

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75211 Marc Cerri

Email: marcce@myrealdata.net

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 33 Secs

City: BECKLEY

State: Alabama

Country: UNITED STATES

Chat Transcript

Chat [

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

Marc Cerri	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Marc Cerri	I'd like to report an Issue
Acebuddy	Please select an option!
Marc Cerri	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Marc Cerri	When the server opens it takes up both computer monitors which prevents me from looking at my excel sheet on one screen and QBs on the other
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Marc
Marc Cerri	hi
Shashwat Verma	I will surely help you with this issue.
Marc Cerri	thank you
Shashwat Verma	May I take the remote access of your local computer?
Marc Cerri	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
Marc Cerri	everything is closed now
Shashwat Verma	https://assist.acecloudhosting.com/join/3292534010
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	As per remote session, we have disabled the multi monitor mode, issue resolved
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that, or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75359 DAWN REIDER

Email: dreider@veeusa.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: LAURENS

State: South Carolina

Country: UNITED STATES

Chat Transcript

Chat [

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

	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.
DAWN REIDER	Do you need any further assistance on the topic?
Acebuddy	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

#75926 Jenny Kim

Email: orders@lievohome.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 56 Secs

City: CERRITOS

State: California

Country: UNITED STATES

Chat Transcript

Chat [

Jenny Kim Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jenny Kim Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
Jenny Kim	I'd like to report an Issue
Acebuddy	Please select an option!
Jenny Kim	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jenny Kim	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jenny Kim	printing issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Jenny Kim	hi
	I've had this issue many times and the last time, I was told I should not have this problem anymore
	It's been a while since this issue came up again
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jenny Kim	Shelly - Michelle
	are you still here?
Shivam Singh	yes
	I am not able to locate your account. Could you please provide the server's name
Jenny Kim	Shelly
	Lievo
	username is Michelle
Shivam Singh	Is it Lievo Inc ?
Jenny Kim	yes
Shivam Singh	Thanks for the confirmation.
	Please allow me 2 minutes to check the server.
Jenny Kim	ok
Shivam Singh	May I take the remote access of your local computer?
Jenny Kim	sure
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.

Jenny Kim	ok
Shivam Singh	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/9782286940
	Are we still connected here?
	Are we still connected here?
Jenny Kim	yes
Shivam Singh	thanks for the confirmation
	Could you please log off from the QB and try logging in to the company file.
Jenny Kim	ok
Shivam Singh	please stay connected
Jenny Kim	ok
Shivam Singh	log off from the server
	and log in back again
Jenny Kim	it works
Shivam Singh	Great
	Is there anything else I may help you with ?
Jenny Kim	that's it
	what was the problem this time?
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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 Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75992 Curt West

Email: curt@humblebrands.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: RANCHOS DE TAOS

State: New Mexico

Country: UNITED STATES

Chat Transcript

Chat [

Curt West	Hello, I am your Acebuddy
Acebuddy	Hello Curt, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Curt West	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Curt West	I'd like to report an Issue
Acebuddy	Please select an option!
Curt West	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Curt West	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Curt West	Lost email functionality
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Tushar accepted the chat transfer request.

Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
Curt West	Thanks Tushar
Tushar	I will be surely assisting you with this. Kindly help me with your server name and user name?
Curt West	HumbleBrandsInc.myrealdatal.net Cwest
Tushar	Kindly allow me two minutes to check the same.
Curt West	We have multiple users and none of the emails we sent this afternoon were coming through. Not sure if this may be an IN issue?
Tushar	Thank you for waiting.
Curt West	You're welcome!
Tushar	May I take the remote access of your server? Prior providing the access, I would suggest you to close any important documents at your end.
Curt West	Yes, ok
Tushar	https://assist.acecloudhosting.com/join/6672332852 Kindly Click on the link and open the downloaded file. We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
<p>Kindly show me how you are sending emails.</p>	
Curt West	ok Ok, that was the process. They suddenly stopped coming through this afternoon. Not sure if anything changed?
Tushar	Let me check. Kindly try again. Kindly type in your email password. Kindly check if you receive the email.
Curt West	I see that the emails from earlier in the day have come through, so perhaps there was a lag in the system
Tushar	It was not the lag, the settings were wrong. Its fixed now. Is there anything else I may help you with ?
Curt West	That should be all, thank you
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

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

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

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

Curt West You as well

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75301 srinivas

Email: srinivas@taxgeeks.com  2252847776

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: IRVING

State: Texas

Country: UNITED STATES

Chat Transcript

Chat [

srinivas Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

srinivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
srinivas	WORD is not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi Srinivas, is the word issue for all users on the server or just for you
srinivas	we moved to a new server
	our microsoft word login details are not working
Sharath Kumar	let me take remote session of your and check why that is happening
	Prior providing the access, I would suggest you to close any important documents at your end.
srinivas	yes
	TAXGE SERVER NAME
Sharath Kumar	got it, one moment please
	taking remote in a moment, could you please confirm if the issue is just with word or other O365 applications as well
srinivas	ALL
	OS365
Sharath Kumar	understood, I remember Malkeet sent you the email with O365 credentials. Can you confirm that you are signing in with t
srinivas	LET ME CHECK
Sharath Kumar	Sure, Sir. let me know if you are unable to find those credentials. I can send you a reply to Malkeet's email so that you car them
srinivas	we are good
	the new one is working
Sharath Kumar	glad to hear that!
	Is there anything else I may help you with ?

are we still connected? (Edited)

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) further assistance is required.

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75916 Aman Sajwani

Email: reliable_accounting@yahoo.com  +1-(901) 881-1265

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: KARACHI

State: Sindh South

Country: PAKISTAN

Chat Transcript

Chat [

Aman Sajwani Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Aman Sajwani Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Aman Sajwani I'd like to report an Issue

Acebuddy	Please select an option!
Aman Sajwani	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Aman Sajwani	My RDP is suddenly log out i can't able to login the remote server again
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Aman Sajwani	with same password
	<i>Shivam Singh accepted the chat transfer request.</i>
	?
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Aman Sajwani	ok
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Aman Sajwani	RAS16.myreldata.net
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.
Aman Sajwani	MohdWasay - User Name
Shivam Singh	As I checked the server, Account MohdWasay is in active state. If you are not able to use your old password, please reset the password and try again. You can do so by using Selfcare portal
	<i>1:09:49 AMShivam Singh is sharing a file with you <u>SelfCare Portal.pdf</u> - (Size:848.54 KB)</i>
	Are we still connected here?
Aman Sajwani	yes on it
Shivam Singh	Great
	Is there anything else I may help you with ?
Aman Sajwani	Should you wait for it
	i m going to reset password
Shivam Singh	You could do so yourself without my intervention by following the article. However, If you want me to walk you through it. stay with you (Edited)
	Have you tried ?
	Are we still connected here?
Aman Sajwani	ok thanks alot

Zia Ur Rehman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75051 padobson97

Email: padobson97@gmail.com ☎ 18137675004

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 48 Secs

City: NASSAU

State: New Providence

Country: BAHAMAS

Chat Transcript

Chat [

padobson97 Hello, I am your Acebuddy

Acebuddy Hello Padobson97, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

padobson97 Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

padobson97 I'd like to report an Issue

Acebuddy Please select an option!

padobson97 QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

padobson97 Other QB related issue

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

padobson97 Following up on the Excel issue for CID#71650 Ticket #670828

Acebuddy	Please wait while we connect you to a Support Representative <i>Acebuddy (bot) forwarded the chat request</i>
Anurag Sharma	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Padobson
padobson97	Call me Pat
Anurag Sharma	Okay
padobson97	this is regarding an open ticket #670828 Waters Holland recently got a call from Ace regarding availability of Excel with QBooks. For past two years, WH was paying \$5.99 for access to MS Excel but the caller said it was no longer available (?). For a number of functions to work in QBooks, program needs to be available on the same server as Qbooks.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
padobson97	WH has their own MS Office license but we have not been able to launch Excel either directly from the remote desktop or within QBooks.
Anurag Sharma	I can understand your concern Pat (Edited) As I can check on your ticket I can see that our agent has already shared you an email regarding this concern.
padobson97	If you want to shadow me, I can show you the messages we get.
Anurag Sharma	Okay May I take the remote access of your server?
padobson97	Yes but I'm not signed in. Give me a second.
Anurag Sharma	Sure, please take your time
padobson97	I am in as BrandonWat user
Anurag Sharma	Okay Prior providing the access, I would suggest you to close any important documents at your end.
padobson97	Done
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
padobson97	ok
Anurag Sharma	This message has been deleted As per the conversation over the remote session. Please provide us the approval over the email from the primary contact that we can provide you the excel access on the server. Is there anything else I may help you with ?
padobson97	As for the QBooks "upgrade", what were charged for was an annual renewal of 2024 Pro Plus so that part of the ticket is resolved as well. Thank you!

Anurag Sharma Thanks for the confirmation Pat. (Edited)

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

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

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

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

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75948 theresa

Email: theresa@garden-mark.com ☎ 201-736-1926

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: 24 Secs

City: JERSEY CITY

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat [

theresa Hello, I am your Acebuddy

Acebuddy	Hello Theresa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
theresa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
theresa	I'd like to report an Issue
Acebuddy	Please select an option!
theresa	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
theresa	The credentials that I entered are not accepted. Need to know the credentials needed to access QB's
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Theresa, how are you doing today ? (Edited)
theresa	I am well, thank you
Rohan Prajapati	That's Great
	Could you please confirm whether you are unable to login to the server OR QuickBooks ?
theresa	I am unable to log in to MyRealData
Rohan Prajapati	That's means you are unable to login to the server.
	May I know if you are getting login attempt Failed Error after the entering the Password?
theresa	It is not accepting my credentials
Rohan Prajapati	Kindly allow me two minutes to check the same.
	Upon backend verification, it appears you're not currently enrolled in the self-care Portal. This means you cannot reset your password independently. Kindly ask the account owner to send an authorization email to their registered address for the password reset.
	Upon receipt of the email, we will send you a new password link.
	We have also unlocked your account from the backend So, you can try logging again with the existing password.
	Did you try to login again with the existing Password ?
	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)

further assistance is required.

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75647 mbylancik

Email: mbylancik@pipnj.org ☎ 12015522264

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: 56 Secs

City: SECAUCUS

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat [

mbylancik Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

mbylancik Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

mbylancik I'd like to report an Issue

Acebuddy Please select an option!

mbylancik QuickBooks Issue

Acebuddy

	What type of QuickBooks Issue are you facing?
mbylancik	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue
	Was that helpful?
mbylancik	No
Acebuddy	No issues, please wait while I connect you to one of our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Mark, how are you doing today ?
mbylancik	Hi Rohan, good to hear from you. I believe you helped me out yesterday getting a user into our newly upgraded QuickBooks installation
	Ticket ID was 677593 if that helps
Rohan Prajapati	Yes Mark, I remember that
	How may I assist you today ?
mbylancik	Great! The user you helped yesterday is our Admin (main) user, but we have two others who have logins and access to QuickBooks. When those users went to log in today QuickBooks was asking them to load in a company file or start a new company. I wasn't sure how to get them onto the same company file as our Admin user
	I believe they need a .qbw file and all I've worked with are the .qbb backup files. Can you help get those users set up in the same company file as the Admin user KhadijahSa ?
Rohan Prajapati	I will surely help you with this issue.
	May I know their username ? So that I can take their remote access and assist with the same
mbylancik	I don't believe either of them are logged in right now
	I might be able to log in as one of them?
	the CourtneyLi account I believe I can access but the others I cannot
Rohan Prajapati	Yes If you have the Password of those users
mbylancik	for the server or for QuickBooks?
Rohan Prajapati	Lets fix it for Courtney first
	Server
mbylancik	Bear with me one moment
Rohan Prajapati	Sure take your time
mbylancik	It looks like both users are currently offline from work so I won't be able to get the passwords. Should I wait until tomorrow I can get the passwords and contact support then?

Rohan Prajapati	If that's the case then you can login into your own account and i can show you how you can access the files from the QuickBooks
mbylancik	I'm just an office admin / IT person unfortunately I don't have my own credentials for the server If you can walk me through the file path or the instructions I can do that with the users when they're online again Wait! hold on I just heard from one of the users Ok I'm logged in under the CourtneyLi profile
Rohan Prajapati	Thanks for the confirmation !
	May I take the remote access of your server?
mbylancik	Sure thing
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
mbylancik	No problem
Rohan Prajapati	Is there anything else I may help you with ?
mbylancik	Ok so I can pull the company file from ClientData and open that in this user's QuickBooks and it'll be the same file the other users are working from?
Rohan Prajapati	Yes Mark
	Is there anything else I may help you with ?
mbylancik	No I think that's it for now, if I have any other issues I'll reach out. Thank you for your assistance!
Rohan Prajapati	Sure Mark. We are always available Thanks for the confirmation ! Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76148 Jocelyn

Email: jjsaccounting@gmail.com ☎ 12087095347

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: 38 Secs

City: REXBURG

State: Idaho

Country: UNITED STATES

Chat Transcript

Chat [

Jocelyn Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jocelyn Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jocelyn I'd like to report an Issue

Acebuddy Please select an option!

Jocelyn QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Jocelyn Other QB related issue

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

Jocelyn Quickbooks won't open

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
Jocelyn	Yes
	I just got a notice that they are rebooting the server, hopefully that will fix the issue
Ashutosh Mishra	I see, in that case please check after few minutes and if issue persists, we can assist further.
	Please also let me know the ticket number you have.
	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) further assistance is required.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76353 Courtney DeHart

Email: courtney@ppipools.com  13372983608

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: LAFAYETTE

State: Louisiana

Country: UNITED STATES

Courtney DeHart	Hello, I am your Acebuddy
Acebuddy	Hello Courtney Dehart, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Courtney DeHart	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Courtney DeHart	I'd like to raise a Request
Acebuddy	Please select your request type.
Courtney DeHart	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co with you for further assistance.
	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

#75246 sharath.kumar

Email: sharath.kumar@myrealdata.in

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

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

sharath.kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75060 Marc Cerri

Email: marcce@myrealdata.net

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 40 Secs

City: BECKLEY

State: Alabama

Country: UNITED STATES

Chat Transcript

Chat [

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

Marc Cerri	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support. Please chose an option :
Marc Cerri	I'd like to report an Issue
Acebuddy	Please select an option!
Marc Cerri	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Marc Cerri	Need help updating new RDP
Acebuddy	Please wait while we connect you to a Support Representative <i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gurwinder Singh declined the transfer request.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Marc Cerri	hi
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Marc Cerri	cerrifarms.myreldata.net Marcce@myreldata.net
Shivam Singh	As you mentioned you require a new RDP We can share it over the email
Marc Cerri	My bookkeeper forwarded me an email you guys sent her to start using the new RDP and she didnt update my computer : only did hers. So I need help changing it. I have the email up when you take control of the screen
Shivam Singh	May I take the remote access of your local computer?
Marc Cerri	yes
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Marc Cerri	ok
Shivam Singh	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/8892504420
	Is there anything else I may help you with ?
Marc Cerri	no thank you for your help today
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w ticket number and survey feedback form.

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

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76246 brinkhilar

Email: brinkhilar@gmail.com  2094031471

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min

City: STOCKTON

State: California

Country: UNITED STATES

Chat Transcript

Chat

brinkhilar Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

brinkhilar Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

brinkhilary	I'd like to report an Issue
Acebuddy	Please select an option!
brinkhilary	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
brinkhilary	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
brinkhilary	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
brinkhilary	cerrifarms-myrealdatas.net hilaryst@myrealdatas.net
Shivam Singh	Please allow me 2 minutes to check the same.
brinkhilary	Keep getting calls from QB saying I am not getting the latest updates. They are getting alerts. Not sure if it is a spam call
Shivam Singh	It is certainly a spam
	They would never call you from their end.
brinkhilary	okay. So my QBs is all up to date with the latest updates?
	Thank you so much.
Shivam Singh	Yes, just in case if you see the updates pending in the app itself. Please let us know so that we can assist you with the update.
	Is there anything else I may help you with ?
brinkhilary	no thank you so much
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with ticket number and survey feedback form.

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

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75090 team

Email: team@infiniteaccountants.com  2125440001

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: 10 Secs

City: TAYTAY

State: Quezon

Country: PHILIPPINES

Chat Transcript

Chat

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

team	I'd like to report an Issue
Acebuddy	Please select an option!
team	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
team	I cant use remote desktop . It says that the connection was denied because the user account is not authorized for remote . Even though i put the correct username and password
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
team	myrealdatalAllenC.NPRO1
	Infinite Accounting
Shubham Kataria	Thank you for the information
	I would like to inform you that currently there is a QB update task going running on your server that's why you're unable to access it.
	Kindly allow us 15-20 minutes to complete it
team	How many minutes before I'll use it again .
Shubham Kataria	after that you will be able to access it
team	Okay , Thankyou
Shubham Kataria	You're welcome
	and thank you for your understanding
	I will inform you once the update completed.
team	okay thanks
Shubham Kataria	Is there anything else I may help you with ?
team	None so far
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
team	I'll open it after 15 minutes
Shubham Kataria	Sure
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

team Thanks

Shubham Kataria you're welcome

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75136 davidmroyston

Email: davidmroyston@gmail.com ☎ 415-912-7039

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

City: SAN ANSELMO

State: California

Country: UNITED STATES

Chat Transcript

Chat [

davidmroyston Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

davidmroyston Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

davidmroyston

	I'd like to raise a Request
Acebuddy	Please select your request type.
davidmroyston	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboots and the support team will be happy to update you on the task's completion.
	Do you need any further assistance on the topic?
davidmroyston	Restart
Acebuddy	Hello David Royston, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
davidmroyston	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
davidmroyston	I'd like to raise a Request
Acebuddy	Please select your request type.
davidmroyston	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will contact you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
davidmroyston	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
davidmroyston	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
davidmroyston	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75344 fady.hocheimy

Email: fady.hocheimy@mfhgroup.com ☎ +2207751010

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: FAJARA

State: Banjul

Country: GAMBIA

Chat Transcript

Chat [

fady.hocheimy	Hello, I am your Acebuddy
Acebuddy	Hello Fady.hocheimy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75730 Abc

Email: abc@gmail.com ☎ 285458083050385

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 DELHI

State: Delhi

Country: INDIA

Chat Transcript

Chat [

Abc Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Abc Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Abc I'd like to report an Issue

Acebuddy Please select an option!

Abc QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Abc QuickBooks is Frozen

Acebuddy Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks

Was that helpful?

Abc Setback

Acebuddy What type of QuickBooks Issue are you facing?

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

#76107 Carmen Falbo

Email: carmen@vanguardnaples.com ☎ 12399639444

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 10 Secs

City: NAPLES

State: Florida

Country: UNITED STATES

Chat

Chat Transcript

Carmen Falbo	Hello, I am your Acebuddy
Acebuddy	Hello Carmen Falbo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Carmen Falbo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Carmen Falbo	I'd like to report an Issue
Acebuddy	Please select an option!
Carmen Falbo	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Carmen Falbo	Ticket ID: 683707 we have a ticket already but we are not able to get access to our server and it is critical that we get acc soon
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.
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.

Carmen Falbo	okay thank you
Ashutosh Mishra	Is no one able to login or is it only affecting your login? (Edited)
Carmen Falbo	No one is able to log in
Ashutosh Mishra	Thanks for the confirmation !
	I have made some changes from the backend, please try logging again after few minutes.
	Are we still connected here?
Carmen Falbo	we still cannot get in
Ashutosh Mishra	The server is accessible from backend; may I take the remote access of your local computer to isolate the issue?
Carmen Falbo	yes
	what do i need to do
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Carmen Falbo	okay all is closed
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session. https://assist.aceclouddhosting.com/join/8522663191
	As per discussion over the remote session, The issue is resolved by using IP address instead of the server name. I will send RDP applications for all users that way you can connect with the server for now, meanwhile we will work on resolving the issue from backend.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@aceclouddhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.aceclouddhosting.com).
	For self-help, check out our Knowledge Base (https://www.aceclouddhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76357 Shailene

Email: shailene@seedcareministries.org  17785580694

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: 20 Secs

City: VANCOUVER

State: British Columbia

Country: CANADA

Chat Transcript

Chat [

Shailene Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Shailene Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Shailene Restart

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

Whom Would You Like to Connect With?

Shailene Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Shailene I'd like to report an Issue

Acebuddy Please select an option!

Shailene Other Issue

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

Shailene I cannot copy a file to my desktop

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Shailene	SIM.myrealdatal.net
Shubham Kataria	Thank you for the information.
	Kindly confirm which file you're unable to copy
Shailene	ax retrun tax
Shubham Kataria	Alright
	May I take the remote access of your server?
Shailene	unable to paste sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end. We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. Thank you for your patience. In order to resolve the issue we require to take the remote of your local computer Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/4292016426 kindly join this link
Shailene	.429-201-6426 downloading
Shubham Kataria	Okay
	Thank you for your patience.
Shailene	thank you
Shubham Kataria	As per our remote conversation your issue has been resolved You're welcome Is there anything else I may help you with ? Are we still connected here?
Shailene	I am good, thank you for your help
Shubham Kataria	You're welcome Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.

ticket number and survey feedback form.

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

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

I need to update my qb

Visitor Details

#76033 brian

Email: brian@wefixuglypools.com ☎ 6022534499

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: SALINAS

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat [

brian I need to update my qb

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

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

brian My previous request was ended without resolution

Sharath Kumar accepted the chat transfer request.

Sharath Kumar	Hello again, Brian
brian	I lost connection with you
Sharath Kumar	There was no response from your side and had to disconnect the chat
brian	All users are out of QB and the file was saved
Sharath Kumar	glad to hear that. working on updating the app now just a few more minutes Brian, this will take some time as the update is big. Only 20% done so far I am assuming that server will need to be restarted once the update is complete May I keep you informed via email once this update is completed, and the app is ready to use This will hardly take 30 minutes
brian	ok
Sharath Kumar	I will be sending an update on this email address - brian@wefixuglypools.com Is there anything else I may help you with in the meantime? Brian, I am closing this chat for now and will keep you updated over email. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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 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.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76390 info

Email: info@brkimcpa.com  9729724930

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: CARROLLTON

State: Texas

Country: UNITED STATES

Chat Transcript

Chat [

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	Managed Security
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>
Abhijeet Arun Thakur	Thank you for contacting Ace Cloud Hosting. My name is Abhijeet. How may I assist you today?
info	HI
	I am unable to connect to the server. Please check
Abhijeet Arun Thakur	Hello
	Could you please help me with organization?
info	OK
Abhijeet Arun Thakur	Is there any message on the screen ?
info	NO
	just black screen
Abhijeet Arun Thakur	Could you please help me with organization name?
info	KIM CPA FIRM PLLC
Abhijeet Arun Thakur	Let me transfer you to the concerned team.
info	THANK YOU

Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).

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
	I will surely help you with this issue.
	May I know the username you are using to access the server
info	YOONSUN KWON
Shashwat Verma	Okay
	Kindly allow me two minutes to check the same.
info	OK
Shashwat Verma	try now to access the server
info	WORKING! THANK YOU!
Shashwat Verma	Perfect
	Is there anything else I may help you with ?
info	NO! HAVE A NICE DAY!
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75337 april.b

Email: april.b@ezpzaccounting.com ☎ 7028056266

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: BAKILID

State: Cebu

Country: PHILIPPINES

Chat Transcript

Chat

april.b Hello, I am your Acebuddy

Good day!

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

Whom Would You Like to Connect With?

april.b Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

april.b I'd like to report an Issue

Acebuddy Please select an option!

april.b Other Issue

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

april.b We cannot connect to the server

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

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

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

april.b Hello can you please check scottU.npro since we can't connect to the rdp

Shubham Kataria Kindly allow me two minutes to check the same

april.b	username: ScottU.npro
Shubham Kataria	Kindly confirm if you're receiving any error message while login
april.b	yes
	I will try to connect and take a screenshot of the error message
Shubham Kataria	Yes please
	<i>7:49:43 AM</i> april.b is sharing a file with you <u>Screenshot 2025-04-09 at 10.19.21 AM.png</u> - (Size:311.11 KB)
	Thank you for the information.
	I've checked your account and it is currently disabled
	Could you please check your email you should received the email regarding this
april.b	this is our client's account and we have been using this for a long time, is this something regarding payment?
Shubham Kataria	Yes, its seems related to the billing. it is disabled by the billing Team
	You may check the authorized email address kbauthoritytx@gmail.com
	You should receive email regarding this
april.b	alright, I will coordinate with our client regarding this payment issue, thank you for clarifying
Shubham Kataria	You're welcome
	Is there anything else I may help you with ?
april.b	that's all for now, thank you
Shubham Kataria	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 ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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 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

#75192 lsmith.gandf

Email: lsmith.gandf@gmail.com  209-599-8911

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: RIPON

State: California

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Ismith.gandf	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ismith.gandf	I'd like to report an Issue
Acebuddy	Please select an option!
Ismith.gandf	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ismith.gandf	Another user on our server (Melissa) has left for the day but her account is locking up quickbooks and won't allow me to log in. Can you do an "End Task" on her process?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar declined the transfer request.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Ismith.gandf	Hi
Shivam Singh	Hello Lisa
	Let me do the changes for you
	We made the changes.
	Please check and confirm.
Ismith.gandf	Thank you, it's letting me in now
Shivam Singh	great
	Lisa, Is there anything else I may help you with?
Ismith.gandf	That will be it, thanks
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys 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 with your ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76313 Brady Kaiser

Email: bkaiser@truenorthoutdoor.com  19132845751

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: KANSAS CITY

State: Kansas

Country: UNITED STATES

Chat Transcript

Chat [

Brady Kaiser	Hello, I am your Acebuddy
Acebuddy	Hello Jwaters, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brady Kaiser	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brady Kaiser	I'd like to raise a Request
Acebuddy	Please select your request type.
Brady Kaiser	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co with you for further assistance.
	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

#75206 Mk akshay Shetty

Email: whitefield339@gmail.com

Department: Support(QB & App Hosting)

Operator: Saurabh Surana

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 16 Secs

City: HEROHALLI

State: Karnataka

Country: INDIA

Chat Transcript

Chat

Mk akshay Shetty	Hello, I am your Acebuddy
Acebuddy	Hello Mk Akshay Shetty, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mk akshay Shetty	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mk akshay Shetty	I'd like to raise a Request
Acebuddy	Please select your request type.
Mk akshay Shetty	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :

Mk akshay Shetty	Other Application
Acebuddy	<p>To begin the installation process, please download the setup file from your application portal and save it to your server directory.</p> <p>Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com.</p> <p>Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.</p>
	Do you need any further assistance on the topic?
Mk akshay Shetty	Yes
Acebuddy	<p>Please wait while we connect you to our Support Representative</p> <p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Saurabh Surana accepted the chat transfer request.</i></p>
Saurabh Surana	Thank you for contacting Ace Cloud Hosting. My name is Saurabh Surana. I will be assisting you today.
Mk akshay Shetty	We through manufacturing of robot
Saurabh Surana	<p>How may I assist you today?</p> <p>Are we still connected here?</p> <p>Are we still connected here?</p> <p>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) if further assistance is required.</p>
	<i>Saurabh Surana has ended this chat session</i>

Chat Transcript

I am unable to login

Visitor Details

#76155 sbeal

Email: sbeal@senderoresidential.com ☎ 13619355735

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

Website: https://www.acecloudhosting.com/?s=Error+code%3A+0x3000008+Extended+error+code%3A+0x0+.&post_type=knowledgebase&kb_search_nonce=2f827e05e9&_wp_http_referer=

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat

sbeal I am unable to login

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

sbeal [Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your network administrator for help. [^] Hide details [OK] [Expanded Information] Error code: 0x3000008 Extended error code: Timestamp (UTC): 04/25/25 09:42:30 PM Press Ctrl+C to copy.

Dev Dubey Hello, could you confirm your Business Name or CID Number?

sbeal I get this error when I try to login

srllc

sendero residential, LLC

Dev Dubey Great, transferring the chat to the support team for assistance. Please Stay connected.

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

Ashutosh Mishra accepted the chat transfer request.

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

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

sbeal StephenBe

sbeal has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Apr, 1

#75752 Christopher Gore

Email: chris@c3energypartners.com ☎ 14063660622

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: 10 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Duration : 12

Chat Transcript

Christopher Gore	Hello, I am your Acebuddy
Acebuddy	Hello Chris, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Christopher Gore	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christopher Gore	I'd like to raise a Request
Acebuddy	Please select your request type.
Christopher Gore	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Christopher Gore	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need the request processed at a specific time.
	Do you need any further assistance on the topic?
Christopher Gore	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
Christopher Gore	i have QB on glance and we need to fix an issue. we need to upgrade this program now
Shashwat Verma	Hello Chris
	Kindly confirm you want to update or upgrade the QB?
Christopher Gore	update, we have version r13_45 and we want to update to r13_67
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Kindly ask other user to logoff
Christopher Gore	im checking now but we should all be logged off
Shashwat Verma	Yes
	Or shall we do it in night hour?
Christopher Gore	no this needs to happen now
Shashwat Verma	Sure
	Ask them to logoff
	We have initiated the update.
	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) if any further assistance is required.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75361 Juan Garcia

Email: beckercaribbean@gmail.com ☎ 787-753-7020

Department: Support(QB & App Hosting)

9 Apr

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: BAYAMON

State: Puerto Rico

Country: PUERTO RICO

Chat Duration : :

Chat Transcript

Juan Garcia	Hello, I am your Acebuddy	9 Apr
Acebuddy	Hello Juan Garcia, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Juan Garcia	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Juan Garcia	I'd like to raise a Request	
Acebuddy	Please select your request type.	
Juan Garcia	Password Reset	
Acebuddy	Please select an option below	
Juan Garcia	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?	
Juan Garcia	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

#76171 Stephanie**Email:** stephanie@tworiverstax.com 17326181441**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:** 31 Secs**City:** RED BANK**State:** New Jersey**Country:** UNITED STATES

Chat Duration : 39 M

Chat Transcript

Stephanie	Hello, I am your Acebuddy	26
Acebuddy	Hello Stephanie Perrin, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Stephanie	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Stephanie	I'd like to report an Issue	
Acebuddy	Please select an option!	
Stephanie	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
Stephanie	I am unable to login to my server with my credentials.	
Acebuddy	Please wait while we connect you to a Support Representative	

*Acebuddy (bot) forwarded the chat request**Shashwat Verma accepted the chat transfer request.*

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Stephanie
	I will surely help you with this issue.
	Are we still connected here?
Stephanie	yes
Shashwat Verma	

	Kindly allow me two minutes to check the same.
Stephanie	ok
Shashwat Verma	When you have last login the server?
Stephanie	yesterday
Shashwat Verma	Okay
	May I take the remote access of your local computer?
Stephanie	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
Stephanie	ok
Shashwat Verma	https://assist.acecloudhosting.com/join/3642407647
	Kindly Click on the link and open the downloaded file.'
	Stephanie, we have just lost your connection from remote sesion
	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) if any further assistance is required.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Apr

#76316 Alexis

Email: alexisa@sentryusa.com ☎ 16057530880

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

Chat Duration : 14 M 29

Alexis	Hello, I am your Acebuddy
Acebuddy	Hello Alexisa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Alexis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alexis	I'd like to report an Issue
Acebuddy	Please select an option!
Alexis	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Alexis	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Alexis	Server slowness & storage capacity
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Alexis	Hi Shivam, i am Sentry_Alexis and our server is Sentry.myrealdatal.net
Shivam Singh	Thanks for the information. Allow me 2 minutes.
	Could you please tell me Alexis as to who all are facing the issue.
Alexis	Me and Seth Skoglund for sure today, but the server has always been kind of slow. I have not asked any other users.
	I would like to know how to check the storage that all of our users are taking up. Some people have too many things synced and that causes a slowdown.
Shivam Singh	Okay, As I can check the server is fine for now. C: drive has 42% space

	RAM is at 50% approx.
Alexis	Does our D drive affect server performance? It shows it's got 13gb free
Shivam Singh	However, the speed can be affected by the uptime of local machine, internet speed etc.
	Yes, if we are storing the content too frequently it will fill up in time but for now it is adequate.
Alexis	Okay I can check on that
Shivam Singh	Let me see what I can do to free up some space.
Alexis	OK I am working on deleting old backup files
Shivam Singh	Great
	I did delete some unused metadata and files.
	Now the drive is at 27% in D Drive. (Edited)
	You are pretty much covered as far as Space is concerned, and RAM is already optimized.
Alexis	Okay that is great thank you
Shivam Singh	Is there anything else I may help you with ?
Alexis	No that is all thank you
Shivam Singh	Great. It's nice helping you. (Edited)
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys 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 with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

#75303 Deanna Estes**Email:** deanna@hmbv.co**Department:** Support(QB & App Hosting)**Operator:** Rohan**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 1 Min 16 Secs**City:** LODI**State:** California**Country:** UNITED STATES

Chat Transcript

Chat Duration : 21 M

Deanna Estes	Hello, I am your Acebuddy	8 Apr
Acebuddy	Hello Deanna Estes, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Deanna Estes	Managed Security	
Acebuddy	Please wait while we connect you to an available Representative.	
	<i>Acebuddy (bot) forwarded the chat request</i>	
	<i>mayank accepted the chat transfer request.</i>	
Deanna Estes	Ticket ID: 674493	
	I am still unable to connect to the remote server it says my password is incorrect	
	<i>mayank is transferring the chat to Support(QB & App Hosting).</i>	
	<i>Rohan Prajapati accepted the chat transfer request.</i>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.	
	Hello Deanna, how are you doing today ?	
Deanna Estes	good thank you	
Rohan Prajapati	I will surely help you with this issue.	
	Thank you for sharing the ticket No.	
	Kindly allow me 4-5 minutes to check the same.	
Deanna Estes	I am trying to connect to the remote server with user name Deanna_SS & windows security is asking for my password	

	ok thank you
Rohan Prajapati	Thank you for your patience.
	Deanna, have you read the last email we sent you?
Deanna Estes	I believe so let me double check. Payment has been made on the account.
	I am not seeing any additional information
Rohan Prajapati	Okay, if the payment has been made, I'll inform the billing team to enable your account. They will make the necessary changes within 1-2 hours, as they are currently unavailable. I hope you understand that this has been disabled by the billing team.
Deanna Estes	what time does the billing team become available? We have invoices that have to be sent by 9am cutoff time this morning from this account.
Rohan Prajapati	They will be available within 2 hours. You may also contact them by phone at 888-590-2786 (Monday-Friday, 8:30 AM to 5:00 PM PST) or send them an email at billing@acecloudhosting.com , and they will get back to you shortly.
	Will that be okay for you ?
	Are we still connected here?
	Are we still connected here?
Deanna Estes	what is our account # I can reference when reaching out to billing?
Rohan Prajapati	This is your account CID No: CID74173 Simon Says Packaging LLC (Edited)
	Is there anything else I may help you with ?
Deanna Estes	Thank you
Rohan Prajapati	Thank you so much for your understanding. We truly appreciate your patience. 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 ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Apr.

#75160 sales

Email: sales@cantexdistribution.com ☎ 905-374-3121

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 58 Secs

City: NIAGARA FALLS

State: Ontario

Country: CANADA

Chat Transcript

Chat Duration : 28 M

sales Hello, I am your Acebuddy

4 Apr.

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

Whom Would You Like to Connect With?

sales Managed Security

Acebuddy Please wait while we connect you to an available Representative.

Acebuddy (bot) forwarded the chat request

Deepak Taneja declined the transfer request.

mayank accepted the chat transfer request.

sales tech support regarding quickbooks

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

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

	<p>sales</p> <p>Hello vermas</p>
	<p>verma</p>
Shashwat Verma	<p>Could you please elaborate your issue?</p>
	<p>sales</p> <p>we have ran file doctor on quickbooks files</p>
	<p>for last three days</p>
	<p>it works for few hours and then we have same issue again</p>
	<p><i>9:24:54 PM sales is sharing a file with you quickbooks.JPG - (Size:63.13 KB)</i></p>
	<p>see this message</p>
Shashwat Verma	<p>Okay, so you are facing the issue with any particular company file or on QB files.</p>
	<p>I will surely help you with this issue.</p>
	<p>Kindly allow me two minutes to check the same.</p>
	<p>sales</p> <p>seems like quickbooks data manager issue</p>
Shashwat Verma	<p>Let me check</p>
	<p>Kindly close the Qb and now try to access the file</p>
	<p>We have made some changes.</p>
	<p>sales</p> <p>ive closed the file</p>
	<p>do you want me to close RDP as well</p>
	<p>not file application</p>
Shashwat Verma	<p>For now, kindly re-open company file</p>
	<p>sales</p> <p>again same issue</p>
	<p>need to download file docto</p>
	<p>doctor</p>
	<p>and rerun it</p>
Shashwat Verma	<p>Let me check</p>
	<p>This message has been deleted</p>
	<p>Allow me 2 mins.</p>
	<p>May I take the remote access of your local computer?</p>
	<p>Are we still connected here?</p>
	<p>Are we still connected here?</p>
	<p>Are we still connected here?</p>
	<p>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) if any further assistance is required.</p>

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Apr,

#75968 Yves Marasigan

Email: ymarasigan@owens.com ☎ 8134227786

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 26 Secs

City: COLGANTE

State: Bulacan

Country: PHILIPPINES

Chat Transcript

Chat Duration : 1 h

Yves Marasigan	Hello, I am your Acebuddy
Acebuddy	Hello Yves Marasigan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Yves Marasigan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Yves Marasigan	I'd like to raise a Request
Acebuddy	Please select your request type.
Yves Marasigan	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.

	If you are facing any issue/problem with your server, Please select the appropriate option below :
Yves Marasigan	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Yves Marasigan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Yves Marasigan	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@aceclouddhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Yves Marasigan	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
	<i>Anurag Sharma is transferring the chat to Tushar.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	<i>Tushar accepted the chat transfer request.</i>
Tushar	I will be surely assisting you with this. Kindly help me with your server name and user name?
Yves Marasigan	Owens OnLine
	MYREALDATA\IT_OOL
Tushar	Kindly allow me two minutes to check the same.
Yves Marasigan	Ok, I'm here to request a back up of our server, before we update the Quickbooks patch to the latest
Tushar	Thank you for waiting, we can update the QuickBooks for you but for that we will need around 30 to 1 hr and no user logged in as it requires server reboot. We can also schedule this for night time hours if you want.
	the server is backed up every day so if anything is missing after the update which is not likely to happen, we can restore it.
Yves Marasigan	This includes if ever we would like to go back to the old patch?
Tushar	Kindly allow me two minutes to check the same.
	We can't rollback to the previous update patch once it is updated.
	You will have to contact Intuit if there is any way of doing that.

	May I know you want to update QuickBooks 2024 on the server?
Yves Marasigan	Yes. But not now. I still need to check if there is a way to revert the patch in case something goes wrong.
Tushar	Thank you for waiting I just confirmed we can't revert back the patch.
	Are we still connected here?
Yves Marasigan	yes
Tushar	Is there anything else I may help you with ?
Yves Marasigan	about the server backup. what are the things that we could revert to or access?
	I thought we are backing up the whole system like a restore point that could be accessed in case we need to restore revert a patch.
Tushar	Yes, we do that but it restores the whole server including all the files application everything to the date you want to restore to in this scenario the previous patch will be running. (Edited)
	But if you just want to restore a single application that is not possible only files can be restored specifically not the application.
Yves Marasigan	Yes, this is what we would like to have, before we proceed with the Quickbooks patch update. As we would want to have a fail safe option in case we encounter any issue.
Tushar	Sure we will do that before update.
Yves Marasigan	Understood. but for this scenario, we want an option to have a full system backup, as a fail safe and restore point in case an issue arise after the quickbooks update.
Tushar	The full system restore is available for in between the past 45 days. (Edited)
Yves Marasigan	by the way, how often do we backup a full system backup on our server?
Tushar	The full system back up is done everyday.
	So, should we proceed with the update in nighttime hours?
Yves Marasigan	what's the time of the full system backup everyday?
Tushar	It's different for each server let me check for your server. (Edited)
	8:17 PM PST is the exact time for backup process.
Yves Marasigan	Sorry i'm not good at time conversion. Could you please help confirm the time on EST?
Tushar	Its around 11:30 PM EST.
	Are we still connected here?
Yves Marasigan	yes
Tushar	Is there anything else I may help you with ?
Yves Marasigan	Can we request a full system back up at 3:00 PM today? instead of the usual 11:30 PM EST?
	We need it early for us to have an overview of the update during our shift. Also, to check the server once the update is done.

	We already advised our users to logout of the server at 2:45 PM EST. It's now 2:00 PM EST
Tushar	Sure we can do that for this case just for the update. but the usual time of the backup will remain same,
	We will take an manual back up at 3PM EST and then update the application after that you can check the server if you see something is wrong we will revert back to 3PM EST back up. (Edited)
Yves Marasigan	Thank you so much
Tushar	How would you like this process to be done why email or a call session?
Yves Marasigan	just to make sure we are on sync. This is the patch update we would like to request.
	<i>11:35:51 PM Yves Marasigan is sharing a file with you 1_image.png - (Size:60.83 KB)</i>
	Critical fixes and Maintenance release have errors so we hope that it will get fixed later on.
	We can just do it via email
Tushar	Everything will be updated to the latest released patch by Intuit for QuickBooks 24.
Yves Marasigan	Great
	<i>11:39:36 PM Tushar is sharing a file with you image.png - (Size:17.78 KB)</i>
	<i>Okay we will email it to ymarasigan@owens.com regarding the process but for if any chance you</i>
	Sure, thank you.
	That's all I need for now. I'll just wait for your email about our request for the full backup at 3PM and QB patch update.
Tushar	Okay.
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Apr,

#75017 Robert Zeigen

Email: rzeigen@szcpa.tax 15613920620

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : :

Robert Zeigen	Hello, I am your Acebuddy	2 Apr
Acebuddy	Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Robert Zeigen	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Robert Zeigen	I'd like to raise a Request	
Acebuddy	Please select your request type.	
Robert Zeigen	Application Update	
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.	
	Typically, the application update is performed overnight.	
	Do you need any further assistance on the topic?	
Robert Zeigen	No	
Acebuddy	Thank you for contacting Ace Support. Have a nice day!	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Apr,

#76261 Harry

Email: harry@accufrate.com ☎ 6612577000

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 39 Secs

City: GARDEN GROVE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 M

Harry Hello, I am your Acebuddy

28 ,

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

Whom Would You Like to Connect With?

Harry Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Harry I'd like to report an Issue

Acebuddy Please select an option!

Harry Other Issue

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

Harry I cannot connect to my QB instance. Remote Desktop isn't recognizing my password. Same issue

	happened yesterday
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Harry	Hello?
<i>Tushar accepted the chat transfer request.</i>	
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Harry	I don't know. Yesterday when this happened the tech didn't ask me anything.
	My company is accuFRATE inc.
	I think my username is Hary_AFI and I don't know what the other username is.
Tushar	Kindly allow me two minutes to check the same.
Harry	Hello??
Tushar	Thank you for waiting was checking the server end and previous ticket.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
Harry	Why?
	Yesterday the tech within minutes gave me back my access.
Tushar	We want to check the root cause so that this does not happen again.
Harry	Ok
Tushar	https://assist.acecloudhosting.com/join/8792604201
	Kindly Click on the link and open the downloaded file.
Harry	Will you need to do this on both computers?
Tushar	No.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	As per our remote session you are able to login.
	If the issue arises again kindly let us know and tell this has happened thrice after that escalation team would be available to take your case.
	Is there anything else I may help you with ?
	as this session is disconnected from your end.
	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) if any further assistance is required.

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

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Apr

#76216 Doug Straka

Email: dstraka@aplusimages.com 18123696500

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: FT WAYNE

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 18 M

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

Doug Straka	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Doug Straka	i can no longer connect to the bank feeds center in one of my companies
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Doug, please allow me a minute to sign into the server and check this for you
Doug Straka	hi. ok
	<i>7:01:21 PM Doug Straka is sharing a file with you</i>
	<u>Capture.PNG</u> - (Size:16.29 KB)
Sharath Kumar	Thank you for your patience. Could you let me know if the issue is with your QB instance or if others are also facing the same issue
Doug Straka	i dont know as i'm the only person that accesses the bank feeds center. It used to work fine. Then last week i could get into the bank feeds center but not sync any of my accounts. Now, i can't even get into the bank feeds center (i get the message i sent above when i try). The odd thing is, this is only for the Rose Promos company file. The A+ images company file works
Sharath Kumar	understood, thank you for that information
	still checking a few settings on the server
	Thank you for your patience. Couple of things, Doug.
	1. The application is pending a few updates, I have seen instances where updating the application itself resolves this issue
	1. We may have to verify and rebuild the company file if the first step doesn't work
	installing the updates for QuickBooks will require users to sign out for half an hour
	we can also get this done afterhours tonight
Doug Straka	ok. can you schedule this for after 8pm eastern time tonight?
Sharath Kumar	absolutely! I will have the appropriate team member email you as soon as the application is up to date.
Doug Straka	ok
Sharath Kumar	You can check and reply to his email with the result
	Anything else I may help you with in the meantime, sir?
Doug Straka	ok. thats it. thanks
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.

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 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 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.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Apr,

#75200 team

Email: team@infiniteaccountants.com  2125440001

Department: Support(QB & App Hosting)

Operator: Karan Kanwal

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: TAGAPO

State: Laguna

Country: PHILIPPINES

Chat Transcript

Chat Duration : 7 M

team	Hello, I am your Acebuddy	5 Apr
Acebuddy	Hello Allen Cruz, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
team	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	

Please chose an option :

team I'd like to report an Issue

Acebuddy Please select an option!

team QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

team Other QB related issue

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

team I can't open or restore companies file due to restriction effect on my computer. Can you help me to fix the issue?

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Karan Kanwal accepted the chat transfer request.

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

Are we still connected here?

team Sorry to message you, but it's working right now. Thank you

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

team Nothimg, thanks!\

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

I will also share the ticket id with you over the mail once this chat is disconnected.

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

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

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

Karan Kanwal has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

25 Apr.

#76111 Becky Rivard

Email: becky@beckyrivardcpa.com ☎ 15304489276

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 41 Secs

City: TRUCKEE

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 M

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

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi Becky, how may I assist you today?
Becky Rivard	I submitted ticket 683792. I need lacerete updates installed and the server rebooted. I won't let me open my tax software until the update is installed and server rebooted.
Sharath Kumar	Understood, one moment while I check this ticket for you am signing into the server to update the applications for you
	Please bear with me
Becky Rivard	Should I log off?
Sharath Kumar	I am not sure if I can update the application with out logging into the application If that is the case, I will need to provide you with appropriate permissions
Becky Rivard	I logged off
Sharath Kumar	that is fine So yes, the application does require LAcerte credential to update what I will do is provide you with elevated access for some time and then you will be able to update the application
Becky Rivard	okay
Sharath Kumar	you can let me know once you are done and we will then remove the accesss I will keep you posted once the access has been provided via email shortly
	Is there anything else I may help you with ?
Becky Rivard	No. But in the past I have not been provided administrator access but was asked to provide by log in informaotn . I just need to have access to my program in the next 20 mintutes.
Sharath Kumar	I am sure that once the access has been provided to you, you will be able to update the app on your own. For security reasons, we refrain from sharing customers passwords.
Becky Rivard	Okay
Sharath Kumar	I will provide you the access in a few minutes you can stay connected on this chat to confirm almost done!
	Done! sign back in try updating the apps
	Are we still connected here?

Becky Rivard	yes
Sharath Kumar	great! I have provided you with the permissions.
	could you let me know if you were able to update lacerte
Becky Rivard	I am unable to update and now I have to log off to go into a meeting. I really need access to this program. This is the first time in 3 years that it hasn't been done on your end. I am fine doing it on my own if I have the permissions but right now it's time sensitive.
	Per your company email when I submit my ticket this is typically done at night which I assume is why I have been asked to provide my login information.
Sharath Kumar	I understand your concern, but I am trying to assist you without breaking any company rules
	I am assuming that the rights provided to you require signing back in to take effect
Becky Rivard	I logged off and logged back in
Sharath Kumar	ok, that should do it
Becky Rivard	I just tried again and it still says I need admin permission.
	This has now taken close to 45 minutes of time
Sharath Kumar	my apologies that it took so much time, usually it is done just by providing the access.
Becky Rivard	I have to go. I will try and call and speak to someone else when I am available again. As I have previously stated it was ACE that has always asked me for my login so that the update could be done on your end. If I have to go through a 45-60 minute process every time I need to apply an update then it doesn't make sense to continue with this service.
Sharath Kumar	I will check your previous ticket and incase I got the credentials, I will update this on my own

becky has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

2 Apr

#75028 Adam Kruis

Email: adamkruis@haveninnovation.com  16162682213

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: SPRING LAKE

State: Michigan

Country: UNITED STATES

Chat Duration : 31 M

Chat Transcript

Adam Kruis	Hello, I am your Acebuddy	2 Ap
Acebuddy	Hello Adam Kruis, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Adam Kruis	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Adam Kruis	I'd like to report an Issue	
Acebuddy	Please select an option!	
Adam Kruis	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
Adam Kruis	Ticket ID: 670721	
Acebuddy	Please wait while we connect you to a Support Representative	
	<i>Acebuddy (bot) forwarded the chat request</i>	
	<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.	
	Hello Adam, please allow me two minutes to look into the details of this ticket	
	<i>6:00:17 PM Adam Kruis is sharing a file with you</i>	
	<i>1_image.png - (Size:17.63 KB)</i>	
Adam Kruis	thanks. New application was installed but getting this error when trying to open it	
Sharath Kumar	Thank you for your patience. I see the application was installed but let me check of the permissions were assigned accordingly	
	Please allow me two more minutes as I am signing into the server	
Adam Kruis	ok no problem	
Sharath Kumar	Thank you for your patience.	
	the permissions are all correct	
	when I open the app it says it is running on trial version	

	do you receive that prompt while signing in
	are we still connected here?
	Are we still connected here?
Adam Kruis	ok ill take a look
Sharath Kumar	sure, let me know if you can open the application now
Adam Kruis	i can not. I am still getting the same error
Sharath Kumar	noted! let me check a few more settings, please stay connected
	Thanks again for your patience, Could you please share with me the serial number that you have for this application
	I assume once we activate the software, you should be able to access it
Adam Kruis	3B0184D5-8A8A-4222-A465-2A11241FF5B7
	<i>6:16:27 PM Sharath Kumar is sharing a file with you image.png - (Size:12.96 KB)</i>
Sharath Kumar	what shall I put in as a password
Adam Kruis	Eaton49417*1705!
Sharath Kumar	Thanks! working on it
	Activation was successful
	try accessing the application now
	<i>6:21:15 PM Adam Kruis is sharing a file with you image.png - (Size:12.46 KB)</i>
Adam Kruis	still getting this error
Sharath Kumar	I see, would you be the only one using the application on the server or will there be others
	Please allow me a couple of hours to research about this and will provide you with a solution
	I will keep you posted via email
	Is there anything else I may help you with ?
	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) if any further assistance is required.
Adam Kruis	no, thank you
Sharath Kumar	Alright, sir. I do have a question
	how many users access this application?
Adam Kruis	just me
Sharath Kumar	noted! allow me some time and I will reply to you on the same ticket.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Adam Kruis great thank

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Apr

#75154 bchinyet

Email: bchinyet@calvarypsl.com ☎ 19545592426

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: 11 Secs

City: PORT SAINT LUCIE

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 M

bchinyet Hello, I am your Acebuddy

4 Apr

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

Whom Would You Like to Connect With?

bchinyet Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

bchinyet I'd like to report an Issue

Acebuddy Please select an option!

bchinyet Other Issue

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

bchinyet	Cannot log into account... worked yesterday
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	I will surely help you with this issue.
bchinyet	our accountant with login Angel Garcia was not able to login today. He was in system yesterday with the same password.
Shashwat Verma	Okay
	May I take the remote access of your local computer?
bchinyet	i am not the person that logs in with remote desktop
Shashwat Verma	No problem, you can share the link with them
bchinyet	I am the IT person that sets up the system
	yes
Shashwat Verma	Okay, let me share you the link
	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/8242228124
	Kindly Click on the link and open the downloaded file.
	Kindly share the link with affected user and get it open on the local pc of that users by directly pasting it on any browser.
bchinyet	The user tried again and they are in the system. Thank you for you time.
Shashwat Verma	Great!
	Is there anything else I may help you with ?
bchinyet	no thank you
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Apr.

#76012 Mariah Fuentes

Email: mariah@freemanandbarrett.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: FAYETTEVILLE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Chat Duration : 21 M

Mariah Fuentes	Hello, I am your Acebuddy	24
Acebuddy	Hello Mariah Fuentes, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Mariah Fuentes	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Mariah Fuentes	Restart	
Acebuddy	Hello Mariah Fuentes, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	

Mariah Fuentes	Managed Security
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Janardan Mishra accepted the chat transfer request.</i>	
Janardan Mishra	Thank you for choosing ACE cloud Hosting, my name is Janardan. How may I assist you?
Mariah Fuentes	Hi, I received a new username, but I am having issues logging in now. I was able to about a month ago.
Janardan Mishra	Kindly provide your business name registered with us so we may collect details and assist further.
Mariah Fuentes	Rodney Sherrill Insurance Agency
	Actually it may be Bridgewater Holdings LLC. And that one has the Agency within it.
Janardan Mishra	Thank you for details. You selected DAAS so your chat is with different team. Let me transfer your chat to concerned team.
<i>Janardan Mishra is transferring the chat to Support(QB & App Hosting).</i>	
Mariah Fuentes	Thank you. I did not see one that said login assistance. I appreciate your help.
<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.
Mariah Fuentes	Hi, I received a new username, but I am having issues logging in now. I was able to about a month ago.
	Bridgewater Holdings LLC.
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your user name?
Mariah Fuentes	myrealdata\Mariah.F
Ashutosh Mishra	I don't see the username under your account name, may I take the remote access of your local computer to assist further?
Mariah Fuentes	It was set up on Feb 13th
	NOW it may be under Rodney Sherrill Insurance Agency
	I may have gotten my emails mixed up. the server name is RodneySherill.
Ashutosh Mishra	Thanks for the confirmation !
	Is this the first time you are unable to connect to server or is this persistent issue now?
Mariah Fuentes	I only logged in once when the access was given to me (back on Feb 13th) so this is the only time.
	It could be a password issue.
Ashutosh Mishra	Sure we can reset the password, we also recommend to reset the password using My Portal that can be done by the account holder/admin.
	You can also reset password through Self Care Portal.
Mariah Fuentes	OKay, i think that's where I messed up. I didn't go to the self care. I went to the Ace Cloud Hosting

MyPortal

Ashutosh Mishra	I see that the My Portal Admin is Miranda Clark.
Mariah Fuentes	Yes, she is out of the office. I was able to reset, so I am all good now!
	THank you for your assistance.
Ashutosh Mishra	Great!
	Is there anything else I may help you with ?
Mariah Fuentes	That will be it. Thank you!
Ashutosh Mishra	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 with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Apr,

#75922 Anne Messerli

Email: anne@nfppartners.com ☎ 7204251425

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: GOLDEN
State: Colorado
Country: UNITED STATES

Chat Transcript

Chat Duration : 23

Anne Messerli	Hello, I am your Acebuddy
Acebuddy	Hello Anne, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anne Messerli	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anne Messerli	I'd like to raise a Request
Acebuddy	Please select your request type.
Anne Messerli	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Anne Messerli	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

14 Apr.

#75572 Nathan Urry

Email: techs@cr-t.com ☎ 13853251678

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: LAS VEGAS

State: California

Country: UNITED STATES

Chat Duration : 22 M

Chat Transcript

Nathan Urry Hello, I am your Acebuddy 14

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

Whom Would You Like to Connect With?

Nathan Urry Managed IT

Acebuddy Please wait while we connect you to an available Representative.

Acebuddy (bot) forwarded the chat request

Pradeep Kumar accepted the chat transfer request.

Nathan Urry Please confirm that only Nathan Urry has permissions for folder D:\Client data\D\Data\Human Resources\Reviews\1Q25 Emp Reviews

Pradeep Kumar Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?

Nathan Urry Please confirm that only Nathan Urry has permissions for folder D:\Client data\D\Data\Human Resources\Reviews\1Q25 Emp Reviews

Pradeep Kumar Alright, let me transfer the chat to the concerned Team.

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

Sharath Kumar accepted the chat transfer request.

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

Hi, Nathan please allow me 2 minutes to sign into the server and check the permissions for you

Nathan Urry thank you

Sharath Kumar almost there

Nathan Urry thank you

Sharath Kumar Yes, it does show that you have full control to this folder

User account - Nathan.U

Nathan Urry can anyone else view this folder?

can anyone else know anything about this folder?

Sharath Kumar	Just you
Nathan Urry	thank you
Sharath Kumar	I have backups available for this folder available from earlier today and last night
	Do let me know if you need any further assistance
Nathan Urry	thank you
	how far back do you maintain backups?
Sharath Kumar	past 45 days
Nathan Urry	Can I please get a copy of all backups 45 days ago?
Sharath Kumar	You mean back up from each and every day since the past 45 days?
	Are we still connected here?
Nathan Urry	no just 45 days ago
Sharath Kumar	understood, we will require an email request from the same.
Nathan Urry	sure send me an email and I will confirm,
	confirm
Sharath Kumar	Just mention the file path and the date that you want the backup from and we will provide it to you at the earliest
	sorry, did not see your message, I will do that shortly
	Is there anything else I may help you with ?
Nathan Urry	ok thankyou
Sharath Kumar	If there's nothing else required, you may close the chat so that a ticket can be created for your backup purpose
	I will send the email as you requested shortly.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	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 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 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.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Apr,

#75062 assembly

Email: assembly@rortax.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat Duration : 13

assembly	Hello, I am your Acebuddy	3 Apr
Acebuddy	Hello Assembly, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
assembly	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
assembly	I'd like to report an Issue	
Acebuddy	Please select an option!	
assembly	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
assembly	Need help facilitating Lacerte 2024 Update	
Acebuddy	Please wait while we connect you to a Support Representative	
<i>Acebuddy (bot) forwarded the chat request</i>		

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you want to update Lacerte 2024.
assembly	Yes please!
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name?
assembly	RORTax
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	I have initiated update, this will take 15-20 mins. Once it's completed i will inform you over the email.
assembly	Thank you! Will you be rebooting the server too?
Ashutosh Mishra	Sure, i will reboot the server too.
assembly	Thank you!
Ashutosh Mishra	Is there anything else I may help you with ?
assembly	No, that will be it, thank you!
Ashutosh Mishra	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 with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

#75235 Shawn OBrien

Email: sobrien@iasotherapeutics.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: FENTON

State: Michigan

Country: UNITED STATES

Chat Duration : 12 M

Chat Transcript

Shawn OBrien	Hello, I am your Acebuddy
Acebuddy	Hello Sobrien, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shawn OBrien	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shawn OBrien	I'd like to report an Issue
Acebuddy	Please select an option!
Shawn OBrien	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Shawn OBrien	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue
	Was that helpful?
Shawn OBrien	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>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.
Shawn OBrien	hello i am unable to connect to the remote desktop[
	[Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your network administrator for help. [^] Hide details [OK] [Expanded Information] Error

	code: 0x3000008 Extended error code: 0x0 Timestamp (UTC): 04/06/25 05:17:24 PM Press Ctrl+C to copy.
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Shawn OBrien	QBNXTPRO1.myrealdata.net User Name: myrealdata\ShawnO'Brien.npro1
	now it has just let me connect
	this is the second time this has happened this week, can we look at anything while connected to ensure it is corrected?
Ashutosh Mishra	May I take the remote access of your local computer?
Shawn OBrien	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Shawn OBrien	i'm ready
Ashutosh Mishra	https://assist.acecloudhosting.com/join/6802731455
	Please click on the link and follow on screen steps.
Shawn OBrien	can you see my QB?
Ashutosh Mishra	Yes we are connected now.
	As per discussion over the remote session, The issue is resolved without making any changes to backend.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Apr,

#76163 Steve Jones

Email: steve@tiresunlimitedautomotive.com ☎ +14144121149

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: 30 Secs

City: MANHATTAN

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 22 M 26

Steve Jones	Hello, I am your Acebuddy
Acebuddy	Hello Steve Jones, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Steve Jones	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Steve Jones	I'd like to report an Issue
Acebuddy	Please select an option!
Steve Jones	Password Reset
Acebuddy	Please select an option below
Steve Jones	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Steve Jones	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.
Steve Jones	Hi, I'm Steve.
Manish Singh	Hii Steve
Steve Jones	When I went to log in today, my credentials did not work. I assumed I needed to update my password, so I went into the self care portal and updated my password,
	however I still can not log in
Manish Singh	Alright, let me check it from the backend.
	Please wait

Steve Jones	ok
Manish Singh	May I know your username?
Steve Jones	TU_Steve
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Steve Jones	the First Time and all of our users are having the same problem.
Manish Singh	Kindly try to login once
Steve Jones	Same think Your Credentials did not work
Manish Singh	May I take the remote access of your local computer?
Steve Jones	Sure
Manish Singh	https://assist.acecloudhosting.com/join/3682102650
	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.
Steve Jones	working on installing it
	I believe Its installed
Manish Singh	Kindly access it
	We still aren't connected.
Steve Jones	1 sec i think i figured it out
Manish Singh	If its MAC, you need to provide permissions to it.
Steve Jones	it says initializing remote sesion
Manish Singh	Alright
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
Steve Jones	I am in now, what about the other users?
Manish Singh	Issue is resolved now, kindly ask them to access once if getting any issue, you can contact us. (Edited)
	Is there anything else I may help you with ?
Steve Jones	ok trying now
Manish Singh	Yes, please
Steve Jones	we are all good, thank you for your help!
Manish Singh	Is there anything else I may help you with ?
Steve Jones	Nope, but thank you very much, have a good one.
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.

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

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

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3 Apr.

#75099 David Rouse

Email: david@rousefinancial.com  12108727073

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: PROSPER

State: Texas

Country: UNITED STATES

Chat Transcript

Chat Duration : 45

David Rouse

Hello, I am your Acebuddy

3 Apr.

Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Apr

#75144 Fenil Shah

Email: tax@sktaxaddison.com ☎ 8473508121

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 17 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 34 M

Fenil Shah	Hello, I am your Acebuddy	4 Apr
Acebuddy	Hello Het, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Fenil Shah	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Fenil Shah	I'd like to report an Issue	
Acebuddy	Please select an option!	
Fenil Shah	QuickBooks Issue	

Acebuddy	What type of QuickBooks Issue are you facing?
Fenil Shah	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Fenil Shah	My bank Feed isn't getting connected with the bank
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Sharath Kumar accepted the chat transfer request.</i></p>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Fenil Shah	ok
Sharath Kumar	Hello Het, could you please let me know if this is the first time you are experiencing this issue?
Fenil Shah	nope
	I had faced this in the past too
	e0rw
Sharath Kumar	noted! Thank you! allow me 2 minutes to check this
Fenil Shah	OK SURE
Sharath Kumar	Thank you for your patience.
	Could you let me know the server that you are currently signed into
Fenil Shah	YES
	SKTAX 4
Sharath Kumar	Thank you! let me share your screen and you can show me what exactly is happening
Fenil Shah	YEAH SURE
<p><i>het has initiated a remote assistance session. Would you like to access het's screen?</i></p>	
Sharath Kumar	Het, let me send you a link so that I can access your screen
	https://assist.acecloudhosting.com/join/3712669088
	Prior providing the access, I would suggest you to close any important documents at your end.
	Are we still connected here?
Fenil Shah	y7es
Sharath Kumar	https://assist.acecloudhosting.com/join/3712669088
	Please click on this link so that I can see your screen
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
Fenil Shah	okay sure

	are you able to see my screen?
Sharath Kumar	it is still loading for me
Fenil Shah	okay
	Now?
Sharath Kumar	connected now
Fenil Shah	okay
	So the error is
Sharath Kumar	could you please show me the steps
Fenil Shah	there are not letting me activate online services
Sharath Kumar	could you please do that once more (Edited)
Fenil Shah	Yes sure
	Wait
Sharath Kumar	okay
Fenil Shah	i will show you another bank account which is working or is connected
Sharath Kumar	sure
	may I change the bank feed mode to see if that many difference
Fenil Shah	ok
Sharath Kumar	That did nothing
	may I relaunch the application?
Fenil Shah	yeah sure
Sharath Kumar	I see you have already entered the data but for some unknown reason the application is not taking it
Fenil Shah	Do you know how this is done or should I ask qb?
	Addison-1
	Let it be
	I will figure it somehow
	Thanks
Sharath Kumar	Alright Het, I am checking with my team and will revert you if I get an update from them
	anything else that I may assist you with in the meantime?
	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) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Apr, 2:31

#75126 Shailene

Email: shailene@seedcareministries.org  17785580694

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 15 Secs

City: Langley

State: British Columbia

Country: Canada

Chat Transcript

Chat Duration : 19 Mins 

Shailene	Hello, I am your Acebuddy	4 Apr, 2:31
Acebuddy	Hello Shailene, I'm your Ace Buddy. I'll be happy to assist you!	2:31
	Whom Would You Like to Connect With?	2:31
Shailene	Technical Support (QB & App Hosting)	2:31
Acebuddy	Welcome to Ace Support.	2:31
	Please chose an option :	2:31
Shailene	I'd like to raise a Request	2:31
Acebuddy	Please select your request type.	2:31
Shailene	Other Request	2:31
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	2:31
	If you are facing any issue/problem with your server, Please select the appropriate option below :	2:31

Shailene	Yes, I'm facing issues with my server	2:31
Acebuddy	Please select an option!	2:31
Shailene	Other Issue	2:31
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	2:31
Shailene	agent	2:32
Acebuddy	Please wait while we connect you to a Support Representative	2:32
	<i>Acebuddy (bot) forwarded the chat request</i>	2:32
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	2:33
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	2:34
Shailene	We need access to the registry editor	2:34
	The caseware tech team is online	2:35
	are you available now	2:35
Ashutosh Mishra	I will surely help you with this issue.	2:35
	Do you have an existing ticket for the concern?	2:35
Shailene	672407	2:36
	a lot of tickets were opened for the same issue	2:37
	caseware not working properly, it was uninstalled, and we need to reinstall	2:38
	Caseware tech team need access to the registry editor The caseware tech team is online	2:38
	can you please grant access to the registry editor	2:38
Ashutosh Mishra	Please allow me to inform that registry editor is not accessible for users. If there is a special requirement for the tool please call us on the support line so we can organise a three way call with the Caseware team for better assistance.	2:39
Shailene	can you remote in to the drive then	2:40
	i have issue with your phone system	2:40
	I neer get conencted with an agent	2:40
	I need a direct number to call	2:41
Ashutosh Mishra	We can also contact you over the phone, as senior engineers are available through the call line. This would be more efficient.	2:41
Shailene	how long would this take	2:42
	we need it urgently	2:42
Ashutosh Mishra	We can end the chat session and i will email you for the call back details. Just reply to the mail and i will assign your case to a senior engineer.	2:42

Shailene	that will take a long time	2:42
	we can send the instruction via email and you can execute on our behalf	2:43
Ashutosh Mishra	Sure, we can also do this.	2:43
Shailene	ccan you remote to the computer	2:43
	it may be faster	2:43
Ashutosh Mishra	You can send the details over the email because as much as could like to do this however the permissions for registry editor is with the senior team and only after investigating the feasibility by the team they can proceed with the task.	2:45
	Or i can arrange a callback also.	2:46
Shailene	if you cal call	2:46
	m	2:46
	e now 778-558-0694 better	2:46
Ashutosh Mishra	Sure, i will end the chat session and quickly arrange the callback. Please also share the timezone.	2:47
Shailene	PST	2:47
	asap please. thank you	2:47
Ashutosh Mishra	Great, i will go ahead and arrange a callback.	2:47
	Is there anything else I may help you with ?	2:48
Shailene	please arrange a 3-way call - 416·867·9504 (select option 3 for Technical Support)	2:49
	my number is 778-558-0694	2:49
	the Caseware Team would like to oversee - this is what needs to be done: How to Perform a Clean Install of Working Papers: ● Open the Control Panel Programs and Features and uninstall Working Papers ● Browse to Working Papers and delete it ● In the Start Menu, either in the Run or the Search box, type regedit and press Enter ● Browse to HKEY_LOCAL_MACHINE\SOFTWARE\CaseWare International\Working Papers and delete it ● Browse to HKEY_CURRENT_USER\SOFTWARE\CaseWare International\Working Papers and delete it ● Close the registry ● Reboot the machine and reinstall Working Papers (unlock and run as admin) Ticket NO. 01236825	2:49
Ashutosh Mishra	Thank you for the details, i am ending the session and proceeding with the task.	2:50
	<i>Ashutosh Mishra has ended this chat session</i>	2:51

