

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75854 Kerri Traxler

Email: kerri.traxler@la.gov ☎ 02253425943

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: 1 Min 33 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Kerri Traxler	Hello, I am your Acebuddy
Acebuddy	Hello Kerri.traxler, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kerri Traxler	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kerri Traxler	I'd like to report an Issue
Acebuddy	Please select an option!
Kerri Traxler	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kerri Traxler	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh manually check and implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?

Kerri Traxler	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Tushar accepted the chat transfer request.</i>	
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
Kerri Traxler	Hello
Tushar	I will be surely assisting you with this. Kindly help me with your server name and user name?
Kerri Traxler	I am reaching out about an issue with upgrading quickbooks to version 2024 the ticket number should be 681149 I am the admin and I received an email stating that I need to log into the site to update the file however I am no longer at password
Tushar	Thank you for the detailed information. May I take the remote access of your server?
Kerri Traxler	yes
Tushar	Prior providing the access, I would suggest you to close any important documents at your end.
Kerri Traxler	good to go
Tushar	I just saw your email, kindly provide the access to local system. https://assist.acecloudhosting.com/join/1192226659 Kindly Click on the link and open the downloaded file.
Kerri Traxler	It won't work I think because this is a government computer
Tushar	Then kindly connect with your local IT and after resolving the remote access issue, we can then troubleshoot the issue further. We are available 24/7 and you can reinitiate the chat or call us anytime. Is there anything else I may help you with ?
	Are we still connected here?
Kerri Traxler	yes
Tushar	Is there anything else I may help you with ?
Kerri Traxler	how do I connect to IT?
Tushar	There must be a team or people that manage your devices of the company.
	May I know if you are able to login to the server or not?
Kerri Traxler	no can you help with resetting my password?

	my user ID has another email address linked to it. I was added as the admin last week
Tushar	Can you help me with the username for which the password reset is required?
Kerri Traxler	cid66039
Tushar	This is the CID number which you can use to access Myportal (myportal.acecloudbhosting.com)
	can you please help me with the username you will be logging into server
Kerri Traxler	i don't have a user name for the serve
	I need help logging into the myportal account
Tushar	Okay kindly let me know the correct email address that should be refelected.
Kerri Traxler	kerri.traxler@la.gov
Tushar	Kindly allow me two minutes to check the same.
Kerri Traxler	ok
	I just received an email
Tushar	Did you received the OTP? (Edited)
Kerri Traxler	yes
Tushar	That means its the correct email address that is registered. Kindly use link MyPortal - Ace Cloud Hosting - Login and click f name which will be CID66039 after that you will receive a new OTP enter it and reset the password you will then have acc manage your users and bills. (Edited)
Kerri Traxler	I am able to log in using that link
Tushar	Great.
Kerri Traxler	now how do I update the file to version 2024 and why do I have to do it?
Tushar	for that you will have to get into server with one of the user profile like TracyHo@myrealdata.net or DelwandaWi@myreal After which you will be able to access QuickBooks.
Kerri Traxler	I am confused one of the users was told that I needed to do it
Tushar	This is a one time process and it has to be done at your end it is what QuickBooks is made to work.
Kerri Traxler	How if I don't have a user ID? o dpm
	It was told that I needed to do it
Tushar	The user was told to login inside QuickBooks with the admin credentials of the QuickBooks company file not the server ad
Kerri Traxler	we don't have that information they gave her my name
Tushar	In order to upgrade the company file admin privileges are required to login to company file from the newer version of the

	have the admin credential of company file to login inside QuickBooks after which the file upgrade process would take place.
Kerri Traxler	ok
	who is that person?
Tushar	That you will have to communicate between your users and ask who has that.
	I will share a guide on how to do that after you figure out who the admin is for QuickBooks company file..
Kerri Traxler	wow
	<i>2:31:20 AM Tushar is sharing a file with you</i> <u>QuickBooks Company File Upgrade.pdf</u> - (Size:352.62 KB)
	you can't tell me a name of the person that is the admin?
Tushar	Since this is Company file information and it's crucial, we have no connection to it and there is no way for us to know who
Kerri Traxler	ok thanks. that is unfortunate. I will be shopping around for a new hosting service.
Tushar	After you get to know that who is the admin follow the guide to upgrade the file.
	We are assisting the user KrystalLee with the company file upgrade as now we have access to a user profile and server w...
	As this chat session is disconnected from your end.
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Tushar has ended this chat session

Chat Transcript

I'm trying to set up RDP generator tool and it is giving me the error message; Error occurred- not valid IP found for the server Server1.myrealdata.net. Is this the correct server name?

Visitor Details

#76322 Peter Zaehringen

Email: mallikadavi@comcast.net  239641569

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: <https://www.acecloudhosting.com/>

utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary axnsBED2a&gclid=Cj0KCQjw8cHABhC-ARIsAjnY12x6SYckbCAstfYxZlPaQySxoC0KfE32X2f9jaPNmfZ-gRhQFc2vNbEaAi0pEALw_wcB

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: FT MYERS

State: Florida

Country: UNITED STATES

Chat Transcript

Peter Zaehringeer	I'm trying to set up RDP generator tool and it is giving me the error message; Error occurred- not valid IP found for the server. Could you please help me with the correct server name?
Riten	Thank you for contacting ACE. My name is Riten. I will be assisting you further.
	Hi Peter, may I know the company name associated with ACE?
Peter Zaehringeer	mallika.d@myrealdata.net is the user name the company is medical and marine supply Freedom Medical and Marine Solutions
Riten	Thanks for the details Peter , let me connect you to support and get this resolved.
	<i>Riten is transferring the chat to Support(QB & App Hosting).</i>
Peter Zaehringeer	ok
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Peter (Edited)
Peter Zaehringeer	Hello
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
Peter Zaehringeer	sure
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/5572896123
	Kindly Click on the link and open the downloaded file.
	Are we still connected here?
	we are connected (Edited)
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the connection. Once the issue is resolved, kindly give your confirmation on this chat.
	as per the remote session, we have configured the rdp file for you and wait for the update of password from your side in error.
	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 feedback form.

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

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75385 Shane Touhey

Email: shane@shanetouhey.com ☎ 407-221-2465

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: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

Shane Touhey Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Shane Touhey Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Shane Touhey	I'd like to raise a Request
Acebuddy	Please select your request type.
Shane Touhey	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Shane Touhey	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update via email.
	<ul style="list-style-type: none"> • QuickBooks Year • Variant : Pro / Premier / Enterprise / Accountant • License Number • Product Code
	Generally, application upgrades are completed during the night hours to avoid any downtime. If you do specify if you need the request processed at a specific time.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75197 Bryann Foronda

Email: info@silveraries.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: SALAWAG

State: Cavite

Country: PHILIPPINES

Chat Transcript

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

#75621 David T Caines, CPA, LLC

Email: david@cainescpa.com **Phone:** 12409945270

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: 18 Secs

City: GAITHERSBURG

State: Maryland

Country: UNITED STATES

Chat Transcript

David T Caines, CPA, LLC	Hello, I am your Acebuddy
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David T Caines, CPA, LLC	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David T Caines, CPA, LLC	I'd like to report an Issue
Acebuddy	Please select an option!
David T Caines, CPA, LLC	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represent
David T Caines, CPA, LLC	Network down?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting yo
David T Caines, CPA, LLC	Oh, actually. I'm good
	It is back up now.
	The remote desktop kicked me out a few mins.
	Scared me. It's 4/15!!
Sharath Kumar	Understood, the server actually restarts everyday at 2 AM PST
	takes 5 minutes to come back on

David T Caines, CPA, LLC	Got it. Good to know.
Sharath Kumar	alright sir, let us know if you require any kind of assisance
David T Caines, CPA, LLC	Will do. Thanks. Have a good one.
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know what you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75032 josh.kiefer

Email: josh.kiefer@kevinbarry.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: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

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

#75492 Linh Pham

Email: linh.pham@ptnoodles.com  14803438856

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

Linh Pham	Hello, I am your Acebuddy
Acebuddy	Hello Linh.pham, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Linh Pham	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Linh Pham	I'd like to raise a Request
Acebuddy	Please select your request type.
Linh Pham	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Linh Pham	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server on your Windows PC
	Do you need any further assistance on the topic?

linh.pham has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76333 Charla Collins

Email: charla@stormwateroregon.com **Phone:** 5414807473

Department: Support(QB & App Hosting)

Operator: Vignesh Arul

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

Operating System: Chrome OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 30 Secs

City: REDMOND

State: Oregon

Country: UNITED STATES

Chat Transcript

Charla Collins	Hello, I am your Acebuddy
Acebuddy	Hello Charla, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Charla Collins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Charla Collins	I'd like to raise a Request
Acebuddy	Please select your request type.
Charla Collins	Printer/Scanner Addition
Acebuddy	Please select your desired option :
Charla Collins	Printer Addition
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instruction mentioned in the knowledge-base article attached below.
	Once the local client has been installed, Please try printing from the server and select 'Unipri from the printers list and select your desired printer when prompted.
	Do you need any further assistance on the topic?
Charla Collins	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Let us resume with this chat
Charla Collins	sounds good
Shivam Singh	I will be closing the other chat and resuming with this one.
	https://assist.acecloudhosting.com/join/1512708189
	Use this link please and paste it in your local PC outside server environment

We are connected on the remote session and will proceed with the troubleshooting on the rest of the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, give your confirmation on this chat.

I tried taking the remote, but you are using the chromebook

Let me check the resources at my end and I'll be back with you shortly

Are we still connected here?

Are we still connected here?

Charla Collins I cant read the chat once I minimize the screen

I am not using the Chromebook, just sitting here with it open

Shivam Singh I understand your issue and trying to find an expedited way to take remote

Charla Collins I've had trouble before and wondering if I need to change a setting but I can't find anything that changed

Shivam Singh Please allow me 2 minutes to check the same and I will be right back with you. Please stay connected

Charla, do you use Microsoft teams.

Charla Collins I think it is on my remote but I've never used it

Shivam Singh Charla, was it working before?

Charla Collins The printer?

Shivam Singh yes

Charla Collins It worked from my HP this Chromebook is new just for work and the remote desktop, it works recognized outside the remote but can't find it within the remote

Shivam Singh Okay

Charla, really appreciate your patience.

Stay connected

Charla, could you ask the person who set up earlier to have the setting for this too.

Charla Collins I'm not sure what you mean

Shivam Singh I mean printing setting that you have in for the previous Chromebook

Charla Collins I had a macbook but it's in the repair shop

Shivam Singh Oh okay. I get it

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

Charla Collins ok and then

6736 0045 8771

Shivam Singh Thanks

Please follow the steps thereafter

Ask Client to download the extension when prompted on clicking the download icon

Page will ask to add extension to Chrome, ask client to click on Add Extension
After adding extension to chrome, client will get the below page, ask client to click on Got it
Now ask client to click on Generate Code
Client will then generate 12-digit access code

Charla Collins I'm not sure what your asking me to do here.

Shivam Singh Please allow me some time.

I am trying to get the remote of your local screen

As the I need to check the printer setting there.

The above step I have mentioned will help you initiate the remote session

Charla Collins do I need to open chrome

Shivam Singh Yes, please open chrome

Charla Collins I don't see an extension

Shivam Singh And follow the steps as client

Ask the client to click the download icon

When they click “**Get Support**” , they will be prompted to download an extension.

Ask the client to download the extension

A pop-up will appear—ask them to proceed with the download.

Add the extension to Chrome

The browser will show a message asking to confirm the installation. Ask the client to click “**Add Extension.**”

Click on “Got it”

After the extension is successfully added, the page will update. Ask the client to click “**Got it**”

Click on “Generate Code”

Now ask the client to click on the “**Generate Code**” button.

Client will receive a 12-digit access code

Have the client share this code with you so you can begin the remote session.

Charla Collins there is no icon to download

the generate code is the one I gave you earlier, do I need a new code?

Shivam Singh Let us try one more time.

Please share the code once.

Charla Collins the same code as before or generate a new one

Shivam Singh new one

Charla Collins 194037590045

Shivam Singh I have entered the code please confirm

Charla Collins confirmed should be sharing

Shivam Singh we are connected

Charla, please see the current screen

Charla Collins

	yes
Shivam Singh	We do not have the printer option available on the tray
Charla Collins	so what do I do to fix that
Shivam Singh	As I am able to check the current setting does not support printing.
Charla Collins	so its a setting on my Chromebook? or a setting in the remote?
Shivam Singh	It is the issue with Chromebook which is not allowing me to do the printing configuration.
Charla Collins	how do I fix that? is there a way for me to fix that?
Shivam Singh	See Chromebook is not supporting the printing feature on remote, and we do not have a fix for it. We will update you as soon as we have the update.
Charla Collins	awesome. Thanks
Shivam Singh	Really appreciate your patience. Will update you soon.
	This message has been deleted
Charla Collins	Thank you for your patience, I tried and tried
Shivam 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 (1-888-415-5240) if any further assistance is required.
<i>Shivam Singh is transferring the chat to Vignesh Arul.</i>	
<i>Vignesh Arul accepted the chat transfer request.</i>	
Vignesh Arul	I will also share the ticket id with you over the mail once this chat is disconnected.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
<i>Vignesh Arul has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75668 Julissa Rodriguez

Email: julissarodriguez@careerteam.com ☎ 12035430766

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: HAMDEN

State: Connecticut

Country: UNITED STATES

Chat Transcript

Ch.

Julissa Rodriguez Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Julissa Rodriguez Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Julissa Rodriguez I'd like to raise a Request

Acebuddy Please select your request type.

Julissa Rodriguez Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your request. Our technicians will connect with you for further assistance.

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

Julissa Rodriguez Restart

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

Whom Would You Like to Connect With?

Julissa Rodriguez Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Julissa Rodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
Julissa Rodriguez	Password Reset
Acebuddy	Please select an option below
Julissa Rodriguez	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Julissa Rodriguez	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting yo
Julissa Rodriguez	ticket # 678671 - Need to reset password to remote access
Anjainay Singh	Thankyou for providing the ticket ID in order to reset the password we need approval from eit Andrea or Peggy on email
	Either of them may approve the request to reset password for you through their registered er address.
Julissa Rodriguez	ok. emailing Andrea now
Anjainay Singh	We will send them email to approve the same and once we get it we will proceed with the pareset on same ticket .
	I have emailed to Andrea regarding approval .
	We will send a password in form of URL over email.
Julissa Rodriguez	I just emailed Andrea. Waiting for response
Anjainay Singh	I received her approval
Julissa Rodriguez	She just approved it
	awesome
Anjainay Singh	Now I will send you an email over an email in form of URL
Julissa Rodriguez	ok. Thank you for your assistance
Anjainay Singh	Is there anything else I may help you with ?
Julissa Rodriguez	Is there a temporary password?
	I do not see the URL
Anjainay Singh	The password which I will send you over an email , you may use it to enroll in Self Care

	I have just send you an email.
Julissa Rodriguez	ok thank you
Anjainay Singh	Is there anything else I may help you with ?
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Julissa Rodriguez	no. Thanks again. Have a good day! :)
Anjainay Singh	Please click on smile emoji for providing positive feedback
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Julissa Rodriguez has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76138 Esthela Ballarta

Email: esthela.ballarta@vomonline.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: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Esthela Ballarta	I'd like to raise a Request
Acebuddy	Please select your request type.
Esthela Ballarta	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request. Our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below.
	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

#75498 Tina Wilson

Email: tw.partsfast@gmail.com **Phone:** 7134434939

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 6 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Tina Wilson	Hello, I am your Acebuddy
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Acebuddy	Hello Tina Wilson, I'm your Ace Buddy. I'll be happy to assist you!
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	Whom Would You Like to Connect With?
Tina Wilson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tina Wilson	Restart
Acebuddy	Hello Tina Wilson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tina Wilson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tina Wilson	I'd like to report an Issue
Acebuddy	Please select an option!
Tina Wilson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Tina Wilson	i cannot connect to remote desktop with my credentials
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Tina
Tina Wilson	hello
Shashwat Verma	I will surely help you with this issue.
	Is this the first time you are facing this issue?
Tina Wilson	yes
Shashwat Verma	Okay
	May I take the remote access of your local computer?
Tina Wilson	ok
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/6712508432
	Kindly Click on the link and open the downloaded file.
	Are you able to connect?

We are connected on the remote session and will proceed with the troubleshooting on the remaining time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, give your confirmation on this chat.

issue resolved on remote session by configuring the gateway

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 the conversation, along with a ticket number and survey feedback form.

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

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75171 Rick Fobear

Email: rick@beartechalloys.com  17145501700

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: 12 Secs

City: SANTA ANA

State: California

Country: UNITED STATES

Rick Fobear	Hello, I am your Acebuddy
Acebuddy	Hello Ricky E Fobear, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rick Fobear	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rick Fobear	I'd like to report an Issue
Acebuddy	Please select an option!
Rick Fobear	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Rick Fobear	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Rick Fobear	Unable to add an item
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar declined the transfer request.</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Ricky
Rick Fobear	Hello Shashwat, I need your help with the Item Setup Box, it is stuck in the upper lefthand corner of QB's and I'm unable to add an item
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
Rick Fobear	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/5692870240
	Kindly Click on the link and open the downloaded file.
	Are you able to connect?
	We are connected on the remote session and will proceed with the troubleshooting on the remaining time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved give your confirmation on this chat.
	Issue resolved by running the compatibility of Qb.
	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 your conversation, along with a ticket number and survey feedback form.

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

Thanks!

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75791 Janice Coble

Email: jcoble@exp-logistics.com

Department: Support(QB & App Hosting)

Operator: Sandeep Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: URBANDALE

State: Iowa

Country: UNITED STATES

Chat Transcript

Janice Coble Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Janice Coble	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Janice Coble	I'd like to report an Issue
Acebuddy	Please select an option!
Janice Coble	Password Reset
Acebuddy	Please select an option below
Janice Coble	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
Janice Coble	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>	
<i>Shashwat Verma is transferring the chat to Sandeep Kumar.</i>	
<i>Sandeep Kumar accepted the chat transfer request.</i>	
Sandeep Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I will be assisting you today.
	Hi Janice, How are you doing today?
Janice Coble	Hi Sandeep - This is btessman@exp-logistics.com trying to help Janice login for the first time.
	I went in and updated her PW a couple days ago, I don't think she has ever setup MFA or an account profile etc.
	I'm not sure what steps to get her access to her RDC.
	We do have her username and PW correct.
Sandeep Kumar	Kindly allow me 3-4 minutes to check Janice's server access first.
Janice Coble	There is an active ticket 678993 already for this.
Sandeep Kumar	Thanks for the details.
Janice Coble	you're welcome - we are patiently on standby for you
Sandeep Kumar	Thank you for your patience.
	I have made some required changes for Janice's server access.
	Please try again now to connect with her login details.
	See if you can get in now.

	Are you still there??
	Are we still connected here?
	Ben are you there??
	Are we still connected here Ben?
Janice Coble	Hi Sandeep
	sorry for the delay, I got pulled away
Sandeep Kumar	No worries.
Janice Coble	ok that let me in
	Can you kindly let me know how we can set Janice up with her MFA as well?
Sandeep Kumar	Janic will have to register herself on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	<i>11:56:14 PMSandeep Kumar is sharing a file with you SelfCare Portal 4.pdf - (Size:848.54 KB)</i>
	Detailed instructions are available in the above document.
	Login details for this portal are the same as the server login.
Janice Coble	It says "Your account has been restricted. Please contact an administrator."
Sandeep Kumar	Ok. I request you to please try again with the portal after an hour, as her server access was cut off due to inactivity. It takes some time for the server access get synced with the self care portal.
Janice Coble	ok we will try again in 1 hour. Thank you for your assistance Sandeep.
Sandeep Kumar	You are welcome!
	Is there anything else I may help you with ?
	Ben are you there?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sandeep Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75982 rhernandez

Email: rhernandez@docomopacific.com  16716864566

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 16 Secs

City: YIGO

State: Guam

Country: GUAM

Chat Transcript

rhenandez	Hello, I am your Acebuddy
Acebuddy	Hello Rhernandez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rhenandez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rhenandez	I'd like to raise a Request
Acebuddy	Please select your request type.
rhenandez	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
rhenandez	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you.
rhenandez	hello sagain
	sorry was disconnected

Ashutosh Mishra I have started the update, within 30 minutes i will inform you over the email once it's complete

rherandez ok thank you

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

rherandez nothing else thank you

Ashutosh Mishra Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment. Thank you

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75726 april.b

Email: april.b@ezpzaccounting.com ☎ 7028056266

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: MAGTUHAO

State: Cebu

Country: PHILIPPINES

Chat Transcript

Ch.

april.b Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

april.b Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
april.b	I'd like to report an Issue
Acebuddy	Please select an option!
april.b	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
april.b	Our client Scott Utterback already provided his credit card authorization form and yet we still cannot access the remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
april.b	ScottU.npro
Shubham Kataria	Thank you for the information. Do you have any existing ticket number regarding payment?
april.b	no
	here is the email thread between our client and your team regarding the payment which I think was not processed https://share.streak.com/si1miLm1Wp91TOIDEyds1W
Shubham Kataria	Okay let me check
	Please allow me two minutes
	Thank you for the information.
	I've checked the account status and found it is currently disabled
	Could you please allow us few hours as we need to move your ticket to the billing team
	Once they are available in the office, they will proactively work on your request.
april.b	sure, please have them expedite this one since this took days already only to find out that our client has already provided the necessary documents needed to proceed with the payment
Shubham Kataria	Sure, I will inform the billing team to work on it and you will get the update soon on this.
april.b	thank you very much
Shubham Kataria	You're welcome and Thank you for your understanding
	Is there anything else I may help you with ?
april.b	none
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 your conversation, along with a ticket number and survey feedback form.

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

Thanks!

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

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75205 iyecaleb101

Email: iyecaleb101@gmail.com  2348101590736

Department: Support(QB & App Hosting)

Operator: Saurabh Surana

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 39 Secs

City: LAGOS

State: Ondo

Country: NIGERIA

Chat Transcript

iyecaleb101 Hello, I am your Acebuddy

Hello

Saurabh Surana Thank you for contacting Ace Cloud Hosting. My name is Saurabh Surana. I will be assisting you with your query.

iyecaleb101 Hello

	Am still waiting for you response
	On the request
Saurabh Surana	Thank you for contacting Ace Cloud Hosting. My name is Saurabh Surana. I will be assisting you.
	As per your request, I have enabled your account on the backend.
	Have you tried testing the same?
iyecaleb101	Ok
Saurabh Surana	Can you please check and confirm if the issue has been resolved?
	Are we still connected here?
iyecaleb101	Ok
	Am checking
Saurabh Surana	Thank you for the confirmation.
	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 (1-888-415-5240) if any further assistance is required.

Saurabh Surana has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76077 rlangford

Email: rlangford@roistrategies.net  14046102218

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: 26 Secs

City: ALPHARETTA
State: Georgia
Country: UNITED STATES

Ch

Chat Transcript

rlangford	Hello, I am your Acebuddy
Acebuddy	Hello Rlangford, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rlangford	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rlangford	I'd like to report an Issue
Acebuddy	Please select an option!
rlangford	Password Reset
Acebuddy	Please select an option below
rlangford	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?
rlangford	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting yo
rlangford	Sharath, i cant get logged in to the server
Sharath Kumar	Hello Rip, one moment while I check your account and server
	In the meantime, could you let me know the last time that you were able to access the serve
rlangford	yesterday i think
Sharath Kumar	I can reach the server, so I have just restarted it. Lets see if that resolves your conern,
rlangford	want me to try now or give it a minute
Sharath Kumar	you may try now, the server is back up and running
rlangford	that worked
	thanks.

Sharath Kumar	Great! some of the services must not have started correctly when the server rebooted
rlangford	ok...have a good day!
Sharath Kumar	Is there anything else I may help you with ?
rlangford	no 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 ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know what is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75475 Briley Worthington

Email: bworthington@texasbuildingproducts.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 26 Secs

City: STRAWN

State: Texas

Country: UNITED STATES

Chat Transcript

Briley Worthington	Hello, I am your Acebuddy
Acebuddy	Hello Briley Worthington, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Briley Worthington	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Briley Worthington	Setback
Acebuddy	Hello Briley Worthington, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Briley Worthington	Managed Security
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Himanshu accepted the chat transfer request.</i>
	<i>Himanshu is transferring the chat to Pradeep Kumar.</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudbhosting. My name is Pradeep how may I help you for today
Briley Worthington	i am having trouble logging in to my cloud account
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>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 with your issue.
	Hello Briley
Briley Worthington	hello
Shashwat Verma	I will surely help you with this issue.
	Is this the first time you are facing this issue?
Briley Worthington	yes
Shashwat Verma	May I take the remote access of your local computer?
Briley Worthington	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/8202315121

Kindly Click on the link and open the downloaded file.

We are connected on the remote session and will proceed with the troubleshooting on the rest of the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved give your confirmation on this chat.

As per remote session, will wait for the password reset email from your side. (Edited)

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

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

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

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

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

Shashwat Verma has ended this chat session

Chat Transcript

I am not able to log into the server. It says invalid password but I have not changed it so I know its correct

Visitor Details

#75781 jennifer

Email: jennifer@millerautomotiveservice.com  17048658827

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 27 Secs

City: GASTONIA

State: North Carolina

Country: UNITED STATES

Chat Transcript

jennifer	I am not able to log into the server. It says invalid password but i have not changed it so I know its correct
Rahul	Thank you for contacting ACE. My name is Rahul. I will be assisting you further.
	Please help me with your CID, or account name to proceed further
jennifer	Millers Automotive Service
Rahul	Great
	I am transferring your chat to our support team, thank you for contacting ACE
	<i>Rahul is transferring the chat to Support(QB & App Hosting).</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you
	As you are not able to login into the server , could you please let me know since when you are facing this issue ?
	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important documents at your end
jennifer	sure !! its just today that ive not been able to log on
Anjainay Singh	https://assist.acecloudhosting.com/join/9902936887
	Please copy this URL at your local machine browser so that I can access your local machine .
	Have you copied the URL at your local browser as I am not able to see your local machine interface
	Are we still connected here?
jennifer	yes im trying to copy the link
Anjainay Singh	Thankyou for updating me .
jennifer	were you able to connect
Anjainay Singh	I am still not able to join .
jennifer	it says IN session on my screen
Anjainay Singh	https://assist.acecloudhosting.com/join/3952672669
	Could you please use this fresh remote session UL.
	*URL
	Is there anything else I may help you with ?
	Are we still connected here?
jennifer	no thank you !!

Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of the chat.
jennifer	ok
Anjainay Singh	Please click on smiling emoji to provide positive feedback.
	You may end this chat .
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
jennifer	😊

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76251 vasudha.s

Email: vasudha.s@myrealdata.net 6900168752

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: BANGALORE

State: Karnataka

Country: INDIA

Chat Transcript

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

Please chose an option :

vasudha.s I'd like to raise a Request

Acebuddy Please select your request type.

vasudha.s Setup Ace Server

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

vasudha.s Microsoft Windows

Acebuddy Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server on your Windows PC

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75567 Rafael Hernandez

Email: rhernan@ethiccorp.com ☎ 2676263650

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 22 Secs

City: BRONX

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Ch.

Rafael Hernandez	Hello, I am your Acebuddy
Acebuddy	Hello Rafael Hernandez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rafael Hernandez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rafael Hernandez	Setback
Acebuddy	Hello Rafael Hernandez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rafael Hernandez	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>mayank accepted the chat transfer request.</i>
Rafael Hernandez	hi
	<i>mayank is transferring the chat to Support(QB & App Hosting).</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Rafael, how are you doing today ?
	How may i assist you today ? (Edited)
Rafael Hernandez	hi
	i am trying to switch users on my server
	and it keep logging in to mine
Rohan Prajapati	I will surely help you with this issue.
Rafael Hernandez	i have to fix something in quikbooks and cant log into the users server profile
Rohan Prajapati	May I take the remote access of your local? (Edited)
Rafael Hernandez	sure
	do i need to reopen the chat in my server?
Rohan Prajapati	No I need the remote access of your Local PC
	Prior providing the access, I would suggest you to close any important documents at your end.
Rafael Hernandez	ok
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join it
	https://assist.acecloudhosting.com/join/1452720474 (Edited)

	https://assist.acecloudhosting.com/join/1452720474
	We are connected on the remote session and will proceed with the troubleshooting on the remaining time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, give your confirmation on this chat.
Rafael Hernandez	ok
	yes
	it works
Rohan Prajapati	Is there anything else I may help you with ?
	Thanks for the confirmation !
Rafael Hernandez	that is all for now
	thanks@@
	thanks!!!
Rohan Prajapati	I would request you to please give your Valuable feedback after ending the chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know what is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
	<i>Rohan Prajapati has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76193 David Weinstein

Email: david@davidweinsteincpa.com  19149071180

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 20 Secs

City: FULLERTON

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 report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
David Weinstein	I try to run the CCH program "Dashboard" and it says an update is running
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello David, How are you doing today?
	I will surely help you with this.
	Kindly allow me 4-5 minutes to check the same.
David Weinstein	specifically it says "The application has detected an installation or uninstallation process and needs to be reset again later."
Rohan Prajapati	Thank you for the information
David Weinstein	if you want, reset the server

rather than spend time trying to figure it out

Rohan Prajapati Okay lets try that

David Weinstein would reset the server exit the installation?

Rohan Prajapati I've rebooted the server once

Since you have confirmed that the issue has been resolved over the remote session, we will proceed with closing the chat. (Edited)

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

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

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

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76079 Shaughn Lindley

Email: shaughn@rrlift.com  12068178453

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: KYLE

State: Texas

Country: UNITED STATES

Chat Transcript

Ch

Shaughn Lindley	Hello, I am your Acebuddy
Acebuddy	Hello Shaughn Lindley, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Shaughn Lindley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shaughn Lindley	I'd like to report an Issue
Acebuddy	Please select an option!
Shaughn Lindley	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Shaughn Lindley	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage application updates at the backend and apply the necessary patches as and when issued by us, it might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it with support@acecloudhosting.com. Our engineers will manually check and implement the patches required and share a confirmation via email.
	Do you need any further assistance on the topic?
Shaughn Lindley	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Gaurava Tyagi declined the transfer request.</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you.
	Hello Shaughn, how may I assist you today?
Shaughn Lindley	hello I am trying to log into quickbooks on ace cloud
	it says there is a quickbooks software update waiting for me but I dont have the required permission
	i need to contact system admin
	and it wont let me login
	the button says close quickbooks
Sharath Kumar	Understood, let me take care of that for you!

	please allow me a couple of minutes to sign into the server and update QuickBooks for you
Shaughn Lindley	ok thank you!
Sharath Kumar	installing the updates now
Shaughn Lindley	ok
Sharath Kumar	Update completed but requires a server restart, could you save your work before I restart the
Shaughn Lindley	yes will log out and log back in
Sharath Kumar	thank you!
	server is now restarting
	Server is back online and QB is now uptodate
Shaughn Lindley	ok looks like I am logged in
	thank you!
Sharath Kumar	my pleasure, anything else that I may assist you with?
Shaughn Lindley	no that is it
	thanks for the quick fix
Sharath Kumar	alright sir. A positive feedback would be appreciated
	You may end this chat now. Once you end this chat, you will receive an email from us regarding conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know what is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare (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

#75970 anne

Email: anne@bigbluecollective.com ☎ 15148385377

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: 11 Secs

City: GRAND TURK

State: Turks And Caicos Islands

Country: TURKS AND CAICOS ISLANDS

Chat Transcript

Ch.

anne Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

anne Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

anne I'd like to raise a Request

Acebuddy Please select your request type.

anne Password Reset

Acebuddy Please select an option below

anne Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@acecloudhosting.com and mention the username for which password needs to be reset and we'll share an update once the request is processed.

Do you need any further assistance on the topic?

anne Yes

Acebuddy Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

anne my password is saved to my laptop since 3 years.... but did not write it down and now I need another laptop.. so I need the password... my guest will be to reset it? or there is a way to show password from my laptop

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.
	Hello Anne
	I deeply apologize for the inconvenience caused to you.
	Anne you need to reset the password
anne	am in the meeting with Mark now.. he will send you email to authorize to review password to ACCOUNTANT
Anurag Sharma	Okay
anne	will do it after our meeting...
Anurag Sharma	After this chat I will send you an email. Please revert back to that email with an approval from primary contact. (Edited)
anne	Mark the owner will send you an email to authorize the new password to ACCOUNTANT... than hes not yet on the PORTAL
Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
anne	no am leaving.. but will call you at what number? when am ready to reset my password?
Anurag Sharma	Okay
anne	i received your email to Anne@bigbluecollective.com
Anurag Sharma	You can call us on Phone: 1-888-415-5240
anne	will remind Mark to send you email also...
	until what time I can reach you?
Anurag Sharma	This is our toll free number which is available 27/7
	You can reach out to us anytime.
anne	ok.. speak later.. thanks.
	once I reset password, will it take long?
Anurag Sharma	No, you can immediately login to the server with the new password.
anne	my new laptop is at home...so I will call you when am home... thanks
Anurag Sharma	Thanks for the confirmation !
anne	cid65033 BIG BLUE COLLECTIVE
Anurag Sharma	Okay
	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 your conversation, along with a ticket number and survey feedback form.

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

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75633 Matt Hill

Email: libertyarmsllc@yahoo.com **Phone:** 15402098100

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: RICHMOND

State: Virginia

Country: UNITED STATES

Chat Transcript

Matt Hill Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Matt Hill Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Matt Hill I'd like to raise a Request

Acebuddy Please select your request type.

Matt Hill Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your request. Our technicians will connect with you for further assistance.

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

Matt Hill Yes, I'm facing issues with my server

Acebuddy Please select an option!

Matt Hill Password Reset

Acebuddy Please select an option below

Matt Hill Already Enrolled to Selfcare Portal

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

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75346 Nilay Patel

Email: nilay@priorware.com ☎ 12294570732

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 8 Secs

City: PATERSON

State: New Jersey

Country: UNITED STATES

Chat Transcript

Nilay Patel	Hello, I am your Acebuddy
Acebuddy	Hello Nilay, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nilay Patel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nilay Patel	I'd like to report an Issue
Acebuddy	Please select an option!
Nilay Patel	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Nilay Patel	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Nilay Patel	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you furt
<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 yo
	Hello Nilay, could you please try the QB reset option provided on your desktop and taskbar
Nilay Patel	still its keep frezzing
Sharath Kumar	understood, signing into the server to check why that is happening
Nilay Patel	ok
Sharath Kumar	may I ask what is the username that you are signed in with
Nilay Patel	its all users who facing issue
	its coming abort again and again
	aurna

	I am loggin in this user
Sharath Kumar	thank you for the information
	could you please sign out of the server and try signing back in
Nilay Patel	what is going on
	did you restarted
	?
	server
	?
Sharath Kumar	No, I have not restarted the server
	I have restarted the service for this application
	can you try again
Nilay Patel	I did
	now loging back
	and checking
	same
	issue
	can you come to aruna user
	?
Sharath Kumar	yes
	Prior providing the access, I would suggest you to close any important documents at your end
Nilay Patel	ok
	?
Sharath Kumar	checking few settings on the server
Nilay Patel	ok
Sharath Kumar	I was able to open QuickBooks on the server previously but I cannot do it anymore
Nilay Patel	yes I see this
	its not working
	it was working find till yesterday
Sharath Kumar	understood!
	Can we have the users log off for 10 minutes
	I will restart the server, hopefully that should resolve your concern
	could you communicate with other users regarding the server restart

Nilay Patel	yes
Sharath Kumar	Thank you, I am working with Malkeet to figure out a resolution
Nilay Patel	ok
Sharath Kumar	Nilay, since you are connected with Malkeet on call, I am closing this chat. Malkeet will keep you posted on the update.
	Is that okay to do?
	I am also on chat with Krisika and will update her on the progress via chat
Nilay Patel	ok
Sharath Kumar	thank you!
	wishing you a good day ahead!
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know what you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75865 Amin Sajwani

Email: amin.sajwani@gmail.com ☎ +1-(901) 881-1265

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: KARACHI
State: Sindh South
Country: PAKISTAN

Chat Transcript

Ch

Amin Sajwani	Hello, I am your Acebuddy
Acebuddy	Hello Amin.sajwani, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amin Sajwani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amin Sajwani	I'd like to report an Issue
Acebuddy	Please select an option!
Amin Sajwani	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Amin Sajwani	i am unable to connect with my rdp
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Amin Sajwani	i am unable to connect with my rdp
	<i>Chat request was not picked up by the operators</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75917 Nathan Metzger

Email: office@victoryagllc.com ☎ 15092974141

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: ELTOPIA

State: Washington

Country: UNITED STATES

Chat Transcript

Nathan Metzger Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Nathan Metzger Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Nathan Metzger I'd like to raise a Request

Acebuddy Please select your request type.

Nathan Metzger Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your request. Our technicians will connect with you for further assistance.

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

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

#76385 mario

Email: mario@falcon-distributors.com  17863265715

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: HIALEAH

State: Florida

Country: UNITED STATES

Chat Transcript

Ch

mario Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

mario Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

mario I'd like to report an Issue

Acebuddy Please select an option!

mario Other Issue

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

mario I cant log in remotely.

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

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

Hello Mario, How are you doing today ?

mario thank you

Rohan Prajapati I will surely help you with this issue.

May I know if all users are facing the same issue or just you? Also, could you please let me know the error you're encountering when accessing the server?

mario only 1 user me. password not letting me in

Rohan Prajapati	Kindly allow me 4-5minutes to check the same. (Edited)
mario	ok..
Rohan Prajapati	Please check now and let us know the status
mario	its where you are supposed to enter your credentials that i put the password. it tries log in in does not let me
	ok.. 1 sec
Rohan Prajapati	Sure take your time
mario	remote desktop connection error
Rohan Prajapati	May I take the remote access of your local computer?
mario	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end
	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session
	https://assist.acecloudhosting.com/join/4992392746
mario	sorry...lost you for a sec
	<i>9:19:25 PM Rohan Prajapati is sharing a file with you image.png - (Size:22.2 KB)</i>
	<i>Please accept the remote session request</i>
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the rer the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolve give your confirmation on this chat.
mario	so which log in do i use now
	because there where two on my desktop
Rohan Prajapati	Is there anything else I may help you with ?
mario	thank you so much my friend. you have a blessed day
Rohan Prajapati	Thanks for the confirmation !
	I would request you to please give your Valuable feedback after ending the chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
mario	sure
Rohan Prajapati	You may end this chat now. Once you end this chat, you will receive an email from us regarding conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.co Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75536 anishkaredia

Email: akaredia@anishcpa.com ☎ 8328601238

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 20 Secs

City: RICHMOND

State: Texas

Country: UNITED STATES

Chat Transcript

anishkaredia Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

anishkaredia Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

anishkaredia I'd like to report an Issue

Acebuddy Please select an option!

anishkaredia QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
anishkaredia	Restart
Acebuddy	Hello Anish Karedia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
anishkaredia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
anishkaredia	I'd like to report an Issue
Acebuddy	Please select an option!
anishkaredia	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
anishkaredia	the server is forzen, can you please restart it.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Anish, How are you doing today ?
anishkaredia	I am good, can you please quickly restart my server. Adobe crashed and I had to close the session.
Rohan Prajapati	I will surely help you with this issue.
anishkaredia	Now when I login it give me an error that the server is busy
Rohan Prajapati	May I know if all the users are facing the same issue or just you ?
anishkaredia	i am not sure who else is logged in
Rohan Prajapati	Currently, three users are logged in, and all of them are in a disconnected state.
	Is this the first time you are facing this issue?
anishkaredia	yes, in a while.
Rohan Prajapati	I have rebooted the server though
anishkaredia	thanks
Rohan Prajapati	Lets wait for it to come up and will check if this has been resolved or not
anishkaredia	ok
Rohan Prajapati	Kindly allow me few minutes to check the same
anishkaredia	ok
Rohan Prajapati	

	Are you able to login back ?
anishkaredia	logging in right now, let me try after a few mins
Rohan Prajapati	Are you not able to login to the server right now ?
anishkaredia	no. after I enter the password nothing happens
Rohan Prajapati	Kindly allow me 5-6 minutes to check the same.
anishkaredia	ok
Rohan Prajapati	I'm still checking this
	This message has been deleted
	Please login back and check now
	Is it working fine now ?
	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 (1-888-415-5240) if any further assistance is required.

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76051 Sheila Bradbury

Email: office@rosecityflagging.com **19712650852**

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: PORTLAND

State: Oregon

Country: UNITED STATES

Ch.

Chat Transcript

Sheila Bradbury	Hello, I am your Acebuddy
Acebuddy	Hello Sheila, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sheila Bradbury	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sheila Bradbury	I'd like to raise a Request
Acebuddy	Please select your request type.
Sheila Bradbury	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below
Sheila Bradbury	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Sheila Bradbury	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Sheila Bradbury	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Sheila Bradbury	I need help with ticket #682581. The issue logging in is happening again
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you
Sheila Bradbury	Hi Shivam. You helped me yesterday with logging into my server. Ticket #682581. It's happening again where I can't login b/c of the 2 login options.
	<i>1:07:00 AMSheila Bradbury is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:25.81 KB)</i>
Shivam Singh	I do remember the case.

	Please allow me 2 minutes to check the server end
	let me take the remote of the local to check the constraint at your local end.
Sheila Bradbury	Okay
Shivam Singh	Meanwhile, could you please enter the password and click remember me and then try
Sheila Bradbury	That seems to have worked. I'll let you know if I continue to have troubles. Have a great day!
Shivam Singh	Surely
	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 (1-888-415-5240) if any further assistance is required.

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76000 Steve Frisbie

Email: ap@ifsgroupusa.com ☎ 18165478338

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: WILMINGTON

State: Delaware

Country: UNITED STATES

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

#75894 Michelle Kujbus

Email: aes_services1@yahoo.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: BUTLER

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Michelle Kujbus	Hello, I am your Acebuddy
Acebuddy	Hello Michelle Kujbus, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michelle Kujbus	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michelle Kujbus	I'd like to raise a Request
Acebuddy	Please select your request type.
Michelle Kujbus	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Michelle Kujbus	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server on your Windows PC
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74954 analia.fernandez

Email: analia.fernandez@dispartilaw.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: 30 Secs

City: BOYDTON

State: Virginia

Country: UNITED STATES

Chat Transcript

analia.fernandez	Hello, I am your Acebuddy
Acebuddy	Hello Analia Fernandez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
analia.fernandez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
analia.fernandez	I'd like to raise a Request
Acebuddy	Please select your request type.
analia.fernandez	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and we will connect you to our technicians who will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below
analia.fernandez	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
analia.fernandez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
analia.fernandez	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
analia.fernandez	Ticket #668085 I need to speak to ankit kumar
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
analia.fernandez	Hello Ticket #668085 I need to speak to ankit kumar
	<i>Rohan Prajapati is transferring the chat to Anurag Sharma.</i>

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 yo
	Hello Analia
analia.fernandez	Hello Ticket #668085 I need to speak to ankit kumar
Anurag Sharma	Okay, please allow me 2 minutes to check with ankit.
analia.fernandez	sure
Anurag Sharma	He will be connecting with you in 15-20 minutes
	Is there anything else I may help you with ?
analia.fernandez	ok thank you
	no
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding your conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know what you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75466 Vineet

Email: vineet@premiumgroupnyc.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: SANGARIA

State: Rajasthan

Country: INDIA

Chat Transcript

Ch.

Vineet Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Vineet Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Vineet I'd like to report an Issue

Acebuddy Please select an option!

Vineet QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Vineet QuickBooks Login Issue

Acebuddy I understand that you are unable to login to your QuickBooks company file. The following steps will help you with resolving the issue

Was that helpful?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75300 Deanna Estes

Email: deanna@hmbv.co

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 13 Secs

City: LODI

State: California

Country: UNITED STATES

Chat Transcript

Deanna Estes	Hello, I am your Acebuddy
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting today.
	Hi Deanna
	Unfortunately our recent chat was disconnected
Deanna Estes	Hello not sure why we are getting disconnected
	Yes
	So what do I need to do if my account is deactivated it should not be
Shubham Kataria	I've checked the account, and it is currently disabled. Please get in touch with the account owner or advise them to email us at support@acecloudhosting.com. Alternatively, you can ask the account owner to check their email, as they should have received an email from our billing team, which is why the account status is disabled.
Deanna Estes	I'm not receiving responses from your end
	There it came through
	Thank you
Shubham Kataria	you're welcome
	I will also email you regarding this
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	As you're disconnected from the chat, we are ending the session now. You may re-initiate the call us at (1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75502 Krystal Lee

Email: krystal.lee@la.gov  2253421047

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: RESTON

State: Virginia

Country: UNITED STATES

Chat Transcript

Krystal Lee Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Krystal Lee Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Krystal Lee I'd like to report an Issue

Acebuddy Please select an option!

Krystal Lee Password Reset

Acebuddy Please select an option below

Krystal Lee Not Enrolled to Selfcare Portal

Acebuddy

Please drop an email on support@acecloudhosting.com and mention the username for which password needs to be reset and we'll share an update once the request is processed.

Do you need any further assistance on the topic?

Krystal Lee No

Acebuddy Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75750 Mark Helm

Email: mark@integrahealthwellness.com ☎ 5592592502

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: SANGER

State: California

Country: UNITED STATES

Chat Transcript

Ch

Mark Helm Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Mark Helm Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Mark Helm I'd like to raise a Request

Acebuddy

Please select your request type.

Mark Helm

Other Request

Acebuddy

Please drop an email to support@acecloudhosting.com with a brief description of your request and we will get back to you as soon as possible. Our technicians will connect with you for further assistance.

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

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

#75436 Susan Szoke

Email: sszoke@rooftechconsulting.com  16184441972

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: ST LOUIS

State: Missouri

Country: UNITED STATES

Chat Transcript

Susan Szoke

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Susan Szoke

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

	Please chose an option :
Susan Szoke	I'd like to report an Issue
Acebuddy	Please select an option!
Susan Szoke	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Susan Szoke	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Susan Szoke	Yes
Acebuddy	I'm glad to hear that! Should you need further assistance, please do not hesitate to reach out

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75597 chuck

Email: chuck@echotaxaz.com

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: 44 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

chuck Hello, I am your Acebuddy

Ch.

Acebuddy	Hello Chuck, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
chuck	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
chuck	I'd like to report an Issue
Acebuddy	Please select an option!
chuck	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
chuck	I'm getting a message that "Required software changes will be applied to your computer" and asking when they can be applied, however I can't select any of the responses.
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.
	Hello Chuck
chuck	Hello
	Did you get the reason for my chat?
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?
chuck	Echo Tax & Consulting
Anurag Sharma	Please confirm the username as well.
chuck	CharlesWE
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your server?
chuck	Sure
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
chuck	done
	I have 3 screens that makes a difference
Anurag Sharma	Yes, there is some kind of issue while connecting over the remote session on your server.
	I am sending you a link. Please paste that link on your local computer.
	https://assist.acecloudhosting.com/join/3272853315

	Kindly paste this link in the browser of local computer and join the session.
chuck	Did that work?
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remaining time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will inform you and you can give your confirmation on this chat.
	I would like to inform you that our concerned team is working on to resolve this issue.
	They will resolve this issue from the backend shortly. Please rest assured as it is not going to affect your working.
	Is there anything else I may help you with ?
chuck	Nope, just wanted to be certain that there was nothing I needed to do. Thanks!
Anurag Sharma	Thank you so much Chuck for this wonderful chat session.
	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 ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know about your experience. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75594 sreed

Email: sreed@fixmybustedcomputer.com  1612819089

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: 42 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

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

Do you need any further assistance on the topic?

sreed Yes

Acebuddy Please wait while we connect you to our 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 yo

Hello Steve

sreed I opened a request a month ago to get our Quickbooks upgraded. But it hasn't been done yet

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?

sreed rehab counselors. meghanbi and JanLo

Anurag Sharma Please confirm if your server name is Rehabilitation.myrealdatal.net

This

sreed yes that is it

we only have 1

Anurag Sharma Thanks for the confirmation !

Kindly allow me 3-4 minutes to check the same.

sreed i showed the email that says we get a free upgrade and it needs to be done from withing Qui
itselft

Anurag Sharma Thank you for your patience.

sreed no problem

Anurag Sharma Steve, I would need the license details in order to add that application on the server.

Do you have the license details with you?

sreed i will get them one moment

Anurag Sharma Okay

sreed you guys have it in your old notes from when you originally installed it?

Anurag Sharma Okay, so according to you the previous license details will work for this application upgrade ri

sreed yes

Anurag Sharma Awesome Steve.

We will surely try to install the requested application on the server with the license details yo
us to use.

We will update you via email once it is completed.

Is there anything else I may help you with ?

	<i>12:52:14 AMsreed is sharing a file with you image.png - (Size:87.72 KB)</i>
sreed	that is what Intuit sent us to do the upgrade. From within Quickbooks which uses the same lic
	we of course can't do that
Anurag Sharma	No problem Steve. We will definitely try to install the upgraded version of QB on the server.
sreed	thank you
Anurag Sharma	And will let you know once it is completed.
	I hope everything is now clear.
	Is there anything else I may help you with ?
sreed	no, just be sure to include me and Meghan on the email when it is done.
Anurag Sharma	Okay, surely we will do that. (Edited)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding your conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know what you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75138 john

Email: john@claritymba.com **Phone:** 415.491.1099

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 25 Secs

City: SAN RAFAEL

State: California

Country: UNITED STATES

Chat Transcript

john	Hello, I am your Acebuddy
Acebuddy	Hello John, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
john	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
john	I'd like to report an Issue
Acebuddy	Please select an option!
john	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
john	user Admin_CMBA session is frozen, please reset session, thanks - not related to Quickbooks
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting today.
	I will be surely assisting you with this. Kindly help me with your server name.
john	hello Shubham!
	my server is ForwardLLP.myrealdatal.net
	this is a recurring issue and I have been unable to detect the source of the issue
	very frustrating
Shubham Kataria	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
	Kindly confirm if you're facing freezing while performing any particular task or activity

john	this happens intermittently and the activity immediately preceding the event is different each time
Shubham Kataria	And also confirm if only user Admin_CMBA facing this issue
john	i thought it might be related to Powershell activity but this does not reliably trigger the fault and then this time there was no powershell activity
Shubham Kataria	Alright
john	there are no applications or activities that I do on the remote server that I do not do on other machines
Shubham Kataria	Let me have a look in the server itself
	Kindly confirm if the other user John_CMBA also facing the same
john	we did a disruptive profile reset yesterday, that clearly was not the missing piece no John_CMBA is completely unaffected
Shubham Kataria	Okay
john	and there is only one application that I have installed on Admin_CMBA that is not on John_CMBA
Shubham Kataria	Kindly allow me 2-3 minutes to check this with our senior engineer
john	and i use this app almost constantly, and successfully this time I had just opened Adobe Acrobat, and it opened, and then froze
Shubham Kataria	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.
	Please allow me few minutes to get this checked
john	sure - thank you for your help
Shubham Kataria	You're welcome and Thanks a lot for your understanding and patience.
	May I take the remote access of your server?
john	I cannot grant your access request as the session is frozen you are welcome to remote in to my local machine
	I can see you're signing out
Shubham Kataria	Thank you
john	previously this was all that was required, I can log back in straightaway and all is well i am unable to reset the session on my side, this is why I must call in to chat
Shubham Kataria	I'm sending a remote session request
	https://assist.acecloudhosting.com/join/7542591124
john	perhaps it would be possible for me to reset the Admin_CMBA session from the John_CMBA user session?
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end

	yes, it is possible however we would like to provide a permanent fix for this as it a recurring issue impacting your work
	For this we need to connect over remote session to observe few things
john	<in progress>
Shubham Kataria	Thank you
john	I will start the remote session
	ok, you're in
Shubham Kataria	Thank you
	We are connected on the remote session and will proceed with the troubleshooting on the requested time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, give your confirmation on this chat.
john	ok thank you
Shubham Kataria	Thank you for your patience.
john	back with you now
Shubham Kataria	As per our remote conversation we will deliver a new user profile for you in next 1-2 hours.
john	shall I disconnect the remote session?
Shubham Kataria	yes please
john	ok, carry on and I will await notification of the new profile
	thank you so much again
Shubham Kataria	You're welcome. I will inform you via email
	Is there anything else I may help you with ?
john	that's it for now
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 with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know what you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75952 Krystal Lee

Email: krystal.lee@la.gov ☎ 2253421047

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: RESTON

State: Virginia

Country: UNITED STATES

Chat Transcript

Ch.

Krystal Lee Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Krystal Lee Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Krystal Lee I'd like to report an Issue

Acebuddy Please select an option!

Krystal Lee Other Issue

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

Krystal Lee I am unable to connect to the server through remote desktop.

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shivam Singh accepted the chat transfer request.

Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you
Krystal Lee	Hello. I am trying to connect to the remote server to access our QB application. The message the remote resource can't be reached..'
	My user name is KrystalLee and the remote computer is DivisionofAdmin
Shivam Singh	May I take the remote access of your local computer?
Krystal Lee	Unfortunately our security dept doesn't allow remote access from others.
Shivam Singh	Could you please share the screenshot of the same
	<i>8:26:09 PMKrystal Lee is sharing a file with you 1_image.png - (Size:15.09 KB)</i>
	is your internet connection working fine.
	There should be low latency
Krystal Lee	Yes..it is working fine with everything else. Only issue I am having is connecting to this applic
Shivam Singh	okay let me check the server end
	Allow me 3 minutes to check the same
Krystal Lee	OK..thanks!
Shivam Singh	As I can check there are no one Logged into account right now.
Krystal Lee	Yes. We have been working on updating company files after a QB upgrade and all users have instructed to stay out the system. Now I am trying to check to see if everything is OK and I am able to reach the server.
Shivam Singh	Please try now to check if you are able to access the server now
Krystal Lee	I am able to connect now.
Shivam Singh	Great
Krystal Lee	Was there something wrong with the server?
Shivam Singh	I just rebooted the server as the services running the background must have stopped and also a long time can cause the issue sometime.
Krystal Lee	I have one more question.
	Ace recently installed new QB version (2024). Can the old icon (QB2023) be removed so user does not get confused as to which one to access?
Shivam Singh	Surely
	Allow me a minute
	Request has been initiated
	Is there anything else I may help you with ?
Krystal Lee	That is all. Thank you.

Shivam Singh

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

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

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

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75424 Erika Senese

Email: erika@sararayinteriordesign.com  16152546329

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: NASHVILLE

State: Tennessee

Country: UNITED STATES

Chat Transcript

Ch

Erika Senese

Hello, I am your Acebuddy

Acebuddy

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

	Whom Would You Like to Connect With?
Erika Senese	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erika Senese	I'd like to report an Issue
Acebuddy	Please select an option!
Erika Senese	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Erika Senese	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Erika Senese	Need help after upgrade
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you with your issue.
Erika Senese	Hello, thank you. Our QB was upgraded last night, and now I am trying to open our .qbw company file but I can't find its location.
Sharath Kumar	Is the older application still present on the server?
Erika Senese	Yes
Sharath Kumar	You may open that and check if you can find the file there on the startup screen.
Erika Senese	I am able to open the company file with the old version.
	OK, let me check.
Sharath Kumar	If you select the file its location is shown below the screen.
Erika Senese	The only company file I can find is a .exe file, and I don't have permission to open it. When I tried to open QB in the old version this morning, it opened up whatever was last opened, but now when I try to search, I can't find a .qbw file.
Sharath Kumar	I see, mostly the company files are all saved in D drive under client data folder.
	Have you checked there too?
Erika Senese	I was just able to open it with the old version in that location. Let me log out and close that application with the new version. Just a moment...
Sharath Kumar	Sure, or let me take your remote session as I am on the server.
Erika Senese	OK, I just tried again, and it is still not letting me open the file - if you'd like to take a look, that would be great!
	Do I need to do anything on this end?

Sharath Kumar

let me send you the request on your server session, you'll need to accept it

Prior providing the access, I would suggest you to close any important documents at your end
what is the name of the company file that you are looking for?

Erika, we were able to help you open the company file on QB 2024

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

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

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

For self-help, check out our Knowledge Base (<https://www.acecloudhosting.com/knowledgebase>)
since you mentioned on the remote session that no further assistance is required, am closing this session.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75546 accountant

Email: accountant@silversfs.com **Phone:** 7472192947

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 11 Secs

City: SRINAGAR

State: Jammu And Kashmir

Country: INDIA

Chat Transcript

accountant	Hello, I am your Acebuddy
Acebuddy	Hello Benny Smith, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
accountant	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
accountant	I'd like to report an Issue
Acebuddy	Please select an option!
accountant	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
accountant	Server disconnected Issue again and again
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you
	Sorry to hear about that Benny, could you please let me know when was the last time that you were able to access the server
accountant	My server is disconnecting again and again
	I just logged into server and it works 2 mins fine then disconnected again and again
Sharath Kumar	understood, could you provide me with a remote session of your local computer
	I can check remotely to see why this is happening
accountant	Yes sure
Sharath Kumar	sending you the link for the same
	Prior providing the access, I would suggest you to close any important documents at your end
	https://assist.acecloudhosting.com/join/9302610924
	We are connected on the remote session and will proceed with the troubleshooting on the remote session. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and you can give your confirmation on this chat.
	Benny, you may close the cmd window as I have disconnected from the remote session
	On the remote session we checked and found there is a latency connecting to the server
	Please try signing in later today on a different network and keep us posted

accountant	Sure Sharath
	I will keep you posted, thanks
Sharath Kumar	you're welcome
	do let me know if anything else is required
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know what is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76364 duane

Email: duane@cartercpatax.com ☎ 19703907348

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 14 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 Hi-there's an update for my 2024 Payroll ATX program that is not installing. I opened this ticket still not working Ticket ID: 686290

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anjainay Singh accepted the chat transfer request.

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

duane Hi Anjainay-can you remote in & apply the update

Anjainay Singh Sure .

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

duane thanks, i'm ready

Anjainay Singh <https://assist.acecloudhosting.com/join/9132983538>

duane it's downloading-thot it was already installed

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76280 help

Email: help@triadcybersolutions.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: 1 Min 15 Secs

City: ORANGEBURG

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 IT
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham accepted the chat transfer request.</i>	
<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>	
help	hello
	we are facing issue of printer redirection to the server
<i>Tushar accepted the chat transfer request.</i>	
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
help	we are facing issue of printer redirection to the server
	when we select printer to redirect from local resources and press to connect session connects disconnects in a second
	and when we did not check mark printer it goes good
Tushar	Kindly help me with your server name and user name?
	Thank you for detailed description of the issue.
	Are we still connected here?

	help	TPCCSVR.myrealdata.net
	Tushar	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.
	help	User is busy its tax season check from your side user is frustrated you guys are like a problem a new day a new problem everyday I connect with you gus
	Tushar	We already have the server-side configuration set for your server.
	help	permission issues, Quickbook issue, drake issues everyday check your logs
	Tushar	I really apologize for the issue that you are facing, and your frustration is valid at this point. It would be in your shoes i would have felt the same thing. However, the issue pertains at the local end and that needs to be fixed from local end.
	help	every user is boiling because of these issues do you guys think that it's easy to provide you guys session everyday
	Tushar	I understand your concern and commit to provide you with a resolution.
	help	waht you need to do on local machine like I can tell you if i have checked that already I'm a technician myself
	Tushar	For taking care of the issue at once, I will share the specific instruction which would be easy to follow.
	help	whats next
	Tushar	How to install UniPrint Client on client's local computer Go to " https://www.uniprint.net/en/uniprint-client/ " Select "UniPrint Client – Autodetect and Install" Click on ".EXE" to download the file Extract the file and install the application re-login to the Ace server If it is already installed just reinstall it and that should work.
	help	the thing is when we select printer from local resources the session get disconnected in a second uniprint is a thing which comes later

Tushar	This is an issue printer drivers.
	Thats why we setup uninprint to resolve this issue for once, for clients who face this issue as sometimes printer's driver gives issues. (Edited)
help	oh man printer is printing 100% perfect in local machine
Tushar	The issue is with the communication with the Microsoft remote desktop application through which connection is establish between server and printer through the application.
help	ok lets fulfill you wish im reinstalling uninprint
	wait
Tushar	Really appreciate your effort.
help	ok so its reinstalled and issuse is same
	I knew that
	its issue with your server man
Tushar	Kindly try again once.
help	ok
Tushar	Thank you.
help	same
	same
Tushar	Kindly log off from the server and log back in so that the changes gets applied.
	Is it working ?
help	same
Tushar	Let's schedule a remote session with user or whenever the user is available kindly ask to connect us you can call us at 888-415-5240 (toll-free).
	To assist perfectly we will anyways have to take the access and see exactly what is causing the issue
help	what else you need to check?
	ok send link
	fast now
Tushar	Prior providing the access, I would suggest you to close any important documents at your end
help	and you guys will only have 15 mins
	send
	link
Tushar	https://assist.acecloudhosting.com/join/9532249236
	Kindly Click on the link and open the downloaded file.
help	????

Tushar	I am taking assistance from my senior.
help	ok msg here only
Tushar	Please go ahead and select the printer that you wish to use.
help	wait
	selected
Tushar	Let us know if you got the print.
	The session is disconnected from your end.
	Is the issue resolved now? (Edited)
help	yes
	bye
Tushar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know what is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75576 mbylancik

Email: mbylancik@pipnj.org  12015522264

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: SECAUCUS

State: New Jersey

Country: UNITED STATES

Chat Transcript

mbylancik	Hello, I am your Acebuddy
Acebuddy	Hello Mark Bylancik, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mbylancik	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mbylancik	I'd like to report an Issue
Acebuddy	Please select an option!
mbylancik	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mbylancik	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage application updates at the backend and apply the necessary patches as and when issued by us, it might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it with support@acecloudhosting.com. Our engineers will manually check and implement the patches required and share a confirmation via email.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76130 PRATIK.G

Email: pratik.g@myrealdata.net.rdp

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 40 Secs

City: DUNCAN

State: British Columbia

Country: CANADA

Chat Transcript

Ch

PRATIK.G Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

PRATIK.G Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

PRATIK.G I'd like to report an Issue

Acebuddy Please select an option!

PRATIK.G Other Issue

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

PRATIK.G SharePoint Sync Issue with Windows Explorer.

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

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

PRATIK.G	Hi Ashutosh
Ashutosh Mishra	I understand you have SharePoint Sync Issue with Windows Explorer.
PRATIK.G	Could you please assist
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
PRATIK.G	My user name is Pratik2.G@myrealdatal.net.rdp
	Where can I find my server name?
Ashutosh Mishra	Is the business name Market Group Ventures Inc.
PRATIK.G	That's correct
Ashutosh Mishra	Kindly allow me two minutes to check the same.
PRATIK.G	Okay, thank you
Ashutosh Mishra	May I take the remote access of your server?
PRATIK.G	Sure..
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
PRATIK.G	Yes, its closed
Ashutosh Mishra	As per discussion over the remote session, The issue will be resolved by reinstalling one drive server. Once it's completed from the backend i will inform over the email for the same.
PRATIK.G	Understood, just curious how much time will it take, will it be after hours>
Ashutosh Mishra	Within 1 hour this should be completed.
PRATIK.G	Also, this issue is with my colleague.. can I give her username and you can reinstall it for her please
Ashutosh Mishra	The application will be reinstalled for all users.
PRATIK.G	Awesome, thank you :)
Ashutosh Mishra	Great!
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of the chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know what you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75666 Gerald

Email: ap@highcountryoutfitters.com  14048140999

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 38 Secs

City: CANTON

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Du

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

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Gerald We couldn't connect to the Remote Desktop Gateway because the connection to the rem
PC failed. If this keeps happening, contact your network administrator for assistance. Err
code: 0x5000004

Sharath Kumar accepted the chat transfer request.

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

Gerald QBLiveEnt.myreldata.net

myreldata\KimH.ent

Sharath Kumar Thank you for that information, allow me a moment to check your account.

Gerald I've been trying to log in for the past 1/2 hour.

Sharath Kumar In the meantime, could you let me know if this happens often

Gerald It does not

Sharath Kumar sorry to hear about your concen, trying my best to get you logged in at the earliest

Gerald Sorry I think I gave you an older version

HCO.myreldata.net

myreldata\KimH_HCO

Sharath Kumar I see, checking the same

Your account appears to be active and enabled

are there others who are reporting the same issue

Gerald checking

Sharath Kumar thank you! am also signing into the server to check a few settings

5:25:41 PM Gerald is sharing a file with you

[Screenshot 2025-04-16 at 7.55.22AM.png](#) - (Size:409.87 KB)

Gerald perhaps resetting the server would help?

Sharath Kumar am also having some trouble signing into the server

checking why is that, have you checked with others are they also reporting the same iss

Gerald I have. Waiting on response.

Other users are having the same issue.

Sharath Kumar noted! let me quickly restart the server from backend, hopefully that should resolve your
concern

almost done

it appears the server had some updates to install, should be up in a couple minutes

	typically its done by now but taking a little longer than usual today
Gerald	OK
Sharath Kumar	its done! please try signing in now
Gerald	I'm in!
Sharath Kumar	glad to hear that!
	anything else that I may assist you with?
Gerald	That's it. Thank you!

Kim Hilhouse has ended this chat session