computer "360Consulting.myrealdatal.net". This might mean that "360Consulting" network. Verify the computer name and domain that you are trying to connect to. [^] Hide details [OK] [Expanded Information] 0x0 Timestamp (UTC): 03/19/25 08:34:41 PM Press Ctrl+C to copy.
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Lisa Aly	ok
Manish Singh	Kindly try to access now.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
Lisa Aly	That worked. everyone has is in - I had logged out and it would not let me get back in
Manish Singh	Is it working now?
	As there was no response and chat get disconnected, we are disconnecting the chat for now. You may re-initiate the chat assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73357 Tony Lee

Email: support@claccounting.tax  19097189780

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: 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	my 2024 lacerte needs update
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Tony Lee	ok
	<i>Gurwinder Singh has not responded for the transfer request.</i>
	??
Acebuddy	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73511 Bill Gray

Email: bgray@collinbox.com  15082305833

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: SOUTH EASTON

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Bill Gray	Hello, I am your Acebuddy
Acebuddy	Hello Bill Gray, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bill Gray	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bill Gray	I'd like to raise a Request
Acebuddy	Please select your request type.
Bill Gray	Password Reset
Acebuddy	Please select an option below
Bill Gray	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-processed.
	Do you need any further assistance on the topic?
Bill Gray	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

I need to have Brite Av upgraded from 2022 to 2024

Visitor Details

#74366 nicoleh

Email: nicoleh@brite-electrical.com ☎ 8018561814

Department: Support(QB & App Hosting)

Operator: Rohan

Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary&utm_content=Branded

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 27 Secs

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

nicoleh I need to have Brite Av upgraded from 2022 to 2024

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

Hello Nicoleh!

How are you doing today?

nicoleh Good , how are you

Rishabh Gogia Doing well, thank you for asking.

May I confirm if you already have an account with Ace Cloud?

nicoleh yes

Rishabh Gogia Can you confirm the company name or your client ID?

nicoleh Brite AV

hello?

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

Rohan Prajapati accepted the chat transfer request.

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

	Hello Nicoleh, How are you doing today ?
nicoleh	good
Rohan Prajapati	That's Great
	May I please know your business name or company name once ?
nicoleh	Brite AV
Rohan Prajapati	Thanks for the confirmation !
	Kindly confirm if you would like us to install QuickBooks Enterprise 2024 on the server ?
nicoleh	Yes
Rohan Prajapati	If So, please share the license details for the latest Quickbooks Ent 2024 from the registered email address. So that we can just upgrade to the latest version please
Rohan Prajapati	You mentioned that you want to upgrade your QuickBooks from 2022 to 2024. I kindly request that you log in to your Intuit account. Alternatively, you can contact Intuit directly. If your subscription includes QuickBooks 2024, they will provide you with the Intuit Camps Portal as well.
nicoleh	5369-7351-0615-236
Rohan Prajapati	Additionally, we will schedule the QuickBooks Enterprise 2022 update for tonight, as it currently doesn't have the latest release complete.
nicoleh	Thank you
Rohan Prajapati	Please note that we will need an authorization email from the registered email address to upgrade your QuickBooks 2022 product number for QuickBooks Enterprise 2024.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
nicoleh	So you need an email now to do the upgrade?
Rohan Prajapati	Yes, please send the email from the registered email address, and be sure to include the license number and product number.
nicoleh	When you say registered email address, are you referring to the main one from our account?
	<i>9:10:55 PM Rohan Prajapati is sharing a file with you image.png - (Size:8.74 KB)</i>
	<i>I'm talking about these Emails</i>
	Alright I will let Diane know she needs to send an email
Rohan Prajapati	Yes and Be sure to include the license number and product number for QuickBooks Enterprise 2024.
nicoleh	what is the product number?
Rohan Prajapati	You will find the same on the Intuit Portal
	<i>9:12:43 PM Rohan Prajapati is sharing a file with you image.png - (Size:6.33 KB)</i>

For Example,

Is there anything else I may help you with ?

nicoleh no that is all

Rohan Prajapati Thanks for the confirmation !

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app quality@acecloudhosting.com. Thanks!

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74175 Buddy

Email: buddy@performancegatesystems.com ☎ 14079489516

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

Buddy Hello, I am your Acebuddy

Acebuddy	Hello Robert Bledsoe, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Buddy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Buddy	I'd like to raise a Request
Acebuddy	Please select your request type.
Buddy	Password Reset
Acebuddy	Please select an option below
Buddy	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Buddy	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ankit Kumar has not responded for the transfer request.</i>	
Buddy	This is in reference to ticket. 659521. I have been trying to get a password reset for 2 hours now. I was told someone would contact me within 2 hours and we never did. I am currently locked out of my quickbooks and this is unacceptable. I would appreciate it if you could help me asap to resolve this issue.
<i>Chat request was not picked up by the operators</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74250 ROBIN OVERCASH

Email: robinoss@yahoo.com **Phone:** 7048550870

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: KANNAPOLIS

State: South Carolina

Country: UNITED STATES

Chat Transcript

ROBIN OVERCASH	Hello, I am your Acebuddy
Acebuddy	Hello Robin Overcash, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ROBIN OVERCASH	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ROBIN OVERCASH	I'd like to report an Issue
Acebuddy	Please select an option!
ROBIN OVERCASH	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ROBIN OVERCASH	Restart
Acebuddy	Hello Robin Overcash, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ROBIN OVERCASH	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ROBIN OVERCASH	I'd like to report an Issue
Acebuddy	Please select an option!
ROBIN OVERCASH	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ROBIN OVERCASH	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
	Was that helpful?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73395 Ralph Crivello

Email: eragourmetllc@gmail.com **Phone:** 17722227463

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Ralph Crivello Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ralph Crivello Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Ralph Crivello I'd like to report an Issue

Acebuddy Please select an option!

Ralph Crivello QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
Ralph Crivello	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Ralph Crivello	Ticket: 650824
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Ralph Crivello	thank you
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
Ralph Crivello	hello Shubham I think I sent you an email this morning
	myTicket number is 650824
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
Ralph Crivello	I hope you are doing well today
	certainly
	I just wanted to followup on a Quickbook Accounting File creation request
	usually you guys return these requests in past year very quickly
Shubham Yadav	Yes Ralph we have created the company file and we are sending you the file.
	I understand your concern. We are on the way.
	We will be sending you the link
Ralph Crivello	oh great
	you guys are awesome
Shubham Yadav	Welcome Ralph
Ralph Crivello	that is all I wanted to follow up on
	thanks
Shubham Yadav	We will share you the link in 5 minutes
	Is there anything else I may help you with ?
Ralph Crivello	that is all
	have a great day
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback on this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Ralph Crivello	/night

Shubham Yadav

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

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

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

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

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74635 Disha

Email: disha.chhatbar@confiancebizzsol.in

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 18 Secs

City: VISNAGAR

State: Gujarat

Country: INDIA

Chat Transcript

Disha Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Disha Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Disha	I'd like to report an Issue
Acebuddy	Please select an option!
Disha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Disha	Cant connect to remote
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you with your issue.
	Hello Disha, could you please let me know the error message that you receive whilst connecting to the server
	<i>4:39:37 PM Disha is sharing a file with you</i> <u>1_image.png</u> - (Size:16.37 KB)
	Are we still connected here?
Disha	Yes
Sharath Kumar	Thank you!
	looking into this for you
Disha	Thank you
Sharath Kumar	what is the server name that you are connecting to?
Disha	LomnessCPA2.myrealdata.net
Sharath Kumar	alright, and what is the user account name that you are signing in with?
Disha	myrealdata\Confiance
	Are you there?
Sharath Kumar	Yes, I am
	am still checking on some details, thank you for your patience
	could you also let me know the last time that you were able to access the server
Disha	okay
	Friday
Sharath Kumar	I see, I see the account Confiance was disabled last night
	at the moment I am unable to find the reason for it, could you please have Katie or Kishore raise a request to enable the user account confiance since they are the authorized contact persons

Disha Yes, Sure. I will let them know.

Are you there?

Sharath Kumar I am still checking to see why the account Confiance was disabled
are you aware of any reason?

Disha No

Sharath Kumar do you have access to the other server, i.e. LomnessCPA1 (Edited)

Disha Yes
and its working

Sharath Kumar Okay, got it
good to know that you can access one of the server, the best way to proceed on this
an email to the authorized contact and let them confirm about your access

I will do that on email shortly
anything else that I may assist you with in the meantime?

Disha No not right now.

Thanks for the help

I will inform katie about this.

Sharath Kumar Sure, I will check internally and gather more info on this
You may end this chat now. Once you end this chat, you will receive an email from us
conversation, along with a ticket number and survey feedback form.
I request you to kindly spare a moment to fill that out for me so that my managers can
working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
Thanks!

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

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74072 hannah

Email: hannah@carderconcreteco.com  18177731527

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: 2 Mins 12 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	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
hannah	Error message: Exception Processing Message 0xc0000139 - unexpected parameter value
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be connecting you today.

	I understand you are facing QB related issue.
	I will be surely assisting you with this. Kindly help me with your server name and
hannah	Yes. My username is Hannah Thomas. How do I find my server name?
Ashutosh Mishra	Server Name is mentioned at the top of your screen when connected to server.
hannah	CarderConcrete.myrealdata.net
Ashutosh Mishra	Kindly allow me two minutes to check the same.
hannah	ok
Ashutosh Mishra	May I take the remote access of your server?
hannah	Yes, absolutely.
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important document end.
hannah	Okay, one moment.
Ashutosh Mishra	Sure, please take your time
	let me know once it's done
hannah	you can go ahead now.
Ashutosh Mishra	I have sent a request on your server, please accept that.
hannah	Were you able to get in?
Ashutosh Mishra	Yes
	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 call us at (1-888-415-5240) if any further assistance is required.

Ashutosh Mishra has ended this chat session

