

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#70938 jend

Email: jend@taxproak.com ☎ 19077431040

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: 5 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

jend	Hello, I am your Acebuddy
Acebuddy	Hello Jend, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
jend	Managed IT
Please wait while we connect you to an available Representative.	
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Pradeep Kumar accepted the chat transfer request.</i>	
jend	reboot please
Pradeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Pradeep how may I help you for today?
Can you please confirm me your Account name once?	
jend	Tax professionals of Alaska
reboot please	
Pradeep Kumar	Alright, Let me Transfer the chat to the concerned Team.
<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</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 Jend
jend	hi reboot please
Anurag Sharma	Please confirm if you want to reboot this server TPAAlaskaLLC.myrealdatal.net?
jend	yes please trying to convert Lacerte files to ATX and i cannot find the lacerte files for the conversion
Anurag Sharma	Okay
	I am rebooting the server. (Edited)
	Jend, I would like to inform you that I have successfully rebooted the server as per your request.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcription

Hello, I am your Ace

Visitor Details

#70588 Rebecca Testa

Email: becky@fairtaxplanning.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transc

Hello, I am your Ace

Visitor Details

#71587 duane

Email: duane@cartercpatax.com  19703907348

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: 59 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

duane	Hello, I am your Acebuddy
Acebuddy	Hello Duane, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
duane	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
duane	I'd like to report an Issue
Acebuddy	Please select an option!
duane	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
duane	2024 ATX cannot complete updates since I'm not setup as an administrator
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.
	As user as logged in right now.
	We will schedule this update in night hours.
duane	I can kick everyone out, need the update now OR need to have my login have the capability to process updates
Manish Singh	Sure, please do once the update is done we will email you.
	Is there anything else I may help you with ?
duane	everyone is out-please process the upgrade
	update
Manish Singh	May i know the server name?
duane	cartercpaatx1.myreldata.net
	cartercpaatx2.myreldata.net isn't updating either-will mine update all servers
Manish Singh	Alright, noted
	Is there anything else I may help you with ?
duane	yes, this problem is not resolved-did you apply the update?

Manish Singh	On it
duane	cartercpaatx3.myrealdata.net needs to be updated too-thanks
Manish Singh	Kindly login to the server once
	We need the ATX credentials to update the application.
duane	as in login/password
Manish Singh	Yes
	May I take the remote access of your server?
duane	sure
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
duane	ready
Manish Singh	Login 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)

Manish Singh has ended this chat session

Chat Transcription

Hello, I am your Ace

Visitor Details

#70842 Susan K Phillips

Email: susan@waldencs.com **Phone:** 17048440520

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 6 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Susan K Phillips	Hello, I am your Acebuddy
Acebuddy	Hello Susan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Susan K Phillips	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Susan K Phillips	I'd like to report an Issue
Acebuddy	Please select an option!
Susan K Phillips	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Susan K Phillips	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Susan K Phillips	Need administrator permissions to open the company file - Premier. You sent me a backup, I installed it and get the follow
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>8:03:30 PM Susan K Phillips is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:32.75 KB)</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
	<i>Tushar Pharswan is transferring the chat to Aarush Aneja.</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
Susan K Phillips	Good Morning
	Trying to open Premier, get this error message.
	That is from the backup file recently sent to me, after our compay file disappeared on Friday
Aarush Aneja	We will surely assist you with this issue
Susan K Phillips	thank you
Aarush Aneja	Kindly login back on to the server once and check now
Susan K Phillips	ok

	Same error message
Aarush Aneja	Apologies, May I take the remote access of your server?
Susan K Phillips	yes
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this chat.
	We are connected back
Susan K Phillips	Yes, thank you so much
Aarush Aneja	We opened the file on our end and you can easily access back the file
Susan K Phillips	thank you
Aarush Aneja	We believe your issue is now resolved
	Susan, Is there anything else I may help you with ?
Susan K Phillips	no thank you
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	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/)

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Ace

Visitor Details

#70530 Tim Nelson

Email: sales@superiorsalesdist.com **Phone:** 17343557260

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: 2 Secs

City: ADRIAN

State: Michigan

Country: UNITED STATES

Chat Transcript

Tim Nelson	Hello, I am your Acebuddy
Acebuddy	Hello Tim Nelson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tim Nelson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tim Nelson	I'd like to report an Issue
Acebuddy	Please select an option!
Tim Nelson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tim Nelson	Certificate expiration
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Tim. How are you doing today?
Tim Nelson	They last two times I have tried to login I am getting a "certificate expired 1/12/2025 error message fine except for this issue it eventually lets me in but I need this error resolved
Yash Ahi	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Tim Nelson	ok thank you
	<i>Yash Ahi is transferring the chat to Shashwat Verma.</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>

Shashwat Verma	Tim, We deeply apologize for the inconvenience caused to you. We need to inform you that this is an ongoing issue at the have the resolution, we will update you over the email.
Tim Nelson	ok
Shashwat Verma	Once we are done, will update you soon.
	Is there anything else I may help you with ?
Tim Nelson	thats it
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Ace

Visitor Details

#70062 Elaine Alford

Email: elaine.alford@squyres.cpa

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: 4 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Elaine Alford	Hello, I am your Acebuddy
Acebuddy	Hello Elaine Alford, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Elaine Alford	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Elaine Alford	I'd like to report an Issue
Acebuddy	Please select an option!
Elaine Alford	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Elaine Alford	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com via email.
	Do you need any further assistance on the topic?
Elaine Alford	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Elaine Alford	613427
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	Kindly allow me two minutes to check the ticket.
	Thank you for waiting.
	QuickBooks update may require a server reboot. As there are multiple users currently logged in, we recommend scheduling a time to approve of this or if you have any preferences.
Elaine Alford	it should have rebooted over the weekend, right?
	and this still doesn't address the error's in update
Tushar Pharswan	The server reboots every day once but as we can see there is an error during the automatic update. So, we will have to manually intervene to resolve this.
	What I can do is push a prompt notification on all active user session that server will reboot in 10 minutes as QuickBooks update starts.
	and after that if all users disconnect the session then I will be able to proceed further with the update.
Elaine Alford	i've got several out at lunch that won't be back for an hour, and five more in a meeting
Tushar Pharswan	All users will need to be logged off from the server in order to proceed with the update.

Elaine Alford	understodd
Tushar Pharswan	Currently 14 users are logged in.
Elaine Alford	can't do that right now
Tushar Pharswan	Okay So we will schedule the update for night hours then.
	Is there anything else I may help you with ?
Elaine Alford	i guess not
Tushar Pharswan	We will let you know over the email once the update is done. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transcription

need to dowload prose

Visitor Details

#70354 zulma.argueta1

Email: zulma.argueta1@gmail.com  17048080362

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

Chat Transcript

zulma.argueta1	need to dowload proseries 2024
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.
<i>Aayush Verma is transferring the chat to Support(QB & App Hosting).</i>	
<i>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.
zulma.argueta1	ok thank you
Manish Singh	Hii Zulma
	I will surely help you with this issue.
zulma.argueta1	Thank you
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur Also, the registered email for your account with us is : zulma.argueta1@gmail.com
	And kindly provide us with the setup up file or download the setup file at your end so that we can proceed with the reques
zulma.argueta1	OK THANK YOU I WILL
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)

Manish Singh has ended this chat session

Chat Trans

Hello, I am your Ace

Visitor Details

#70562 Katy King

Email: katy@fcfosolutions.com ☎ 19802085406

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: GREENSBORO

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transc

Visitor Details

#71326 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: 26 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
info	remote
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
info	I think I still connected with ACE. I gave the remote control to ACE, but it is still connected I guess.
	<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
info	I think I still connected with ACE. I gave the remote control to ACE, but it is still connected I guess.

	please disconnect the remote control
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
info	okay
	because after giving a control, my mouse keeps moving
Anurag Sharma	I have successfully ended the remote session from our end.
info	okay. thanks.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Is there anything else I may help you with ?
info	nope. thanks
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.aceclou
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transc

Hello, I am your Ace

Visitor Details

#71018 sthan

Email: sthan@sdacpa.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 23 Secs

City: MARIETTA

State: Georgia

Country: UNITED STATES

Chat Transcript

sthan	Hello, I am your Acebuddy
Acebuddy	Hello Sophea Than, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sthan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sthan	I'd like to report an Issue
Acebuddy	Please select an option!
sthan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
sthan	I need two remote connections - one for single monitor and other one for multiple monitors. I spoke to another representative about this issue, he said that I can have two remote connection,
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
sthan	my password wouldn't work. I still have access to the multiple monitors, but I need one for the single monitor.
	<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.
sthan	Hello!
Shubham Kataria	Hello sophea
	I will be surely assisting you with this. Kindly help me with your server name and user name?
sthan	sthan@sdacpa.com
	ACE@1113sda
Shubham Kataria	Thank you for the information.
	May I take the remote access of your local computer?
sthan	yes
Shubham Kataria	

	Prior providing the access, I would suggest you to close any important documents at your end.
sthan	I only have my emails open.
Shubham Kataria	I suggest you to close if something important in it which you don't want me see on remote (Edited)
sthan	Will i need a code from you?
Shubham Kataria	https://assist.acecloudhosting.com/join/6432162193
	Kindly join this link after closing important document on your end
	Thank you for your patience.
	As per our remote conservation, your issue has been resolved
	Is there anything else I may help you with ?
sthan	I'm good.
Shubham Kataria	great
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
sthan	Got it.
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

Chat Transcription

Hello, I am your Ace

Visitor Details

#71451 Ali Wynn

Email: ali.wynn@montesanogroup.com  18056981608

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 Mins 33 Secs

City: SANTA BARBARA

State: California

Country: UNITED STATES

Chat Transcript

Ali Wynn	Hello, I am your Acebuddy
Acebuddy	Hello Ali.wynn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ali Wynn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ali Wynn	I'd like to report an Issue
Acebuddy	Please select an option!
Ali Wynn	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ali Wynn	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Ali Wynn	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.
Ali Wynn	thank you!
	<i>1:24:32 AMAli Wynn is sharing a file with you image.png - (Size:8.45 KB)</i>
	<i>this message won't go away and I'm unable to log in</i>
Manish Singh	I will surely help you with this issue.
	<i>Kindly allow me two minutes to check the same.</i>

Ali Wynn	ok thank you
Manish Singh	May I take the remote access of your server?
Ali Wynn	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Ali Wynn	ok
Manish Singh	Is there anything else I may help you with ?
Ali Wynn	that's all i need, thank you for your help! have a great day
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Ace

Visitor Details

#70954 Christine Baleto

Email: ajtr11.mr@gmail.com **Phone:** 16714875301

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Secs

City: HAGATNA

State: Guam

Country: GUAM

Chat Transcript

Christine Baleto	Hello, I am your Acebuddy
Acebuddy	Hello Adam Rivera, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Christine Baleto	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christine Baleto	I'd like to report an Issue
Acebuddy	Please select an option!
Christine Baleto	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Christine Baleto	mfa
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.
Christine Baleto	RDP file for one of my users is sending her directly to MFA of the admin
	Da'jah arceo
Anurag Sharma	Could you please help me with the CID?
Christine Baleto	CID73519
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	<i>The visitor's email address was changed to ajtr11.mr@gmail.com.</i>
	May I take the remote access of your local computer?
Christine Baleto	its on my users computer
	are you able to reset the MFA for that user?
	bc right now for some reason its requesting MFA from the admin
	its not allower her to even sign in
Anurag Sharma	Kindly allow me 2-3 minutes to check the same.
	Please try to access the server now.

We have temporarily removed the MFA from the user's account.

Please confirm if the issue is now resolved.

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70671 Carla Weiser

Email: jbarcllc@gmail.com  3073312453

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Carla Weiser Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Carla Weiser Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Carla Weiser	I'd like to report an Issue
Acebuddy	Please select an option!
Carla Weiser	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Carla Weiser	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Carla Weiser	Ticket ID: 616164
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Aarush Aneja accepted the chat transfer request.</i>	
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
Carla Weiser	Thank you Asrush
	I have an open Ticket ID: 616164 that I am following up on. :)
Aarush Aneja	We will surely assist you with this issue
Carla Weiser	thank you!
Aarush Aneja	We are installing it from backend. It will be completed in next 10-15 minutes
Carla Weiser	Wonderful news :)
Aarush Aneja	Welcome
	We have installed the XPS application on the server. Please re-login on to the server and check now
Carla Weiser	Yes it's working again!! TThank you
Aarush Aneja	Welcome
	Is there anything else I may help you with ?
Carla Weiser	That's it thank you so much!!
Aarush Aneja	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	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/)

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70802 info

Email: info@brkimcpa.com  9729724930

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: 3 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

info According to Yuvin, we need to get out of server

Tushar Pharswan accepted the chat transfer request.

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

info she is in lunch time, so you can talk to me.

do you want us to be out?

Tushar Pharswan Yes for 2-4 minutes have to restart the server.

info okay

Tushar Pharswan Kindly let us know once you are logged off.

info we will be out soon

Tushar Pharswan Okay.

Is there anything else I may help you with ?

info after 5 minutes, we can come back right?>

Tushar Pharswan yes.

info okay. we all out.

Tushar Pharswan I will restart the server.

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

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

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

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

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

Tushar Pharswan has ended this chat session

Chat Transf

Hello, I am your Ace

#70366 jend

Email: jend@taxproak.com  19077431040

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: 2 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

jend	Hello, I am your Acebuddy
Acebuddy	Hello Jend, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jend	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jend	I'd like to raise a Request
Acebuddy	Please select your request type.
jend	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re
	Do you need any further assistance on the topic?
jend	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
jend	Hi there again, i think you rebooted, but i lost the chat... Ticket 617463
Shashwat Verma	Yes, we have rebooted the server, are you facing any other issue?
jend	how do i add my IT guy to my account so he can talk to you on my behalf
Shashwat Verma	I will surely help you with this issue.
jend	his name is Dan Ketchum

Shashwat Verma	Kindly email us the name, contact number and email address of your IT guy from jend@taxproak.com to support@aceclo <i>1</i>
	Will update the contact details on your account directly.
jend	ok i will do thank you, can you standby till he logs back on
	I'm on
Shashwat Verma	Sure
jend	k thanks dan, ill email them the info
Shashwat Verma	Yes please, would like to inform you that 24 hours are required to update the contact information on your account nevertheless, if you need any further assistance, we are here to assist
	Are we still connected here?
	We have received your email regarding contact update, will update you on email once we are done with it.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Chat Trans*o*

Hello, I am your Ace

Visitor Details

#70455 Michael Dolan

Email: medolan@dolanlife.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 6 Secs

City: HAWTHORNE

State: California

Country: UNITED STATES

Chat Transcript

Michael Dolan	Hello, I am your Acebuddy
Acebuddy	Hello Michael Dolan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Dolan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Dolan	I'd like to report an Issue
Acebuddy	Please select an option!
Michael Dolan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Michael Dolan	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Michael Dolan	t my QB file. There are issues with links to online banking and the QB Update status isn't working and there are errors.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Michael Dolan	ok
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Michael Dolan	do you mean for the Remote Desktop Servier?
	<i>2:44:23 AM Michael Dolan is sharing a file with you</i>
	<i>image.png - (Size:5.71 KB)</i>
Tushar Pharswan	Kindly allow me 2-4 minutes to check the same.
Michael Dolan	ok
Tushar Pharswan	Thank you for waiting.
	I just checked there is a QuickBooks update.
	We will schedule the update for night hours as this is shared server you are in.
	Rest assured we will notify you once the update is complete after the update kindly check again and let us know the issue

	Is there anything else I may help you with ?
Michael Dolan	yes
	do you mean update as a software update? not an UPGRADE correct?
	I have another issue
Tushar Pharswan	yes, software update.
Michael Dolan	one of my accounts AMEX 44007 is stuck in online mode and when I edit it I can't deactivate it. I also can't assign the credit limit.
Tushar Pharswan	is this a user account AMEX 44007
	As I can see only one user has access to server and that is your profile only.
Michael Dolan	no its a chart of account name
	same user
	its inside QB, but it is a chart of account that is tied to online banking.
Tushar Pharswan	I see.
	For this issue Intuit support will be the best to guide you.
Michael Dolan	WHen I try to deactivate it my QB crashes out. I get this error. QB UNRECOVERABLE ERROR CODE 140724584912387
Tushar Pharswan	Kindly contact Intuit support for the same and if they need some changes to be made on QuickBooks at server end kindly let me know.
	The error you mentioned is also tied to your previous issue.
Michael Dolan	ok
Tushar Pharswan	Once we update the QuickBooks application then both the issue will get resolved.
	Kindly wait for our email on which we will notify you once the update is complete.
	Is there anything else I may help you with ?
	Are we still connected here?

Michael Dolan has ended this chat session

Chat Transcript

Hello, I am your Ace

Visitor Details

#70688 Carlan Niemi

Email: cniemi@coherebeauty.com  16143183837

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ace

Visitor Details

#71082 shadpittam

Email: shadpittam@gmail.com  13082490982

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

shadpittam	Hello, I am your Acebuddy
Acebuddy	Hello Shadpittam, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shadpittam	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shadpittam	I'd like to report an Issue
Acebuddy	Please select an option!
shadpittam	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shadpittam	Representative
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
shadpittam	Ticket #624372
	<i>Aarush Aneja is transferring the chat to Manish Singh.</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	We have checked the ticket and Dharamveer has assisted you regarding the external HDD on server.
shadpittam	I got the F: drive onto the server but when I go to save a copy of quickbooks it does not show up on the files I can pick
Manish Singh	I will surely help you with this issue.

	Kindly allow me 3-4 minutes to check the same.
shadpittam	Thanks
Manish Singh	May I take the remote access of your local computer?
shadpittam	Yes
Manish Singh	https://assist.acecloudhosting.com/join/7682973037
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this chat.
shadpittam	ok
	My external drive is F:
Manish Singh	Working on it.
	This message has been deleted
	Is there anything else I may help you with ?
shadpittam	No that will be it. Thanks
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	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 Ace

Visitor Details

#71555 THOHULVA LAKSHMANAN

Email: laksh@office-r-us.com **Phone:** 234 818 103 3744

Department: Support(QB & App Hosting)

Operator: Aarush Aneja

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: LAGOS

State: Lagos

Country: NIGERIA

Chat Transcript

THOHULVA LAKSHMANAN	Hello, I am your Acebuddy
Acebuddy	Hello Thohulva Lakshmanan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
THOHULVA LAKSHMANAN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
THOHULVA LAKSHMANAN	I'd like to report an Issue
Acebuddy	Please select an option!
THOHULVA LAKSHMANAN	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
THOHULVA LAKSHMANAN	I have already reported the issue, please check complaint no. 627245.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Aarush Aneja accepted the chat transfer request.</i>	
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
	Helo Thohulva
	How may I assist you today
	Kindly open the url : myportal.acecloudhosting.com
	lavine@office-r-us.com is the registered email for the account,Kindly follow the below SOP for adding a new user on the se
<i>2:15:06 PM Aarush Aneja is sharing a file with you</i>	

[How to Manage ACE Server Users.pdf - \(Size:1.33 MB \)](#)

THOHULVA
LAKSHMANAN

Mr. Levine has already assigned my name also, you can check the details

my mail ID is laksh@office-r-us.com

Aarush Aneja

We checked and found your email is a registered email with us but for authentication, we can configure only one email ad

Our Billing team may change it your email address in case it is required

THOHULVA
LAKSHMANAN

OK, can you please call me to assist?

Aarush Aneja

I am only available on chats. I may arrange a call back from our team to assist you with the logging and updating email fc

Alternatively, you may call :

Billing Team : Phone: [888-590-2786](tel:8885902786) Monday to Friday from 11:30 am to 08.30 pm EST.

Support team : Phone: *1-888-415-5240 (Edited)

THOHULVA
LAKSHMANAN

Ok thank you, please do so

I tried with that no. but only answering machine is keep repeating the messages.

Aarush Aneja

May I confirm the best number to reach you is 234 818 103 3744

THOHULVA
LAKSHMANAN

Yes please\

Aarush Aneja

Our Billing team support starts after 6 PM IST. I will inform it the ticket to urgently call you and assist

THOHULVA
LAKSHMANAN

OK thank you

Aarush Aneja

Welcome

Is there anything else I may help you with ?

THOHULVA
LAKSHMANAN

I really appreciate it.

Aarush Aneja

Welcome

We will call you surely and assist you

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

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

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

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

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

Aarush Aneja has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70487 Christine Baleto

Email: ajtr11.mr@gmail.com **Phone:** 16714875301

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: 3 Secs

City: YIGO

State: Guam

Country: GUAM

Chat Transcript

Christine Baleto	Hello, I am your Acebuddy
Acebuddy	Hello Ajtr11.mr, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Christine Baleto	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christine Baleto	I'd like to raise a Request
Acebuddy	Please select your request type.
Christine Baleto	Change in Users
Acebuddy	Please select your desired option!
Christine Baleto	User Addition
Acebuddy	Kindly email us the full name of the User(s) who needs to be added at support@acecloudhosting.com from your registered account.
	Do you need any further assistance on the topic?
Christine Baleto	Yes

Acebuddy Please wait while we connect you to our 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.

Christine Baleto hello

i just created a new user

Manish Singh Alright, so what is the issue you are facing?

Christine Baleto i was trying to download the RDP file but it is not letting me

Manish Singh Not an issue I will create an RDP from my end and send it to you over the email.

Is there anything else I may help you with ?

Christine Baleto no that will be great thank

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

Christine Baleto thank you

yes

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

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

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

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

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

Manish Singh has ended this chat session

Chat Transf

Hello, I am your Ace

Visitor Details

#70327 fady.hocheimy

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

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: 2 Secs

City: KER BAKARY

State: Banjul

Country: GAMBIA

Chat Transcript

fady.hocheimy	Hello, I am your Acebuddy
Acebuddy	Hello Fady, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fady.hocheimy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
fady.hocheimy	I'd like to report an Issue
Acebuddy	Please select an option!
fady.hocheimy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
fady.hocheimy	black scree
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
fady.hocheimy	hi there
	how r u
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
fady.hocheimy	please my user Fady has a black screen
	cannot see anything
Shubham Kataria	Hello
fady.hocheimy	just me
Shubham Kataria	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?

fady.hocheimy	i forced closed explorer.. which caused this
MFH GROUP	
FADY	
Shubham Kataria	Could you please confirm from when you are facing this issue
fady.hocheimy	just now
	i forced quit explorer and it went black..
Shubham Kataria	thank you for the information.
fady.hocheimy	just log my user out and back in
	should work
Shubham Kataria	kindly allow me two minutes to check the same
	Please try to access now
fady.hocheimy	ok
	its ok nowt
	hank
	thanks
Shubham Kataria	you're welcome
	Is there anything else I may help you with ?
	Are we still connected here?
fady.hocheimy	yes
	thanks for the helpt
	ake care
	take
Shubham Kataria	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.
fady.hocheimy	sure
Shubham Kataria	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Ace Buddy.

Visitor Details

#70028 Saray Rodriguez

Email: saray@areatexas.com **Phone:** 18322877499

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70277 t.morales

Email: t.morales@moralesfinancial.com  17139067014

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: 9 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

t.morales Hello, I am your Acebuddy

Acebuddy Hello T.morales, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

t.morales Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

t.morales I'd like to report an Issue

Acebuddy Please select an option!

t.morales Other Issue

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

t.morales Having issues when attempting to add another user to our remote server

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Yash Kalra accepted the chat transfer request.

Yash Kalra is transferring the chat to Manish Singh.

Manish Singh accepted the chat transfer request.

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

t.morales hello, how are you today

?

Manish Singh I am doing good, What about you?

t.morales i'm doing alright

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

t.morales my server name is moralesfllc.myrealdate.net

i think that's right

and my username is Tino Morales

Manish Singh Thanks for the confirmation !

t.morales you're welcome

Manish Singh May I know what is the exact issue you are facing while creating the user?

t.morales When attempting to add a user i get an error that my attempt was unsuccessful

this is the error message i received; "Something went wrong, please contact support team."

Manish Singh I will surely check this.

11:02:59 PMt.morales is sharing a file with you

[1_image.png](#) - (Size:110.47 KB)

Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur

Also, the registered email for your account with us is :

t.morales@moralesfinancial.com

t.morales thank you, i will follow up with the email

Manish Singh Is there anything else I may help you with ?

Is there anything else I may help you with ?

t.morales no that will do it thank you for your help

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

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

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

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70381 info

Email: info@brkimcpa.com  9729724930

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: FLOWER MOUND

State: Texas

Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Jungmi Lee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to raise a Request
Acebuddy	Please select your request type.
info	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
info	

	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer. Do you need any further assistance on the topic?
info	Yes
Acebuddy	Please wait while we connect you to our Support Representative <i>Acebuddy (bot) forwarded the chat request</i>
Tushar Pharswan	<i>Tushar Pharswan accepted the chat transfer request.</i>
	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
info	HELLO
Tushar Pharswan	Hello Jungmi
info	I cant seem to find the microsoft remote desktop on the app store
Tushar Pharswan	I will help you with this.
	Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transf

Hello, I am your Ace

Visitor Details

#70614 Cristina Cordero

Email: cristina@servicepatriots.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: ANAHEIM

State: California

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#71698 steven

Email: steven@lynncpas.com ☎ 17204703581

Department: Support(QB & App Hosting)

Operator: Malkeet Nagpal

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 22 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

steven Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

steven VDI/DaaS Support

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

Acebuddy (bot) forwarded the chat request

Shubham accepted the chat transfer request.

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

Sharath Kumar accepted the chat transfer request.

steven I was supposed to receive a call about my server issue and never received it

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

steven I am still having issues logging into my account the open ticket is 631609

Sharath Kumar Apologies for the inconvenience. let me quickly check the ticket number

steven ok

any update

Sharath Kumar	Steven, your ticket has been escalated to the appropriate team.
steven	ok in the meantime I cant login
Sharath Kumar	I have informed them to treat your ticket as a priority
steven	Ok, the longer this take you I am losing money here. This problem reoccurring is costing me alot of time here
	I had a call scheduled for 10:30 my time and noone called me. I was supposed to have this escalated and resolve hours ago
Sharath Kumar	I understand your concern and the team is working hard to get this sorted. Please allow us some more time and we will get back to you
steven	WHen is that
Sharath Kumar	your ticket has been marked as a priority and our team is already working on it.
	We are still working on the server but not sure how much time will it take to resolve the issue. We will definitely keep you updated
	Are we still connected here?
steven	yes
	I have tried a couple times and cant get logged in
Sharath Kumar	am checking your account steven
steven	ok
Sharath Kumar	Steven am transferring this chat to escalation team, they will help you with your login and server issue
	<i>Sharath Kumar is transferring the chat to Malkeet Nagpal.</i>
	<i>Malkeet Nagpal accepted the chat transfer request.</i>
Malkeet Nagpal	Thank you for contacting Ace Cloud Hosting. My name is Malkeet Nagpal. I will be assisting you today.
	I have read the whole case study and allow me to take your remote session of local system. May I?
steven	ok
Malkeet Nagpal	The request has been sent on steven@lynncpas.com
	for remote.
steven	ok hold on
	ok connected
Malkeet Nagpal	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this chat.
	Prior providing the access, I would suggest you to close any important documents at your end.
steven	I cant get it to find the local hotspot
Malkeet Nagpal	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

#71308 bennysmith21757

Email: bennysmith21757@gmail.com ☎ 9906368341

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: MANALI

State: Chandigarh

Country: INDIA

Chat Transcript

bennysmith21757	Hello, I am your Acebuddy
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
bennysmith21757	Hi Shubham
Shubham Kataria	Hello benny
bennysmith21757	I believe update process is done
	Still I'm not able to login
Shubham Kataria	I deeply apologize for the inconvenience caused to you.
	Let me check with the engineer who is aligned on the update process
	Kindly allow me 2-3 minutes to check the same
bennysmith21757	Sure
Shubham Kataria	Thank you for your patience.
	Kindly try to login now
	Please confirm if it is working fine
	Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70290 traci

Email: traci@clarion.org

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: 1 Sec

City: BYHALIA

State: Mississippi

Country: UNITED STATES

Chat Transcript

traci Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

traci Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

traci I'd like to report an Issue

Acebuddy Please select an option!

traci	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
traci	When I log into the myrealdata.net the system is taking over all three of my screens
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
traci	I have a ticket id 616171
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Traci
	<i>traci has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71665 Kareb

Email: administration@feuerhelmlanger.com ☎ 651-646-6346

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: 2 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Kareb	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kareb	I'd like to report an Issue
Acebuddy	Please select an option!
Kareb	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kareb	I'd like to raise a Request
Acebuddy	Please select your request type.
Kareb	Restart
Acebuddy	Hello Administration, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kareb	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kareb	I'd like to report an Issue
Acebuddy	Please select an option!
Kareb	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kareb	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Kareb	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>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	Are we still connected here?
	As you disconnected this session.
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

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

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

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Ace

Visitor Details

#70579 Marie Puterbaugh

Email: marie@mvpfinancialsolutionsllc.com ☎ 13108966854

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: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Marie Puterbaugh	I'd like to raise a Request
Acebuddy	Please select your request type.
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71672 kleinadvisors

Email: kleinadvisors@gmail.com  19495001049

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: IRVINE

State: California

Country: UNITED STATES

Chat Transcript

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

kleinadvisors	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
kleinadvisors	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
kleinadvisors	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>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Kindly let me know the server name where you are experiencing this issue
kleinadvisors	I have QB desktop and it is frozen. Also, i am continually out of space on the server. C drive.kleifa my real data KleinFA.myrealdata.net
Sharath Kumar	allow me a moment to sign into the server and do the troubleshooting (Edited)
kleinadvisors	ok
Sharath Kumar	I have closed your QuickBooks instance from the server. Could you please try again
	I am also trying to clear up some space on the server
kleinadvisors	is there a difference between the server and the c drive
Sharath Kumar	all essential files such as application related, and User profiles are located on the C drive
	that is why I referred C drive as server, my apologies.
kleinadvisors	ok
Sharath Kumar	I was able to clear almost 4 GB of temp files and other irrelevant data
kleinadvisors	thank you. I think i am ok.
Sharath Kumar	C drive currently has 6 GB of available space
kleinadvisors	Is that enough
Sharath Kumar	unfortunately, no
kleinadvisors	what can i do to so i have enough
Sharath Kumar	the total capacity of C drive is 86 GB out of which only 7 % is free i.e. 6 GB
	We recommend keeping at least 20% free for smooth functioning of the server
kleinadvisors	how can i see what is on the drive that I could delete.
Sharath Kumar	We suggest reaching out to all users and asking them to review and delete any unnecessary data from their profiles, such

In case you want to upgrade space, you can upgrade the space according to the Disk Space plans mentioned below:

Plan1 : 200GB : \$120/Month

Plan2 : 100GB : \$60/Month

Plan3 : 80 GB : \$50/Month

Plan4 : 60 GB : \$40/Month

Plan5 : 40 GB : \$28/Months

kleinadvisors OK. I'll do review the dots first. What plan do i have now

That should be data. What plan am i on

Sharath Kumar checking for that information

You are currently on Plan 5 - 40 GB disk space was added to the C drive during last October

kleinadvisors What plan do you recommend?

Sharath Kumar It totally depends on the data that you plan to bring onto the server

Since your 40 GB got utilized within months, I'd suggest the 100 GB plan so that you don't have to add space again and a

Are we still connected here?

kleinadvisors I'll think about it after the data review. Thanks Signing off

Sharath Kumar sure. take your time.

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 w

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

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

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

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

Sharath Kumar has ended this chat session

Chat Transc

Hello, I am your Ace

Visitor Details

#70509 Krisy Murray**Email:** acctg@atavolaboise.com  2087610498**Department:** Support(QB & App Hosting)**Operator:** Anurag Sharma**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 1 Sec**City:** NAMPA**State:** Idaho**Country:** UNITED STATES**Chat Transcript**

Krisy Murray	Hello, I am your Acebuddy
Acebuddy	Hello Krisy Murray, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Krisy Murray	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Krisy Murray	I'd like to report an Issue
Acebuddy	Please select an option!
Krisy Murray	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Krisy Murray	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution.
	Was that helpful?
Krisy Murray	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>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.
Krisy Murray	I'm trying to log in to my QuickBooks and received a message saying "Your computer can't connect to the remote comput
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?

Krisy Murray	Server name Atavola.myrealdata.net myrealdata\KrisyM.q6
Anurag Sharma	Thanks for the confirmation ! Kindly allow me two minutes to check the same. Please try to log off and login back to the server again.
Krisy Murray	I have been able to login now, Thank you!
Anurag Sharma	Thanks for the confirmation ! Is there anything else I may help you with ? (Edited) Are we still connected here?
Krisy Murray	that was everything, thank you
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Ace

Visitor Details

#70586 help

Email: help@triadcyersolutions.com  3362999989

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: 12 Secs

City: SPRING VALLEY

State: New York

Country: UNITED STATES

Chat Transcript

help	Hello, I am your Acebuddy
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
help	Managed Security
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Priyanshu accepted the chat transfer request.</i>
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?
help	facing issuess to use outlook inse server
Priyanshu	Sorry for the inconvenience caused to you. Could you please help me with your businessname and username
help	ok wait
Priyanshu	Sure, please take your time.
help	TPCCSRVR
	username is fred
	??
Priyanshu	Sorry, please allow me a minute to verify the details you have shared
	Sorry, fred could not find the businessname you have shared with us.
help	TPCCSRVR.myrealdata.net
Priyanshu	Fred, sorry for the inconvenience. Do you CID i.e, customer ID
	Fred, are you there?
help	please check in tcssecuredsvr.myrealdata.net
Priyanshu	Thank you for sharing this detail.
	As per the detail shared, your server is being managed by different team. Please let me transfer your chat to the concerned Support(QB & App Hosting).
help	have you found fred?

Tushar Pharswan accepted the chat transfer request.

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
help	ok please resolve my issue tcssecuredsvr.myreldata.net usernamer fred
Tushar Pharswan	Kindly allow me two minutes to check the same.
help	resolve my outlook issue
Tushar Pharswan	Kinly confirm username Fred Pegues right?
help	yes
Tushar Pharswan	This message has been deleted
help	yes
Tushar Pharswan	Kindy elaborate your issue with Outlook if there are screen shots available that would be helpful.
help	surre <i>12:18:35 AM help is sharing a file with you</i> <u>1_image.png</u> - (Size:29.6 MB) ????
Tushar Pharswan	This error is what our team is working on at the back end we will notify you once this is resolved over the email. Is there anything else I may help you with ?
help	how much time will this take
Tushar Pharswan	We can't estimate this maybe 1-2 hours or if the issue is resolved early we will notify you over the email for the same. Are we still connected here? Are we still connected here?
help	ok bye
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#70869 Nicholas Ristine

Email: nririsitne@expertbizdev.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Sec

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Nicholas Ristine	Hi can you please restart my remote machines I just updated QB and I want to make sure everything is settled with a restart
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Nicholas Ristine	myrealdata\Cyndi_EBDL Here is the full server name Servername: EBDL.myrealdata.net RDGateway Server: RDG.myrealdata.net change password sorry its just the first line
Anurag Sharma	No problem. Thanks for the confirmation ! Please wait for 2 minutes I am working on it. I have successfully rebooted the server. Is there anything else I may help you with ? Are we still connected here? Are we still connected here? Are we still connected here? As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transf

Hello, I am your Ace

Visitor Details

#70800 Scott Itri

Email: scott.itri@elitetaxpros.com  18015714011

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: 12 Secs

City: LEHI

State: Utah

Country: UNITED STATES

Chat Transcript

Scott Itri	Hello, I am your Acebuddy
Acebuddy	Hello Scott Itri, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Scott Itri	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Scott Itri	I'd like to report an Issue
Acebuddy	Please select an option!
Scott Itri	Password Reset
Acebuddy	Please select an option below
Scott Itri	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?
Scott Itri	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Scott Itri	Hi
	I can access on of my remote desktop connections. I reset the password in the selfcare portal and it didn't work to get me can't
Manish Singh	May I take the remote access of your local computer?
Scott Itri	yes
Manish Singh	https://assist.acecloudhosting.com/join/9092980401

	Prior providing the access, I would suggest you to close any important documents at your end.
Scott Itri	are you in?
Manish Singh	it's still loading.
	Not able to see your screen.
Scott Itri	ok
	Is that typical to take that long?
Manish Singh	No
Scott Itri	should we redo the connection?
Manish Singh	But let's see more few more minutes.
Scott Itri	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 this chat.
	I am unable to type anything on the session kindly try to access.
Scott Itri	it says logon attempt failed
Manish Singh	Checking, Please wait.
	Is there anything else I may help you with ?
Scott Itri	No, that is it.
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Scott Itri	yes i will do that
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	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

Visitor Details

#70450 Tayler Lopez

Email: tayler@soleilfloors.com  5122180400

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

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Tayler Lopez	Hello, I am your Acebuddy
Acebuddy	Hello Tayler, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tayler Lopez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tayler Lopez	I'd like to raise a Request
Acebuddy	Please select your request type.
Tayler Lopez	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	<i>Yash Kalra joined the chat.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. 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)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71675 Lynn Durkin

Email: lynn@lynndurkincpa.com **Phone:** 17813781845

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Lynn Durkin	Hello, I am your Acebuddy
Acebuddy	Hello Lynn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lynn Durkin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lynn Durkin	I'd like to report an Issue
Acebuddy	Please select an option!
Lynn Durkin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lynn Durkin	One user (Kerry) first lost sight of the taskbar on her desktop and now cannot see anything on her desktop (two black screens). Can you resolve?
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Lynn, could you please help me with the server name
Lynn Durkin	Lynn Durkin CPA or Lynn Durkin CPA & Associates PC
Sharath Kumar	allow me a moment to sign into the server
Lynn Durkin	Ok User Amy is having the same issue now
Sharath Kumar	I have signed out Kerry from the server. could you please try signing back in and let me know if everything is accessible o
Lynn Durkin	Okay. Kerry's looks good. Can you try Amy's now?
Sharath Kumar	sure could you check with them and let me know if these users just close the remote session from the bar or do they use the s
Lynn Durkin	Now Lynn's is down They cannot "Log Off" because they cannot see any of the icons on the desktop Their screens are all black
Sharath Kumar	noted and since when is this happening?
Lynn Durkin	This happened to Lynn's desktop yesterday. And today it is happening to Lynn, Kerry, and Amy
Sharath Kumar	I see, when I signed into the server all these user accounts were in disconnected state. This usually happens when the pre screen. So from now on, I request you to ask everyone to use the logoff option instead of simply closing the remote session from
	I will keep the ticket open till tomorrow, just send me an email or call us if this happens again anything else that I may assist you with?
Lynn Durkin	Okay. So should they all be able to get back on?
Sharath Kumar	definitely
Lynn Durkin	I think Lynn is stillhaving issues Kerry and Amy are all set. Can you reset Lynn's?
Sharath Kumar	that's done
Lynn Durkin	Okay. Looks good. Thank you!
	I will reach out if it happens again but will tell everyone to log off with icon and not the top bar
Sharath Kumar	thank you

	any other issues that I may help you with?
	Are we still connected here?
Lynn Durkin	No other issues! Thank you!
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71240 Melissa Lane

Email: melissa.gandf@gmail.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: RIPON

State: California

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Melissa Lane	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Melissa Lane	I'd like to report an Issue
Acebuddy	Please select an option!
Melissa Lane	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Melissa Lane	When I click to sign in to ace connect it keeps say update available. Would you like to install now. I click yes and nothing happens
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
Melissa Lane	ok
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Melissa Lane	gandfag.myreldata.net myreldata\MelissaLane
Tushar Pharswan	Kindly allow me two minutes to check the same.
Melissa Lane	No problem
Tushar Pharswan	Is the update regarding the QuickBooks application?
Melissa Lane	No It says New Major update is available for Ace Connect.
Tushar Pharswan	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/7532224281
	Kindly Click on the link and open the downloaded file.
	once you are ready.
Melissa Lane	ok Completed
Tushar Pharswan	We are connected now.
	Kindly enter your password.
	Its working.

	Is there anything else I may help you with ?
Melissa Lane	I understand that it works. But that pop up pops up every time I log in
Tushar Pharswan	Kindly ignore the pop up we have noted down the case.
Melissa Lane	ok
Tushar Pharswan	We will make necessary changes from back end regarding the matter.
	Is there anything else I may help you with ?
Melissa Lane	No that is it
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Ace

Visitor Details

#70491 Carla Weiser

Email: jbarcllc@gmail.com  3073312453

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 3 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Carla Weiser	Hello, I am your Acebuddy
Acebuddy	Hello Jbarcllc, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Carla Weiser	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Carla Weiser	I'd like to report an Issue
Acebuddy	Please select an option!
Carla Weiser	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Carla Weiser	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Carla Weiser	When I am trying to email reports from QB it says it can't be completed due to a missing component
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.
Carla Weiser	Thank you Manish
Manish Singh	I will surely help you with this issue.
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Carla Weiser	It started yesterday and I tried the repair tool and to send from other company files but got the same error.
	I don't think our other users utilize the email function
Manish Singh	Let me check for any pending QuickBooks update.
Carla Weiser	so not sure if they are or not
Manish Singh	Are you facing issue in QuickBooks Enterprise 2024?
Carla Weiser	thank you
	yes

8:02:15 PMManish Singh is sharing a file with you

[image.png](#) - (Size:59.35 KB)

There is update pending that why you are facing this issue.

Manish Singh

There is one user Carla logged into the server right now. (Edited)

Carla Weiser

ok should i run updates again to log out?

*or log out

Manish Singh

We will run the updates from our end, kindly logout for 30-40 min once done. we will notify you via email.

Is there anything else I may help you with ?

Carla Weiser

ok thank you so much I am logged out

nope that's it

thank you and take care

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

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

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

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

Manish Singh has ended this chat session

Chat Transcription

Hello, I am your Ace

Visitor Details

#70353 Melanie Cole

Email: accounting@rondopoolstn.com **Phone:** 7707785400

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: 4 Secs

City: THOMPSONS STATION

State: Tennessee

Country: UNITED STATES

Chat Transcript

Melanie Cole	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?
Melanie Cole	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Melanie Cole	I'd like to report an Issue
Acebuddy	Please select an option!
Melanie Cole	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Melanie Cole	i can not access excel after they did the update on ticket 612313
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	Kindly allow me two minutes to check the same.
	Thank you for waiting.
	May I know the username who cannot access the excel?
Melanie Cole	melanie
Tushar Pharswan	Please log out and log back in, as some permissions were not properly granted.
Melanie Cole	logging back in now
Tushar Pharswan	Sure, please take your time
Melanie Cole	appears to be working now
	can someone make sure this is corrected on user Miriam and Warehouse?
Tushar Pharswan	I have corrected it for user Miriam and Warehouse as well. (Edited)
	the issue is resolved.

Is there anything else I may help you with ?

Are we still connected here?

Melanie Cole it appears to be working while exporting from qb too. just had to check that.

all good here and no further help is needed

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

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

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

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

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

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

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Ace

Visitor Details

#70689 gfrank

Email: gfrank@jsmillergroup.com

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: 40 Secs

City: CHARLOTTE HALL

State: Maryland

Country: UNITED STATES

Chat Transcript

gfrank	Hello, I am your Acebuddy
Acebuddy	Hello Gfrank, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
gfrank	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
gfrank	I'd like to report an Issue
Acebuddy	Please select an option!
gfrank	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
gfrank	The newly loaded program Drake 2024 will not allow for automatic updates - it gives error message that more than one copy of the program is running
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
gfrank	hello Yash
	yesterday we uploaded a new program to the file server called DRAKE 2024
	for some unkown reason DRAKE 2024 will not run updates (and therefore we can not use the program)
	we get an error message stating that more than one copy of the 2024 program is running - when I know it is not
	should I login and have you join me to see the error?
Yash Kalra	May I take the remote access of your server?
gfrank	yes
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.acecloudhosting.com/join/4752084441
gfrank	Done
Yash Kalra	Gfrank, as per our conversation, we assisted you with the update issue. 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)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71258 Marty Jones

Email: client.services@amowc.com  18133412600

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: SUN CITY CENTER

State: Florida

Country: UNITED STATES

Chat Transcript

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

Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co

If you are facing any issue/problem with your server, Please select the appropriate option below :

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

Ended due to chat idle timeout

Chat Transcript

i submitted an email request to have my password fixed since i can't login after the recent migration. no one is getting back to me. can you help

Visitor Details

#71341 David Jackson

Email: djackson@rageagency.com  7735892716

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=acecloudhosting&utm_adgroup=Primary&gad_source=1

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 52 Secs

City: ELMHURST

State: Illinois

Country: UNITED STATES

Chat Transcript

David Jackson i submitted an email request to have my password fixed since i can't login after the recent migration. no one is getting back to me.

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

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

David Jackson

Anurag Sharma accepted the chat transfer request.

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

	Hello David (Edited)
David Jackson	?? can you help me with my account
Anurag Sharma	I deeply apologize for the inconvenience caused to you. I will be surely assisting you with this. Kindly help me with your server name and user name?
	<i>1:07:41 AM David Jackson is sharing a file with you</i> <u>Screenshot 2025-01-24 at 1.37.20 PM.jpg</u> - (Size:70.07 KB)
	<i>does this help?</i>
David Jackson	hello? you have my email. can you find my info from it?
Anurag Sharma	Can't see the snapshot. It is not clear. Please help me with your account name.
David Jackson	my email is djackson@rageagency.com erver Name: QBlivepro.myrealdata.net Username: Myrealdata\DavidJ.pro
Anurag Sharma	Thanks for the confirmation ! Kindly allow me two minutes to check the same. Yes, we have got your email. Please stay connected. I am sending you a new password on mail.
	I have just emailed you the new password. You can use that to login into the server. Is there anything else I may help you with ?
David Jackson	yes it seems there is a new server i should be using how do i access it? i'm on a mac, using microsoft remote desktop
Anurag Sharma	Do you want to setup RDP on your Mac?
David Jackson	yes please
Anurag Sharma	May I take the remote access of your local computer?
	Are we still connected here?
David Jackson	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
David Jackson	ok

Anurag Sharma	https://assist.acecloudhosting.com/join/6282783711
David Jackson	ready
Anurag Sharma	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 this chat.
	The RDP has been successfully setup on the server.
	Is there anything else I may help you with ?
David Jackson	all good

David Jackson has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70952 Dan Segawa

Email: dsegawa@armdynamics.com  3102935861

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: 2 Secs

City: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

Dan Segawa

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Dan Segawa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dan Segawa	I'd like to report an Issue
Acebuddy	Please select an option!
Dan Segawa	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Dan Segawa	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Dan Segawa	Newly created user, does not have access to folder where company files are stored
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
	Hello Dan
	I will be surely assisting you with this. Kindly help me with your server name and IP address.
Dan Segawa	Hello Anurag, how are you and Happy New Year!
	advancedarmprod
	username IVargas
Anurag Sharma	Hello Dan, I'm doing great, thank you! Happy New Year to you too! I hope you are doing well?
Dan Segawa	doing well, thank you for asking
Anurag Sharma	Dan could you please confirm for which user you want the QB file access?
Dan Segawa	IVargas
Anurag Sharma	Thanks for the confirmation !
	Could you please share the location of that file?
Dan Segawa	D:\Client Data\
Anurag Sharma	Client data?
	D:\Client Data\
	Please confirm
Dan Segawa	yes
Anurag Sharma	Thanks for the confirmation !

Dan, after this chat I will send you an email. You can just revert back to the same. So that I can proceed with this request.

Also make sure to mention the location and user's name on the mail.

Is there anything else I may help you with ?

Dan Segawa ok, thank you...

Anurag Sharma Is there anything else I may help you with ?

Dan Segawa no that will be all

have a blessed day ahead...

Anurag Sharma Thanks for the confirmation !

I would greatly appreciate if you could spare a minute to give your valuable feedback.

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 with a survey link, your server number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my team can analyze the feedback. You may also contact us at quality@acecloudhosting.com. Thank you.

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Ace Support Bot.

Visitor Details

#70254 David Weinstein

Email: david@davidweinsteincpa.com  19149071180

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transcri

Hello, I am your Ace

Visitor Details

#71176 Jason Barth
Email: jason@integritybp.com **Phone:** 12144559672
Department: Support(QB & App Hosting)
Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 40 Secs

City: PROSPER

State: Texas

Country: UNITED STATES

Chat Transcript

Jason Barth	Hello, I am your Acebuddy
Acebuddy	Hello Jason, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jason Barth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jason Barth	I'd like to raise a Request
Acebuddy	Please select your request type.
Jason Barth	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief desc you for further assistance.
	If you are facing any issue/problem with your server, Please select the a
Jason Barth	Restart
Acebuddy	Hello Jason, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jason Barth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jason Barth	I'd like to report an Issue
Acebuddy	Please select an option!
Jason Barth	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jason Barth	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an availa

Jason Barth

I have an open ticket, #625694, to help with an update to a Plug In. Tech the. I need the plug in updated.

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

Hii Jason

Jason Barth

Hello

Manish Singh

I will surely help you with this issue.

May I take the remote access of your server?

Jason Barth

Yes. I may have other staff that are logged in on their own pcs. Does tha

Manish Singh

No, its all right

Prior providing the access, I would suggest you to close any important d

Jason Barth

Done

Manish Singh

We are connected on the remote session and will proceed with the troub on hold, please do not disconnect it. Once the issue is resolved, kindly g

Is there anything else I may help you with ?

Jason Barth

No that is all. thanks again

Manish Singh

I would greatly appreciate if you could spare a minute to give your valua

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 e number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my or you may send your feedback at quality@acecloudhosting.com. Thank

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#70797 johnathon

Email: johnathon@islandentertainment.com

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: 8 Secs

City: NEW ORLEANS

State: Mississippi

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 report an Issue
Acebuddy	Please select an option!
johnathon	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
johnathon	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available operator.
johnathon	618605
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	

Manish Singh accepted the chat transfer request.

Manish Singh Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I

Hii Johnathon

johnathon Hello

Manish Singh Are you still facing the issue, Johnathon

Because we have made the required changes from the backend in the n

Over the email.

johnathon yes. I need someone from your side to contact Intuit and when you have resolved.

Manish Singh (2057469706) Is this number where we have to contact Leah?

johnathon Leah's number is (251) 228-2927

Manish Singh Alright, Is there any specific time you would like us to contact Leah?

johnathon as soon as you can. This issue has been going on for too long.

Manish Singh I understand the depth of the issue.

I apologize for the trouble you've experienced. I want to assure you that

Is there anything else I may help you with ?

johnathon When will you be reaching out to her?

Manish Singh Within 1 to 2 hours, if you want, we can make that quick.

johnathon okay. Yes. Thank you.

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

You may end this chat now. Once you end this chat, you will receive an email with a survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my team can review it. Or you may send your feedback at quality@acecloudhosting.com. Thank you.

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

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

Manish Singh has ended this chat session

Chat Transcript

how do I get rid of these numbers that I'm looking at now?

Visitor Details

#70516 jimmy snow

Email: jimmysnowministries@gmail.com **Phone:** 6153364980

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

Website: https://www.acecloudhosting.com/?s=how+can+I+get+rid+of+the+numbers+on+we+transfers+page&post_type=knowledgebase&to-transfer-files-using-wetransfer%2F

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 10 Secs

City: MURFREESBORO

State: Tennessee

Country: UNITED STATES

Chat Transcript

jimmy snow	how do I get rid of these numbers that I'm looking at now?
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you.
jimmy snow	k
Dikshant Yadav	Hello Jimmy
jimmy snow	Hi
Dikshant Yadav	How may I assist you today?
jimmy snow	need to get these numbers off the page I'm looking at now
Dikshant Yadav	Kindly help me with your business name or the CID number
jimmy snow	GOGT.INC
<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>	
<i>Tushar Pharswan accepted the chat transfer request.</i>	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.
	Are we still connected here?
	Are we still connected here?
jimmy snow	

	I need to get rid of these numbers on Wetransfer, that are these number
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server n
jimmy snow	Jimmy Snow not sure. I'm using an 24 Mac Pro could be Jimmy Snow min
Tushar Pharswan	We will need CID number or the company name or any email address th
	To further assist you I hope you understand that as it is our company rul
jimmy snow	What is CID number
Tushar Pharswan	It is a unique number which we provide to our clients which helps us to c
jimmy snow	I have no idea I'a novice
	I'm a novice
	I give up is it, thank you anyway
Tushar Pharswan	Kindly try to contact other members who will know some details.
	After that reinitiate the chat.
	We will be here to assist you afterwards.
	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 e
	number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my
	or you may send your feedback at quality@acecloudhosting.com. Thank
	Note: You may change/reset your server password on your own by regist
	(https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosti

Tushar Pharswan has ended this chat session

Chat Transc

Hello, I am your Ace

Visitor Details

#70483 Lorrie WHite

Email: lorrie@gofigureitinc.com  8135033039

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 26 Secs

City: TARPON SPRINGS

State: Florida

Country: UNITED STATES

Chat Transcript

Lorrie WHite Hello, I am your Acebuddy

Acebuddy Hello Lorrie White, I'm your Ace Buddy. I'll be happy to a:

Whom Would You Like to Connect With?

Lorrie WHite Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Lorrie WHite I'd like to raise a Request

Acebuddy Please select your request type.

Lorrie WHite Password Reset

Acebuddy Please select an option below

Lorrie WHite Already Enrolled to Selfcare Portal

Acebuddy Please follow the process mentioned in the link below inc

Do you need any further assistance on the topic?

The visitor's phone number was changed to 8135033039

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#71021 dilanglais

Email: dilanglais@gmail.com  9787667342

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: SALISBURY

State: Massachusetts

Country: UNITED STATES

Chat Transcript

dilanglais	Hello, I am your Acebuddy
Acebuddy	Hello Diane M Langlais, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
dilanglais	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
dilanglais	I'd like to raise a Request
Acebuddy	Please select your request type.
dilanglais	Setup Ace Server
Acebuddy	If you would like to configure the server access link kindly provide me with your desired Operating System
dilanglais	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator" to establish Remote Server Access on your Windows PC
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We will consider this as a completed session. If you require any further assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout