

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81005 Jackie Lopez

Email: jackie@knl-inc.net **Phone:** 17862460332

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 29 Secs

City: HIALEAH

State: Florida

Country: UNITED STATES

Chat Transcript

Ch

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

No issues, please wait while I connect you to one our support engineers who'd assist you further.

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Jackie Lopez	Hello Manish - I reached out earlier - Ticket ID: 758853 - a clean installation of QB was completed - I need help getting bac
Manish Singh	Kindly allow me two minutes to check the same.
Jackie Lopez	ty
Manish Singh	Yes, clean installation of QuickBooks is done try to access now.
Jackie Lopez	I have a shortcut on the desktop but when I open it to log in the companies I had on there are no longer there
Manish Singh	May I take the remote access of your server?
Jackie Lopez	yes please
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Jackie Lopez	ok
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
Jackie Lopez	ok
Manish Singh	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80255 Megan Burton

Email: megan@meganburton.com  14049153870

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Ch

Megan Burton Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Megan Burton Managed IT

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

Acebuddy (bot) forwarded the chat request

Suneetha Barre accepted the chat transfer request.

Suneetha Barre Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?

Megan Burton hi this is megan. I am trying to get my daughter set up with access. I asked her to call and have you walk her thorugh acc
you please call her and set her up i've included her number.

Suneetha Barre I will surely assist you on this

Kindly confirm your business name

Could you kindly confirm if "Seeding Treasures" is your business name?

Megan Burton i passed the phone to her

yes i have several businesses under the cloud i have 4-5 qb that we access

Suneetha Barre Kindly allow me to transfer this chat to concerned team

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

Megan Burton Megan Burton Seeding Treasures 400 East 67th Unit 31 New York, New York 10065 United States SHIP TO Megan Burton S
Treasures 3070 The Common Drive Cumming, Georgia 30040 United States INVOICE # DATE

Sujeet Kumar Suman accepted the chat transfer request.

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

Hello Megan

How are you doing?

Megan Burton QuickBooks Cloud:QuickBooks Cloud RAM Quickbooks Cloud (QBNXTPRO.myrealdata.net) with 1 user
(myrealdata\AdminMegan.NPRO) and 1 application (QuickBooks Pro 2023) @ \$45.99/User/Month. 5% Price increase effect
May 2025 1 48.29 48.29 SUBTOTAL

i passed the phone i am in a class you need to call her directly

	i need her to set up cloud hosting - she can not authenticate the account you need to authentivate with me
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
Megan Burton	her name is gabriella
	the CID is 73417
Sujeet Kumar Suman	Kindly allow me two minutes to check the same.
	Thank you for your patience.
Megan Burton	the number i included for her is in the top of the chat her phone number is included
Sujeet Kumar Suman	We encourage account owners to manage their user accounts via MyPortal. Please find attached a detailed document on this.
	Here are the credentials you'll need to sign into MyPortal: Link: https://myportal.acecloudhosting.com/
	Username: CID73417
	Password: Select forgot password option
Megan Burton	please remote desktop into her PC and do it for her - she is a bit overwhelmed
	I did not forget password
	i know the password i need it set up on her computer so she can log in
Sujeet Kumar Suman	Just to confirm, do you want to add a new user, or do you need to log in with an existing user on another device?
Megan Burton	no i don't need to add a new user i need her to be able to log in on another device with the existing user id
Sujeet Kumar Suman	Thank you for your confirmation, Please stay connected while I create a RDP file for you, so that you can use that file to access the server through a new device. (Edited)
Megan Burton	thx
Sujeet Kumar Suman	Thank you for your patience.
	You can download your server RDP file from the WeTransfer link below and use it to access the server from another device. https://we.tl/t-OPj2fRnx5M
	Is there anything else I may help you with ?
	Are we still connected here?
Megan Burton	no thank you
Sujeet Kumar Suman	Thanks for the confirmation !
Megan Burton	okay i will disconnect
Sujeet Kumar Suman	Okay.
	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/>)

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

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80382 davis

Email: davis@straighttalkkcpas.com ☎ 637325663660

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 1 Sec

City: GUADALUPE

State: Alajuela

Country: COSTA RICA

Chat Transcript

Ch

davis Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

davis Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
davis	I'd like to raise a Request
Acebuddy	Please select your request type.
davis	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co you for further assistance.
If you are facing any issue/problem with your server, Please select the appropriate option below :	
davis	Setback
Acebuddy	Please select your request type.
davis	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
davis	I'd like to report an Issue
Acebuddy	Please select an option!
davis	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
davis	Existing ticket 747577
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Gaurava Tyagi declined the transfer request.</i>	
<i>Sanyam Madan accepted the chat transfer request.</i>	
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	Hello davis
davis	hello
	I have not received a response to our request
	I need to talk to a supervisor or manager
	this is not acceptable now
Sanyam Madan	Kindly allow me two minutes to check the same.
	We sincerely apologize for the delay caused. We understand that your issue is still unresolved, and we truly regret any inconvenience this may have caused. Please know that we are treating this with priority and have escalated the matter to a member who will be arranging a call with you shortly.
	Thanks for your patience and understanding. Please stay connected, we are in the process of arranging a call back to you
davis	I will wait for the call

Sanyam Madan

Rest assured, we are in process of arranging the call on priority.

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/>)

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80917 Roxy Chan

Email: roxy@taxartisans.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: ARCADIA

State: California

Country: UNITED STATES

Chat Transcript

Ch

Roxy Chan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Roxy Chan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Roxy Chan	I'd like to report an Issue
Acebuddy	Please select an option!
Roxy Chan	Password Reset
Acebuddy	Please select an option below
Roxy Chan	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. We'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Roxy Chan	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Roxy Chan	I am unable to log into Remote Host RDP looks like my password has expired. Could someone help? My log in ID is RoxyC Picture Farm, Chris Bren.
	<i>Sanyam Madan is transferring the chat to Anjainay Singh.</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Roxy Chan	I am unable to log into Remote Host RDP looks like my password has expired. Could someone help? My log in ID is RoxyC Picture Farm, Chris Bren.
Anjainay Singh	I understand your concern, Roxy and I will surely assist you in resolving the issue.
Roxy Chan	thank you
Anjainay Singh	Could you please confirm since when you are not able to login into server?
	May I take the remote access of your local computer?
Roxy Chan	maybe before july. I went on vacation in June and after I return I was unable to log in
Anjainay Singh	May I take the remote access of your local computer?
Roxy Chan	sure
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Roxy Chan	done
Anjainay Singh	https://assist.acecloudhosting.com/join/5032304445
	Please copy this URL at your browser.

	Download the file from it and go to your download folder and click on Accept and continue so that I can access your local
Roxy Chan	done
Anjainay Singh	We are connected.
Roxy Chan	do you see my screen?
Anjainay Singh	Yes I have access to the screen, and I have also got the issue due to which you are not able to login.
Roxy Chan	ok are you able to resolve why I could not login?
	Is it password reset?
	<i>12:10:28 AM Anjainay Singh is sharing a file with you image.png - (Size:41.56 KB)</i>
	<i>As you have not logged into server your account is locked and we need to activate it.</i>
	ohh hahaha can you reactivate it?
Anjainay Singh	Roxy, I have unlocked and activated the account.
	Could you please try for only one time and if you are still unable to login please let me know.
Roxy Chan	cannot log in
	is there a password reset?
	<i>12:16:11 AM Anjainay Singh is sharing a file with you image.png - (Size:20.11 KB)</i>
Anjainay Singh	We need approval from any of the above authorized contact over an email to reset your password.
Roxy Chan	hold on, let me email sabrina
Anjainay Singh	Alternatively I will send instruction to Sabrina to reset password for you please let me know if it works for you? (Edited)
Roxy Chan	yes, can you send instruction to Sabrina to reset my password?
Anjainay Singh	Yes I will do it on your behalf and ask Sabrina to send a password to you over an email. (Edited)
	After this chat gets disconnected an automatic ticket will be created and I will send the instruction to Sabrina and it will be with in 30 minutes.
Roxy Chan	thank you
Anjainay Singh	Is there anything else I may help you with ?
Roxy Chan	that will be all.
Anjainay Singh	Please also share your positive feedback by clicking on smiling emoji.
	Please be assure I will get it done for you on your behalf. (Edited)
Roxy Chan	thank you.
Anjainay Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may disconnect this chat.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of

Roxy Chan ok

I don't see smileys at the end of the chat

Anjainay Singh After the chat gets disconnected you will see the option

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80865 Summer Nieratko

Email: summer@prosecosource.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Ch

Summer Nieratko Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Summer Nieratko Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Summer Nieratko I'd like to report an Issue

Acebuddy	Please select an option!
Summer Nieratko	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Summer Nieratko	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Summer Nieratko	Unable to generate Excel documents
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Sanyam Madan accepted the chat transfer request.</i></p>	
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Summer Nieratko	ProseccoSource.myrealdata.net
Sanyam Madan	Kindly allow me two minutes to check the same.
Summer Nieratko	myrealdata\summer.n
Sanyam Madan	May I take the remote access of your server?
Summer Nieratko	yes
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed for the excel addition request right away.
	Are we still connected here?
	Are we still connected here?
Summer Nieratko	sorry I got pulled away
Sanyam Madan	No worries
Summer Nieratko	I will reach out to get an email sent
Sanyam Madan	As soon as you send the mail, we will proceed with the request
	Is there anything else I may help you with ?
Summer Nieratko	no, that's it. thank you
Sanyam Madan	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.

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80785 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Sujeeet Kumar Suman

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 35 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

Ch

krisika Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

krisika Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

krisika I'd like to report an Issue

Acebuddy Please select an option!

krisika Other Issue

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

krisika Hi

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sujeet Kumar Suman accepted the chat transfer request.

Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
krisika	Quickbook slow working in all pc
	So, Can u proceed the server reboot
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
krisika	Priorware.myrealdatal.net
	Hkidata01
Sujeet Kumar Suman	Thanks for the confirmation !
	Thank you for the information and allow 2 minutes to check the same.
krisika	Ok
Sujeet Kumar Suman	Thank you for your patience.
	Could you please confirm if you are facing this issue with a particular company file or with all company files?
krisika	All companies files
	Quickbook working process very slow
Sujeet Kumar Suman	I will surely help you with this issue.
krisika	U can proceed the server reboot
Sujeet Kumar Suman	As checked from the backend, the QuickBooks application has some pending updates. Please allow us some time to complete the update from our end. Once the QuickBooks application is updated, we will inform you
	Sure, I will also reboot the server, but first let the QuickBooks application update. Once the update is completed, we will reboot the server from the backend.
	Thanks in advance for your patience.
krisika	How much time ?
Sujeet Kumar Suman	The QuickBooks application has been updated. We are now rebooting the server from the backend.
krisika	Okay
Sujeet Kumar Suman	Once the server is back, we will let you know.
krisika	Ok
Sujeet Kumar Suman	The server is now back online. Kindly try logging into the server and let us know if you are still facing any issues.
	Could you please confirm if it is working fine now?
krisika	Quickbook working fine in all pc
Sujeet Kumar Suman	Thanks for the confirmation !
krisika	Thank you
Sujeet Kumar Suman	Is there anything else I may help you with ?

krisika	No
Sujeet Kumar Suman	Most welcome.
krisika	Thank you
Sujeet Kumar Suman	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w 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 appri 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.

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80762 Shannon Vaughn

Email: shannonv@corecontrolmt.com ☎ 406-582-9428

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: KALISPELL

State: Montana

Country: UNITED STATES

Chat Transcript

Ch

Shannon Vaughn	Hello, I am your Acebuddy
Acebuddy	Hello Shannon Vaughn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shannon Vaughn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shannon Vaughn	I'd like to report an Issue
Acebuddy	Please select an option!
Shannon Vaughn	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Shannon Vaughn	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv issue
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80248 Todd Amstein

Email: t_amstein@kingmarketing.net  17046822673

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: STATESVILLE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Todd Amstein	Hello, I am your Acebuddy
Acebuddy	Hello T_amstein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Todd Amstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Todd Amstein	I'd like to raise a Request
Acebuddy	Please select your request type.
Todd Amstein	Change in Users
Acebuddy	Please select your desired option!
Todd Amstein	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal! Do you need any further assistance on the topic?
	<i>The visitor's name was changed from t_amstein to Todd Amstein.</i>
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80921 Deanne Elise Zirker

Email: dzirker@humblebrands.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 33 Secs

City: ALBUQUERQUE

State: New Mexico

Country: UNITED STATES

Chat Transcript

Ch	
Deanne Elise Zirker	Hello, I am your Acebuddy
Acebuddy	Hello Deanne Elise Zirker, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Deanne Elise Zirker	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Deanne Elise Zirker	I'd like to report an Issue
Acebuddy	Please select an option!
Deanne Elise Zirker	Password Reset
Acebuddy	Please select an option below
Deanne Elise Zirker	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?
Deanne Elise Zirker	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	Hello Deanne , how are you doing
	I will be surely assisting you with this.
Deanne Elise Zirker	Hi there!
	I am trying to get into my Quick books and when I log in, it is taking me to a message saying Password Expiry notice. I ha
	password successfully but when I try to get in the same message comes up

Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Deanne Elise Zirker	I am also getting a message saying I have been disconnected because another connection was made to the remote comp
Sanyam Madan	May I take the remote access of your local computer?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	Since we are connected on different chat, we are disconnecting this one

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80434 nhassan

Email: nhassan@columbiataxservice.com  4436357970

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 47 Secs

City: FT WASHINGTON

State: Maryland

Country: UNITED STATES

Chat Transcript

Ch

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
nhassan	I'd like to report an Issue
Acebuddy	Please select an option!
nhassan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
nhassan	RDP is kicking us out frequently
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav kumar declined the transfer request.</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
nhassan	two of my teammates are experiencing it for couple of days
Manish Singh	Are they using each other credentials when accessing server?
nhassan	no
	they have their own access
	Sujan and Rita
Manish Singh	Alright, after this chat end I will share the RDP for both users kindly ask them to use those RDP link to access server and close old one. (Edited)
	May I know what error they are getting ?
nhassan	ok
	I am having sujan on this chat
	he is explaining now
Manish Singh	Alright!
nhassan	sometime is not working well and slow.
Manish Singh	Alright!
	May I take the remote access of your local computer?
nhassan	Some time no login
Manish Singh	May I know at which time today you have experienced this issue.
	And are you guys logging in from office or from different locations?

nhassan	Almost whole day but time to time Office in Maryland, and also rremote location in DC and in Bangladesh
	Hi Manish, Nasim here again
Manish Singh	So from where are you guys trying to access the server? (Edited)
nhassan	so the issue is the system kicks them randomly. and when they try to relogin, the rdp says that the password is wrong. after couple of minutes thay can login though.. but this thing keeps repeating.
Manish Singh	May I take the remote access of your local computer?
nhassan	is there any way Sujan can contact you from his computer? or Rita?
Manish Singh	Kindly call us on 888-415-5240 (toll-free) to fully understand the situation and give you the resolution on that behalf.
nhassan	ok. they will call thanks
Manish Singh	Is there anything else I may help you with ? Are we still connected here? Are we still connected here? Are we still connected here? As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80903 megan

Email: megan@martinenterprisesheatingandac.com ☎ 8474381203

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 13 Secs

City: BARRINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Ch	
megan	Hello, I am your Acebuddy
Acebuddy	Hello Megan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
megan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
megan	I'd like to report an Issue
Acebuddy	Please select an option!
	What type of QuickBooks Issue are you facing?
megan	QuickBooks Issue
	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv issue
	Was that helpful?
megan	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Are we still connected here?
megan	Hello, yes.
	I cannot login to Quickbooks.
	Martin_2 is my user.

	Martin Enterprises Heating and AC.
Manish Singh	So, you are not able to access server, Megan?
megan	No
	Just Quickbook's wont open.
Manish Singh	Alright!
	Kindly allow me two minutes to check the same.
	May I know the QuickBooks version you are not able to access. (Edited)
megan	Quickbooks Enterprise.
Manish Singh	Kindly allow me two minutes to check the same.
	Kindly try to access now.
	Multiple QuickBooks sessions are open on your end, which is causing the launching issue.
megan	Yes all is good now, thank you.
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80765 M Dijamco

Email: mdijamco@kruseandcrawford.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: COBO

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Ch

M Dijamco Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

M Dijamco Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

M Dijamco I'd like to report an Issue

Acebuddy Please select an option!

M Dijamco Other Issue

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

M Dijamco cannot connect to the remote desktop

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sujeet Kumar Suman accepted the chat transfer request.

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

Hello Dijamco

M Dijamco Hi Sujeet

I cannot connect into the remote desktop

I am using Mac while the other side is using Windows

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

M Dijamco the servername kruse.myrealdatal.net

username is maydilyn.d@myrealdatal.net

Sujeet Kumar Suman Thank you for the information.

Is this your first time accessing the RDP on a Mac, or have you encountered this issue in the past?

M Dijamco yes, first time

Sujeet Kumar Suman	Thanks for the confirmation !
	May I take remote access of your local computer to assist you with setting up RDP on your Mac?
M Dijamco	okay sure
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
M Dijamco	got it
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/9552162520
	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.
M Dijamco	confirmed all good now
	thanks for the help
Sujeet Kumar Suman	As per discussion over the remote session, The issue is resolved.
	Is there anything else I may help you with ?
M Dijamco	none so far
	thank you so much
Sujeet Kumar Suman	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
	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/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80665 johnathon

Email: johnathon@islandentertainment.com ☎ (250) 746-9707

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 14 Secs

City: WINDER

State: Georgia

Country: UNITED STATES

Chat Transcript

johnathon	Hello, I am your Acebuddy
Acebuddy	Hello Johnathon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
johnathon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnathon	I'd like to raise a Request
Acebuddy	Please select your request type.
johnathon	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
johnathon	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
johnathon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
johnathon	I have a user that has forgotten her username. Can you give me a list of the users on our server please
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today. I will surely help you with this issue. Johnathon, would you like to get active user list?
johnathon	Yes please
Manish Singh	I will share it with you on email, will that work for you?
johnathon	Yes please.
Manish Singh	Is there anything else I may help you with ?
johnathon	No thank you
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 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 appri 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

#80769 accounting

Email: arcadiabookkeeping@sbcglobal.net  15303551298

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: REDDING

State: California

Country: UNITED STATES

Chat Transcript

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

#80813 sbhardwaj

Email: sbhardwaj@hmgroupllp.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: BANGALORE

State: Karnataka

Country: INDIA

Chat Transcript

sbadhwaj Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

#80790 Eduardo

Email: corporateit@sdf-itc.com  15125169214

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: 48 Secs

City: AHUEHETES

State: Ciudad De Mexico

Country: MEXICO

Chat Transcript

Ch

Eduardo	Hello, I am your Acebuddy
Acebuddy	Hello Eduardo De La Cruz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Eduardo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Eduardo	Setback
Acebuddy	Hello Eduardo De La Cruz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Eduardo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Eduardo	I'd like to report an Issue
Acebuddy	Please select an option!
Eduardo	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Eduardo	Remote server not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<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.
	Hello Eduardo
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Eduardo	Hello Tushar, I'm not able to connect to the remote server, it has been down for at least 3 hours now SDF International Tra Company SDFInterTrading.myrealdatal.net
Tushar	I deeply apologize for the inconvenience caused to you.
	Eduardo may I reboot the whole server as of now?
	Also are other users facing this issue?
Eduardo	Yes, go ahead. I don't think there's anyone connected right now
	3 users cannot connect to the session

Tushar	Okay thank you for these details the server is now rebooting.
Eduardo	Thanks
Tushar	Thank you for waiting Eduardo.
	Kindly try to login now.
Eduardo	It is working now, thanks
Tushar	Great
	Is there anything else I may help you with ?
Eduardo	May I know please what caus the downtime?
Tushar	Eduardo as I have taken your feedback of down time and the number of users impacted, we will have to check the server checked by our team to see what caused the issue. It will take some time, and we will update you over the email regarding this.
Eduardo	Yes please, thanks Also if you can specify how long it was not accesible
	Thank you
Tushar	Sure, I will ask our team to give a full detailed summary. Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w 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 appri that. or you may send your feedback at quality@acecloudbhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudbhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudbhosting.com/knowledgebase/)

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80085 Amy Barro

Email: amy@barrospizza.me ☎ 14805778840

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: 41 Secs

City: CHANDLER

State: Arizona

Country: UNITED STATES

Chat Transcript

Amy Barro	Hello, I am your Acebuddy
Acebuddy	Hello Amy Barro, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amy Barro	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amy Barro	I'd like to report an Issue
Acebuddy	Please select an option!
Amy Barro	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Amy Barro	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv issue
	Was that helpful?
Amy Barro	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>Dipanshu Dewan accepted the chat transfer request.</i>	
Dipanshu Dewan	Thank you for contacting Ace Cloud Hosting. My name is Dipanshu Dewan. I will be assisting you today.
Amy Barro	Hello,

Dipanshu Dewan	Hi Amy, how are you doing today?
Amy Barro	I have a ticket #739928. An older version of Quickbooks was removed from our account and now I am getting an error message and cannot log in to my QB 2024. The error message says I need to get me Windows admin to open this version of QB?
Dipanshu Dewan	Thank you for sharing the concern! I will certainly assist you with that.
	It seems like an older version of QuickBooks 2021 was installed from the server and after the removal of the older version newer version needs to be reinstalled.
Amy Barro	Ok, I hope my data is not affected
Dipanshu Dewan	I can assure you that the data is not affected, it's only the application that needs to be reinstalled.
Amy Barro	How do I do that?
Dipanshu Dewan	Once the newer version of QuickBooks is reinstalled, it will be up and running.
Amy Barro	What do I need to do?
Dipanshu Dewan	Let me connect your chat to a dedicated technician who would assist you with reinstalling QuickBooks 2024. We will ensure you are able to log in to the Company file once QB 2024 is reinstalled (Edited)
Amy Barro	Thank you
Dipanshu Dewan	Please stay connected while I connect the chat to the dedicated support representative. :)
	<i>Dipanshu Dewan is transferring the chat to Shubham Kataria.</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.
	Hello Amy
Amy Barro	Hello
Shubham Kataria	I'll assist you further in this. Please allow me 2-3 minutes to check the same.
Amy Barro	ok
Shubham Kataria	Thank you for your patience.
	Please try to launch QB now.
Amy Barro	ok
Shubham Kataria	Please wait for one minute more as server is rebooting after the QB repair
	I'll inform you here once the server is up and running.
	You may access now
Amy Barro	It worked. Thank you very much for your help!
Shubham Kataria	You're welcome
	Is there anything else I may help you with ?
Amy Barro	No that was it, thank you
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of

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

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

Amy Barro ok

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80867 hillary

Email: hillary@aeroconcrete.net  13093147264

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 19 Secs

City: DURANT

State: Iowa

Country: UNITED STATES

Chat Transcript

Ch

hillary Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
hillary	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hillary	I'd like to report an Issue
Acebuddy	Please select an option!
hillary	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
hillary	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv issue
	Was that helpful?
hillary	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>Gaurav kumar declined the transfer request.</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
	I deeply apologize for the inconvenience caused to you.
hillary	My quickbooks wont open on my server or any of the other applications like google chrom
Vikas Singh Chauhan	I will be surely assisting you with this. Kindly help me with your server name and user name?
hillary	HillaryH.Nent@myrealdata.net QbNXTEnt.myrealdata.net
Vikas Singh Chauhan	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to check the same.
hillary	ok
Vikas Singh Chauhan	We have checked the details on the server and some of the services are stuck. Server might need a reboot.
hillary	Okay - how long will that take? Seems like it's happening more often, Making working hard
Vikas Singh Chauhan	Kindly allow me 2 minutes to reboot the server.
	We will check the cause of services getting stuck.
hillary	ok
Vikas Singh Chauhan	Kindly allow me 2-3 more minutes.
	Reboot is under process now, I will update you here in few minutes once server is up and running.

hillary	ok
Vikas Singh Chauhan	Please try to reconnect to the server and access Quickbook.
	Is it working now ?
hillary	I will try
Vikas Singh Chauhan	Okay
hillary	It worked thank you
Vikas Singh Chauhan	Great !!
hillary	Thank you
Vikas Singh Chauhan	I will send you an email with ticket number and will keep the ticket open till tomorrow and will do a follow-up just to make server is running smoothly
	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) further assistance is required.

Vikas Singh Chauhan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80072 Carson

Email: carson.coker@smith-howard.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 21 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Carson	Hello, I am your Acebuddy
Acebuddy	Hello Carson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	Welcome to Ace Support.
	Please chose an option :
Carson	Technical Support (QB & App Hosting)
	I'd like to report an Issue
Acebuddy	Please select an option!
Carson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Carson	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Carson	printing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Carson
Carson	Hi J
Sujeet Kumar Suman	How are you doing?
Carson	Sujeet, hope you are well\
	I am good, just trying to help one of our users with an issue they are running inbto
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?
Carson	I do not have an account myself and am not sure about the server name. I think I am going to get the user to contact you themselves if this is the case
Sujeet Kumar Suman	sure.
	Is there anything else I may help you with ?
Carson	thank you for your help
Sujeet Kumar Suman	Most welcome.
	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/>)

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

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80273 atidiv.t

Email: atidiv.t@myreldata.net

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

Ch

atidiv.t Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

atidiv.t Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
atidiv.t	I'd like to report an Issue
Acebuddy	Please select an option!
atidiv.t	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
atidiv.t	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv issue
	Was that helpful?
atidiv.t	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>Gaurav kumar declined the transfer request.</i>	
atidiv.t	Hello.
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
atidiv.t	Username:atidiv.t@myrealdata.net
Yash Kalra	Kindly help me with your server's name or company name as well.
atidiv.t	H&B.
Yash Kalra	Kindly allow me two minutes to check the same.
atidiv.t	This is the company name.
Yash Kalra	Anjali , upon checking from the backend I found that you connected with us 7 days ago for the similar issue. Please confirm if it's a reoccurring issue.
atidiv.t	This issue occurs sometimes.
Yash Kalra	To help me assist you better, please answer the following questions:
	<ol style="list-style-type: none">1. Are you receiving any error message ? If yes, kindly share the exact message.2. Is this issue affecting a single user or all users on the server.
atidiv.t	Error is - it says user is already logged in.
	And single user.
Yash Kalra	Please try to connect to the server now.
atidiv.t	Okay.

Yash Kalra	Also, to help prevent this issue from recurring, I'll need to make a few changes from your side on the server. (Edited)
atidiv.t	Anjali, are you able to connect to the server now?
atidiv.t	No.
Yash Kalra	May I take the remote access of your local computer?
atidiv.t	Yes.
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
atidiv.t	Okay.
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.aceclouddhosting.com/join/8442509355
atidiv.t	Sorry we are not allowed to download any files.
	Can you help us without any downloads ?
Yash Kalra	Okay, please use this link and check the internet speed from your side. Speedtest by Ookla - The Global Broadband Speed Test
atidiv.t	We have a good internet connection and also we are not allowed to use any kind of links provided.
Yash Kalra	Okay, great to hear about the good internet connection from your side. (Edited)
	Can you please try to login to server one more time. (Edited)
	Anjali, please try clearing temp files from your system, as they can sometimes interfere with the remote server connection
atidiv.t	We tried but it still not connecting.
Yash Kalra	Please stay connected while we are making some changes from the backend.
atidiv.t	Okay.
Yash Kalra	Anjali, please try to connect to the server now.
atidiv.t	Okay.
Yash Kalra	Please check and let us know if the issue is resolved. If not, we believe the best approach would be to connect via a Google Meet session so our team can assist you further with the ongoing issue
atidiv.t	Yes it's working Thank you for the help.
Yash Kalra	Great to hear that. However, we will continue to monitor the situation for the next 3 days to ensure the issue does not reoccur. If it does, we may need to set up a Google Meet session to investigate and resolve it thoroughly.
	Is there anything else I may help you with ?
atidiv.t	No, Thank You.
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
atidiv.t	Yes.
Yash Kalra	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/>)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80684 arodriguez

Email: arodriguez@tlainteriors.com ☎ 3139086015

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: ROYAL OAK

State: Michigan

Country: UNITED STATES

Chat Transcript

arodriguez Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

arodriguez Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

arodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
arodriguez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
arodriguez	Will the Windows on the server be upgraded to be supported by Microsoft?
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Manish Singh accepted the chat transfer request.</i></p>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
arodriguez	Hello Manish
Manish Singh	Yes, Adriana how may I assist you today?
arodriguez	We received a notice when we logged into QuickBooks that Microsoft is going to stop the support of Windows 10. Is there going to be an upgrade on our server to Windows 11?
Manish Singh	We would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the Ace Cloud Hosting (ACH) server , your application is hosted on a server-based operating system . We assure you that: The version of the operating system installed on our servers is fully compatible with your QuickBooks application. We regularly apply all latest security patches and updates released by Microsoft without any delay. There is no action required from your side regarding this Windows 10 notification for your ACH-hosted QuickBooks. Your hosted environment remains fully secure, compliant, and optimized for performance.
arodriguez	Perfect! So we do not have to worry about anything!
Manish Singh	Yes, you don't have to worry about anything but on your local end if you are using windows 10 then the Security patches : update will not be available after October14th.
arodriguez	Do you know how long QuickBooks is going to be supporting our version of QuickBooks?
Manish Singh	May I know which QuickBooks version you are using?
arodriguez	We have the Enterprise Contractor 23.0 Desktop
Manish Singh	Kindly allow me two minutes to check the same.
arodriguez	Thank you
Manish Singh	As per Intuit QuickBooks Desktop 2023 will stop getting support after May 31, 2026.
arodriguez	Thank you for that!
Manish Singh	Is there anything else I may help you with ?
arodriguez	That's all! Thank you!
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 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/>)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80787 test Chat

Email: sujeet.suman@acecloudhosting.com

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: 7 Secs

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
test Chat	I'd like to report an Issue
Acebuddy	Please select an option!
test Chat	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
test Chat	test
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Tushar accepted the chat transfer request.</i>	
Tushar	Test reply hello (Edited)
test Chat	Test purpose\
Tushar	Received losing chat now.

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81001 Lavanya Keetha

Email: lavanya@smsolutionsinc.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: HYDERABAD

State: Telangana

Country: INDIA

Chat Transcript

Lavanya Keetha	Hello, I am your Acebuddy
Acebuddy	Hello Lavanya Keetha, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lavanya Keetha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lavanya Keetha	I'd like to report an Issue
Acebuddy	Please select an option!
Lavanya Keetha	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Lavanya Keetha	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv issue
	Was that helpful?
Lavanya Keetha	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Lavanya
Lavanya Keetha	Hi Shashwat
	My Quick book login Id and Password is correct but it's not working
	kindly resolve this asap
Shashwat Verma	Are you able to connect to server?
	I will surely help you with this issue.
<i>8:26:09 PM Lavanya Keetha is sharing a file with you image.png - (Size:81.43 KB)</i>	
Lavanya Keetha	It was coming like this
Shashwat Verma	Got it (Edited)
	May I take the remote access of your local computer?
Lavanya Keetha	Sure.

Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.aceclouddhosting.com/join/7152031320
Lavanya Keetha	Kindly Click on the link and open the downloaded file.
Shashwat Verma	sure
Shashwat Verma	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.
	Issue resolved on remote session
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80900 jackhung

Email: jackhung@jonaglobal.com  16265893869

Department: Support(QB & App Hosting)

Operator: Sujeept Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: ONTARIO

State: California

Country: UNITED STATES

Chat Transcript

Ch

jackhung Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
jackhung	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jackhung	I'd like to report an Issue
Acebuddy	Please select an option!
jackhung	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jackhung	cant open outlook
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Jack
jackhung	hi
Sujeet Kumar Suman	How are you doing?
jackhung	great, thx
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name and user name?
jackhung	let me find the info
Sujeet Kumar Suman	Sure, please take your time
jackhung	CID68710
	Jona Global Trading Inc
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
jackhung	thx
Sujeet Kumar Suman	Thank you for your patience.
	Are you getting any error while accessing the Outlook application on the server?
jackhung	at first the emails were stuck at outbox, then I close the program and tried to reopen it and i can't open it
Sujeet Kumar Suman	I will surely help you with this issue.
	And when was the last time it was working properly?
jackhung	15 min ago?
Sujeet Kumar Suman	Is anyone else also facing the same issue with the Outlook application?
jackhung	actually I am not sure because I tried to send emails and they were stuck in outbox

Sujeet Kumar Suman	No worries, I will surely assist you with this. (Edited)
jackhung	May I take the remote access of your server?
Sujeet Kumar Suman	sure
jackhung	Kinldy approve.
Sujeet Kumar Suman	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.
jackhung	Thank you for your patience.
Sujeet Kumar Suman	As per discussion over the remote session, The issue is resolved.
jackhung	yes, it's working now, thx
Sujeet Kumar Suman	Is there anything else I may help you with ?
jackhung	i do have one question since i have you on the remote
Sujeet Kumar Suman	Sure, please
jackhung	No sorry, I just disconnected the session
Sujeet Kumar Suman	can you see if i am able to export excel directly from my QB
jackhung	can we reconnect?
Sujeet Kumar Suman	QB premier
jackhung	Sure, I will help you.
Sujeet Kumar Suman	Kinldy approve
jackhung	i have no problem exporting excel file from Enterprise, but i can't do it on QB premier
Sujeet Kumar Suman	Thank you for your patience.
jackhung	We are making changes from the back end. Please stay connected on chat.
Sujeet Kumar Suman	it's working now, thx
jackhung	Thank you for your patience.
Sujeet Kumar Suman	As per discussion over the remote session, The issue is resolved.
jackhung	yes
Sujeet Kumar Suman	Is there anything else I may help you with ?
jackhung	no that's it, thx
Sujeet Kumar Suman	Thanks for the confirmation !
Sujeet Kumar Suman	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the ticket number and survey feedback form.
Sujeet Kumar Suman	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.

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80622 susanromo999

Email: susanromo999@gmail.com ☎ 512-848-4970

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: 29 Secs

City: PAIGE

State: Texas

Country: UNITED STATES

Chat Transcript

susanromo999	Hello, I am your Acebuddy
Acebuddy	Hello Susanromo999, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
susanromo999	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
susanromo999	

	I'd like to report an Issue
Acebuddy	Please select an option!
	What type of QuickBooks Issue are you facing?
susanromo999	QuickBooks Issue
	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
susanromo999	Remote desktop cant find the computer QBNXTENT1.myrealdatal.net.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
susanromo999	Problem has been resolved. Thank you, no further assistance is needed
Manish Singh	This message has been deleted
	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/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80310 atidiv.t

Email: atidiv.t@myrealdata.net

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 16 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

atidiv.t	Hello, I am your Acebuddy
Acebuddy	Hello Atidiv.t, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
atidiv.t	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
atidiv.t	I'd like to report an Issue
Acebuddy	Please select an option!
atidiv.t	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
atidiv.t	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv issue
	Was that helpful?
atidiv.t	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
atidiv.t	Hello.
Shashwat Verma	I will surely help you with this issue.

	Are you able to login the server?
atidiv.t	We are unable to login in QB can you help us ?
Shashwat Verma	Yes
	Kindly allow me two minutes to check the same.
atidiv.t	Sure.
Shashwat Verma	May I take the remote access of your server?
atidiv.t	Okay.
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
atidiv.t	atidiv.t@myrealdata.net
Shashwat Verma	Sure, we have requested you the remote in on the server side
	Kindly accept
	Got your issue, as its the permission inside the Qb file, this will be granted to you by QB admin, that most probably is our account or the local IT person
atidiv.t	Okay.
Shashwat Verma	Thanks for understanding!
	Is there anything else I may help you with ?
atidiv.t	no
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.
atidiv.t	okay.
Shashwat Verma	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80103 Christie Morrison

Email: cbmlola@me.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 48 Secs

City: GRANBY

State: Quebec

Country: CANADA

Chat Transcript

Ch

Christie Morrison	Hello, I am your Acebuddy
Acebuddy	Hello Christie Morrison, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Christie Morrison	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christie Morrison	I'd like to report an Issue
Acebuddy	Please select an option!
Christie Morrison	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Christie Morrison	Remote Desktop - can't log in - new pc
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.

	I will be surely assisting you with this. Kindly help me with your server name and user name?
Christie Morrison	Morning Shubham, Christie here from Plastair. I have a new Mac laptop and am trying to log into the Cloud and it gets hurt you please check for me? Thanks. My seat is called MyleneRpà
	MyleneRp
	Ohhh, i may have been using the wrong password
	hold on, i am going to try again. sorry!
Shubham Maurya	Morning Christie, Please let me check the server status.
	Okay no worries please check again and do let me know.
Christie Morrison	nope.
	Please check.
	If you want to log into my computer, let me know, that's fine.
Shubham Maurya	Okay, could you please confirm your server name it's "Plastairlh.myrealdata.net" Right?
Christie Morrison	That's it, yes. Thanks.
Shubham Maurya	Thanks for the confirmation.
	May I take the remote access of your local computer?
Christie Morrison	yes sure
Shubham Maurya	https://assist.acecloudhosting.com/join/3022599977
	Prior providing the access, I would suggest you to close any important documents at your end.
Christie Morrison	I think you are in Shubham
Shubham Maurya	Looks like still loading at my end, have you accepted the admin prompt?
Christie Morrison	I think so
Shubham Maurya	https://assist.acecloudhosting.com/join/1432796503
	Try with different link once again please
Christie Morrison	Any joy yet?
Shubham Maurya	Looks like you need to provide "screen recording" and "accessibility" permission on your mac to connect on remote.
	Seems to be working now please check it.
	Is there anything else I may help you with ?
	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/>)

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

Shubham Maurya has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80197 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 6 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Ch

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

info	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
info	I cannot connect to a printer that other computers on our network can connect to
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Daniel
	Are we still connected here?
	Are we still connected here?
info	yes
Anurag Sharma	Thanks for the confirmation !
	I will be surely assisting you with this. Kindly help me with your server name and user name?
info	the server name is bongryong.myreldata.net and the username is daniel_BK
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
info	Yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/7172536749
	Kindly paste this link in the browser of local computer and join the session.
info	I am connected
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.
	Please log off from the server once.
	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 further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80285 Jarrett Lassig

Email: jarrett.lassig@gmail.com  19562455850

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: PORT MANSFIELD

State: Texas

Country: UNITED STATES

Chat Transcript

Ch

Jarrett Lassig	Hello, I am your Acebuddy
Acebuddy	Hello Jarrett.lassig, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jarrett Lassig	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jarrett Lassig	I'd like to report an Issue
Acebuddy	Please select an option!
Jarrett Lassig	Password Reset
Acebuddy	Please select an option below
Jarrett Lassig	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80572 joyce

Email: joyce@hcfoodinc.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 12 Secs

City: SINGAPORE

State: North East

Country: SINGAPORE

Chat Transcript

Ch

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

Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv issue
	Was that helpful?
joyce	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>
joyce	I CAN'T LOGIN REMOTELY
	<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.
joyce	JUST CAN'T ACCESS TO THE REMOTE CP
	PC
Shubham Kataria	Hello Joyce
	I will be surely assisting you with this. Kindly help me with your server name and user name?
joyce	USER NAME JOYCE
	not sure which is server name
Shubham Kataria	Alright
	Kindly confirm if you're receiving any error while accessing the server
joyce	no
Shubham Kataria	And please confirm if you're the only user who is facing this issue.
joyce	just keep the page "configuring remote pc"
Shubham Kataria	Alright
	May I take the remote access of your local computer?
joyce	ok
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
joyce	ok
Shubham Kataria	https://assist.acecloudhosting.com/join/1612366197
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting 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.
	As per the remote chat conversation your issue has been resolved.
	Is there anything else I may help you with ?
joyce	no

	thank you
Shubham Kataria	You're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
	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/)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80654 Shaughn Lindley

Email: shaugn@rrlift.com **Phone:** 12068178453

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 55 Secs

City: KYLE

State: Texas

Country: UNITED STATES

Chat Transcript

Ch

Shaughn Lindley	Hello, I am your Acebuddy
Acebuddy	Hello Shaughn Lindley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shaughn Lindley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shaughn Lindley	I'd like to report an Issue
Acebuddy	Please select an option!
Shaughn Lindley	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Shaughn Lindley	I am getting a pop up message when I login to quickbooks that microsoft will no longer be providing security updates to windows 10
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shaughn Lindley	it is recommending that we upgrade to windows 11
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
Shaughn Lindley	hello
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?
Shaughn Lindley	Lindley Lifts
	Shaughn Lindley
Shubham Maurya	Thank you for the information and allow 2 minutes to check the same.
Shaughn Lindley	ok thanks
Shubham Maurya	Thank you for the patience Shaughn and for bringing this notification to our attention. We do have an update regarding this message.
	We would like to clarify that these update reminders from Intuit relate to QuickBooks Desktop installations running on local computers. Since you are accessing QuickBooks through the *Ace Cloud Hosting (ACH) server*, your application is hosted on a *server-based operating system.*
	We assure you that:
	The version of the operating system installed on our servers is *fully compatible* with your QuickBooks application.
	We *regularly apply all latest security patches and updates* released by Microsoft without any delay.
	There is *no action required from your side* regarding this Windows 10 notification for your ACH-hosted QuickBooks.

Your hosted environment remains fully secure, compliant, and optimized for performance.

Shaughn Lindley	ok thank you for confirming
	is there a a way to get rid of the pop up message?
	I also get a pop up message that quickbooks needs to do a critical update
Shubham Maurya	Sure, We can perform QuickBooks update for you. Meanwhile do let me check if we can stop windows popup message.
	Server reboot is require for QB update would that be fine at the moment?
Shaughn Lindley	how long will it take?
	if its less than 45 mins im ok with it
Shubham Maurya	Yes, It will hardly take 10-15 min and I'll try to complete as early as possible.
	Please hold on, once done I'll update you here. Please inform all the other users to logout for server.
Shaughn Lindley	ok sounds good
	i will log out now
Shubham Maurya	Thank you for confirming that Shaughn.
	We have started QuickBooks update which is in progress right now, please don't login to server for couple of minutes.
Shaughn Lindley	ok
Shubham Maurya	As we checked, this Windows 10 popup is coming from Intuit (QuickBooks), so unfortunately, it can't be fully disabled from the system tray. However, if you see a checkbox that says " Don't show this message again ," you can select it. If not, you may simply ignore the message and continue using your application without any issues as it won't impact functionality.
	Thank you for the patience Shaughn, we have successfully updated QuickBooks application on the server. Please login and connect to the critical update pending message.
Shaughn Lindley	ok let me check
	when I click on the microsoft windows app to get ready to login to ace cloud
	a pop up keeps coming up that says
	you are connecting to the RDP host Lindley Lifts. the certificate couldnt be verified to a root certificate. your connection may not be secure
Shubham Maurya	From how long you are getting this message while connecting to RDP?
Shaughn Lindley	its every time right before I get ready to log into RDP
	<i>5:19:05 PM Shubham Maurya is sharing a file with you image.png - (Size: 115.58 KB)</i>
	<i>Please perform the steps in above screen shot to prevent it.</i>
Shubham Maurya	Then it will ask for MAC password.
Shaughn Lindley	got it
	im in ace cloud. clicked on quickbooks

	<p>still go the message</p> <p>a critical quickbooks update is waiting for installation</p>
	<p><i>5:22:22 PMShubham Maurya is sharing a file with you</i></p> <p><u>image.png</u> - (Size:33.79 KB)</p>
	<p><i>We have performed update from our end you can see in above screen shot that "Nothing new downloaded" is displayed.</i></p>
Shubham Maurya	Try to close it and reopen it and check.
Shaughn Lindley	ok that worked
Shubham Maurya	Thank you for confirming Shaughn, Hope that helps. As for the Windows popup, you can simply skip or close it as it should automatically after a while.
	Is there anything else I may help you with ?
Shaughn Lindley	ok sounds good
	thank you for your help
Shubham Maurya	You are most welcome ! we do appreciate your patience and understanding with us.
	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/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shubham Maurya has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80920 Kimberli Arcadia

Email: accounting@nhvi.com  15303551298

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 55 Secs

City: REDDING

State: California

Country: UNITED STATES

Chat Transcript

Ch	
Kimberli Arcadia	Hello, I am your Acebuddy
Acebuddy	Hello Kimberli Arcadia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kimberli Arcadia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kimberli Arcadia	I'd like to report an Issue
Acebuddy	Please select an option!
Kimberli Arcadia	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kimberli Arcadia	ticket 757740
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
Kimberli Arcadia	it looks like I was able to sign into excel finally.
Vikas Singh Chauhan	Great !!
Kimberli Arcadia	so how do I cancel one of the microsoft 365 bills? I don't want to cancel the subscription, but I don't want duplicate billing
Vikas Singh Chauhan	We can help in managing the server but if you think there is duplicate billing for any of your account, you need to contact with the same account details.
Kimberli Arcadia	they are billing me and you are billing me. which one needs to be cancelled.
Vikas Singh Chauhan	Are the billing for the same Office 365 account ?
Kimberli Arcadia	yes,

	I only have the one business account
	I am not sure why you are billing me.
Vikas Singh Chauhan	Let me check once, allow me 3-4 minutes.
Kimberli Arcadia	ok
Vikas Singh Chauhan	Could you please check the latest invoice from Microsoft and see for which service they are charging you. As from Ace en charged only for Apps for Enterprise.
Kimberli Arcadia	I will have to login and see
Vikas Singh Chauhan	Sure, please take your time
Kimberli Arcadia	the invoice says online services
	I am going to go ahead and cancel with them. I guess we will see what happens after I do that.
	the subscription next to my login says apps for enterprise
Vikas Singh Chauhan	Sure, and let us know if you face any challenge and we will be happy to assist you.
Kimberli Arcadia	ok. thank you.
Vikas Singh Chauhan	I keep your ticket open for next 2 days.
Kimberli Arcadia	thank you
Vikas Singh Chauhan	Is there anything else I may help you with ?
Kimberli Arcadia	is it possible to add an e-mail to my outlook that doesn't show in my employee's login?
Vikas Singh Chauhan	You are asking for Outlook on server , right ?
Kimberli Arcadia	yes
Vikas Singh Chauhan	Once you login to the server, the account which you are using on the Outlook is not visible to other users. Every user who server, has their own outlook profile, unless you share your account with them.
Kimberli Arcadia	ok. good. thank you.

Kimberli Arcadia has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80957 Lee Ann Evans

Email: leeann@lonestarlearning.com  18062811424

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: LUBBOCK

State: Texas

Country: UNITED STATES

Chat Transcript

Lee Ann Evans	Hello, I am your Acebuddy
Acebuddy	Hello Lee Ann Evans, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lee Ann Evans	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lee Ann Evans	I'd like to raise a Request
Acebuddy	Please select your request type.
Lee Ann Evans	Printer/Scanner Addition
Acebuddy	Please select your desired option :
Lee Ann Evans	Printer Addition
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge article attached below.
	Once the local client has been installed, Please try printing from the server and select 'Uniprint' option from the printers listed. Then select your desired printer when prompted.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80029 Violyn Cheerson

Email: violyn@sparkrootconstruction.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 17 Secs

City: FT WORTH

State: Texas

Country: UNITED STATES

Chat Transcript

Violyn Cheerson	Hello, I am your Acebuddy
Acebuddy	Hello Violyn Cheerson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Violyn Cheerson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Violyn Cheerson	I'd like to report an Issue
Acebuddy	Please select an option!
Violyn Cheerson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Violyn Cheerson	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Violyn Cheerson	When I tried to download bank transaction to QB, it kept trying to open the previous version of QB instead of using the op current QB I am working on
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sanyam Madan accepted the chat transfer request.

Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
Violyn Cheerson	Hi Sanyam
Sanyam Madan	Hi Violyn , how are you doing
Violyn Cheerson	Pretty good thank you, how about you?
Sanyam Madan	I am Good as well
	Can you please elaborate your issue ?
Violyn Cheerson	So normally I download the bank transaction in to QBO files to have them downloaded into QB. For this specific Bank, every time I am opening the file to be downloaded, it kept opening the previous version of QB 23.0 the files there Even though I have the QB opened for that company on the QB 24.0
	Every 8 out of 10 times, it is like that Can we remove the old version of QB out from the system?
	Also on the side note, can I clean up my Desktop from the shortcuts that I don't need?
Sanyam Madan	Alright, got it! I'll definitely help you with this.
	Kindly help me with your server name and user name?
Violyn Cheerson	Where can I get that information? Also whenever I tried to open the Bank site to download from version 24.0 it's frozen! Like now :(
	Is it PEARL.myrealdata.net?
Sanyam Madan	No worries! Let me quickly pull up your details and help you with this. Can you please confirm if <i>PH_Violyn@myrealdata.net</i> is your username?
Violyn Cheerson	I think so, it has my name on it :)
Sanyam Madan	Give me just 2 minutes — I'll check and get back to you shortly.
Violyn Cheerson	Sure thank you
Sanyam Madan	Violyn, please first check if your QuickBooks 2024 is still frozen. I've made some changes on my end that may have resolved the issue.
Violyn Cheerson	It is Let me try to refresh
Sanyam Madan	Yes sure
Violyn Cheerson	Oh it's already closed Let me try again now
Sanyam Madan	Sure, please go ahead and let me know how it goes.
Violyn Cheerson	

	<p>It is still doing the same thing</p>
Sanyam Madan	<p>May I take the remote access of your server?</p> <p><i>6:01:33 AM Violyn Cheerson is sharing a file with you</i> <u>image.png</u> - (Size:54.88 KB)</p> <p><i>The pop up when I tried to open the file for bank transaction</i></p>
Violyn Cheerson	<p>Yes sure</p>
Sanyam Madan	<p>Violyn*,* as per the pop-up message, your subscription is about to expire.</p>
Violyn Cheerson	<p>That was not for the version I am using</p> <p>It was for the older version</p> <p>When I tried to download the file, it always tried to download it to the version 23.0 even though we are using version 24.0</p> <p>That's what I was saying above, it kept trying to download the file to the older version</p> <p>Not sure why we still have the older version installed when we are using the newer version already</p>
Sanyam Madan	<p>Just to confirm, are you using QuickBooks 2023? If not, we can proceed with removing it from the server</p>
Violyn Cheerson	<p>No, again, I am using version 24.0</p>
Sanyam Madan	<p>I'll need you to log out of the server so I can proceed with the uninstallation process.</p> <p><i>6:07:58 AM Violyn Cheerson is sharing a file with you</i> <u>image.png</u> - (Size:146.04 KB)</p> <p><i>The one where I want the file to be downloaded to</i></p> <p>This should fix the issue for you.</p>
	<p><i>6:09:17 AM Violyn Cheerson is sharing a file with you</i> <u>image.png</u> - (Size:121.61 KB)</p> <p><i>When I tried to open the QBO file, it always gave the pop up about subscription expiring, and when I c</i></p>
	<p>Got it</p>
	<p>Removing the older version will resolve this issue.</p>
Violyn Cheerson	<p>I am out from the server</p>
	<p>Also, can you clean up my Desktop from the app shortcut that I don't use? Not to uninstall, just don't want too much unnecessary stuff littering my desktop :)</p>
Sanyam Madan	<p>Could you please specify which applications shortcut you no longer require?</p>
Violyn Cheerson	<p>Can I log back in now?</p>
	<p>I need to look and I can take screenshot for you :)</p>
Sanyam Madan	<p>Yes Violyn , you can</p>
	<p>Let me know here once you are out (Edited)</p>
	<p><i>6:15:34 AM Violyn Cheerson is sharing a file with you</i></p>

[image.png](#) - (Size:234.42 KB)

All the one with the big red X on them please

Violyn Cheerson	I also still see the older version QB on there and when I tried to open the QBO file, it is still doing the same thing, talking about expiring subscription and tried to download the QBO file to 2023 version even though I have 2024 version opened
Sanyam Madan	I will begin the uninstallation process now. Once completed, you should no longer experience that issue.
	Got it
	I'll put the chat on hold temporarily. Please hold on for a moment.
Violyn Cheerson	Sure, thank you Sanyam
Sanyam Madan	Some shortcuts are placed on the public desktop, which means removing them will affect all users. Please let me know if you want to proceed.
	Are we still connected?
	QuickBooks 2023 has been uninstalled. Please confirm if I can proceed with removing the shortcuts as well.
Violyn Cheerson	Yes sorry I stepped away for a little bit there
Sanyam Madan	No worries
Violyn Cheerson	Which shortcut are in the public desktop?
Sanyam Madan	All the shortcuts
Violyn Cheerson	Can they be moved elsewhere and then installed to all other user?
	Or at least Can I create a folder on my desktop and move them all to that folder?
Sanyam Madan	Yes, but this needs to be done manually. We will have to remove all the shortcuts from the public desktop and then place them individually on each user's desktop.
Violyn Cheerson	What about placing them on a folder in my desktop?
Sanyam Madan	This change will also take place for all the users
	we can proceed with this step with your approval
Violyn Cheerson	What if you create a folder in the public desktop called "Shortcuts" and place all shortcuts there?
	I am not sure if other people are using the other shortcut often. There are 2-3 other division that are also using the server
	Sounds like too much work for you LOL Was thinking it was an easy deleting from my desktop only
Sanyam Madan	I believe this approach will be convenient for both you and the other users.
	Don't worry about it 😊
Violyn Cheerson	If you can do it, that will be great. And also please remove the word shortcut for me as well :D
	I missed that one
	Thank you Sanyam
Sanyam Madan	Sure, I'll begin the process now.
Violyn Cheerson	Will this affect anyone with their work?

Sanyam Madan	No ,shortcut removal will not bother anyone (Edited)
Violyn Cheerson	OK thank you :)
Sanyam Madan	Violyn ,I have made the requested changes on the desktop. Please check on your end and let me know if everything looks good
Violyn Cheerson	Ok thank you Sanyam
	Shortcuts on my end looks good :D
Sanyam Madan	Please check this as well and let m know
Violyn Cheerson	I just did, works perfect now, all the transaction downloaded to the QB I am using
	Thank you!!!
Sanyam Madan	My Pleasure😊
	Is there anything else I may help you with ?
Violyn Cheerson	No you took care both my problems that had been gnawing for a while now
	Again, Thank you Sanyam :D
Sanyam Madan	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.
Violyn Cheerson	Definitely

Sanyam Madan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80031 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 10 Secs

City: MORBI

State: Gujarat

Country: INDIA

Ch

Chat Transcript

ankit	Hello, I am your Acebuddy
Acebuddy	Hello Ankit, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ankit	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ankit	I'd like to report an Issue
Acebuddy	Please select an option!
ankit	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ankit	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ankit	Slowness issue
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 Ankit
ankit	Hi
	All pc working slow in quickbook
Shashwat Verma	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
	I will surely help you with this issue.
ankit	Many time
Shashwat Verma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
ankit	Last time your representative told the same
	Can i logout all pc?

10:48:40 AM Shashwat Verma is sharing a file with you
[image.png](#) - (Size:33.99 KB)

As of now, your resources on the server are fine, looks like issue lies at your local end

Shashwat Verma So, you would like us to reboot the server?

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.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80748 Niral Patel

Email: npp356@gmail.com **Phone:** 19132264812

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: CARLSBAD

State: California

Country: UNITED STATES

Chat Transcript

Ch

Niral Patel Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Niral Patel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Niral Patel	I'd like to report an Issue
Acebuddy	Please select an option!
Niral Patel	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Niral Patel	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv issue
	Was that helpful?
Niral Patel	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>Vikas Singh Chauhan accepted the chat transfer request.</i>	
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Niral Patel	QBNXTENT1.myrealdata.net
	myrealdata\Shritin.NENT1
Vikas Singh Chauhan	Thanks for the confirmation !
	Could you please explain about the issue ?
	Are you getting any error while logging into Quickbook ?
Niral Patel	Hello Vikas - for one of our companies QB Enterprise - Hooptown LLC, the quicbooks payroll is not tied to our account
	It is showing as another companies QB account, so the payroll service does not work
Vikas Singh Chauhan	Kindly allow me few minutes to check the same.
Niral Patel	No problem
Vikas Singh Chauhan	May I take the remote access of your server?
	Are we still connected here?
Niral Patel	yes
Vikas Singh Chauhan	Okay
	Prior providing the access, I would suggest you to close any important documents at your end.

Niral Patel	ok you can connect
Vikas Singh Chauhan	Please sign-in to the server, I do not see your session on the server.
Niral Patel	ok - i am logged in
Vikas Singh Chauhan	Please accept the request on the server screen.
	Thank you.
	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.
Niral Patel	Sounds good
Vikas Singh Chauhan	Please check the server screen.
Niral Patel	Sorry - yes let me connect to the QB file
Vikas Singh Chauhan	Please login to the file
	Are we still connected here?
	Are we still connected here?
Niral Patel	Yes - sorry about that
Vikas Singh Chauhan	No worries.
Niral Patel	Can we see the payroll subscription? Is it the same as my other QB files
	Thank you

Niral Patel has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#81006 Elizabeth Sharp

Email: esharp@mwmnc.com  7044731466

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: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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

My desktop is currently set up for multi-screen sharing meaning I can run any apps on any screen when using the ace Cloud platform. Is there any way I can toggle that on and off.

Visitor Details

#80113 Kristin Bingham

Email: kbingham@bingham-construction.com ☎ 18583538716

Department: Support(QB & App Hosting)

Operator: Yash Kalra

Website: https://www.acecloudhosting.com/hosting/quickbooks-desktop/?utm_source=google&utm_medium=cpc&utm_campaign=QBES_Pmax&utm_term=&utm_adgroup=&gad_source=1&gad_campaignid=22803601679ARIsABua5iQU9nFmXHmLnoBpA6NDC5cJuOGTEg_X9Nkj0Kx1QhKYGJ4sCZFR0laAqc5EALw_wcB

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 59 Secs

City: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Ch

Kristin Bingham My desktop is currently set up for multi-screen sharing meaning I can run any apps on any screen when using the ace Cloud Hosting platform. Is there any way I can toggle that on and off.

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

Kristin Bingham Good morning Dave

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

DEV

Yash Kalra accepted the chat transfer request.

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

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

Kristin Bingham Good morning

BINGHAM CONSTRUCTION

Yash Kalra Good morning, Bingham.

Kristin Bingham Kristin Bingham

I'm using the admin login

Yash Kalra Kindly allow me two minutes to check the same.

Kristin Bingham Of course please take your time

Yash Kalra Bingham, could you please confirm if changing the screen mode to single screen helps resolve the issue?

Kristin Bingham Confirmed, it's just too slow to run on your server all the time. This allows me to leave the QuickBooks windows open while on my other screens

Yash Kalra Bingham, May I take the remote access of your local computer in order to resolve all these issues?

Kristin Bingham Yes do you need me to open the connection

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

Kindly Click on the link and open the downloaded file.

	https://assist.aceclouddhosting.com/join/9572437533
Kristin Bingham	Just a moment please
Yash Kalra	Sure, please take your time
Kristin Bingham	I'm trying to sign in
	Can you see the screen
Yash Kalra	Not yet, I guess the session must be asking for the session confirmation.
Kristin Bingham	I see it in the bottom right corner but I don't see it in the joint session window let me back out and try it again
Yash Kalra	Yes, please try again.
	Please use this new link provided below. https://assist.aceclouddhosting.com/join/1512924693
Kristin Bingham	It says that the session has
	It says that the session has expired
Yash Kalra	Please use this new link provided below. https://assist.aceclouddhosting.com/join/1512924693
	Bingham, please let me know if you are facing any issue while connecting?
	Bingham, we assisted you regarding the monitor issue, and as discussed, the slowness was due to low bandwidth. All issues now been resolved, although the chat session ended earlier than expected.
	We will be closing this session as the issue has been addressed. Thank you for choosing Ace Cloud.

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80378 heather

Email: heather@bluenorthernbuilders.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

12 Au

Browser: Microsoft Edge

Device: Desktop

City: RIO LINDA

State: California

Country: UNITED STATES

Chat Duration : 38

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Au

#80621 llewis

Email: llewis@taylorengineers.com

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: 51 Secs

City: OAKLAND

State: California

Country: UNITED STATES

Chat Duration : 2

Chat Transcript

llewis Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

llewis Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

llewis I'd like to report an Issue

Acebuddy Please select an option!

llewis QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

llewis Other QB related issue

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

llewis Ticket 752770

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.

llewis hello

Tushar Hello Lea.

Kindly allow me two minutes to check the same.

llewis ok

Tushar	Thank you for waiting Lea I'm checking your server for Big time sync agent.
Ilewis	ok
Tushar	Lea may I know the error message you are getting and also is it the first time you are facing and are other user facing this issue as well? (Edited)
Ilewis	No error message. We have been dealing with this issues for many months. The sync agent disconnects regularly. Ace just reset it for me on Saturday and it is now disconnected again.
	It is supposed to run every time we login to Quickbooks
Tushar	I understand how frustrating this could be, I have checked your other chats and tickets for the same issue.
	In which we have repaired the application as well as an autologin user is made for this.
Ilewis	ok
Tushar	I will be rebooting the server as of now, as this resolves your issue temporarily.
Ilewis	ok
Tushar	Also, I will Escalate this issue to our Escalation team to investigate what is causing this issue. Kindly share your contact number and time frame in which you are generally available with time zone included. This helps our team to reach you if needed.
Ilewis	510-473-1171. I am available all day today. I am in the Pacific Time Zone.
Tushar	Thank you for these details.
	The server will reboot in 1 minute.
Ilewis	ok thank you
Tushar	Thank you for waiting Lea, kindly log in again and check if the issue is resolved or not.
Ilewis	ok just a moment
Tushar	Sure, please take your time
	Is it working?
Ilewis	no
Tushar	May I take the remote access of your server?
Ilewis	yes
Tushar	Prior providing the access, I would suggest you to close any important documents at your end.
Ilewis	yes
Tushar	Kindly check now.
Ilewis	it is connected now thank you
Tushar	It will take time as it is updating as you can see, rest assured it is working.

	Is there anything else I may help you with ?
Ilewis	no, thank you for your help today
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 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/)
	<i>Tushar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Au

#80512 atidiv.t

Email: atidiv.t@myrealdata.net

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

Chat Transcript

Chat Duration : 4

atidiv.t	Hello, I am your Acebuddy
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	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.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

15 Au

#80517 nancypafites

Email: nancypafites@cme-eng.com ☎ 15165517316

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: MERRICK

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 31

nancypafites	Hello, I am your Acebuddy
Acebuddy	Hello Nancypafites, 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.

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

13 Au

#80452 Lee Roberts

Email: lee@equitablecpa.com ☎ 8016608585

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 45 Secs

City: SPANISH FORK

State: Utah

Country: UNITED STATES

Chat Transcript

Chat Duration :

Lee Roberts	Hello, I am your Acebuddy
Acebuddy	Hello Lee Roberts, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lee Roberts	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lee Roberts	I'd like to report an Issue
Acebuddy	Please select an option!
Lee Roberts	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lee Roberts	Ticket ID: 749652

Acebuddy	Please wait while we connect you to a Support Representative <i>Acebuddy (bot) forwarded the chat request</i>
Shubham Maurya	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today. Kindly allow me two minutes to check the same.
Lee Roberts	ok
Shubham Maurya	Hello Lee, to help me assist you better please help me with the following questions: 1. When was the last time you were able to print from the server ? 2. Is this issue occurring for all the users or is it user specific ? (Edited)
Lee Roberts	i printed last week just fine. i believe it is just me having the issue i can print reports just not checks
Shubham Maurya	May I take the remote access of your local computer?
Lee Roberts	yes
Shubham Maurya	Okay, it seems last time Jon was having the similar issue, don't worry we will surely assist you. (Edited)
Lee Roberts	yes he mentioned that but it has been a while ago
Shubham Maurya	Prior providing the access, I would suggest you to close any important documents at your end.
Lee Roberts	done
Shubham Maurya	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/2412390558
Lee Roberts	that is my pl do i have to use uniprint
Shubham Maurya	Yes, from within the server please use uniprint to print the desired document. Is there anything else I may help you with ?
Lee Roberts	so more steps why
Shubham Maurya	We understand your concern, Lee. However, please note that in an RDP (Remote Desktop Protocol) environment, certain print protocols are not supported by default.
Lee Roberts	but it has worked for years
Shubham Maurya	So we have to use Uniprint to make it work. When you were using old laptop, Uniprint must be already installed over there. Please do check under control panel>>program and file.

Lee Roberts	<p>no this isn't a new computer.</p> <p>same computer. nothing new. just stopped working</p>
Shubham Maurya	<p>Printing in a Remote Desktop (RDP) environment can sometimes face issues due to limitations in printer redirection, driver compatibility, or unsupported protocols.</p> <p>So in case if you are having any issue then we do need to bypass it using virtual printer redirection.</p> <p>If there is no issue in print then we can skip this step.</p> <p>So in this case we were facing print redirection issue as per the error message which we received.</p> <p>We will definitely note this down and share it with our backend team to help ensure a smoother experience in the future.</p>
	Are we still connected here?
Lee Roberts	<p>yes</p> <p>i just didn't understand why its always worked and then stopped</p>
Shubham Maurya	<p>The Microsoft printing library isn't always fully reliable in RDP environments, which is why, in certain cases, the UniPrint library is used to handle Remote Desktop printing protocols more effectively.</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>

Shubham Maurya has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80838 Cynthia Zone

Email: czone@actegra.com **14167071743**

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

26 Au

Device: Desktop

City: LOEKKEN

State: Isle Of Wight

Country: DENMARK

Chat Transcript

Chat Durat

Cynthia Zone Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Cynthia Zone Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Cynthia Zone I'd like to raise a Request

Acebuddy Please select your request type.

Cynthia Zone 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 :

Cynthia Zone 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

12 Aug

#80427 Jesse Stewart

Email: jesse.stewart@pearlmangrp.com  16784340503

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: SUWANEE

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Durat

Jesse Stewart Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jesse Stewart Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jesse Stewart Setback

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

Whom Would You Like to Connect With?

Jesse Stewart Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jesse Stewart I'd like to raise a Request

Acebuddy Please select your request type.

Jesse Stewart Password Reset

Acebuddy Please select an option below

Jesse Stewart Already Enrolled to Selfcare Portal

Acebuddy Please follow the process mentioned in the link below inorder to reset your server password.

Do you need any further assistance on the topic?

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

13

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

9 Aug

#80312 John Meraveles

Email: john@plywoodsource.com **Phone:** 5625431365

Department: Support(QB & App Hosting)

Operator: Vikas Singh Chauhan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 8 Secs

City: OAK BROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

Chat Duration : 47

John Meraveles	Hello, I am your Acebuddy
Acebuddy	Hello John Meraveles, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
John Meraveles	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
John Meraveles	I'd like to report an Issue
Acebuddy	Please select an option!
John Meraveles	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
John Meraveles	it seems we are unbale to send email through outlook, can you help us?
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Vikas Singh Chauhan accepted the chat transfer request.</i>	

Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
John Meraveles	Username: JohnM plywood.myrealdata.net
Vikas Singh Chauhan	Thanks for the confirmation !
	Is outlook able to open ?
John Meraveles	yes
Vikas Singh Chauhan	Okay, so outbound email not going through ?
John Meraveles	yes
Vikas Singh Chauhan	May I take the remote access of your local computer?
John Meraveles	yes
Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/4592608228
	Kindly paste this link in the browser of local computer and join the session.
John Meraveles	ok
Vikas Singh Chauhan	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 we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#80608 ussisteve

Email: ussisteve@ussiinc.com ☎ 12607603084

18 Au

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: QUINCY

State: Michigan

Country: UNITED STATES

Chat Duration : 7

Chat Transcript

ussisteve Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

ussisteve Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

ussisteve I'd like to raise a Request

Acebuddy Please select your request type.

ussisteve Change in Users

Acebuddy Please select your desired option!

ussisteve User Addition

Acebuddy Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal!

Do you need any further assistance on the topic?

ussisteve 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

22 Au

Visitor Details

#80745 allison

Email: allison@cowestlandtrust.org ☎ 19702635443

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: PROVO

State: Utah

Country: UNITED STATES

Chat Duration : 42

Chat Transcript

allison Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

allison Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

allison I'd like to report an Issue

Acebuddy Please select an option!

allison QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

allison Other QB related issue

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

26 Au

#80852 ricky pais

Email: ricky@brannanhessel.cpa

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 56 Secs

City: WILLISTON

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 24

ricky pais Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

ricky pais Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

ricky pais I'd like to report an Issue

Acebuddy Please select an option!

ricky pais Other Issue

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

ricky pais I need the MFA /2FA reset so i can set it up in my new phone. my administrator should have emailed you already

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Maurya accepted the chat transfer request.

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

	today.
ricky pais	hello
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?
ricky pais	HSProSeries.myreldata.net
	myreldata\RickyPai
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.
ricky pais	ok
Shubham Maurya	Thanks for your patience, We are dis-enrolling your earlier MFA once done we will let you know.
ricky pais	please let me know as soon as possible. i cannot do any work without access
Shubham Maurya	Sure, we do understand the urgency of the issue Ricky.
ricky pais	thank you
Shubham Maurya	https://selfcare.acecloudhosting.com
	Please enroll to self care portal once again and setup MFA using new phone.
ricky pais	got it, thank you for your help. i do not need assistance with anything else, have a great day.
Shubham Maurya	Thanks for your patience and understanding with us.
	This message has been deleted
	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.

Shubham Maurya has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Aug, 2:1

#80578 Stephanie Sorensen

Email: stephanie@elutinc.com ☎ 18017551440

Department: Support(QB & App Hosting)

Operator: Gaurav kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: SANDY

State: Utah

Country: UNITED STATES

Chat Duration : 11 Mins

Chat Transcript

Stephanie Sorensen	Hello, I am your Acebuddy	18 Aug, 2:1
Acebuddy	Hello Stephanie, I'm your Ace Buddy. I'll be happy to assist you!	2:1
	Whom Would You Like to Connect With?	2:1
Stephanie Sorensen	Technical Support (QB & App Hosting)	2:1
Acebuddy	Welcome to Ace Support.	2:1
	Please chose an option :	2:1
Stephanie Sorensen	I'd like to report an Issue	2:1
Acebuddy	Please select an option!	2:1
Stephanie Sorensen	QuickBooks Issue	2:1
Acebuddy	What type of QuickBooks Issue are you facing?	2:1
Stephanie Sorensen	QuickBooks is Frozen	2:1
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	2:1
	Was that helpful?	2:1
Stephanie Sorensen	No	2:1
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.	2:1
	<i>Acebuddy (bot) forwarded the chat request</i>	2:1
	<i>Gaurav kumar accepted the chat transfer request.</i>	2:1

Gaurav kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav kumar. I will be assisting you today.	2::
	Hello Stephanie	2::
Stephanie Sorensen	Hi! I am trying to login to Quickbooks and made it in successfully, but then a screen came up that I am unable to close.	2::
	<i>2:13:46 AMStephanie Sorensen is sharing a file with you</i> <u>1_image.png</u> - (Size:39.2 KB)	2::
Gaurav kumar	I will be surely assisting you with this. Kindly help me with your server name and user name?	2::
Stephanie Sorensen	I am not seeing the button at the bottom to disconnect out of QB.	2::
	Elute Inc.	2::
	StephanieSore	2::
	StephanieSor	2::
Gaurav kumar	Thank you for the information and allow 2 minutes to check the same.	2::
Stephanie Sorensen	Sure.	2::
Gaurav kumar	I have closed the QB session from the back end, please try to open again	2::
Stephanie Sorensen	ok, just one second	2::
Gaurav kumar	Sure, please take your time	2::
Stephanie Sorensen	Thank you! That seems to working!	2::
Gaurav kumar	Is there anything else I may help you with ?	2::
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.	2::
	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.	2::
	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!	2::
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).	2::
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	2::

Gaurav kumar has ended this chat session

