

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82823 mary
Email: mary@infiniteaccountants.com 📞 2125440001
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins
City: MACABLING
State: Laguna
Country: PHILIPPINES

Chat Transcript

mary	Hello, I am your Acebuddy
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mary	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mary	I'd like to report an Issue
Acebuddy	Please select an option!
mary	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mary	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mary	I can't open the company file as it was requiring Tool Hub to update but it requires permission
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
mary	Hello. May you help me with the Qb Desktop. I can't open the company files
Manish Singh	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
mary	it's asking update tool hub but i can't download it. It's requiring permission
	wait let me check the other company files
Manish Singh	Sure, please take your time.
mary	Only one company that having a trouble right now since I can open other file
Manish Singh	May I know what error you are getting while accessing the company file?
mary	it shows update of Quickbooks tool hub
Manish Singh	May I take the remote access of your server?
mary	but can't download since it was asking permission
	sure
Manish Singh	May I know your username?
mary	myrealdata\IASAdmin.NPRE
	The file we can't open named Margarita Serrano
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti issue is resolved, kindly give your confirmation on this chat.
mary	sure. Thanks
Manish Singh	Repairing the file will take some time after that let us know if the issue is resolved if not kindly initiate the chat again.
	Is there anything else I may help you with ?
mary	May you kindly advice if there are any way to avoid this kind of problem? Usually, things like this happens after we create company file
Manish Singh	We will try to move this company file to another drive or folder to check if it that's work.
mary	sure. We don't want to delay more works since we are having deadlines. Much appreciated for your assistance. Thank you
Manish Singh	I totally understand the situation; we will try our best to resolve the issue.
	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 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)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82707 llewis

Email: llewis@taylorengeeners.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: OAKLAND

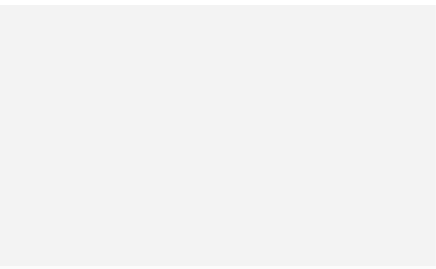
State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy	What type of QuickBooks Issue are you facing?
Ilewis	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ilewis	Ticket 787362
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>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Lea
	How are you doing?
Ilewis	Hi Sujeet did you get my email with the instructions to reconnect the QB sync agent?
Sujeet Kumar Suman	Yes, we have received your email.
	I was working on your issue and we are about to send an email confirming the changes made on the server. Could you ple
Ilewis	yes
Sujeet Kumar Suman	May I take the remote access of your server?
Ilewis	yes
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
Ilewis	ok the sync agent is working. everything is closed.
Sujeet Kumar Suman	Thanks for the confirmation !
Ilewis	do you still want remote access?
Sujeet Kumar Suman	I believe there is no need to take remote access of your server now, as your issue has been resolved
	Is there anything else I may help you with ?
Ilewis	not at this time, thank you for your help today
Sujeet Kumar Suman	Thanks for the confirmation !
	And most welcome lea
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Ilewis	indeed!
Sujeet Kumar Suman	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 appl 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/>)

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82357 accounting

Email: accounting@ecpplastictrays.com 📞 5857506545

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: WALLED LAKE

State: Michigan

Country: UNITED STATES

Chat Transcript

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

accounting	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
accounting	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
accounting	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
accounting	Hello. I am having trouble connecting to the server to login into QB. Server name http://engineered.myrealddata.net/
	<i>Shubham Maurya is transferring the chat to Sujeet Kumar Suman.</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
	Username myrealddata\JennieSp
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Jennie
accounting	Hi
Sujeet Kumar Suman	How are you doing?
accounting	I'm good, thank you
	I am having trouble connecting to the server to login into QB. Server name http://engineered.myrealddata.net/
Sujeet Kumar Suman	Thank you for providing the details. Let me check that for you.
accounting	ok
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
	Are you the only one experiencing this issue, or are others affected as well?
accounting	Yes I seem to be the only one
Sujeet Kumar Suman	Are you encountering any errors when trying to access it?
accounting	ok just tried it again and it seems to be working now. Thanks
Sujeet Kumar Suman	Thanks for the confirmation !
	Did you change anything from your end, since it's working now?
accounting	no I didn't change anything. Not sure what happened but thanks.
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
accounting	nope that will do it. Have a nice day

Sujeet Kumar Suman	Same to you.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	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/)

Sujeet Kumar Suman has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82818 louis pav
Email: louis pav@daskytems.com ☎ 19495823908
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: 1 Min 9 Secs
City: LOS ANGELES
State: California
Country: UNITED STATES

Chat Transcript

louis pav	Hello, I am your Acebuddy
Acebuddy	Hello Louis pav, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
louispav	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
louispav	I'd like to report an Issue
Acebuddy	Please select an option!
louispav	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
louispav	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
louispav	I am getting the "the file you specified cannot be opened..." error message every time I go to print anything, I have to clic it returns immediately. I tried running QB as Admin but that did not
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.
louispav	great
Anjainay Singh	Hello Louis, how are you?
louispav	doing well, you?
Anjainay Singh	I am fine, could you please let me know the issue you are facing at your end so that I can assist you accordingly?
louispav	I am getting the "the file you specified cannot be opened..." error message every time I go to print anything, I have to clic it returns immediately. I tried running QB as Admin but that did not work
	you can hop on and take a look
Anjainay Singh	Sure, could you please confirm since when you are facing this issue?
louispav	it's happened a couple times, but goes away after a day or two. I can still print stuff so I've dealt with it, but it's very annce issue, but I didn't want to download and load the QB Tool Hub
Anjainay Singh	I understand your concern , could you please confirm are you facing this issue with other company file or specific compan
louispav	we only have 1
Anjainay Singh	Thankyou for your confirmation.
	Could you please share the screenshot for the issue with me ?
louispav	one moment
	<i>6:35:41 AMlouispav is sharing a file with you</i> <i>image.png - (Size:39.14 KB)</i>

Anjainay Singh	Thankyou Louis , please allow me 3-4 minutes to check it at my end .
	May I take the remote access of your server?
	Are we still connected here?
louispav	we are
	yes you can
Anjainay Singh	Thankyou.
	I have initiated the remote session , please accept the request.
louispav	Accepted
	do you want me to enter the password?
	or you can: Bella#
	sorry, Bella#30471
Anjainay Singh	Please allow me two minutes afterwards you may enter the password.
	Please login into the company file again.
louispav	Louis as I have checked it at my end that QuickBooks update is pending and we need to repair and update the QuickBook
	how do I do that on my own? I've tried but it won't let me
Anjainay Singh	Yes I understand , I will update it on your behalf .
louispav	ok
Anjainay Singh	I am prioritizing this issue and will do it on urgent basis.
	Once it is done our team will inform you over an email and as update requires server reboot .
	Is there anything else I may help you with ?
louispav	great. I do have one question- we only use one printer out of QB to print to our remote computers. Is there a way for QB t
	the Microsoft Print to PDF (redirected 2) printer
Anjainay Singh	As I have understood you want to use single printer always to print the PDF from QuickBooks , am I right?
louispav	correct, that printer works perfectly every time, but every time you print something you have to go and select that printe
	even Print to PDF, it it will then tell you the size of paper is off, so you have to go back, select the correct paper size, then
	it would be so convenient if, every time, the same printer was selected automatically.
	I've gone into the PRINTER section in Settings and made it a Default, but that doesn't work for long at all
Anjainay Singh	Could you please share the call back details in below format so that I can arrange a call back for this issue and one of our settings?
louispav	-sure: -310-383-4412. But it's late in the evening here, can they call tomorrow?
Anjainay Singh	I think assisting over a call will resolve quickly.
	Yes they will call you tomorrow.
louispav	sounds good. Thank you!

Anjainay Singh	Please also share your timezone and suitable time for calling. (Edited)
louispav	Pacific Standard Time (it's 6:30pm here)
Anjainay Singh	Thankyou.
	Please also share your positive feedback by clicking on smiling emoji after I end this chat.
louispav	ok
Anjainay Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82632 kathy.boone
Email: kathy.boone@secvis.com ☎ 12512654552
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: ORANGE BEACH
State: Alabama
Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
kathy.boone	I'd like to report an Issue
Acebuddy	Please select an option!
kathy.boone	Password Reset
Acebuddy	Please select an option below
kathy.boone	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?
kathy.boone	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

#82520 maya
Email: maya@yourvirtualasset.biz 📞 17708152465
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: 26 Secs
City: LAWRENCEVILLE
State: Georgia
Country: UNITED STATES

Chat Transcript

maya	Hello, I am your Acebuddy
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Acebuddy	Hello Maya, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
maya	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
maya	I'd like to report an Issue
Acebuddy	Please select an option!
maya	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
maya	i am getting this error again
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>12:01:38 PMmaya is sharing a file with you</i> <i>image.png - (Size:33.52 KB)</i>
	<i>Abhishek Rakwal declined the transfer 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.
maya	hello
Shubham Kataria	Hello Maya
	I will be surely assisting you with this. Kindly help me with your server name and user name?
maya	virtualasset.myrealdata.net
	mayasims@myrealdata.net
Shubham Kataria	Thank you for the information. Kindly confirm if you're the only user who is facing this issue.
maya	I am not sure. It is late here and no one else is logged in at this time.
Shubham Kataria	Alright, Could you please try now as Server is working fine
maya	OK, it is working now. Thank you .
Shubham Kataria	You're welcome
	Is there anything else I may help you with ?
maya	not at this time. Thank you.
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	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 apply to quality@acecloudhosting.com. Thanks!

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

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82583 mary
Email: mary@infiniteaccountants.com 📞 2125440001
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 23 Secs
City: BALIBAGO
State: Laguna
Country: PHILIPPINES

Chat Transcript

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

Acebuddy	Please select an option!
mary	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mary	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mary	Ticket ID: 785716 Issue: QuickBooks Company File Login Issue Dear Ace, Please retrieve the latest backup. We’ve just disc Thank you,
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Sujeet Kumar Suman accepted the chat transfer request.	
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. I will be assisting you today.
	Hello Mary
mary	Hello
Sujeet Kumar Suman	How are you doing?
mary	I would like to answer regarding email : Re:[## 785716 ##] AllenC.NPRE IASAdmin.NPRE : QB Company file login issue
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
mary	8:43:20 PMmary is sharing a file with you image.png - (Size:94.37 KB)
	Last time, they can't access so they can't retrieve the lastest file
	Admin password is actually blank
Sujeet Kumar Suman	Thank you for the information.
	Let me check that for you.
mary	Can you please help me retrieve the lastest file
	because the one that I've got on the testing folder is the new file
	thanks so much for your kind assistance
Sujeet Kumar Suman	Sure, I can help with that.
mary	Is it ok my co-worker create another chat
	I will endorse this to her?
Sujeet Kumar Suman	Thanks for letting us know. Allow me a moment to check from our end.
	No need, we will surely help you to resolve the issue.
	Could you please confirm the Company file location?
	Are we still connected here?

	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
Sujeet Kumar Suman has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83137 Alicen Truax
Email: alicen@cimodular.com 📞 3608869933
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 58 Secs
City: AUBURN
State: Washington
Country: UNITED STATES

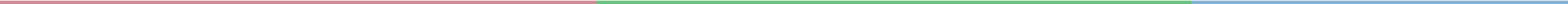
Chat Transcript

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

Alicen Truax	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Alicen Truax	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Alicen Truax	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
Alicen Truax	I am unable to log into QuickBooks. This is the 3rd time in less than one week. I have re-booted the computer 3 times as \
Shubham Maurya	We apologize for the trouble you’ve experienced due to this. Please kindly confirm the account details Diamond Square
Alicen Truax	Confirmed
Shubham Maurya	Is there a specific time interval when you encounter this issue, or does it occur while performing any particular task?
Alicen Truax	When I first try logging in the morning.
Shubham Maurya	Thanks for the confirmation, let me check at your end Alicen.
	May I take the remote access of your local computer?
Alicen Truax	Yes
Shubham Maurya	https://assist.acecloudhosting.com/join/2002645777
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
	Please try to login now and check.
Alicen Truax	It works, thank you
Shubham Maurya	You are most welcome Alicen, Thanks for your patience.
	Just run QBreset from taskbar to fix it, sometime this happens due to old cache files left in process.
	Through we will share this to our team that issue is reoccurring.
Alicen Truax	Great! Thank you for letting me know.
Shubham Maurya	Is there anything else I may help you with ?
Alicen Truax	No, that is all
Shubham Maurya	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 apply to quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shubham Maurya has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83107 christian.lopez
Email: christian.lopez@attorneyguss.com
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 47 Secs
City: CYPRESS
State: Texas
Country: UNITED STATES

Chat Transcript

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

christian.lopez	I'd like to report an Issue
Acebuddy	Please select an option!
christian.lopez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
christian.lopez	In response to a ticket.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
christian.lopez	Ticket ID: 793984
	I wanted to let you know that re-install did no t work.
Vikas Singh Chauhan	Let me transfer you to a specialist who can better address your concern.
	<i>Vikas Singh Chauhan is transferring the chat to Shubham Maurya.</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
christian.lopez	Can you just purge Lindsey Gill's profile (NOT the qb files or anyone else's) so we can start from scratch for her. The re-ins appear. No more re-installs can you please purge her profile (NOT the QuickBooks files or anyone else's).
Shubham Maurya	We can see that clean install is already performed for this, please can you confirm it's only one drive that is not working o
christian.lopez	I can confirm it is not working.
	The OneDrive applications does not open. No matter what I tried.
Shubham Maurya	Okay, please hold one let me perform the profile reset for you.
christian.lopez	The Quickbook files and the other users will not be affected yes?
Shubham Maurya	Yes, this will not affect the QuickBooks file or any other users.
christian.lopez	Okay
	Please let me know when it is done.
Shubham Maurya	Thanks for the patience Christian, We have successfully done profile reset for Lindsey. Please ask her to login back and ch
christian.lopez	Having her sign in now
	Are you able to reinstall the Registry Key that you use. OneDrive I checked and it is not there in Registry Editor.
Shubham Maurya	Yes, it's already installed over there. Let me check this at your end.
	May I take the remote access of your local computer?
	or I can directly take remote for Lindsey server screen?
christian.lopez	Do you not have the ability to push a script or batch file to the registry editor to make sure the key is add.

Shubham Maurya	We can add the registry key if it’s missing, but first, we need to check the exact scenario.
	Can you share a screen shot where you are checking it?
	HKEY_LOCAL_MACHINE\Software\Policies\Microsoft\Windows\OneDrive
	Are you checking at this path?
christian.lopez	The path is not there.
	I checked it up and down and it does not appear.
Shubham Maurya	Yes, we can also see that the OneDrive folder is missing. A clean install should have recreated it, but that didn’t happen ir
christian.lopez	Are you able to add it?
Shubham Maurya	Let me check please hold on.
	We have added onedrive app setup on your desktop, please try to run the same
	alternately we would request you to share the server session with us in order to identify the issue and rectify it
christian.lopez	Sorry try again
	How is this happening with a new profile?
Shubham Maurya	Were you using onedrive or ondrive business for other profiles?
christian.lopez	Onedrive
Shubham Maurya	Let me run script on the server.
christian.lopez	Also how is it missing from Control Panel
Shubham Maurya	OneDrive is a built-in Windows app, but it might be missing from the Control Panel. Let’s check again after running this sc
christian.lopez	Do we need to reset her session after the script runs?
Shubham Maurya	Please hold on let us check after this step, we are working with senior team to fix it as early as possible.
	Can we perform server reboot now?
christian.lopez	One minute. We need to notify the department.
Shubham Maurya	You are the only person active right now on the server.
christian.lopez	ok than please reboot it.
	How long until we can try to sign back in.
Shubham Maurya	It's rebooted now.
christian.lopez	I can sign in again?
Shubham Maurya	Please wait we are confirming the app working right now.
christian.lopez	Let me know when you are done.
Shubham Maurya	The team is still working on it, as running the script was not successful in this case. Trying other ways to install onedrive t
christian.lopez	Okay
	How is it going?

Shubham Maurya	Installation using an alternative method has been completed. We're now checking if the app is working. If it still doesn't fit, we'll escalate to the escalation team.
christian.lopez	Ok
Shubham Maurya	Thanks for the patience, We've tried every possible method at the application installation level, but it's still not working. We'll try to perform operating system level or other necessary changes overnight. Please allow the escalation team some time to work on it.
	We sincerely apologize for the inconvenience this issue has caused and we appreciate your understanding and cooperation.
christian.lopez	Are you able to provide me or my Director Zach Admin Privileges so we can take a look on our end? We need this issue resolved as soon as possible.
Shubham Maurya	Sure, we can provide admin access once we have a confirmation over the mail from POC registered mail ID. You can ask them to email us at (mailto:zachary.shade@attorneyguss.com), over the ongoing ticket #793984
	There is a disclaimer which needs to be agreed after the mail, once done then admin access is given to the user.
christian.lopez	Let me see how he wishes to proceed
	One moment please.
Shubham Maurya	Sure, you can ask them to mail us whenever they want to get admin access.
christian.lopez	Can you provide me the email for admin access.
	Also once the request is received how long is the turn around time?
Shubham Maurya	Sure, once this chat ends, we will forward the details via email along with the admin access disclaimer. We need to process the request so that they can begin working on it once the details are sent. The turnaround time for admin access will be 1-2 hours after we receive confirmation.
christian.lopez	Please do so and please provide that email access request. I will be following up on the Admin Request to see when my Director can get access.
Shubham Maurya	Sure, I will do my best to make this happen as quickly as possible, Once we receive confirmation from the POC via email. I'll send you the details and confirmation. (Edited)
	Is there anything else I may help you with ?
christian.lopez	I just want the end user to be up and operational soon.
Shubham Maurya	We want the same outcome. If I had the access to address operating system level issues, I would have resolved it by now. We'll try to get them access. They will take care of this issue and ensure it is resolved permanently. We just need them to start working on it to get the app up and running.
	We understand the inconvenience this may have caused.
christian.lopez	Then they may begin.
Shubham Maurya	Sure, will forward the ticket after this chat.
	Is there anything else I may help you with ?
christian.lopez	Not at the moment. Please send me everything we need on our end.
Shubham Maurya	Sure, you can expect the details over the mail in next 5-10 min after this chat ends, on your email christian.lopez@attorneyguss.com
christian.lopez	Thank you.
Shubham Maurya	Most welcome, thanks for your patience and understanding with us while working on this issue.
	Have a good one !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82761 Diana Turner
Email: dturner@dtcpa.pro 📞 12106276551
Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 46 Secs
City: DALLAS
State: Texas
Country: UNITED STATES

Chat Transcript

Diana Turner	Hello, I am your Acebuddy
Acebuddy	Hello Diana Turner, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Diana Turner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Diana Turner	I'd like to report an Issue
Acebuddy	Please select an option!
Diana Turner	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Diana Turner	None of my users are currently able to login to the 2024 UltraTax Program. Go through the login screens which use multi-f

	immediatlely says signed out. One of the users (SSheffield) got this message-
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Diana Turner	" This operation has been cancelled due to restrictions in effect on this computer. Please contact your system administrat
	I was able to sign in and work on program early this morning, and now I cannot get in either.
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Diana Turner	I am Diana
	Server is DTCPALLC
	DianaT
Vikas Singh Chauhan	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Diana Turner	ok
Vikas Singh Chauhan	Are all the users getting the same error or different errors ?
Diana Turner	Only Sandra got the error message. I just kept getting signin/signout from the Edge Browser sign in screen.
Vikas Singh Chauhan	Okay, allow me 3-4 minutes, let me connect to server once.
Diana Turner	ok
Vikas Singh Chauhan	May I take the remote access of your local computer?
Diana Turner	yes
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/4262057714
Diana Turner	ok good to go
Vikas Singh Chauhan	Kindly paste this link in the browser of local computer and join the session.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Vikas Singh Chauhan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82212 linsey hempel
Email: linsey@thepinnaclecompanies.com ☎ 19708525989
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: FRISCO
State: Colorado
Country: UNITED STATES

Chat Transcript

linsey hempel	Hello, I am your Acebuddy
Acebuddy	Hello Linsey Hempel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
linsey hempel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
linsey hempel	I'd like to report an Issue
Acebuddy	Please select an option!
linsey hempel	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
linsey hempel	I need help installing Ace on my new computer. I want ACE connect AND RDC
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Ankit declined the transfer request.

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Linsey
	How are you?
linsey hempel	good
Shashwat Verma	I will surely help you with this issue.
	Are you using mac os or windows?
linsey hempel	windows.
Shashwat Verma	Have you tried to install the RDP file from the myportal?
	You can get the same on myportal.acecloudhosting.com
linsey hempel	I can do that
Shashwat Verma	Okay
linsey hempel	but it will not let me sign in
	it says invalid user name
	for both LinseyH
Shashwat Verma	Okay
linsey hempel	and Linsey@thepinnaclecompanies.com
Shashwat Verma	May I take the remote access of your local computer?
linsey hempel	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/1852811993
	Kindly Click on the link and open the downloaded file.
	Kindly open the link in the desired pc for setup
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti issue is resolved, kindly give your confirmation on this chat.
	As per the remote session, we have rebooted your local pc, hence this chat got disconnected.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83139 christian.lopez
Email: christian.lopez@attorneyguss.com
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 56 Secs
City: CYPRESS
State: Texas
Country: UNITED STATES

Chat Transcript

christian.lopez	Hello, I am your Acebuddy
Acebuddy	Hello Christian.lopez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
christian.lopez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
christian.lopez	I'd like to report an Issue
Acebuddy	Please select an option!
christian.lopez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
christian.lopez	OneDrive
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Abhay Kumar Saraswat accepted the chat transfer request.	
Abhay Kumar	

Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
christian.lopez	Hello We reached out to you earlier in regards to an issue we were having and found a solution to the problem with a user users RDP their OneDrive Shortcut, Link, and Application is not working.
Abhay Kumar Saraswat	Thank you for the information.
	Yes, I can see your ticket #793984 has already escalated to our escalation team and they are looking into it.
	Kindly allow me two minutes to check the status of this ticket and will update you shortly.
	Or would you like us to arrange a callback for you from the escalation team?
christian.lopez	I would like to speak with the person on the escalation ticket.
Abhay Kumar Saraswat	Great.
	Kindly allow me two minutes to check the same.
	Thank you for your patience.
christian.lopez	Ok
Abhay Kumar Saraswat	I've just confirmed with the escalation team, and they would like to reach out to the user who is facing the OneDrive issue
	Could you please share the concern person name and direct number with me?
	So I could update the same on ticket and could arrange a callback from the escalation team on priority?
christian.lopez	I would like to speak with them if that is possible.
Abhay Kumar Saraswat	Sure.
	Please share your direct contact number then. (Edited)
	And am I chatting with Christian, right?
christian.lopez	I can speak with them here. I\We found a solution that should help in the future.
Abhay Kumar Saraswat	Sure.
	Let me check if anyone available now.
	Kindly allow me two minutes to check the same.
	Thank you for your patience.
christian.lopez	Oka
Abhay Kumar Saraswat	So, here we have escalation team person.
	Please go ahead and share your views here.
christian.lopez	Hello, can I know who I am speaking with now?
Abhay Kumar Saraswat	You are talking with Sumeet
	Please tell me how can i help

christian.lopez	Okay will just provide the work around.
	File Explorer > %localappdata% Click on the OneDrive Folder > Delete Cache folder Click on Microsoft > Find OneDrive Folder Click on HKEY_Current_User > Software > Microsoft > Find OneDrive Folder and Delete it. Close out Registry Install the OneDrive (64-bit) Run the Installer The Program will Automatically update to the newer version.
Abhay Kumar Saraswat	Thank you for the information. Let me proceed with the steps
	Please allow me a few minutes
christian.lopez	May I ask why another user was affected with the same issue after the Server was rebooted for their Quickbooks. Also the
Abhay Kumar Saraswat	I have to figure this out. Please allow me some time
	Thank you for your patience. We have followed the steps as instructed by you. We request you to please check and let us
christian.lopez	We already took those steps and they worked. Why would you do that?
	My previous messages said that it worked.
Abhay Kumar Saraswat	My apologies, but I mentioned that I'll proceed with these steps. I was not aware that you have already performed these s
	Anyways, it does not make any difference. Please let me know if you need any further assistance.
christian.lopez	Yes, please inform the escalation team that we found a solution, and they can close out the ticket after 72 hours in case w
Abhay Kumar Saraswat	I can really understand how frustrating it is.
	But I really appreciate your patience on this case.
	Kindly inform us if you encounter any issues related to this, so we can provide assistance at the earliest convenience.
	And Thank you for the update. I truly appreciate you letting us know that you've found a solution.
	I'll inform the escalation team accordingly, and we'll keep the ticket open, just in case anything else comes up.
	Please don't hesitate to reach out if you notice any further issues — we'll be glad to assist right away.
	Is there anything else I may help you with ?
christian.lopez	No that is all for now.
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82416 brittany
Email: brittany@bbennettcpa.com ☎ 18134525404
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 36 Secs
City: VALRICO
State: Florida
Country: UNITED STATES

Chat Transcript

brittany	Hello, I am your Acebuddy
Acebuddy	Hello Brittany, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brittany	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
brittany	I'd like to report an Issue
Acebuddy	Please select an option!
brittany	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
brittany	One of our users can open a program on the SVR but once open it freezes, allows no action
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

brittany	Drake 2024, user is Danielle
	I emailed this morning but haven't heard back but this is preventing her from working.
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Brittany
brittany	Hellow
Sujeet Kumar Suman	How are you doing?
brittany	Fine thanks
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
brittany	Where would I find that? my email is brittany@bbennettcpa.com
	User with issue is Danielle
Sujeet Kumar Suman	Let me check that for you.
	Thank you for your patience.
	Could you please confirm the EFIN number?
brittany	591792
Sujeet Kumar Suman	Thank you for providing the details. Let me check that for you.
	Thank you for your patience.
	We have made some changes from the backend. Could you please try to open Drake and check?
brittany	Ok one sec
Sujeet Kumar Suman	Sure, please take your time
brittany	She's in!
	Thanks
	we are all set
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
brittany	no all set
Sujeet Kumar Suman	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	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 apply 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/>)

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82234 Catherine Aquino
Email: cathy@caplusaccounting.com ☎ 639228245556
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: 14 Secs
City: COGEO
State: National Capital Region
Country: PHILIPPINES

Chat Transcript

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

Acebuddy	Please select an option!
Catherine Aquino	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Catherine Aquino	my screen resolution is so big
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.
	Hi catherine
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Catherine Aquino	rdgscn.myrealddata.net
	APLUS.myrealddata.net
	CAPA_Cath_Staff1@myrealddata.net
Shubham Kataria	Thank you for the information.
	May I take the remote access of your local computer?
Catherine Aquino	ok
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/3642797636
	Kindly paste this link in the browser of local computer and join the session.
	Are we still connected here?
	Are we still connected here?
	As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415
	<i>Shubham Kataria has ended this chat session</i>

Visitor Details

#83151 Amarjeet
Email: garewal@opbjectedge.com 📞 5104595694
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/?s=password&post_type=post
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 21 Secs
City: LAS VEGAS
State: Nevada
Country: UNITED STATES

Chat Transcript

Amarjeet	I was taken here for self-help password management. I do not see the option
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.
Amarjeet	ok
Dev Dubey	Hello Amarjeet
	Can you help me with your Registered Business Name/CID Number?
Amarjeet	Object Edge Inc
Dev Dubey	Thanks, Amarjeet
	Transferring the chat to our Support Team now.
	<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</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 Amarjeet
Amarjeet	yes
Shashwat Verma	Would like to change the password?
Amarjeet	yes
	I assume it is window password
Shashwat Verma	As checked you are one of the registered owner of the account you can also reset the password from myportal or can email us
Amarjeet	what is myportal
Shashwat Verma	Myportal is the portal used to manage the users on the server
	By the owner of the account

Amarjeet	how do i go there
Shashwat Verma	Myportal.acecloudhosting.com
	Is the link and the username is the cid of your account that is CID67805
	For the password you can use the reset option
Amarjeet	What you mean reset option. Fir CID67805 or me
Shashwat Verma	For the myportal login
	Shall I show you the same on remote access?
Amarjeet	Wait some one is here let me open door
Shashwat Verma	Okay
Amarjeet	what number I should call
Shashwat Verma	No problem, here is our number 1-888-415-5240, or you can initiate chat also.
Amarjeet	is 1-855-270-6252 is good
Shashwat Verma	Yes, you can also use this
Amarjeet	Ok Thaks calling off
Shashwat Verma	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)
Shashwat Verma has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82376 info

Email: info@brkimcpa.com 📞 9729724930

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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
	What type of QuickBooks Issue are you facing?
info	QuickBooks Issue
	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
info	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Hello, I am your Acebuddy

Visitor Details

#82920 Vivian
Email: vivian.rubio@ecs-env.com ☎ 2546131454
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: BELTON
State: Texas
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

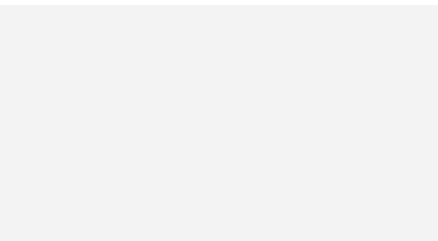
Visitor Details

#82540 Holly Jo Brashears
Email: hollyjo@mygreytrees.com ☎ 16023973358
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 4 Secs
City: TEMPE
State: Arizona
Country: UNITED STATES

Chat Transcript

Holly Jo Brashears	Hello, I am your Acebuddy
Acebuddy	Hello Hollyjo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Holly Jo Brashears	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Holly Jo Brashears	I'd like to report an Issue
Acebuddy	Please select an option!
Holly Jo Brashears	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Holly Jo Brashears	error message
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi declined the transfer request.</i>
	<i>Dushyant accepted the chat transfer request.</i>

Dushyant	Thank you for contacting Ace Cloud Hosting. My name is Dushyant. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	<i>Dushyant is transferring the chat to Sujeet Kumar Suman.</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Holly
	Are we still connected here?
	Are we still connected here?
	<i>The visitor's name was changed from hollyjo to Holly Jo Brashears.</i>
Holly Jo Brashears	yes sorry i was kicked out
Sujeet Kumar Suman	It is okay. Please let us know the issue.
Holly Jo Brashears	i keep getting an error message on my remote desk top
Sujeet Kumar Suman	Could you please share a screenshot of the prompt that appears when you click on it?
Holly Jo Brashears	can you screen share so you can see it
Sujeet Kumar Suman	Sure, Kindly close all important tabs and documents for not to breach any security concern. (Edited)
	<i>9:56:11 PMHolly Jo Brashears is sharing a file with you</i> <i>image.png - (Size:535.29 KB)</i>
Holly Jo Brashears	okay
Sujeet Kumar Suman	Thank you for the screenshot.
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/4882042382
	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.
Holly Jo Brashears	the error is back
Sujeet Kumar Suman	Thank you for your patience.
	As per discussion over the remote session, The issue is resolved.
Holly Jo Brashears	thank you, it is fixed
Sujeet Kumar Suman	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of the chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can email me 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/>)

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83020 Gerald

Email: ap@highcountryoutfitters.com ☎ 14048140999

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: CANTON

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Gerald	Password Reset
Acebuddy	Please select an option below
Gerald	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?
Gerald	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Gerald	unable to log in to MSRD for quite some time. PC: HCO.myrealdata.net Gateway: rdgmyrealdata.net User: Gerald.M@m
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
Gerald	We have had this issue in the past. It appears that the account if not accessed for a while gets disabled. I think all you ne <i>8:00:22 PMGerald is sharing a file with you</i> Screenshot 2025-10-28 at 9.44.12 AM.png - (Size:81.21 KB) <i>8:00:33 PMGerald is sharing a file with you</i> Screenshot 2025-10-28 at 9.44.18 AM.png - (Size:77.61 KB)
Manish Singh	Kindly allow me two minutes to check the same.
Gerald	ok
Manish Singh	May I take the remote access of your local computer?
Gerald	sure
Manish Singh	https://assist.acecloudhosting.com/join/3352543756
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti issue is resolved, kindly give your confirmation on this chat.
Gerald	Will send email to:
Manish Singh	Password needs to be reset kindly email us on support@acecloudhosting.com (E
	Is there anything else I may help you with ?
Gerald	No. Just sent email request.

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82980 johnathon
Email: johnathon@islandentertainment.com 📞 (250) 746-9707
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: PENSACOLA
State: Florida
Country: UNITED STATES

Chat Transcript

johnathon	Hello, I am your Acebuddy
Acebuddy	Hello Johnathon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
johnathon	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	Acebuddy (bot) forwarded the chat request
	Shubham accepted the chat transfer request.
	Shubham is transferring the chat to Support(QB & App Hosting).
	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.
	Hello johnathon

	Please let me know how can I assist you?
johnathon	Hello Yash, I your help to create a new account
	Lorie Addison lorie@worshiponthewater.com 334-850-0865
	Account ID: CID68317
Yash Kalra	johnathon, just to confirm is the request is to create a new user or a full new account with a new CID?
johnathon	Correct
	not new CID
	Just a new user on the server we already using
Yash Kalra	Johnathon, please reach out to the account owner with the email ID rod@omazingmedia.com to create a new user thro https://myportal.acecloudhosting.com/ Alternatively, you may send an email from johnathon@islandentertainment.com with the user details, and we will cre
johnathon	I can use option through my email
	what is the format of the email and where do I send it?
Yash Kalra	Johnathon, will it okay if mail you for user creation once this chat ends and you just have to approve that over the mail (E
johnathon	yes, please do that
Yash Kalra	Sir it can only be done once this chat ends.
	Is there anything else I may help you with ?
johnathon	thats aLL
johnathon has ended this chat session	

Chat Transcript

I am trying to help Muhammad Vohra set up ace hostir computer and he has followed the information provided down load. We are both lost on what to add for server n user name. Can you help?

Operator: Shashwat Verma

Website: https://www.acecloudhosting.com/downloads/

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 22 Secs

City: BUTTE

State: Montana

Country: UNITED STATES

Chat Transcript -----

White	I am trying to help Muhammad Vohra set up ace hosting on his computer and he has followed the information provided at server name and user name. Can you help?
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further. <i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</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
White	hello
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Kindly share me the remote access of the local pc of Muhammad from which they would like to access the server.
	Shall we?
White	he is in a different state than me should i have him join the chat to resolve and then he can remote in with you?
Shashwat Verma	Yes
	You can ask them to connect us on chat
	Will help him out, just make sure they have the password of the server
	Is there anything else I may help you with ?
White	we just lost our accountant and I am trying to resolve what she left undone without passwords. I do not have the passwor
Shashwat Verma	In that case, you can reset the password for the same
White	I have an email when we set up and I am not sure if the once that was sent is accurate
Shashwat Verma	Okay
	Do you have the access of myportal?
White	That seems to be what this email is referring to

Shashwat Verma	Or have the access of email Invoice@cyrushotels.com?
White	I do
Shashwat Verma	Kindly email us the password reset email on support@acecloudhosting.com from Invoice@cyrushotels.com
	Will reset the same
	Muhammad have just joined us on the chat
White	ok do you need me to stay on?
Shashwat Verma	No need, just email us the password reset request, will change the password
	kindly CC that user too, so that they can have the access of it
White	I sent the email, forgot to cc Muhammad. I am on teams with him and can provide it once completed
Shashwat Verma	Sure
	Shall I close this chat?
White	I believe that is all needed 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.

Shashwat Verma has ended this chat session



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82948 Chris Brown
Email: chris.ryan.brown@gmail.com 📞 9736475392
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: 40 Secs
City: NORTH HAVEN

State: Connecticut
Country: UNITED STATES

Chat Transcript

Chris Brown	Hello, I am your Acebuddy
Acebuddy	Hello Chris Brown, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chris Brown	Managed Security
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Priyanshu accepted the chat transfer request.</i>
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?
Chris Brown	Hello, my remote server login is suddenly saying my password is wrong. I figure it was reset since I haven't changed it in a while.
Priyanshu	Could you please help me with your businessname so that I can better assist you?
Chris Brown	Optimum Energy LLC
Priyanshu	Thank you for sharing the detail
	It seems that your server is being managed by different team, please let me transfer your this chat request to the concerned team.
Chris Brown	Yeah I thought I clicked the wrong thing
Priyanshu	Just transferring your chat to the concerned team
	Okay Chris
Chris Brown	Thank you
	<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</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.
Chris Brown	Hello!
Ashutosh Mishra	Hello Chris
	I understand you would like to reset password for your server account.
Chris Brown	Yes please
Ashutosh Mishra	I will surely help you with this issue. Please allow me to inform we would require approval from Robert to reset the password.
	We had earlier sent instructions on how to complete the password reset from My Portal under ticket number #784607.
Chris Brown	Yes, that was for a different issue that fixed itself.
	Should he reply to that email or will you send another?

Ashutosh Mishra	Sure, I can send an email again.
	I have sent the email.
	Is there anything else I may help you with ?
Chris Brown	That should be it once it gets through
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Chris Brown	Thank you
Ashutosh Mishra	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.acecloudhosting.com)
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Ashutosh Mishra has ended this chat session</i>	



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82343 justin carpenter
Email: jcarpenter1906@gmail.com ☎ 14432203368
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 51 Secs
City: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript

justin carpenter	Hello, I am your Acebuddy
Acebuddy	Hello Justin Carpenter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
justin carpenter	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
justin carpenter	I'd like to report an Issue
Acebuddy	Please select an option!
justin carpenter	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
justin carpenter	Live representative
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 assisting you today.
	May I know the issue you are facing to assist further.
justin carpenter	i need temp passwords for me and my staff to access my server
Ashutosh Mishra	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Thank you for your patience.
justin carpenter	hello
Ashutosh Mishra	Justin, we can surely enable the users again. As you know the account was on hold earlier hence we will have to activate
	This entire process will be completed with 3 hours. Over the email, please share the users you would like to activate again
	I will send you the email shortly, and within 3 hours we will provide the updates once changes have been completed.
justin carpenter	i need it now
	asap
	I sent the email
Ashutosh Mishra	Kindly allow me few minutes I will check with the relevant team to get this expedited. (Edited)
justin carpenter	ok
Ashutosh Mishra	Thank you for your patience.

The relevant team has been informed, and we have started work on this. Please allow us at least 30 to 45 minutes and we will be able to assist you with the issue for three users.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83132 krobin11766

Email: krobin11766@hotmail.com 📞 16314732329

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: MOUNT SINAI

State: New York

Country: UNITED STATES

Chat Transcript

krobin11766	Hello, I am your Acebuddy
Acebuddy	Hello Kathy Robin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krobin11766	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krobin11766	I'd like to report an Issue
Acebuddy	Please select an option!
krobin11766	Password Reset
Acebuddy	Please select an option below

	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
krobin11766	Already Enrolled to Selfcare Portal
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
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82724 Jeanette Chavarria Torres
Email: jeanette@dchhauling.com 📞 17738531070
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: 22 Secs
City: ROCKVILLE
State: Virginia
Country: UNITED STATES

Chat Transcript

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

Jeanette Chavarria Torres	I'd like to report an Issue
Acebuddy	Please select an option!
Jeanette Chavarria Torres	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jeanette Chavarria Torres	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Jeanette Chavarria Torres	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
	<i>9:58:21 PMJeanette Chavarria Torres is sharing a file with you</i> <i>image.png - (Size:61.04 KB)</i>
Jeanette Chavarria Torres	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
	This is only my account
	Other users are on multi user and I am still getting this error message
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Jeanette Chavarria Torres	ok
Manish Singh	May I take the remote access of your server?
Jeanette Chavarria Torres	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Jeanette Chavarria Torres	ok
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti issue is resolved, kindly give your confirmation on this chat.
	Is there anything else I may help you with ?
Jeanette Chavarria Torres	That is all
Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.

Jeanette Chavarria Torres	thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide feedback on your experience.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You can reach me at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p> <p><i>Manish Singh has ended this chat session</i></p>

Chat Transcript

Hello, I am your Acebuddy

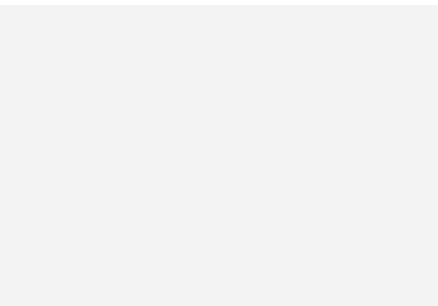
Visitor Details

#82907 Revathy Mahesh
Email: rmahesh@accountingresourcesinc.com
Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 15 Secs
City: GIRARD
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

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

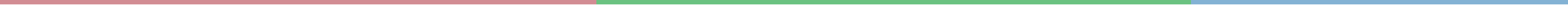
Revathy Mahesh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Revathy Mahesh	I'd like to report an Issue
Acebuddy	Please select an option!
Revathy Mahesh	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Revathy Mahesh	I am unable to connect ACE server, as it shows the below error message
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Revathy Mahesh	I log in to server
	<i>4:23:22 PMRevathy Mahesh is sharing a file with you</i> <i>image.png - (Size:7.75 KB)</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
Revathy Mahesh	Hello Vikas,
Vikas Singh Chauhan	Hello Revathy
	<i>4:24:10 PMRevathy Mahesh is sharing a file with you</i> <i>image.png - (Size:7.75 KB)</i>
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Revathy Mahesh	Just a sec
	Server Name: ARINC.myrealdata.net
	User Name: myrealdata\Revathy_ARINC
Vikas Singh Chauhan	Thanks for the confirmation !
	Our team is currently performing essential updates on the MFA server, which may temporarily impact access to your serv
	Please wait 30 minutes and then try logging in again.
	Is there anything else I may help you with ?
Revathy Mahesh	That's all for now. I will let my team know about the update
Vikas Singh Chauhan	Yes please
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!



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

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

Vikas Singh Chauhan has ended this chat session



Chat Transcript

restart previous chat

Visitor Details

#82533 Tayler Lopez
Email: tayler@soleilfloors.com 📞 5122180400
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/?utm_source=bing&utm_medium=cpc&utm_campaign=Branded_Dektop&utm_term=Ace+Cloud+Hosting&utm_adgroup=Core_Brand_Terms&msclkic
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 12 Secs
City: GEORGETOWN
State: Texas
Country: UNITED STATES

Chat Transcript

Tayler Lopez	restart previous chat
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.
Tayler Lopez	can i be reconnected with the person that was just helping me?
Dev Dubey	Hello, were you connected with Technical Support?
Tayler Lopez	yes, and i had to log out of my server
	they're reinstalling office suite
Dev Dubey	Thanks, let me transfer the chat.

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

Shubham Maurya accepted the chat transfer request.

Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	<p><i>9:01:00 PM</i>Shubham Maurya is sharing a file with you <i>image.png</i> - (<i>Size:58.7 KB</i>)</p> <p><i>Installation is still in progress Tayler.</i></p>
Tayler Lopez	thank you
Shubham Maurya	Thank you for your patience. We tested the application, but unfortunately, it still seems to be picking up old files. As a new Microsoft Office.
Tayler Lopez	<p>ok thanks</p> <p>are we going to lose company data?</p>
Shubham Maurya	Apologies for the delay, but this process will take another 30-40 minutes. No this will not affect any of your company data
	Thank you for your patience, Tayler. We have rechecked the application but are still encountering the same issue after per case to the concerned team for further investigation and resolution as quickly as possible. We completely understand the follow-ups with the team until the issue is resolved.
Tayler Lopez	thank you for the update. any idea on the time this will take?
Shubham Maurya	You will receive case ID on your registered email ID tayler@soleilfloors.com once this chat end. We do appreciate your patience connected while we worked on this issue.
	The team typically requires a minimum of 24 hours to provide an update, but I will do my best to expedite the process by
	Do you want to share any callback number in case if team want to get in touch with you for further steps?
Tayler Lopez	<p>do you know when we will be able to log back in today? Or are you telling me our system will be down for 24 hours?</p> <p>you can call my co-worker shreen at anytime at 512-966-6882</p>
Shubham Maurya	Let me check with the team for resolution TAT on this issue, please allow few minutes.
	Okay, so they informed me that they will try to update you on this within next 3-4 hours on priority basis, as we have already an issue.
Tayler Lopez	does this mean we are down for 3-4 hours or can we log back in?
Shubham Maurya	Yes, you can log back into the server, it's just office application that won't be working now and in case if anyone wants to save their work before server reboot.
Tayler Lopez	<p>thank you, I will notify the team and look forward to hearing from you in 3-4 hours</p> <p>just to confirm, please contact my co-worker Shreen at 512-966-6882 and she can assist with any questions at anytime.</p>
Shubham Maurya	Noted that Tayler, and thanks for your kind understanding on this with us.
	Is there anything else I may help you with ?
Tayler Lopez	not at this time. thank you
Shubham Maurya	You are most welcome !
	Have a good one!

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

Shubham Maurya has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83086 caleb.morton
Email: caleb.morton@coretechs.it 📞 13182458122
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min
City: RUSTON
State: Louisiana
Country: UNITED STATES

Chat Transcript

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

	caleb.morton	I need the same of the server for CD Services group
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Maurya accepted the chat transfer request.</i>
	Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will b today.
	caleb.morton	Hello, I'm setting up an RDP connection for a user with CD Services group. I wante regarding the computer name. Is it CDServices.myrealddata.net?
	Shubham Maurya	I will be surely assisting you with this. As per records your server is CDServices.my computer name will be this only. May I also know the username please?
	caleb.morton	Sure, it's Robert Booth. robertbooth@myrealddata.net
		<i>12:34:30 AMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:44.88 KB)</i> <i>Kindly fill it out like this.</i>
		<i>12:35:45 AMcaleb.morton is sharing a file with you</i> <i>image.png - (Size:115.03 KB)</i>
		<i>12:36:50 AMcaleb.morton is sharing a file with you</i> <i>image.png - (Size:181.59 KB)</i>
	Shubham Maurya	If you want you can download pre configured RDP file from Myportal. Please log in to https://myportal.acecloudhosting.com/login. Your username will b In case you forget your password, kindly reset it by clicking on 'Forgot Password'. Please note that only registered account owner (support@coretechs.it) is perform the user's management activity through the user guide.
		<i>12:37:56 AMShubham Maurya is sharing a file with you</i> <i>image.png - (Size:41.86 KB)</i> <i>Please follow network settings as well.</i>
	caleb.morton	Thank you.
	Shubham Maurya	You are most welcome Caleb, hope it's working now.
		Is there anything else I may help you with ?
	caleb.morton	That should be it for now. Appreciate it!
	Shubham Maurya	Thanks for your patience and understanding with us. If you want to reset passwor can do it using https://selfcare.acecloudhosting.com/ Go to Forgot your password?>>enter username *robertbooth*
		I would greatly appreciate if you could spare a minute to give your valuable feedba chat.

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

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

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

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

Shubham Maurya has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83044 Allen Deutsch
Email: adeutsch@logicaratio.com 📞 7132057083
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: BELLAIRE
State: Texas
Country: UNITED STATES

Chat Transcript

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

Allen Deutsch	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Allen Deutsch	I'd like to raise a Request
Acebuddy	Please select your request type.
Allen Deutsch	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select Operating System
Allen Deutsch	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud 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 Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82397 Lewisville
Email: lewisville@eaglefintax.com ☎ 4696098829
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: 41 Secs
City: HYDERABAD
State: Telangana
Country: INDIA

Chat Transcript		
Lewisville		Hello, I am your Acebuddy
Acebuddy		Hello Lewisville, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
Lewisville		Technical Support (QB & App Hosting)
Acebuddy		Welcome to Ace Support.
		Please chose an option :
Lewisville		I'd like to report an Issue
Acebuddy		Please select an option!
Lewisville		Other Issue
Acebuddy		Please specify the issue you are facing before I connect you to an available support agent
Lewisville		drake software notworking proerly and it got stucked
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 as
		I will surely help you with this issue.
		Is this the first time you're experiencing this issue? Also, are any other users affected your account only?
Lewisville		yes this is first time
		we are facing
Manish Singh		Kindly allow me two minutes to check the same.
Lewisville		sure
		please do needfull its urgent
Manish Singh		May I know the version of Drake which is stuck?
Lewisville		2024
		drake
Manish Singh		Kindly try to access now.
		And let me know if you get any error.
Lewisville		okay im able to open drake but unable to open after logged in
Manish Singh		Alright, May I know your username?

	Lewisville	lewisvilleEagle1
	Manish Singh	May I take the remote access of your server?
	Lewisville	yea please
	Manish Singh	Prior providing the access, I would suggest you to close any important documents
	Lewisville	okay
	Manish Singh	Kindly accept the remote session
	Lewisville	okay
	Manish Singh	We are connected on the remote session and will proceed with the troubleshooting the time, I am putting the chat on hold, please do not disconnect it. Once the issue give your confirmation on this chat.
		When was the last time you were able to access Drake without any issue? (Edited)
		Kindly try to access now.
	Lewisville	sure
	Manish Singh	I have provided you with the restricted admin access to resolve this issue.
		Seems like working now.
		Is there anything else I may help you with ?
		Kindly contact Drake support seems like only Admin can access the application server issue.
	Lewisville	okay
		now working
	Manish Singh	Great! (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 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 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 portal (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82722 Manny Naya
Email: manny.naya@mncpafirm.com ☎ 4074341320
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 25 Secs
City: ORLANDO
State: Florida
Country: UNITED STATES

Chat Transcript

Manny Naya	Hello, I am your Acebuddy
Acebuddy	Hello Manny Naya, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Manny Naya	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Manny Naya	I'd like to report an Issue
Acebuddy	Please select an option!
Manny Naya	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Manny Naya	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The fo help you with resolving the issue
	Was that helpful?
Manny Naya	No

	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd ass
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sanyam Madan accepted the chat transfer request.</i>
	Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be
		Hello Manny , how are you doing
	Manny Naya	I am trying to open QuickBooks and it is not opening
	Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and u
	Manny Naya	my user name is MannyNA
	Sanyam Madan	Manny is it happening to just you or any other user?
	Manny Naya	just me
		no other users are on the server
	Sanyam Madan	Kindly allow me two minutes to check the same.
		May I know the version of QB you are having issue with? (Edited)
	Manny Naya	2024
	Sanyam Madan	Kindly allow me two minutes to check the same.
		As I checked on the server , there is QuickBooks update pending on the server.
	Manny Naya	ok please update it
	Sanyam Madan	Please ask all the users to log out for approximately 30 minutes.
	Manny Naya	ok done
	Sanyam Madan	Alternatively, we can schedule the QB update in the night hours to avoid any disru
		Please let me know which is more convenient for you?
	Manny Naya	will it let me get into QB if we don't update it?
	Sanyam Madan	Yes , you can try it now and let us know the status.
		we will proceed accordingly
	Manny Naya	ok it's letting me in now
		lets plan for the update tonight
	Sanyam Madan	Thank you for your update. We have noted your request
		We will update the QB in the night hours and inform you via mail.
		Is there anything else I may help you with ?
	Manny Naya	that is it
	Sanyam Madan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It n
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82407 Laura J Cunningham
Email: laura@fhbcpa.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: NEW BERN
State: North Carolina
Country: UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82972 mike
Email: mike@backstoptax.com ☎ 6026867247
Department: Support(QB & App Hosting)
Operator: Vikrant Arya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 27 Secs
City: BEAVERTON
State: Oregon
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
	mike	Problem with installing UniPrint
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Vikrant Arya accepted the chat transfer request.</i>
	Vikrant Arya	Thank you for contacting Ace Cloud Hosting. My name is Vikrant Arya. I will be assisting you today.
	mike	Good morning
		Hello?
	Vikrant Arya	How may I assist you today?
	mike	UniPrint install issue
	Vikrant Arya	To install Uniprint, I would need to access your local computer.
	mike	Ok
		I'm contacting you from my local computer
	Vikrant Arya	This is great!
		I will send you a link that will allow me to take remote access to your computer. Or you can download Uniprint from the link I will provide. If you are not comfortable with giving remote access, you can download Uniprint from the link I will provide.
	mike	Please send the link to mike@michaelmeekcpa.com
		I've tried the download and can't get it to run
	Vikrant Arya	In that case, I should check your local computer itself.
		Please allow me two minutes to create a ticket for you and send you a remote access link.
	mike	Yes, the instructions say to log off of the server. Sounds good.
	Vikrant Arya	Thank you for your patience.
		https://assist.acecloudhosting.com/join/1532942100
		Prior providing the access, I would suggest you to close any important documents or applications running on your computer.

Vikrant Arya has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#83127 Trish Stevens
Email: trish.stevens@currenthome.com ☎ 16193394464
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: MURRIETA
State: California
Country: UNITED STATES

Chat Transcript -----

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

#82729 Gerald
Email: ap@highcountryoutfitters.com ☎ 14048140999
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: CANTON
State: Georgia
Country: UNITED STATES

Chat Transcript

Gerald	Hello, I am your Acebuddy
Acebuddy	Hello Kim, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gerald	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gerald	I'd like to report an Issue
Acebuddy	Please select an option!
Gerald	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Gerald	Sorry - it was a Quickbooks issue. When attempting to pay bills, none of the credit cards were showing up in the "Pay Bills" window.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Gerald	HCO.myrealdata.net myrealdata\KimH_HCO

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be
	Hello Kim
Gerald	Hi
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Gerald	
Shashwat Verma	Kim, as it is something inside the application feature, we suggest you to connect v you insist we can try to have some checks?
	Would you like to proceed with the same?
Gerald	I'm wondering if a reboot of the server might help?
Shashwat Verma	Kim, as per our knowledge, we think it is something inside the quickbooks feature, some checks from our end, as it required some quickbooks file settings
Gerald	Sure! Take a look!
Shashwat Verma	May I take the remote access of your local computer?
Gerald	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents
	https://assist.acecloudhosting.com/join/2822672051
	Kindly Click on the link and open the downloaded file.
	As per the remote session, we have connected you with intuit for the feature issue
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82173 tina

Email: tina@groundscapeconcepts.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: SODDY DAISY
State: Tennessee
Country: UNITED STATES

Chat Transcript

tina	Hello, I am your Acebuddy
Acebuddy	Hello Tina, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you stil Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82871 office
Email: office@mermanusa.com ☎ 12035701995
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 2 Secs
City: SOMERVILLE
State: Massachusetts
Country: UNITED STATES

Chat Transcript		
office	Hello, I am your Acebuddy	
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
office	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
office	I'd like to report an Issue	
Acebuddy	Please select an option!	
office	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support	
office	My session is locked and I can't switch from multi to single user mode.	
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 as	
	I will surely help you with this issue.	
office	great. thanks.	
Manish Singh	Shall I close QuickBooks from the backend?	
	Is this the first time you're experiencing this issue? Also, are any other users affected your account only?	
	May I take the remote access of your server?	
office	i am admin so really it affects me the most. my other user logged out and still i can't go to single user mode	
	yes	
Manish Singh	Prior providing the access, I would suggest you to close any important documents	
office	ok	
Manish Singh	Kindly accept the session.	
office	ok	
	where	
Manish Singh	On server please	

	office	is there a prompt?
	Manish Singh	May I know your username is it, ETARbell?
	office	yes
		you now have access
	Manish Singh	We are connected on the remote session and will proceed with the troubleshooting the time, I am putting the chat on hold, please do not disconnect it. Once the issue give your confirmation on this chat.
	office	ok
		do you want me to login to QB?
	Manish Singh	Yes
	office	i did . you should be in.
	Manish Singh	Seems like you are Multi user mode now.
	office	yes.
		can you switch to single user mode?
	Manish Singh	You can go to file and change it, I have shown you how.
		Is there anything else I may help you with ?
	office	Yes.
		we are adding users one at a time
		i can put the ace app on any computer (Apple or PC) correct?
	Manish Singh	Yes
	office	ok good. that's it for now. thanks!
	Manish Singh	Kindly share your feedback by clicking the smiley icons at the end of this chat. It n
		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 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 working. I will appreciate that. or you may send your feedback at quality@aceclou Thanks!
		Note: You may change/reset your server password on your own by registering on c (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/kn
		<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82371 szolad
Email: szolad@cdt.org
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 21 Secs
City: BLOOMFIELD HILLS
State: District Of Columbia
Country: UNITED STATES

Chat Transcript

szolad	Hello, I am your Acebuddy
Acebuddy	Hello Sarah Zolad, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
szolad	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
szolad	I'd like to report an Issue
Acebuddy	Please select an option!
szolad	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
szolad	We were just migrated to a stand alone QB server but MS 365 isn't active, we are looking for a solution
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

		<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
		Hello Sarah
	szolad	Hi Shashwat - we were migrated earlier this week and we seem to be all set with c are now trying to send reports and realized that excel wasn't active. We also conce email isn't active.
	Shashwat Verma	I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
	szolad	Thanks!
	Shashwat Verma	We have checked the server and found that we need to install the Ms Excel for the
		Charges will be same as earlier
	szolad	Thanks
	Shashwat Verma	Sarah, as it require downtime for whole server, would you like me to do in the off h
	szolad	How long will it take? We need to be able to use excel and webmail to continue.
	Shashwat Verma	At least 30-40mins.
	szolad	I think that we should exit the server and let you install the software. Can you che take to set up my co-worker so that she can send email?
		Do you need to share her screen to make that happen?
	Shashwat Verma	You can use outlook for sending email through Qb, but in that case you have purch ms product, currently you have only Ms excel standalone
	szolad	We don't use outlook, we use google mail
	Shashwat Verma	We can try to setup the webmail then
	szolad	We had email set up on our previous server
	Shashwat Verma	Got it
	szolad	Great news!
		What do you need from us to get the webmail set up?
	Shashwat Verma	We need to have the access of the affected user pc or get me the their name will c server end for remote session if they he/she is online
		Also once we complete that then only will proceed with the ms Excel installation
		Is that work for you?
	szolad	I am asking my co-worker if she is available right now
		What do you need from her so that you can find her?
	Shashwat Verma	What's her good name?
	szolad	Do you mean her name that you have so that she can log into the remote server?

	Shashwat Verma	Yes, I will cross check for username
		And will connect directly to her on remote session
	szolad	she is logged in as Admin right now, she is going to log in with her name
	Shashwat Verma	Is she Catherine?
	szolad	right now. Her name is Cat Kim. Yes
	Shashwat Verma	Okay
	szolad	How will you contact her?
	Shashwat Verma	I have requested her for remote sessionon on her server screen
		Kindly ask her to accept the invite
		Prior providing the access, I would suggest you to close any important documents
		Got the access of her screen
	szolad	Great. When you are done setting up her email, then we will log out and you can i
		Thanks so much for your help.
	Shashwat Verma	Got it
		Will do the same and let you know on email once done
	szolad	Thanks!
		Have a great night.
	Shashwat Verma	Shall we close this chat meanwhile?
	szolad	Yes. I am all set now.
	Shashwat Verma	Thanks
		It would be great if you could share your feedback after this chat ends. Thanks in a
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82521 Parthasarathy
Email: partha@htc.om
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: 57 Secs
City: RUWI
State: Janub Al Batinah
Country: OMAN

Chat Transcript

Parthasarathy	Hello, I am your Acebuddy
Acebuddy	Hello Parthasarathy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Parthasarathy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Parthasarathy	I'd like to report an Issue
Acebuddy	Please select an option!
Parthasarathy	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Parthasarathy	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support
Parthasarathy	Re:[## 784451 ##] Unable to download reports in excel format
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Abhishek Rakwal declined the transfer request.
	Ankit Kumar accepted the chat transfer request.
	1:33:13 PMParthasarathy is sharing a file with you image.png - (Size:160.27 KB)
	Ankit Kumar is transferring the chat to Rohan.

		<i>Rohan accepted the chat transfer request.</i>
	Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting
	Parthasarathy	thank you
	Rohan	Hello Partha, how are you doing today ?
	Parthasarathy	am doing well. How about you?
	Rohan	That's Great. I'm good too, thanks for asking
		I will surely help you with this issue.
		Kindly allow me 3-4 minutes to check the same.
	Parthasarathy	sure..
	Rohan	Parth, As we checked, your company is neither leasing MS Office 365 from us nor I through us. Therefore, we kindly request you to connect with your MS Office 365 A manages your MS Office 365 account. They will be the appropriate point of contact for this issue at this time.
	Parthasarathy	okay, Thanks
	Rohan	Is there anything else I may help you with ?
	Parthasarathy	that's all. Thank you and have a nice day
	Rohan	Thanks for the confirmation !
	Parthasarathy	hi rohan
	Rohan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Parthasarathy	just a minute
	Rohan	Yes Please tell
	Parthasarathy	<i>1:43:44 PMParthasarathy is sharing a file with you</i> <i>image.png - (Size:34.58 KB)</i>
		this is the msg from my IT person
	Rohan	Yes, that is correct and that's what we informed you. However, as you can see, the states that “someone is already using the account, please try with anothe You need a new account, or Your MS Office 365 Administrator needs to reset the password for your MS Offi Resetting the password will log the account out from other devices, allowing you to here.
	Parthasarathy	Thank you
	Rohan	Is there anything else I may help you with ?
	Parthasarathy	Nothing else. Thank you
	Rohan	Thanks for the confirmation !

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

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

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

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

Rohan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82125 Elvis Rodriguez
Email: elvis.rodriguez@castlewalk.us 📞 13346355622
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: VILLA SANTA FE
State: Managua
Country: NICARAGUA

Chat Transcript

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

Elvis Rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Elvis Rodriguez has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82503 Lynn Stockford
Email: lynnsrn@att.net 📞 561-644-0125
Department: Support(QB & App Hosting)
Operator: Shashwat Verma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 44 Secs
City: LAKE WORTH
State: Florida
Country: UNITED STATES

Chat Transcript

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

	Lynn Stockford	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support
	Lynn Stockford	Unable to login to ACE Quickbooks
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shashwat Verma accepted the chat transfer request.</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be
		Hello Lynn
	Lynn Stockford	HI, i am unable to login, several tries and have restarted my computer
	Shashwat Verma	Is this the first time you're experiencing this issue? Also, are any other users affected your account only?
	Lynn Stockford	First time, me only, have no other users
	Shashwat Verma	Okay
		May I take the remote access of your local computer?
	Lynn Stockford	yes
	Shashwat Verma	Prior providing the access, I would suggest you to close any important documents
	Lynn Stockford	done
	Shashwat Verma	https://assist.acecloudhosting.com/join/1002420925
		Kindly Click on the link and open the downloaded file.
		Kindly allow me two minutes to check the same.
	Lynn Stockford	do i need to allow recording
	Shashwat Verma	yes
		kindly allow me permission to remote
	Lynn Stockford	Not sure what i need to do
		I see Zoho assist in bottom of screen
		Your name has a green dot to the left and a red dot to the right
	Shashwat Verma	There may be option to elevate the rights to admin
		Shall I share you the new link?
	Lynn Stockford	yes
	Shashwat Verma	https://assist.acecloudhosting.com/join/4612335710
		Are you using mac?
	Lynn Stockford	This does not seem to be working, i am following but Screen recording doesn't see

	it says in session
Shashwat Verma	open this link in browser
	*[assist.acecloudhosting.com/join](https://assist.acecloudhosting.com/viewer-assis com-zoho-assist- orgid=60000688324&isCanvasSupported=true&key=4612335710&isKeylessReq=
	Enter id 461-233-5710
Lynn Stockford	I did this, entered 461-233-5710 computer keeps thinking
Shashwat Verma	Lynn, looks like you are using the MAC OS, As the screen recording and remote de: defined port which are getting blocked from this pc particularly, I suggest you to c connect to local IT for any restrictions on your this pc
Lynn Stockford	I have been using this PC for 12 years with ACE.
	I just tried logging in again and it worked. Thanks for your help
Shashwat Verma	Okay
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Shashwat Verma has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82562 marlina
Email: marlina@pcseinc.com
Department: Support(QB & App Hosting)
Operator: Rohan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 37 Secs
City: WOODWAY
State: Texas
Country: UNITED STATES

Chat Transcript		
	marlina	Hello, I am your Acebuddy
	Acebuddy	Hello Marlina Washington, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	marlina	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	marlina	I'd like to raise a Request
	Acebuddy	Please select your request type.
	marlina	Other Request
	Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of y technicians will connect with you for further assistance.
		If you are facing any issue/problem with your server, Please select the appropriate
	marlina	Restart
	Acebuddy	Hello Marlina Washington, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	marlina	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	marlina	I'd like to report an Issue
	Acebuddy	Please select an option!
	marlina	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available suppor
	marlina	I got a weird email
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
		<i>Abhay Kumar Saraswat is transferring the chat to Rohan.</i>
		<i>Rohan accepted the chat transfer request.</i>
	Rohan	Thank you for contacting Ace Cloud Hosting. My name is Rohan. I will be assisting
	marlina	Hi Rohan.

	Rohan	Hello Marlina, how are you doing today ?
	marlina	Good, thank you. How are you?
	Rohan	That's Great. I'm good too, thanks for asking
		Marlina, Could you please share the screenshot of the email?
	marlina	I was getting this weird emails sometime ago, but you guys got them stopped and
		<i>7:05:33 AMmarlina is sharing a file with you</i> <i>IMG_4701.png</i> - (<i>Size:461.27 KB</i>)
		Did you get the screen shot I sent? I don't see it in the chat.
		<i>7:07:00 AMmarlina is sharing a file with you</i> <i>IMG_4701.png</i> - (<i>Size:461.27 KB</i>)
		<i>Email</i>
		Hmmmmm. I ca
		The screenshot doesn't send.
	Rohan	This seems to be received from Intuit Payroll Team, not from us.
		Yes I was able to see the Screenshot
		Or it might be a spam email. So, you better reach out to intuit directly to confirm t
	marlina	Ok so I should context intuit? That information is not mine. It's saying that someor to my quickbooks payroll.
		Ok. Thank you so much.
	Rohan	Yes Marlina
		Is there anything else I may help you with ?
	marlina	No that was all. Thank you so much, Rohan.
	Rohan	Thanks for the confirmation !
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from 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 working. I will appreciate that. or you may send your feedback at quality@aceclou Thanks!
		Note: You may change/reset your server password on your own by registering on c (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/kn
		<i>Rohan has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82137 hillary
Email: hillary@aeroconcrete.net 📞 13093147264
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 22 Secs
City: DURANT
State: Iowa
Country: UNITED STATES

Chat Transcript

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

		Was that helpful?
	hillary	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd ass
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
		<i>Ashutosh Mishra is transferring the chat to Yash Kalra.</i>
	hillary	It says I am logged into my quickbooks when I am not
		this always happens after the abort message pops up
		Hello?
		This is taking time away from our work time.
		<i>Yash Kalra accepted the chat transfer request.</i>
	Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assist
		Hello Hillary, I will be surely assisting you with this. Kindly help me with your serve name?
	hillary	HillaryH.Ent
		HillaryH.NENT\
	Yash Kalra	Kindly allow me two minutes to check the same.
		Hillary, please try to login now.
		Also, may I take remote access of your local computer to check the settings from y
		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 (1-888-415-5240) if any further assistance is required.

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83014 itsupport

Email: itsupport@advancefinserv.com 📞 918887771848

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 9 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript

itsupport	Hello, I am your Acebuddy
Acebuddy	Hello Shashi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
itsupport	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
itsupport	I'd like to raise a Request
Acebuddy	Please select your request type.
itsupport	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
itsupport	ProSeries
Acebuddy	Kindly download the ProSeries setup file from your application portal and save it o desktop.
	Once done, Please email us at support@acecloudhosting.com, and we will provide via email.
	Generally, application upgrades are completed during the night hours to avoid any do specify if you need the request processed at a specific time.
	Do you need any further assistance on the topic?
itsupport	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

		<i>Shubham Maurya accepted the chat transfer request.</i>
	Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will b today.
	itsupport	my name is shashi
		i have faced an issue like
		<i>6:50:02 PMitsupport is sharing a file with you</i> WhatsApp Image 2025-10-28 at 3.22.59 PM.jpeg - (Size:147.58 KB)
		i have already renewwd the licence
		but still here is no any update with our new licence please check and update
		now i have not a invoice bill
		Please guide me on how I can download the invoice bill to update our new license productivity.
		because i have select autopay method.
	Shubham Maurya	Thanks for the details, Shashi. Could you please share a screenshot of the confirm Intuit regarding your license renewal? This will help us verify the required details f
	itsupport	i haven't know what the email id registerd for ace cloud hosting?
		for admin portal login
	Shubham Maurya	You mean Myportal admin email?
	itsupport	yes
	Shubham Maurya	Sure, please hold let me check that.
	itsupport	where i have recieved the confirmation email for billing
	Shubham Maurya	The email ID registered as Myportal admin is : ayush@advancefinserv.com
	itsupport	please allow me some time i will share with you the screenshot.
	Shubham Maurya	Sure, please take your time.
	itsupport	please wait
		i will share with you earlier.
		<i>7:02:26 PMitsupport is sharing a file with you</i> Invoice_734678A_from_Ace_Cloud_Hosting.pdf - (Size:9.98 KB)
		here is the our invoice bill; please check
		are you connected here?
	Shubham Maurya	Yes, thanks for sharing details. Please hold on let me check the Invoice.
		You have shared our Invoice where quickbooks 2024 pro plus is not mentioned
		https://camps.intuit.com/
		You can check your Intuit active license from this portal, please login and check if

		updated license over there.
	itsupport	Please let me know what I can do to resolve this issue.
		please allow me some time i will check
	Shubham Maurya	Sure, please take your time. Since this license was not leased from us, we'll need : updated license information or a confirmation from Intuit that it has been updated Without that, we won't be able to proceed with any further steps from our side.
	itsupport	sure
		please guide me where i found the license?
		if i login the protal?
	Shubham Maurya	>>Sign in: Use the same Intuit account credentials (email and password) that you used to reg QuickBooks product. If you have multiple Intuit accounts, make sure you log in with the one linked to yc license. >>Select your product: After logging in, you'll see a list of all Intuit products associated with your account Desktop, TurboTax, etc.). Click on QuickBooks Desktop (or your relevant product). >>View license details: You'll find details like your license number, product code, and current subscription If it's renewed, you should see the updated expiration or renewal date. >>Download confirmation or product info (optional): You can print or take a screenshot of this page if you need to share proof of renew your IT team.
	itsupport	sure
	Shubham Maurya	Please do let me know if you face any issue Shashi.
		7:30:22 PMitsupport is sharing a file with you Screenshot 2025-10-28 193002.jpg - (Size:102.68 KB)
	itsupport	can you access my anydesk id for check the license details
		because i have no idea how to check and what to do for the resolution
		anydesk id is 1696816699
	Shubham Maurya	May I take the remote access of your local computer?
	itsupport	

		sure
	Shubham Maurya	https://assist.acecloudhosting.com/join/4382325198
		Kindly paste this link in the browser of local computer and join the session.
		Prior providing the access, I would suggest you to close any important documents
	itsupport	sure
		i have download the application
		what to do now?
	Shubham Maurya	We are connected on the remote session and will proceed with the troubleshooting the time, I am putting the chat on hold, please do not disconnect it. Once the issue give your confirmation on this chat.
		Please open that Intuit portal
	itsupport	have you checked?
	Shubham Maurya	We’ve verified that you’re currently using QuickBooks Pro Plus 2024; however, the a Premier Accountant version was purchased from Intuit.
	itsupport	yes, but now we are facing the issue i am unable to do anything
	Shubham Maurya	We’ll need a renewed license from Intuit to get it working. At this point, the best solution is to contact Intuit Support directly—they can assist you with renewing your product, as well as help us locate the version you’re using in the list on the Intuit portal.
		This list doesn’t include the product details for the version currently installed and i may have broader access to locate your product license code, which we’ve been unable to find.
	itsupport	what i do for?
		may be i need to resubscribe the license?
		please suggest me?
	Shubham Maurya	Please can you share a callback number and a preferred time to call so that we can connect on a live call for this.
	itsupport	9625439991 tomorrow 10.30
	Shubham Maurya	10:30 AM IST correct?
	itsupport	yes.
	Shubham Maurya	Noted that Shashi, we will call you tomorrow at 10:30 AM IST regarding this issue so i can inform you better on a live call.
		Meanwhile please try to get in touch with Intuit support as well if possible, Thanks for your understanding with us while working. (Edited)
		Is there anything else I may help you with ?
	itsupport	Sure, I will.
		now ,you can disconnect
	Shubham Maurya	

Alright Shashi, We will positively call you tomorrow on this.

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

Shubham Maurya has ended this chat session

Chat Transcript

were is the user and server name located to make a RDP link

Visitor Details

#82338 Danny
Email: danny@sno-biz.com 📞 13162022020
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/downloads/
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 20 Secs
City: WICHITA
State: Kansas
Country: UNITED STATES

Chat Transcript

Danny	were is the user and server name located to make a RDP link
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.
	<i>Siddhant is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I w today.
	Hello Danny.
Danny	thank you
	i am trying to make a RDP link and keep getting an error message

Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
	Could you please share a screenshot of the prompt that appears when you click or
	<i>12:55:56 AMDanny is sharing a file with you</i> image.png - (Size:38.08 KB)
	Thank you for the screenshot.
	May I take the remote access of your local computer?
Danny	yes
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security conce
Danny	ok everything is closed
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/9202560617
	We are connected on the remote session and will proceed with the troubleshooting the time, I am putting the chat on hold, please do not disconnect it. Once the issue give your confirmation on this chat.
Danny	Thank you that is all i needed today
Sujeet Kumar Suman	Most welcome.
	Is there anything else I may help you with ?
Danny	nope that does it
Sujeet Kumar Suman	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.
Danny	ok
Sujeet Kumar Suman	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 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 working. I will appreciate that. or you may send your feedback at quality@acecloud Thanks! Note: You may change/reset your server password on your own by registering on c (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/kn
	<i>Sujeet Kumar Suman has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83163 Harry Shurek
Email: harry@mygeorgiaaccountant.com 📞 14049319318
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: 40 Secs
City: FLOWERY BRANCH
State: Georgia
Country: UNITED STATES

Chat Transcript

Harry Shurek	Hello, I am your Acebuddy
Acebuddy	Hello Harry Shurek, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Harry Shurek	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Harry Shurek	I'd like to report an Issue
Acebuddy	Please select an option!
Harry Shurek	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support
Harry Shurek	Cannot login to server
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>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82138 Shannon Conley
Email: shannonc@elevators.com ☎ 9169333550
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 15 Secs
City: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

Shannon Conley	Hello, I am your Acebuddy
Acebuddy	Hello Shannon Conley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shannon Conley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shannon Conley	I'd like to report an Issue
Acebuddy	Please select an option!
Shannon Conley	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Shannon Conley	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support
Shannon Conley	Given secondary admin permissions but unable to have any access
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	

Abhay Kumar Saraswat accepted the chat transfer request.

Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I today.
	Can you clarify in more detail what exactly you’re looking for?
Shannon Conley	My boss gave me secondary admin permissions but I have not been able to access invoices to customers
Abhay Kumar Saraswat	Okay.
	May I take the remote access of your local computer?
	Let me check on remote what you are trying to login with your admin access.
Shannon Conley	yes
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents
Shannon Conley	done thank you
Abhay Kumar Saraswat	Is this for account: Martin Elevators ?
Shannon Conley	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	https://assist.acecloudhosting.com/join/9872350189
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting the time, I am putting the chat on hold, please do not disconnect it. Once the issue give your confirmation on this chat.
	As we haven't got any response from your end, We are closing this chat. If you still kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82664 Lewisville

Email: lewisville@eaglefintax.com 📞 4696098829
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 35 Secs
City: HYDERABAD
State: Telangana
Country: INDIA

Chat Transcript -----

Lewisville	Hello, I am your Acebuddy
Acebuddy	Hello Lewisville, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lewisville	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lewisville	I'd like to report an Issue
Acebuddy	Please select an option!
Lewisville	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Lewisville	our drake secure portal
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Lewis
	How are you doing?
	<i>3:05:47 AMLewisville is sharing a file with you</i> <i>WhatsApp Image 2025-10-16 at 2.55.20 AM.jpeg</i> - (Size:14.49 KB)
	<i>drake secure portal it showing is full and insuffient</i>
	I deeply apologize for the inconvenience caused to you.

	Thank you for the screenshot.
	Kindly allow me two minutes to check the same.
Lewisville	okay
Sujeet Kumar Suman	As checked, the server storage is sufficient. May I take remote access of your loca
Lewisville	acually client sent me screen shot
Sujeet Kumar Suman	Could you please help us with the Client name?
Lewisville has ended this chat session	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#82317 dritz
Email: dritz@saratogaconstruction.net 📞 5185870100
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 26 Secs
City: BALLSTON LAKE
State: New York
Country: UNITED STATES

Chat Transcript

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

		Please chose an option :
	dritz	I'd like to report an Issue
	Acebuddy	Please select an option!
	dritz	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	dritz	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support
	dritz	I was on with someone and our power shut off briefly and I them
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Maurya accepted the chat transfer request.</i>
	Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will b today.
	dritz	in the middle of your helping me we had a brief power failure
	Shubham Maurya	Hello Debbie, no worries as previous remote session is already disconnected let m
		https://assist.acecloudhosting.com/join/1722350285
		Kindly paste this link in the browser of local computer and join the session.
		Prior providing the access, I would suggest you to close any important documents
	dritz	I have nothing open
		it wont load
	Shubham Maurya	https://assist.acecloudhosting.com/join/1552096742
		Try with this one.
		Please check printer is working with this Text file?
	dritz	no it says error
		itprinted
	Shubham Maurya	Okay, now please try to print your file.
	dritz	I can't I can not get in quickbooks
	Shubham Maurya	Quickbooks is open please try to print now.
	dritz	printer says deep sleep
	Shubham Maurya	Please print again and this time select Uniprint.
		Is it printing now?
	dritz	no, and it's on two monitors

	Shubham Maurya	Your RDP file is currently using single screen, please let me know which application about?
	dritz	can you get someone else to help me? I have a lot of work to do. Notepad will print, it is the only program not printing
	Shubham Maurya	Yes, we do completely understand the urgency of this Debbie, but to help you better follow few steps like check from text file whether it's printing or not. As we can see Quickbooks it's showing under process.
		Please hold on let me check with team on this.
	dritz	ok
	Shubham Maurya	As we haven't got any response from your end, We are closing this chat. If you still Kindly re-initiate the chat.
		<i>Ended due to chat idle timeout</i>

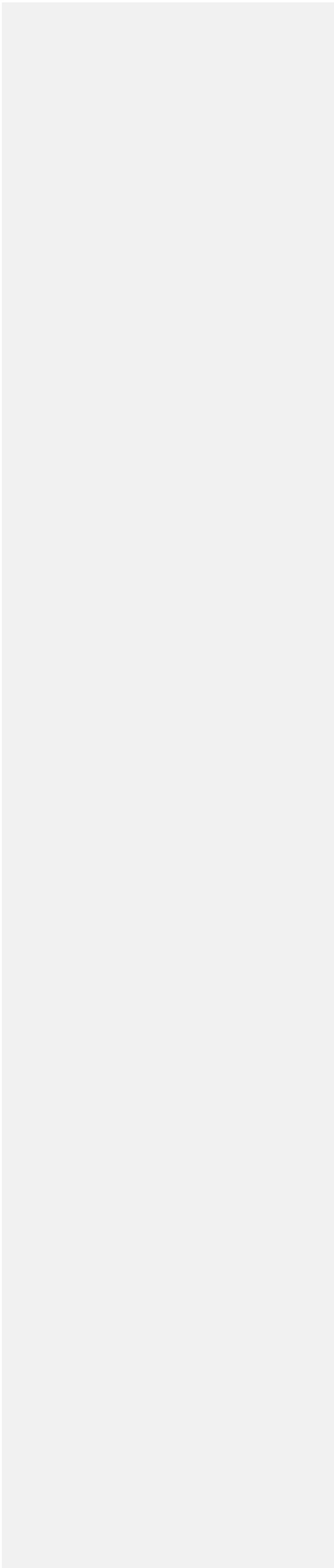
Chat Transcript

Hi, I'm accessing the payroll 2024 app in the remote desktop. When the authenticator screen appeared, I forgot to scan the QR code and accidentally clicked the continue button. There is no option for me to return to the authenticator thus I can't log in correctly. Is there's a way to reset that process?

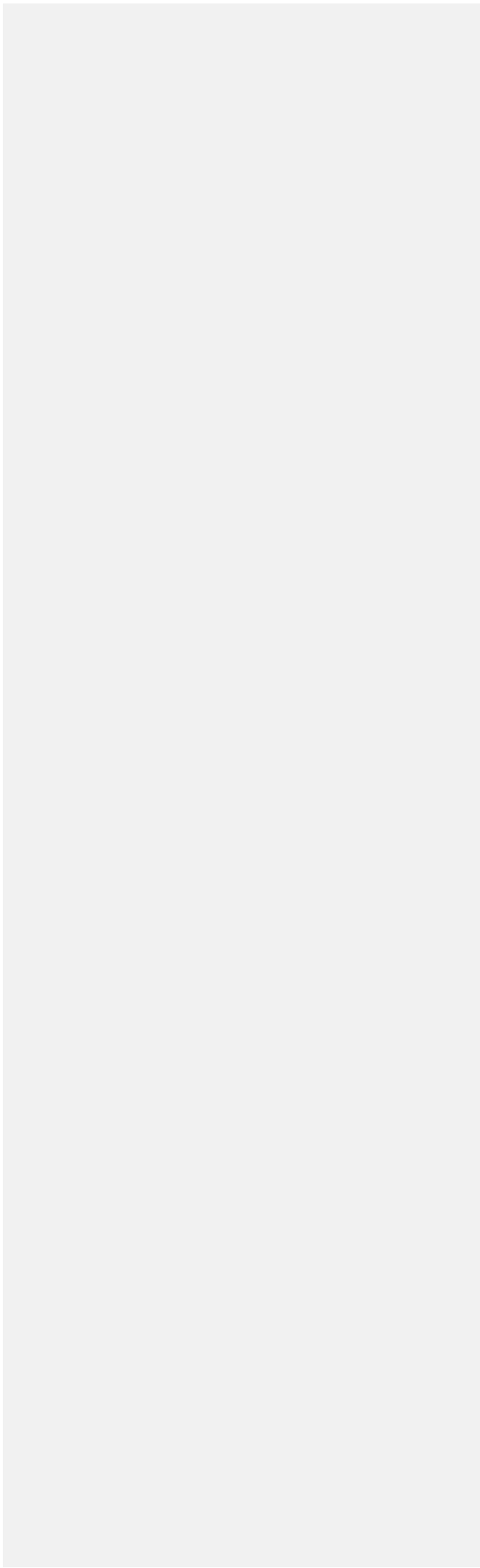
Visitor Details

#82336 Aclan
Email: rex@bdsmithfinancial.com ☎ 09266878307
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/?utm_source=website&utm_medium=organic&utm_campaign=organic
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 10 Secs
City: SAN ILDEFONSO
State: Batangas
Country: PHILIPPINES

Chat Transcript



Aclan	Hi, I'm accessing the payroll 2024 app in the remote desktop. When the authenticator appeared, I forgot to scan the QR code and accidentally clicked the continue button, so there's no way for me to return to the authenticator thus I can't log in completely. Is there a way to reset that process?
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you today.
	Hello
Aclan	Hi, I'm accessing the payroll 2024 app in the remote desktop. When the authenticator appeared, I forgot to scan the QR code and accidentally clicked the continue button, so there's no way for me to return to the authenticator thus I can't log in completely. Is there a way to reset that process?
Dikshant Yadav	Could you please confirm your business name or CID?
Aclan	BD smith financial services
	<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
Aclan	Hi, I'm accessing the payroll 2024 app in the remote desktop. When the authenticator appeared, I forgot to scan the QR code and accidentally clicked the continue button, so there's no way for me to return to the authenticator thus I can't log in completely. Is there a way to reset that process?
Yash Kalra	Kindly help me with your server name and user name?
Aclan	BDSmith2.myrealddata.net
	that's the server name
Yash Kalra	Aclan, please confirm if this authenticator is occurring while accessing the payroll application.
Aclan	yes, it appears after i entered my username and password to access the payroll app but I accidentally pressed the continue button and not able to scan the qr code so there's no way for me to receive the code and i am not able to return to the authenticator when the qr code appeared I want to know if you have a workaround for this or should i contact my administrator to reset my login credentials for the payroll app
Yash Kalra	Aclan, this is an application related issue we please request you to contact the support only they will be able to assist you regarding this issue. <i>12:32:53 AM</i> Aclan is sharing a file with you Screenshot 2025-10-08 020345.png - (Size:74.26 KB) <i>This one, there's no button to return when the qr code for this app appears</i>
Aclan	ok got, thank you.



Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email regarding this conversation, along with a ticket number and survey feedback</p> <p>I request you to kindly spare a moment to fill that out for me so that my manager can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Yash Kalra has ended this chat session

