

Visitor Details

#77554 Ashleigh Stokley

Email: admin@viking-civil.com  12514656080

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: 34 Secs

City: SEMMES

State: Alabama

Country: UNITED STATES

Chat Transcript

Ashleigh Stokley	Hello, I am your Acebuddy
Acebuddy	Hello Ashleigh Stokley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ashleigh Stokley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ashleigh Stokley	I'd like to report an Issue
Acebuddy	Please select an option!
Ashleigh Stokley	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ashleigh Stokley	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ashleigh Stokley	I am trying to download the new Quickbooks enterprise to the server and it keeps giving me an Unauthorized message. W
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shivam Singh accepted the chat transfer request.

Ashleigh Stokley	I've tried to call, but the phone is not working properly
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Ashleigh Stokley	thank you
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Ashleigh Stokley	CID71768 would this be the server info? it is Viking Civil Services, LLC
Shivam Singh	Great, thanks for the information could you please let me know as to what software you would like to install?
Ashleigh Stokley	We currently have Quickbooks desktop pro and I have purchased Quickbooks Enterprise Gold. In the downloads file to sta
Shivam Singh	I understand, I would like to inform you that you will not be able to install any applications from your end. Kindly share the end.
Ashleigh Stokley	Product: QuickBooks Enterprise Gold Users: 2 License: 894838980191574 Product Code: 298070 It is in the Downloads file on the server. Do i need to transfer this chat to the server internet Chrome?
Shivam Singh	I understand that, however an approval you need to be share by the POC for installation. I will share an email with you, on that mention your request with License details and we will have it installed overnight. (E
Ashleigh Stokley	ok. Will this also be available for the 2nd user on their computer?
Shivam Singh	You will receive an email within 5-10 minutes after the chat ends. Kindly respond to that email yes
Ashleigh Stokley	ok thank you
Shivam Singh	It will be installed on the server So, all the user within the server will be able to use it Is there anything else I may help you with ?
	Are we still connected here?
Ashleigh Stokley	thats all thank you
Shivam Singh	Thanks for the confirmation. I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr

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

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

Shivam Singh has ended this chat session

Visitor Details

#76895 Hal Kern

Email: halkern@powercomsystems.com  19144037223

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Apple iPad

Browser: Google Chrome

Device: Mobile

Average Response Time: 2 Mins

City: PURCHASE

State: New York

Country: UNITED STATES

Chat Transcript

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

Hal Kern	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Hal Kern	How to export a file outside of ace
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Hal Kern	Hello,
	How can we do a “save as” and browse to storage locations outside of host server?
Anjainay Singh	Could you please confirm the data type you want to move out of Ace Server .
Hal Kern	Excel file
Anjainay Singh	Could you please provide your Excel file location on server which you want to move out of server so that I can provide you
Hal Kern	It would be in the shared documents folder on Ace server. I have not created the file yet.
Anjainay Singh	Once you create the excel file please save it in your desktop on server and we will take backup of that through We Transfer
Hal Kern	By accident, I have discovered a better method. On my home PC, I have mapped drives located on my office server. I can from within Ace.
Anjainay Singh	Please allow me 4-5 minutes so that I can look into it .
Hal Kern	Thank you
Anjainay Singh	Have you ever tried to save the data in mapped drive so that it can be seen at local machine .
Hal Kern	No, I always save it to my remote server. I will try it.
Anjainay Singh	You may try it as well until I will send you the we transfer setup guide in email which you may use to transfer data locally
Hal Kern	I'm familiar with we transfer but that is not a good method.
Anjainay Singh	Okay , just allow me two minutes so that I can provide you an alternative solutions
Hal Kern	Ok
Anjainay Singh	Could you please confirmed do you want to migrate your whole data to local or just Excel data.
	Are we still connected .
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Anjainay Singh has ended this chat session



Visitor Details

#76641 william Coble

Email: edwardc@vetoutletinc.com ☎ 575-763-5020

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: 31 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

william Coble	Hello, I am your Acebuddy
Acebuddy	Hello Edwardc, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
william Coble	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
william Coble	Restart
Acebuddy	Hello Edwardc, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
william Coble	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?

william Coble I have a user logged in to single user that I'm unable to reach. Would it be possible to reboot our server

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

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

Sharath Kumar accepted the chat transfer request.

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

william Coble Thank you

Sharath Kumar please allow me a couple minutes, I am checking if there are other alternatives before restarting the server

william Coble Can you log an individual user off

Sharath Kumar that can be done, yes

william Coble Dona please

Sharath Kumar got it, allow me just one more minute

william Coble of course

Sharath Kumar Thank you for your patience, am just having a little trouble signing into the server
trying a different credential this time

I have successfully logged off Dona from the server

william Coble let me try to log in

Sharath Kumar thanks again for your patience

william Coble Thanks for your help, I am logged in now.

Sharath Kumar Glad to hear that!

Anything else that I may assist you with?

william Coble That is all, have a great day

Sharath Kumar Thank you and I wish you the same.

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

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

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

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

Sharath Kumar has ended this chat session

Visitor Details

#76986 Vince Sobek

Email: admin@fortressholdingsinc.com  7023313020

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 25 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Vince Sobek	Hello, I am your Acebuddy
Acebuddy	Hello Vince Sobek, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Vince Sobek	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Vince Sobek	I'd like to report an Issue
Acebuddy	Please select an option!
Vince Sobek	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Vince Sobek	When trying to access remote desktop, it says "Connection was denied because the user account is not authorized for rer
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.

	I will be surely assisting you with this. Kindly help me with your server name and user name?
Vince Sobek	myrealdata\VinceSo.pro1 myrealdata\MarkBa.pro1 both of these are not working
Shivam Singh	Thanks for the information, allow me 2 minutes check the same. May I take the remote access of your local computer?
Vince Sobek	ok
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Vince Sobek	im ready
Shivam Singh	Great https://assist.acecloudhosting.com/join/6952284142 Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our team.
	Vince, I checked with team. I would like to inform you that users have reported profile corruption and we are looking into it.
Vince Sobek	ok will not notify me will you*
Shivam Singh	We sincerely apologize for the inconvenience this may have caused. Please be assured that our team is actively working on this issue. At this time, we are estimating a resolution within the next 2 hours . We will keep you informed and notify you as soon as possible.
	Thank you for your patience and understanding.
Vince Sobek	ok
Shivam Singh	Vince, Is there anything else I may help you with?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240).
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com/]).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

(

Visitor Details

#77376 John Tillman

Email: john@jet-cpa.com ☎ 19197493971

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 28 Secs

City: RALEIGH

State: North Carolina

Country: UNITED STATES

Chat Transcript

John Tillman	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 Tillman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
John Tillman	I'd like to raise a Request
Acebuddy	Please select your request type.
John Tillman	Change in Users
Acebuddy	Please select your desired option!
John Tillman	User Replacement

Acebuddy	We do not recommend modifying an existing user due to technical challenges. Hence we request you to disable the existing user account.
	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the documentation for further assistance.
	Do you need any further assistance on the topic?
John Tillman	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
John Tillman	how do I get to the portal
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?
John Tillman	JETCPA.myrealdatal.net
	John_Tillman
Shubham Kataria	Thank you for the information
	<i>6:23:39 AM Shubham Kataria is sharing a file with you</i>
	<i>How to Manage ACE Server Users 4 (1).pdf - (Size:1.33 MB)</i>
	<i>Please refer to the attached document for login steps in my portal to manage users</i>
	Are you able to login onto the portal with the help of this document? (Edited)
John Tillman	It is giving me an invalid username and password error.
	I'm using what was provided to me.
Shubham Kataria	Click on the forgot password option in my portal
John Tillman	I did not forget my password.
Shubham Kataria	Your username should be your CID number
John Tillman	Would it be different than the portal login.
	what is a CID number
Shubham Kataria	CID is your Customer ID number registered with ACE
	Yes, it would be different from the server login
	CID74934 - this is your CID number
John Tillman	I found it. It does not work with my password. Is there a different password for the portal?
Shubham Kataria	Yes, my portal password is different. For the first time login please click on forgot password then it will authenticate you based on the details provided.
John Tillman	okay
Shubham Kataria	Yes
	John, Please let me know once you're able to access or any issue still persist. I will connect with you over remote session.

	Thanks
John Tillman	Is there a certain password format. Mine is being rejected. and it checks all of the green boxes needed.
Shubham Kataria	Your password should contains minimum 12-14 characters with numbers, special symbols, upper case and lowercase alphabets.
	<i>6:40:51 AM John Tillman is sharing a file with you image.png - (Size:583.9 KB)</i>
John Tillman	All boxes checked
Shubham Kataria	Alright, I will help you out.
	May I take the remote access of your server?
John Tillman	Yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
John Tillman	okay... need 30 seconds
Shubham Kataria	No problem, take your time
John Tillman	okay... ready.
Shubham Kataria	Great, but it seems you're trying to access my portal from your local computer not from the server itself right?
John Tillman	that is correct.
	I need to be on ACE?
Shubham Kataria	Let me send you a link quickly
	No that's not mandatory
	https://assist.acecloudhosting.com/join/7652237044
	please join this link after closing the important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.
	<i>The visitor's phone number was changed to 19197493971.</i>
	Thank you for your patience.
	As per our remote conversation you're able to access My portal.
	Is there anything else I may help you with ?
John Tillman	No thank you!
Shubham Kataria	You're welcome
	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 the feedback you provided.

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

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

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

John Tillman okay

Shubham Kataria has ended this chat session

Visitor Details

#77046 Anita Scheiderer

Email: ams@acornbusinessassistance.com  260 342 1845

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: Louisiana

Country: UNITED STATES

Chat Transcript

Anita Scheiderer Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Anita Scheiderer Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Anita Scheiderer I'd like to report an Issue

Acebuddy	Please select an option!
Anita Scheiderer	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the <i>Ended due to chat idle timeout</i>

Visitor Details

#76545 billz1

Email: billz1@msn.com  7184194130

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: BROOKLYN

State: New York

Country: UNITED STATES

Chat Transcript

billz1	Hello, I am your Acebuddy
Acebuddy	Hello Billz1, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
billz1	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
billz1	I'd like to raise a Request

Acebuddy	Please select your request type.
billz1	Password Reset
Acebuddy	Please select an option below
billz1	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
billz1	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Saurabh Surana has not responded for the transfer request.</i>
	<i>Chat request was not picked up by the operators</i>

I am ha

Visitor Details

#76941 Cordi Brewer

Email: coverpro.cordi@gmail.com  8056464232

Department: Support(QB & App Hosting)

Operator: Shivam Singh

Website: https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: BORON

State: California

Country: UNITED STATES

Chat Transcript

Cordi Brewer

I am having trouble signing in to my portal

Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further. <i>Siddhant is transferring the chat to Billing.</i>
Aditya	<i>Aditya accepted the chat transfer request.</i>
Cordi Brewer	I'm your Ace Buddy. I'll be happy to assist you!
Aditya	Thank you
Aditya	My name is Aditya, I will assist you today
	Can you please tell me your account name?
Cordi Brewer	myrealdata\CordiCP
	Marx Enterprises Inc dba CoverPro
Aditya	I think that you are unable to login into My Portal is that right?
Cordi Brewer	yes correct
Aditya	Ok this is the concern of our technical support department, so I will be transferring your concern to them.
	<i>Aditya is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Cordi Brewer	Any luck? ok
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today. As I can see the trail of message above your concern is regarding my portal. How may I assist you with it ?
Cordi Brewer	It says user name or password is invalid
Shivam Singh	Okay
Cordi Brewer	When I chose forgot password it says there is no email address matching mine
Shivam Singh	Okay let me check the details and registered email for your account.
Cordi Brewer	Is this the correct username myrealdata\CordiCP
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.
Cordi Brewer	Thank you
Shivam Singh	Correct username will be CID72540 on MyPortal Also Registered POC is Mr. Matt Murphy (Edited)
Cordi Brewer	I will try that. I have never seen that log in. I asked Matt and he is away from his desk and unable to verify my username !
Shivam Singh	How may I assist you with it.

	Are we still connected here?
Cordi Brewer	That did not work
	That username did not work
Shivam Singh	Cordi, please note that my portal is the tool for POC/Account owner to manage the users.
	You have to ask POC to access the My Portal.
	As the verification code will be shared with POC and on his email.
Cordi Brewer	I am not sure what that means
	I am using the same portal as I have in the past
	I got to Account Login and choose Ace Cloud Hosting MyPortal
Shivam Singh	Could you please share the Screenshot of the same.
	<i>4:10:43 AM Cordi Brewer is sharing a file with you</i>
	<u>1_image.png</u> - (Size:1012.15 KB)
	<i>4:11:36 AM Cordi Brewer is sharing a file with you</i>
	<u>1_image.png</u> - (Size:750.98 KB)
	Thanks
	As I can check the registered email for the My Portal is coverpromatt@gmail.com.
Cordi Brewer	yes, Matt is our in house IT rep for ACE Cloud.
	He is unavailable to check my username as he is in the field right now. I have my own log in
Shivam Singh	Let me tell you your username.
	CordiCP@myrealdata.net
Cordi Brewer	Thank you. Let me try that now.
Shivam Singh	Associated with the name Cordi
	Sure
Cordi Brewer	That still is not working
Shivam Singh	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.
Cordi Brewer	Yes please
Shivam Singh	<u>https://assist.acecloudhosting.com/join/5682964477</u>
	Kindly paste this link in the browser of local computer and join the session.
Cordi Brewer	I also tried CoverPro1.myrealdata.net and that didn't work either
Shivam Singh	Please join the session after downloading the file
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti

4:22:06 AMShivam Singh is sharing a file with you
CordiCP@myrealdata.net.zip - (Size:778 Bytes)

Please unzip it by right click on it.

This is the RDP file to access your access

Are we still connected here?

Cordi Brewer

yes

Shivam Singh

Did it work for you?

Cordi Brewer

yes, thank you

Shivam Singh

Is there anything else I may help you with ?

Cordi Brewer

That is all for now. Than you

Shivam Singh

Great

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

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

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

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

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

Shivam Singh has ended this chat session

Visitor Details

#76762 help

Email: help@triadcyersolutions.com ☎ 3362999989

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 6 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>Abhijeet Arun Thakur accepted the chat transfer request.</i>
Abhijeet Arun Thakur	Thank you for contacting Ace Cloud Hosting. My name is Abhijeet. How may I assist you today?
help	hi
Abhijeet Arun Thakur	Hello How may I assist you today?
help	TCSSecuredSVR.myreldata.net username: TCS_NancySe@myreldata.net this user is inactive please active this user
Abhijeet Arun Thakur	Thank you for the details. Let me transfer you to the concerned team.
	<i>Abhijeet Arun Thakur 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 today. Please allow me two minutes so that I can look into the issue . Could you please provide us the CID number related to account .
	Are we still connected here?
help	yes
Anjainay Singh	Please confirm same.
help	just active the account nothing else

Anjainay Singh	Please allow me sometime , I am checking this .
help	Give me few mins, got an urgent call please hold
Anjainay Singh	Yes we are working on your request . Please send an authorization email from email address [will@triadcybersolutions.com](mailto:will@triadcybersolutions.co)
	Are we still connected? Are we still connected here? Are we still connected ?
help	yes
Anjainay Singh	Please refer above comment as we need authorization over an email
help	no other option this is just to activate the account man
Anjainay Singh	Please allow me two to three minutes.
help	wait sending you the email
Anjainay Singh	We have enable the account .
help	let me check
Anjainay Singh	Please do not send the email . <i>7:58:14 PM help is sharing a file with you image.png - (Size:129.29 KB)</i> <i>still facing issue</i>
	We may need to reset the password .
help	ok Will sent you guys the email also so just do it asap man user is waiting
Anjainay Singh	We need email from will@triadcybersolutions.com to [support@acecloudhsoting.co
help	now dont ask me for the reset auth for pass he already sent an email he is the boss we cant ping him again and again
Anjainay Singh	Okay please allow me two minutes .
help	so do it

Anjainay Singh	Yes I am looking into it .
help	???????????
Anjainay Singh	I am looking for an alternate option , please allow me just one minute.
	Unfortunately as per company policy we need approval from will@triadcyclersolutions.com
help	Will already sent you an emailman and after that you reveled that we need to reset password also the existing password should work man I can share you the current password as he reset today
Anjainay Singh	I just received an email , I am resetting the password.
help	fast pleaseeee
Anjainay Singh	Yes I am sending .
	I have just send it now.
help	its still not working bbro the password you sent zY8p#0xJ2P Server Name: TCSecuredSVR.myrealdata.net Username: TCS_NancySe@myrealdata.net
Anjainay Singh	Okay I am sending you the new RDP .
help	you reset for this? please be fast user is angry
Anjainay Singh	I have send the new RDP please access the server using new RDP and new Password .
help	it will have all data?? which old have
Anjainay Singh	Yes the data will remain same .
	Could you please confirm is it resolved.
	Are we still connected here?
help	yes iim here its not letting me save pass
Anjainay Singh	Have you checked the box for remember my credentials
help	yes i dids
Anjainay Singh	and you are still not able to save password .

8:40:10 PM help is sharing a file with you

[image.png](#) - (Size:94.28 KB)

I cannot see any option now

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 ok

send link

fasttt

Anjainay Singh <https://assist.acecloudhosting.com/join/1222354401>

Please copy URL at your local machine browser.

help you restated man

?????

what are you man

restarting it without my concern

????

doing it again and again

Anjainay Singh I apologies for the issue , but changes made on registry would not have been updated if we have not restarted the machine

help at least inform me

Anjainay Singh I apologies for the same

Could you please login again into your machine .

Please login into machine

Is there anything else I may help you with ?

help no

help has ended this chat session

Visitor Details

#76585 eda

Email: eda@walldorfcapitalventures.com  14234001756

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: 2 Mins 7 Secs

City: SAN BARTOLOME

State: Bulacan

Country: PHILIPPINES

Chat Transcript

eda	Hello, I am your Acebuddy
Acebuddy	Hello Eda Walldorf, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
eda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
eda	I'd like to raise a Request
Acebuddy	Please select your request type.
eda	Password Reset
Acebuddy	Please select an option below
eda	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?
eda	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 today.
eda	Hi
Ashutosh Mishra	I will surely help you with this issue.

eda	I'm trying to log in through Microsoft Remote Desktop, but it says the password is incorrect. Can you help me access QuickBooks? The accountant who managed it is no longer working with us ?
Ashutosh Mishra	Sure Kindly allow me two minutes to check the same.
eda	ok
Ashutosh Mishra	I see that you are part of the shared server, i would require approval from the registered email eda@walldorfcapitalventures.com
eda	ok
Ashutosh Mishra	We can end chat session, i will send you ticket id and request to approve the password reset.
eda	Sure, thanks!
Ashutosh Mishra	Thanks for the confirmation ! Thank you for choosing ACE cloud Hosting, you have a wonderful day. Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thought

Ashutosh Mishra has ended this chat session

Visitor Details

#76558 Mrinal Test CRM

Email: mrinalmay01015crm@test.in

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: CHHAJARSI

State: Haryana

Country: INDIA

Chat Transcript

Mrinal Test CRM	Hello, I am your Acebuddy
Acebuddy	Hello Mrinal Test Crm, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mrinal Test CRM	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mrinal Test CRM	I'd like to raise a Request
Acebuddy	Please select your request type.
Mrinal Test CRM	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
Mrinal Test CRM	Disk Space
Acebuddy	Please be informed that we have automated junk/temp cleaning and residual file erasing mechanism enabled on all our servers.
	This ensures that the disk space on the servers do not get used up by unnecessary temporary files and you won't have to worry about manual cleanup.
	If you wish to free up additional disk space or want to explore our Disk Space Plans & Pricing, Please refer to the below link.
	Do you need any further assistance on the topic?
Mrinal Test CRM	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Visitor Details

#77142 linsey hempel

Email: linsey@thepinnaclecompanies.com  19708525989

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

linsey hempel	Hello, I am your Acebuddy
Acebuddy	Hello Linsey Hempel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
linsey hempel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
linsey hempel	I'd like to report an Issue
Acebuddy	Please select an option!
linsey hempel	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
linsey hempel	695632
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.
linsey hempel	Cane NO: 695632 we have all users logged out of Ace can you please restart our server
Shashwat Verma	Hello Linsey
linsey hempel	i need to allow people to get back into do their work.
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
linsey hempel	thank you
Shashwat Verma	We have rebooted your server, is there anything else I may help you with?
	Are we still connected here?
	Are we still connected here?

Are we still connected here?

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

Shashwat Verma has ended this chat session

Visitor Details

#77049 Claire Speake

Email: corporate@sgwfresno.com ☎ 15593479965

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: 13 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Claire Speake Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Claire Speake Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Claire Speake I'd like to report an Issue

Acebuddy Please select an option!

Claire Speake

	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Claire Speake	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Claire Speake	I need a link from my main computer onto my server, that allows me to upload documents and attach them to QB.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Claire Speake	You have permission to access my computer, if you can please hop on and create the appropriate folder
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Claire Speake	Daniel.T
	SGW.myreldata
Ashutosh Mishra	Sure i can assist over the remote session.
	Prior providing the access, I would suggest you to close any important documents at your end.
Claire Speake	ok
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/8642657710
Claire Speake	Thank you for your help.
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by attaching C and D drive to RDP local resources and ch
	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Claire Speake	You got it. Thanks
Ashutosh Mishra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acec
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Visitor Details

#76603 info

Email: info@brkimcpa.com ☎ 9729724930

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 24 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
info	can I know my server address?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
info	like CA, NY etc
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
info	hello
	could you check the server address? like CA, NY etc
	I think we have different address from actual address(?)
Ashutosh Mishra	I understand.
	Kindly allow me two minutes to check the same.
info	yes sure
Ashutosh Mishra	Kindly help me with your server name?
info	server name is Bongryong.myrealdatal.net.
Ashutosh Mishra	Thanks for the confirmation !
	The server is located in Nevada.
info	Is there no possibility in CA?
	because when I tried to login, i got the email. someone tried to login in CA.
Ashutosh Mishra	None of our servers are located in California.
	Please share any screenshot of the message, if possible.
info	oh, now i can't. but thanks for checking.
Ashutosh Mishra	Do you have MFA security enabled for your server login?
info	um, yes. when I tried to login in bank, I have to get the security code.
	*had
Ashutosh Mishra	If MFA security is enabled you will get an OTP to login on server.
info	um, but to get the code by phone also include case?

Ashutosh Mishra	Do you mean a personal bank account because that would be unrelated to server. What i mean by MFA security is that if I
info	um no. it was about the bank. I think it's not related. never mind. Thank you!
Ashutosh Mishra	I see.
	Is there anything else I may help you with ?
info	no. that was all. thank you.
Ashutosh Mishra	Thanks for the confirmation !
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thought

Ashutosh Mishra has ended this chat session



Visitor Details

#77395 Constance Marie Forsythe

Email: connieforsythe@gmail.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: PILLAGER

State: Minnesota

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Constance Marie Forsythe	I'd like to raise a Request
Acebuddy	Please select your request type.
Constance Marie Forsythe	Password Reset
Acebuddy	Please select an option below
Constance Marie Forsythe	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
Constance Marie Forsythe	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Visitor Details

#77646 Nichole Steele

Email: nichole@44interactive.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: SIOUX FALLS

State: South Dakota

Country: UNITED STATES

Chat Transcript

Nichole Steele	Hello, I am your Acebuddy
Acebuddy	Hello Nichole, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nichole Steele	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nichole Steele	Restart
Acebuddy	Hello Nichole, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nichole Steele	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>
Nichole Steele	i got a new computer system and need help attaching ace cloud hosting to my main desk top
	<i>Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
	i dont want to keep using old log in information on a email
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Nichole Steele	k
	i got a new computer system and need help attaching ace cloud hosting to my main desk top
	i dont want to keep using old log in information on a email
Anjainay Singh	Thankyou for sharing details with us so far as I have understood you want to setup new RDP file on new machine to acces
Nichole Steele	i have an account on the old computer i just need it set up on the new computer but dont know how to set it up on here
Anjainay Singh	Please do not worry about it , I will guide you step by step to setup the RDP on server.
Nichole Steele	great whats first
	???
Anjainay Singh	May I take the remote access of your local computer?
Nichole Steele	sure
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Nichole Steele	yep just did

you can have control

Anjainay Singh

Thankyou for your cooperation.

<https://assist.acecloudhosting.com/join/4182408027>

Please copy this URL at your local machine browser so that I can access it.

Thankyou for being patient with us.

Are we still connected here?

As issue has been resolved and confirmed by you so we are disconnecting this chat session.

Anjainay Singh has ended this chat session

Visitor Details

#76971 Donna Meier

Email: jgunver@ei3.com 12017837272

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: CLIFFSIDE PARK

State: New Jersey

Country: UNITED STATES

Chat Transcript

Donna Meier Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Donna Meier Technical Support (QB & App Hosting)

Acebuddy

	Welcome to Ace Support.
	Please chose an option :
Donna Meier	I'd like to raise a Request
Acebuddy	Please select your request type.
Donna Meier	Password Reset
Acebuddy	Please select an option below
Donna Meier	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?
Donna Meier	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Visitor Details

#77101 Asif Ali

Email: admin@qscpa.com  16145587724

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 12 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Asif Ali	Hello, I am your Acebuddy
Acebuddy	Hello Asif Ali, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Asif Ali	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Asif Ali	I'd like to report an Issue
Acebuddy	Please select an option!
Asif Ali	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Asif Ali	VPN Client Manager is showing offline.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi declined the transfer request.</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Asif Ali	Hi Tushar
	3Qscpa
	I am user3
	ISP changed the router
	However no changes are made in configuration to access shaed drive through remote desktop
	But VPN Client is showing offline
	and I cannot access shared drivethrough remote desktop
Tushar	Thank you for the detailed description of the issue.
	Kindly allow me two to four minutes to check the same.
Asif Ali	sure
Tushar	Kinly log off and try again to see if the issue is resolved or not.
	<i>12:29:21 AM Asif Ali is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:17.96 KB)</i>
Asif Ali	It is stuck here
	trying againa and again

Tushar	Kindly allow me two minutes to check the same.
Asif Ali	Are you there?
Tushar	Yes, I'm here it is taking time.
	May we reboot the server once.
	<i>12:43:26 AM Asif Ali is sharing a file with you image.png - (Size:29.84 KB)</i>
Asif Ali	you mean our server
Tushar	We will pop up a prompt on the active user session to save their work.
	Yes.
Asif Ali	i am doing now
Tushar	May I reboot the server now?
	only your session is showing active as of now.
	Kindly let me know when you are logged off so that I can reboot the server.
	We will have to escalate this matter as the issue is still not resolved. The escalation team will email you regarding the same as this session is disconnected from your end.
	Asif Ali, Is there anything else I may help you with?
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Tushar has ended this chat session

Visitor Details

#77541 Anthony Tun

Email: accounting@crystal-belize.com  19365701973

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: BELIZE CITY

State: Belize

Country: BELIZE

Chat Transcript

Anthony Tun	Hello, I am your Acebuddy
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anthony Tun	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anthony Tun	I'd like to raise a Request
Acebuddy	Please select your request type.
Anthony Tun	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Anthony Tun	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update.
	<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 immediate assistance.
	Do you need any further assistance on the topic?
Anthony Tun	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Visitor Details

#77332 john

Email: john@claritymba.com  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: 51 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	server ForwardLLP.myrealdatal.net, user session frozen for user Admin_CMBA, please reset session - numerous previous ticks
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?
john	hello Shubham!
Shubham Kataria	Hello John

john	ForwardLLP.myrealdata.net, user Admin_CMBA
Shubham Kataria	Could You please confirm If only QuickBooks is frozen?
john	not at all related to quickbooks the entire remote session is frozen known issue related to a powershell script that I am working to replace usually a quick reset is all that is necessary
Shubham Kataria	Please allow me a minute to check the same Could you please confirm the tool name which you're were using before the session stucked
john	Microsoft Powershell trying to get a list of files in a folder usually it works fine, but one folder has problems i'm in the process of migrating the task to another app ok, I see you signed me out, thank you!
Shubham Kataria	Upon checking, I don't found any powershell task opened on your end Could you please try to login again and check
john	I'm not sure exactly what causes the freeze it seems that the task completes successfully and then the freeze happens but it usually happens right after this one task
Shubham Kataria	Alright, Please try to access now
john	i was able to log in, everything looks good
Shubham Kataria	For this issue, earlier we had created new user profile for you
john	yes
Shubham Kataria	Had you used that profile to check whether the issue occurs in new profile as well
john	I had not - I don't think I ever received login information for the new profile at the same time, the issues were reduced in frequency and so I didn't think to notice that I hadn't switched over
<p><i>8:21:39 AM Shubham Kataria is sharing a file with you image.png - (Size:32.39 KB)</i></p>	
<p><i>We had shared the user profile on below mentioned email</i></p>	
<p>I must be mistaken it has been very busy around here lately</p>	
Shubham Kataria	No problem, If you would like we can activate this new profile again and you may test the task with new user profile
john	that's fine, let's go ahead and do that, thank you

Shubham Kataria	You're welcome
john	shall I use the login information provided earlier?
Shubham Kataria	And could you please confirm user John_CMBA is not facing freezing issue
john	correct, no problems there
Shubham Kataria	Unfortunately no, because we haven't received any response from your side that's why we had disabled that profile But i will re-enable it again and share the credentials again before that May I take the remote session of your server.
john	sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end. We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting
john	it's clunky even when it works but i don't speak code very well yet - I'm learning! you can see from the task builder output window that the process has completed, however now my session is frozen
Shubham Kataria	Let me check, please allow me two minutes Could you please confirm one more thing if this issue occurs in this particular script or facing the same in every script
john	as far as I remember it's just this one I can try and rewrite it - I'm not sure what the issue is
Shubham Kataria	It seems that you're facing the issue in this particular script. Could you please try to re-create the script As other scripts are working fine - right?
john	yes as far as I know all other scripts are not problematic i have dozens of scripts and they run in sequence so it has been difficult to narrow down which one was causing the trouble I can recreate the script but my session is frozen currently
Shubham Kataria	As of now, I am disconnecting your session. After that you may re-create the script as it seems to be an issue in this specific script
john	very good
Shubham Kataria	I've logged you off Now you may try to re-create the script and then try and if something needs to be done from our end, please let us know Are we still connected here?
john	yes, almost finished
Shubham Kataria	okay
john	I had opened up another similar task that was not problematic, and found several changes that should be incorporated in testing now
Shubham Kataria	Great
john	unfortunately it seems that the session is still freezing on completion

thank you for signing me out again

I will avoid using that task until such time as the new profile is available

Shubham Kataria So, the conclusion is that the session is getting stuck only in this particular script, while the other scripts are working fine

john also, it may be the case that my new workaround will be working soon

yes, and this last time I had applied all the updates, there should be no real difference between this task and one that does

the other thing is that maybe there is a problem with the folder?

Shubham Kataria Yes, it might be possible because the rest scripts are working fine. There might be issue in folders or the script itself

john I'm running another task set now just to test

Shubham Kataria I would also like to inform you that creating a new profile won't resolve the issue, as all the other scripts are working fine

john that is probably true

I didn't want to not take your advice since I'm taking so much time now

Shubham Kataria That's not an issue. We're here to assist you, and if anything is needed from the server side, we'll be happy to help.

john ok - my plan of action then is to simply discard this task altogether and use a workaround

Shubham Kataria Yes, please

If something required from us, please feel free to reach out us anytime

john thank you so much for everything

Shubham Kataria You're welcome,

I will keep the ticket open for next 24 hours, If something required from us. please revert over the same email

john ok thanks

Shubham Kataria You're welcome

Is there anything else I may help you with ?

john that's it for now - thanks again!

Shubham Kataria You're welcome

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

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

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

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

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

Shubham Kataria has ended this chat session

Visitor Details

#76520 courtney

Email: courtney@dottconstruction.com ☎ 7175870004

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: 52 Secs

City: COLUMBIA

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

courtney Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

courtney Sales & Solutions

Acebuddy Please wait while we connect you to one of our Sales Representative.

Acebuddy (bot) forwarded the chat request

Rishabh Gogia accepted the chat transfer request.

Rishabh Gogia Hello Courtney!

How can I help you?

courtney Hi. I am getting notifications that my QB service is ending on 5/31/25. Can you explain my options moving forward?

Rishabh Gogia Sure, I'll be glad to assist you with this.

Give me a moment to check your account.

courtney thank you

Rishabh Gogia	I can see that you are currently using Premier Contractor 2022 on our servers.
courtney	I believe you must be aware that Intuit has discontinued Pro & Premier versions.
Rishabh Gogia	yes
courtney	Hence, we can help you upgrade to QuickBooks Desktop Enterprise
Rishabh Gogia	are there any other options other than enterprise?
courtney	Since we are a commercial partner with Intuit, hence we can also help you with a 20% discount on the license cost.
Rishabh Gogia	You will need to connect with Intuit to check if they can still provide you with Premier 2024 licenses.
courtney	When I contact them, they said to make sure I don't discontinue my current version or I will lose it. But when I call, they d
Rishabh Gogia	Courtney, I am unable to confirm the same since as per our record, it is a license that is pre-owned by you.
courtney	This always happens. Ace says I need to contact intuit and Intuit says I need to contact Ace
Rishabh Gogia	But give me a moment, let me transfer you to our technical support to confirm if you are using our license.
<i>Rishabh Gogia is transferring the chat to Support(QB & App Hosting).</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
courtney	Hello Courtney
courtney	hello. everytime I contact ace, they tell me to contact intuit for lisence, and when I call intuit, they have no record of my C can you please help me sort this out?
courtney	I called Intuit and the woman told me that when I upgrade, I should keep the same version or I will lose my ability to ever but she said I need to do it through Ace because they have no record of a lisence
courtney	I am wondering what options I have as far as my current version ending on May31st
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
courtney	I will be surely assisting you with this. Kindly help me with your server name and user name?
courtney	rdg.myreldata.net
courtney	KristineMo.pre1
Anurag Sharma	Thanks for the confirmation !
courtney	Could you please share me the license details you are sharing with Intuit?
courtney	I have given them several
courtney	They dont recognize any of them, and I always had to get on a 3 way call in the past with Ace and Intuit in order for anyone to
Anurag Sharma	I can understand the difficulty you are facing handling this issue. To resolve this confusion, we recommend to have a 3 wa
courtney	Please share your phone number and availability time along with the time zone so that we can arrange the same for you.
courtney	7175870004. I am available now until 3:00, or Monday from 10:00-2:00
Anurag Sharma	Thank you for sharing the details.

We will reach out to you at the requested time shared. (Edited)

Is there anything else I may help you with ?

courtney thank you

that is all

Anurag Sharma Thanks for the confirmation !

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

Anurag Sharma has ended this chat session

Visitor Details

#77014 Chris Rhodes

Email: crhodes@engloinc.com  13042530777

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: 34 Secs

City: BECKLEY

State: West Virginia

Country: UNITED STATES

Chat Transcript

Chris Rhodes Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Chris Rhodes Technical Support (QB & App Hosting)

Acebuddy

	Welcome to Ace Support.
	Please chose an option :
Chris Rhodes	I'd like to report an Issue
Acebuddy	Please select an option!
Chris Rhodes	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>5:50:06 PMChris Rhodes is sharing a file with you image.png - (Size:11.25 KB)</i>
	<i>When trying to login to QBs this message appears.</i>
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello
	Are we still connected here?
	<i>5:52:33 PMChris Rhodes is sharing a file with you 1_image.png - (Size:11.25 KB)</i>
Chris Rhodes	Hello Anurag. I get the following message when I try to login QBs.
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?
Chris Rhodes	CID71512 Englo Inc
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Chris Rhodes	Thank you
Anurag Sharma	As I can check the QB services are not working on the backend.
	We would need to reboot the server in order to resolve this issue.
	But there are active users on the server.
	Please ask the active users to log off from the server once.
Chris Rhodes	They are logging out now.
Anurag Sharma	Okay
	Please confirm if I can schedule a server reboot in 5 minutes?
Chris Rhodes	Yes you can.
Anurag Sharma	

Thanks for the confirmation.

I have successfully applied the script which will automatically reboot the server in 5 minutes.

This should resolve your issue.

You can re-initiate another chat if you still face the same issue after the reboot.

Is there anything else I may help you with ?

Chris Rhodes That is all for now.

Anurag Sharma Thanks for the confirmation !

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

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

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

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

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

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

Anurag Sharma has ended this chat session

Visitor Details

#76607 preston

Email: preston@uag.edu  2104462212

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: 34 Secs

City: SAN ANTONIO

State: Texas

Country: UNITED STATES

Chat Transcript

preston	Hello, I am your Acebuddy
Acebuddy	Hello Preston, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
preston	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
preston	I'd like to report an Issue
Acebuddy	Please select an option!
preston	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
preston	Setback
Acebuddy	Please select an option!
preston	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
preston	Unable to connect to quickbooks remote desktop.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi declined the transfer request.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
preston	Hello.
	myrealdata\KarlaGonzalez
	myrealdata\DanielaLevin
Shivam Singh	Thanks for the information.
	Kindly allow me two minutes to check the same.
	Is the issue for the mentioned 2 users or all the users are affected?
preston	i think it is all the users.
	myrealdata\SusanaLeano

	i have this username as well. I dont think i am able to get access to this one either
Shivam Singh	Okay, what error are you getting while accessing the server?
preston	It says something like cannot connect to remote desktop
Shivam Singh	Could you please share the screenshot?
preston	one second, i am not the user for quickbooks so ill go check on the users computer
Shivam Singh	Sure
preston	It says "There was a problem connecting to the remote resource. Ask your network admin. for help/ We have not made any changes. This issue started occurring on Friday of last week
Shivam Singh	Okay and it has affected all the users.
preston	correct
Shivam Singh	Could you please try now?
preston	sure, one moment
Shivam Singh	Otherwise, I have to check on the local end as to where the issue is lying.
preston	I still received the same error
Shivam Singh	May I take the remote access of your local computer?
preston	I don't have the remote desktop installed on my computer but if you'd like to set it up and check that is fine with me
Shivam Singh	Do you have password for listed any user?
preston	I believe so.
Shivam Singh	We can try that out with other user login credential
	Prior providing the access, I would suggest you to close any important documents at your end.
preston	ok
Shivam Singh	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/8862161151
	Is there anything else I may help you with ?
	We will share the Server details over the email.
	Connection-specific DNS Suffix . : myrealdata.net IPv4 Address : 207.60.97.38 Subnet Mask : 255.255.255.0 Default Gateway : 207.60.97.1 Gateway :- RDG.myrealdata.net
	Are we still connected here?
preston	thank you for the info
Shivam Singh	Is there anything else I may help you with ?

preston thats all, i will contact back if i have any issues creating the whitelist

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

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

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

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

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

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

Shivam Singh has ended this chat session

Visitor Details

#77030 Kristin Venezio

Email: kristin@integritybp.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: FRISCO

State: Texas

Country: UNITED STATES

Chat Transcript

Kristin Venezio Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Visitor Details

#76796 bponn

Email: bponn@ponnmachine.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: WOBURN

State: Massachusetts

Country: UNITED STATES

Chat Transcript

bponn Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

bponn Managed IT

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

Acebuddy (bot) forwarded the chat request

Shubham accepted the chat transfer request.

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

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra

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

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Ashutosh Mishra has ended this chat session

Visitor Details

#76657 Carl Miller

Email: carl@firesidelawyers.com ☎ 17203573038

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 1 Sec

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Carl Miller Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Carl Miller Managed IT

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

Acebuddy (bot) forwarded the chat request

Shubham accepted the chat transfer request.

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

Carl Miller Hello, Shubham, I'm reaching out about Ticket number 689939.

I'm trying to log in to the Self-Help website but I'm getting the following error: "Unable to log you on because your account

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

Rohit Kumar accepted the chat transfer request.

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

Rohit Kumar is transferring the chat to Yash Kalra.

Yash Kalra accepted the chat transfer request.

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

Kindly allow me two minutes to check the same.

Carl Miller Thank you.

Yash Kalra Carl, we have made some changes from the backend, please try to login now.

Carl Miller I'll try right now.

Yash Kalra Please let us know if the issue is resolved?

Sure, please take your time

Carl Miller That's done it. Thank you!

Yash Kalra Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

carl has ended this chat session

Visitor Details

#77610 Harry

Email: accounting@qmarsupply.com  2263380068

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Linux

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 50 Secs

City: WATERLOO

State: Ontario

Country: CANADA

Chat Transcript

Hary Hello, I am your Acebuddy
Acebuddy Hello Hary, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?
Hary VDI/DaaS Support
Acebuddy Please wait while we connect you to an available Representative.

Acebuddy (bot) forwarded the chat request

Moin Latief accepted the chat transfer request.

Hary Hi , I have open ticket # 701563
Moin Latief Thank you for contacting Ace Cloud Hosting. My name is Moin. How may i assist you?
Hary Hi , I have open ticket # 701563
I need to set up RDP with Remmina
Moin Latief Thank you for the information. You have contacted VDI support, allow me to transfer your chat to concerned department.
Hary ok

Moin Latief is transferring the chat to VDI/DaaS Support.

Shubham accepted the chat transfer request.

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

Tushar accepted the chat transfer request.

Tushar Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
Hary Hi , I have open ticket # 701563
I need to setup RDP with Remmina
Tushar I will surely help you with this issue.
Kindly allow me two minutes to check the same.
Hary This is my setup Server : QmarkSupplyLLC.myrealdatal.net Username Haryantoh@myrealdatal.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.
Hary	sure
Tushar	https://assist.acecloudhosting.com/join/7902250207
	Kindly Click on the link and open the downloaded file.
Hary	it didn't download to my linux downloading now\
Tushar	okay kindly open t afterwards and provide necessary permission.
Hary	go ahead
Tushar	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting Kindly enter your password. The remote session screen is stuck. Are we still connected here?
Hary	yes the mouse is moving did you see it's failed ?
Tushar	I have lost the emote session there were other few more settings to be edited before connecting. could you kindly re provide me the remote access. (Edited) Is there anything else I may help you with ?
Hary	thanks
Tushar	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
Hary	have a good day
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 summary of our discussion. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar has ended this chat session



Visitor Details

#77026 Erika Collins

Email: ecollins@rooftechconsulting.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: IMPERIAL

State: Missouri

Country: UNITED STATES

Chat Transcript

Erika Collins	Hello, I am your Acebuddy
Acebuddy	Hello Erika Collins, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Erika Collins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erika Collins	I'd like to report an Issue
Acebuddy	Please select an option!
Erika Collins	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Erika Collins	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Erika Collins	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

Acebuddy (bot) forwarded the chat request

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 today.

Erika Collins My QBS freezes when i try and log in and can not click on anything
when i close out it wil not reset

Shivam Singh Okay, Allow me to look into it.

Erika Collins ok

Shivam Singh Is it just affecting you or any other user/s are also getting affected by the same.

Erika Collins just me i think

Shivam Singh Thanks for the confirmation.

Erika Collins yes

Shivam Singh Erika, please try now.

Erika Collins ok one sec

Shivam Singh I will wait for your confirmation

Erika Collins logging on now

Shivam Singh Great

Erika Collins ok seems to be workin

Shivam Singh that's great.

Erika Collins howwver every time i log in it says i need to updat
can you check this and why im getting this everytime

Shivam Singh Rest assured, your updates will be installed during the night hours.

Erika Collins but it never fixes it
have had this issue since we got your system

Shivam Singh Yes, there are some updates that need to be installed.

Could you please share the screenshot so that I can isolate the issue

Erika Collins im past that screen now as im working and need to get things done
just annoying everytime im getting the same issue

Shivam Singh See Erika, Quickbooks release some minor and major updates most of the time.

Erika Collins ok

Erika Collins has ended this chat session

Visitor Details

#77650 Nita Nydam

Email: nita.n@903inc.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: 58 Secs

City: LEHIGHTON

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Nita Nydam	Hello, I am your Acebuddy
Acebuddy	Hello Nita Nydam, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Nita Nydam	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nita Nydam	I'd like to raise a Request
Acebuddy	Please select your request type.
Nita Nydam	Change in Users
Acebuddy	Please select your desired option!
Nita Nydam	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the documentation provided by the system.
	Do you need any further assistance on the topic?

Nita Nydam	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
Nita Nydam	could you please add a new login for a new hire? Kathleen.R@903in.com
Shashwat Verma	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
	Kindly share us the full name, email address and phn no.
Nita Nydam	thanks
Shashwat Verma	Also you can add the same by using myportal
	Are we still connected here?
	Are we still connected here?
Nita Nydam	I sent the email- thank you
Shashwat Verma	Sure
	Will do that and let you know.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Visitor Details

#76693 gdk491

Email: gdk491@gmail.com ☎ 5737033040

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: 28 Secs

City: DONIPHAN

State: Missouri

Country: UNITED STATES

Chat Transcript

gdk491	Hello, I am your Acebuddy
Acebuddy	Hello Gdk491, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
gdk491	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
gdk491	I'd like to raise a Request
Acebuddy	Please select your request type.
gdk491	Password Reset
Acebuddy	Please select an option below
gdk491	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
gdk491	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello
gdk491	Programm is asking for a password reset when I try to do it it asks for questions i have no idea what the answers are and
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?
gdk491	Greg
Anurag Sharma	Thanks for the confirmation !
gdk491	GregK.Nent1
Anurag Sharma	After this chat I will send you an email. You can revert back to that with an approval from the primary contact.

gdk491	ok
Anurag Sharma	Once we will get the email confirmation. We will send you the new password via email. Is there anything else I may help you with ?
gdk491	Is this the password for Ace Cloud hosting Thats the problem
Anurag Sharma	Yes, you can use that password to login into the server.
gdk491	Why is it asking for answers to questions I have never answered before It looks suspicious
Anurag Sharma	Okay May I take the remote access of your local computer?
gdk491	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/5462773758
gdk491	ready
Anurag Sharma	Kindly paste this link in the browser of local computer and join the session. We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting The issue seems to be resolved now. Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
gdk491	yes Im heree Thanks
	You solved my problem I do not need anything else at this time
Anurag Sharma	Thanks for the confirmation I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com]) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Visitor Details

#77580 George Fowler

Email: gpmfowler@gmail.com  8478991763

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: 26 Secs

City: EVANSTON

State: Illinois

Country: UNITED STATES

Chat Transcript

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

Hello George

George Fowler Hello Anurag I need help resetting my password

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

George Fowler GeorgeF

Candleelite

Anurag Sharma Thanks for the confirmation !

George as I can check Anjainay just helped you out with your password reset request.

Could you please confirm what issue you are facing now?

George Fowler nevermind

i was able to logon

Anurag Sharma Okay

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

Anurag Sharma has ended this chat session

Visitor Details

#76652 Bridget

Email: ap@2flyairborne.com ☎ 13212786900

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: 50 Secs

City: MERRITT ISLAND

State: Florida

Country: UNITED STATES

Chat Transcript

Bridget	Hello, I am your Acebuddy
Acebuddy	Hello Bridget, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Bridget	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bridget	I'd like to report an Issue
Acebuddy	Please select an option!
Bridget	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Bridget	MFA set up due to new phone
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohan Prajapati declined the transfer request.</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Bridget	Microsoft Authenticator BridgetBa
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.
	Hi there, as you mentioned that you would require MFA activated for the new phone of yours, right?
Bridget	yes and do not know how to get the information without a QR code
Shivam Singh	Okay, No issues.

	Allow me 2 minutes to check the information, I will be right back with you.
	We have made some backend changes. Kindly attempt to log in to the server again — you should be prompted to set up a two-factor authentication (MFA) code.
Bridget	Ok
	only gives me option for email code
Shivam Singh	please set the email and then Please check your email for the verification code and enter it when prompted.
Bridget	ok doing that now
Shivam Singh	Great, please take your time. I am here.
Bridget	I am in but now need to set up MFA with the app
Shivam Singh	Yes, please proceed with App now. Open the app and proceed with the app setup.
Bridget	how do I do that since there is now code or anything to input in the app
Shivam Singh	Please log off from the server and log back in
Bridget	No option to set up MFA
Shivam Singh	Please allow me sometime, i'll be back in 5 minutes as there are still some changes need to make it work.
Bridget	ok
Shivam Singh	Thanks for your patience Thank you for staying connected The changes are almost done
Bridget	ok
Shivam Singh	It will take 2-3 more minutes Thanks for your patience Please enroll yourself on selfcare using the link : https://selfcare.acecloudhosting.com/
Bridget	doing that now Thank you finally got it all set up
Shivam Singh	It's your patience that allowed me time to configure all that. Is there anything else I may help you with ?
Bridget	No I am good thank you
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day. I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this conversation. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.

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

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

Shivam Singh has ended this chat session

Visitor Details

#77260 Audrey Parker

Email: gpi85@outlook.com  16628622287

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: 2 Mins 15 Secs

City: FULTON

State: Mississippi

Country: UNITED STATES

Chat Transcript

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

Acebuddy	What type of QuickBooks Issue are you facing?
Audrey Parker	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution: Was that helpful?
Audrey Parker	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Ashutosh Mishra accepted the chat transfer request.</i></p>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Audrey Parker	I don't know what the server name is .
	User name is admin
	I have already emailed your service department. Ticket # 698006
	Neither computer will connect to Quickbooks, so we have not been able to get any work done.
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me few minutes to check the same.
Audrey Parker	OK
Ashutosh Mishra	I just checked on the server and it appears you were logged in but the session is showing disconnected hence logging again.
	I will inform you shortly once this is done.
Audrey Parker	OK
Ashutosh Mishra	The update is complete now.
	Is there anything else I may help you with ?
Audrey Parker	No,
	Thank you
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com])
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Visitor Details

#76973 marcello

Email: marcello@prothane.com  18014201081

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: RIVERSIDE

State: California

Country: UNITED STATES

Chat Transcript

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

	Do you need any further assistance on the topic?
marcello	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
marcello	Hi Ankit
Ankit	Hello Marcello !! How are you doing today?
marcello	We need to finish set up a user
	Good thanks
Ankit	I will surely help you with this issue.
	Kindly help me with your server name and username?
	<i>7:34:38 PMmarcello is sharing a file with you</i>
	<u>1_image.png</u> - (Size:15.03 KB)
marcello	Can you see the image?
	DeeEngineering.myrealdatal.net
	Daniel.Pradera
Ankit	yes.
	Thank you for sharing the screenshot of the error message.
	This issue generally occurs when attempting to log in with an incorrect or expired password.
marcello	Okay
Ankit	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
	Also, the registered email for your account with us is : marcello@prothane.com
marcello	Yes that is my email
Ankit	We request to share an email for new password. (Edited)
marcello	Okay
Ankit	Once we will have the same will share an OTP link.
	We would recommend you to register yourself on our Selfcare Portal ([https://selfcare.acecloudhosting.com])(https://selfcare.acecloudhosting.com)
	<i>7:40:58 PMAnkit is sharing a file with you</i>
	<u>SelfCare Portal.pdf</u> - (Size:848.54 KB)
marcello	I can reset every user password?
Ankit	Yes, you can! Using My Portal , you can manage the passwords for all users.
	<i>7:42:14 PMAnkit is sharing a file with you</i>

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

marcello	I am conneting to the link
Ankit	Individual users can manage their passwords using SelfCare . For now, you can reset the password using My Portal , as you are not currently enrolled in SelfCare . Link for the same is : https://myportal.acecloudhosting.com/login
marcello	Okay I am waiting for it to finish verification
Ankit	Okay. Please take your time and let me know if anything is required from my end.
marcello	I am able to access the link. It only shows my profile
Ankit	Awesome Is there anything else I may help you with ?
marcello	How can I change the other users like Danel password?
Ankit	https://myportal.acecloudhosting.com/login
marcello	Can I change every user password or not?
Ankit	Yes, you can
marcello	I used the first link you sent me and it only shows my profile
Ankit	That's right. Allow me 1 min to explain.
marcello	I have other things to do. I only need to set up Daniels user
Ankit	There are two portals available for ACE users: SelfCare and My Portal . SelfCare is for individual users. Each user has access to this portal and can manage their own password. My Portal is accessible only to the account owner, who can manage passwords for all users under their account.
marcello	The original password link for Daniel has expired. Can you send me a new one.
Ankit	Sure.
marcello	I just need to finish this
<p><i>7:56:57 PMmarcello is sharing a file with you</i></p> <p><u>1_image.png</u> - (Size:14.1 KB)</p>	
Can you help?	
Ankit	Please email from the registered email address at support@acecloudhosting.com Also, the registered email for your account with us is : marcello@prothane.com
Please let me know once you share an email requesting for new password.	
Are we still connected here?	
marcello	I sent the email. And will talk with my ACE account manager about my onboarding experience with you.

Dear Marcello marcello, Thank you for reaching out to ACE Support. We want you to know that your request has been well engineers within the next TWO hours.

Ankit Marcello, I sincerely apologize if you have faced any inconvenience due to this process.

marcello Not helpful at all

Just FYI we are still using the old hosting and only testing ACE hosting

Ankit I deeply apologize for the inconvenience caused to you.

marcello I only need to set up the user in a new computer. That is it

Ankit I am sharing a new password in 2-3 min.

marcello Dear Marcello marcello, Greetings from Ace Cloud! Ticket ID: 693362 Issue: ACE Setup CID74951 Summary: This is in reference hours. Please feel free to reach us if you need further assistance. You may contact us on our 24/7 helpline on 888-415-524

Ankit I am working on it.

Just allow me 1 min.

marcello Well have been waiting for over 30 minutes. 1 minute will not make much difference at this point

Ankit Please check your email, I have shared the password for the user with you.

I deeply apologize for the inconvenience and the delay in our response. We will make sure you do not have to face this in 40

marcello Should I open the link on my computer or on this computer?

Ankit Upon opening the link, you will get the password for the user, you can enter the password and try to login in.

marcello Last time I open open each link support gave me and sent the link to the user. It seems the new password i got didnt work

Ankit Marcello, if you wish, I can arrange a callback for you so we can connect and work on this more efficiently to ensure every

marcello Now ACE is asking for this

Ankit Please check this one and let me know if it is working for you?

8:17:45 PMmarcello is sharing a file with you

[1_image.png](#) - (Size:14.41 KB)

May I take the remote access of your local computer?

marcello Yes

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

Thanks for the confirmation !

marcello Should I add the password again?

Ankit <https://assist.acecloudhosting.com/join/2482751021>

Yes, you can delete the old password and then try.

Alternatively, you can provide me access to your device so that I can assist you further.

marcello I accepted the Join link

Ankit

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti

Are we still connected here?

Are we still connected here?

Are we still connected here?

As discussed over the remote session, we informed you that there is a limitation with the Windows OS. We cannot save th

We are ending the Remote session here as we are not getting any response on remote session and here.

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

Ankit has ended this chat session

Visitor Details

#76743 deanne.havel

Email: deanne.havel@wescominc.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: 53 Secs

City: DULUTH

State: Minnesota

Country: UNITED STATES

Chat Transcript

deanne.havel Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

deanne.havel	Managed Security
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Pradeep Kumar accepted the chat transfer request.</i>	
Pradeep Kumar	Thank you for contacting acecloudbhosting. My name is Pradeep how may I help you for today?
deanne.havel	I'm needing to change my password, as I am unable to sign into our server
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>Anjainay Singh accepted the chat transfer request.</i>	
<i>Anjainay Singh is transferring the chat to Anurag Sharma.</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Deanne
deanne.havel	Hello, I am needing to change my password, as I am unable to sign into our remote server.
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
deanne.havel	User Name is myrealdata\WI_Deanna
	and I'm pretty sure the server name is RDGATL.myrealdata.net
Anurag Sharma	Thanks for the confirmation !
	Just to inform you, server name is Wescom.myrealdata.net
deanne.havel	aaahh ok
Anurag Sharma	Kindly allow me two minutes to check the same.
deanne.havel	will do
Anurag Sharma	Thank you for your patience.
	Deanne, after this chat I will send you an email. Please revert back to that email with an approval from the primary contact.
	Is there anything else I may help you with ?
deanne.havel	sounds good, that should be it. Thanks
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.

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

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

Anurag Sharma has ended this chat session

Visitor Details

#76647 AFAHIM1977

Email: afahim1977@gmail.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 41 Secs

City: NEWARK

State: New Jersey

Country: UNITED STATES

Chat Transcript

AFAHIM1977	Hello, I am your Acebuddy
Acebuddy	Hello Afahim1977, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
AFAHIM1977	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
AFAHIM1977	I'd like to report an Issue
Acebuddy	Please select an option!

AFAHIM1977	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
AFAHIM1977	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
AFAHIM1977	printing shipping label error
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
AFAHIM1977	hi
Anjainay Singh	Could you please confirm since when you are facing this issue .
AFAHIM1977	when trying to print a shipping label it gives me an error
Anjainay Singh	May I take the remote access of your server?
	<i>9:40:38 PMAFAHIM1977 is sharing a file with you image.png - (Size:97.15 KB)</i>
AFAHIM1977	yes
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
AFAHIM1977	ok
Anjainay Singh	Could you please provide me your business name .
AFAHIM1977	kingsrx wholesale
Anjainay Singh	https://assist.acecloudhosting.com/join/5722073983
	Please copy this URL at your local machine browser so that I can access it .
	we are connected.
AFAHIM1977	ok
Anjainay Singh	Could you please try to print again .
AFAHIM1977	same thing
Anjainay Singh	Please try again .
AFAHIM1977	no
	nothing
Anjainay Singh	Let me check.
	The first line appearing in error which says Excepted column name update , are you trying to insert

AFAHIM1977	i haven't done or add anything and it happen with fedex and UPS
Anjainay Singh	Do you have Fedex configuration to reset it .
AFAHIM1977	no we use our customer's accounts to ship
Anjainay Singh	Please allow me two minutes as I am discussing it with team member.
AFAHIM1977	ok
Anjainay Singh	We need to reset the shipping manager of QuickBooks and once we reset you also need to reset the shipping account at your end. Before proceeding please collect the information for shipping accounts.
AFAHIM1977	i don't know how
Anjainay Singh	Could you please provide your call back details in below format so that we can escalate your issue . Call back number- Suitable time for call- Timezone-
AFAHIM1977	201-683-1050 1 pm EST
Anjainay Singh	We will call you within 1 hour and please be available to attend call so that we can assist you asap.
AFAHIM1977	ok
Anjainay Singh	Is there anything else I may help you with ?
AFAHIM1977	no i will wait for the call
Anjainay Singh	Once this chat gets ended you may receive a survey in which you may provide your positive feedback by clicking on smiley icon. You may end this chat session . Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Visitor Details

#76493 Peter Wrobel

Email: peter@lightstylelondon.co.uk ☎ 07877659106

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: 48 Secs

City: CARDIFF

State: Perth And Kinross

Country: UNITED KINGDOM

Chat Transcript

Peter Wrobel	Hello, I am your Acebuddy
Acebuddy	Hello Peter Wrobel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Peter Wrobel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Peter Wrobel	I'd like to report an Issue
Acebuddy	Please select an option!
Peter Wrobel	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>3:18:43 PMPeter Wrobel is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:5.97 KB)</i>
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Peter Wrobel	Hello
Sharath Kumar	Hi peter, is this error appears on your local computer?
Peter Wrobel	yes, I have been using the same way to log in for years, now it doesnt seem to work
Sharath Kumar	can you check the location mentioned in your screenshot and check if the rdp file named pterw is there or not
Peter Wrobel	I am not sure how to do that
Sharath Kumar	I can provide you with a new rdp file, if you know the password for your account you can sign in right away
Peter Wrobel	Can we please try this?

How can I sign in just using the RDC option?

3:24:27 PM Peter Wrobel is sharing a file with you

[image.png](#) - (Size:20.9 KB)

Sharath Kumar That actually requires me to take remote and fill up the server's name and gateway settings etc.

Peter Wrobel I checked, it doesn't seem to be there, however I have not removed any files from my computer

Sharath Kumar I am sending you the new RDP file instead

Peter Wrobel Is this going to arrive by email?

Sharath Kumar no am creating it right now and will send it here o

3:27:03 PM Sharath Kumar is sharing a file with you

[PeterW@myrealdatal.net.zip](#) - (Size:779 Bytes)

Here you go, just unzip the file and you will find the RDP file inside

Peter Wrobel Thank you, I was able to log in

However, now (for the first time) my dashboard is stretched over 2 screens

3:30:33 PM Peter Wrobel is sharing a file with you

[1_image.png](#) - (Size:143.77 KB)

The screen resolution is different to the one I had before

Sharath Kumar Understood! let me make some more changes and send you the file again (Edited)

3:33:43 PM Sharath Kumar is sharing a file with you

[PeterW@myrealdatal.net.zip](#) - (Size:923 Bytes)

Try this one, Sir

Peter Wrobel Great, sorted, now it is all up and running

Thank you

Sharath Kumar glad to hear that

Anything else that I may assist you with?

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

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

Sharath Kumar has ended this chat session

Visitor Details

#77082 shari

Email: shari@jkservicesinc.com ☎ 18054079440

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: 5 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	my outlook won't load
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 Shari
	I will surely help you with this issue.
shari	hi we were having issues with QB yesterday and now my outlook won't load

Shashwat Verma	Okay
	May I take the remote access of your local computer?
shari	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/4112937509
shari	ok
Shashwat Verma	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting
	Shari, kindly login again
	Are we still connected here?
	Are we still connected here?
	cx connected on another chat

Shashwat Verma has ended this chat session

Visitor Details

#77066 Ashley Johnson

Email: ajohnson@ipsiscan.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 16 Secs

City: LANSDALE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Ashley Johnson	Hello, I am your Acebuddy
Acebuddy	Hello Ajohnson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ashley Johnson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ashley Johnson	I'd like to report an Issue
Acebuddy	Please select an option!
Ashley Johnson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ashley Johnson	Ticket ID: 694051
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Ashley Johnson	Oh hello! You helped me the other day - I'm having the same issue
	I'm not sure if you can take a look into my previous tickets, but today is the 4th day that I'm having trouble getting into th and now I cannot get back into the server
Anjainay Singh	Please allow me two minutes so that I can look into the issue .
	You have to change password many times in order to login into the server .
Ashley Johnson	I'm sorry? I need to keep changing my password?
Anjainay Singh	Please allow me two minutes so that I can escalate this issue to my senior team member.
Ashley Johnson	Thank you
Anjainay Singh	Please be patient with as I am discussing it with my seniors .
Ashley Johnson	Ok
Anjainay Singh	Could you please provide your call back detail so that our senior team member can assist you over call as it need to be ac
Ashley Johnson	Certainly - our direct office number is 267-903-4438
Anjainay Singh	Please also provide your Timezone and suitable time for call
Ashley Johnson	EST and I'm available now
Anjainay Singh	Sure I will escalate this issue and our team member will reach you within 1-2 hours .

Ashley Johnson	I'll just call in
	Will I be able to have it escalated if I call in?
Anjainay Singh	We will check the backend settings on server what is root cause of this issue .
	Yes you may call us after 20 minutes after I send you the ticket including all tickets numbers related to this issue . (Edited)
Ashley Johnson	Thank you
Anjainay Singh	Is there anything else I may help you with ?
Ashley Johnson	No, I just need the new ticket number for the call, thank you
Anjainay Singh	Okay , you may end this chat session.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

ajohnson has ended this chat session

Visitor Details

#76824 Salome Franco

Email: sfranco@synergybc.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 15 Secs

City: SANGOLQUI

State: Pichincha

Country: ECUADOR

Chat Transcript

Salome Franco Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
Salome Franco	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Salome Franco	I'd like to raise a Request
Acebuddy	Please select your request type.
Salome Franco	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Salome Franco	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
Salome Franco	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati declined the transfer request.</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Good morning Salome.
	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.
Salome Franco	Hi, good morning Anjainay, I need some help setting up my RDP. Sorry, I don't have much experience with this as it's my first time.
Anjainay Singh	https://assist.acecloudhosting.com/join/6262079338
	Please copy above URL at your local machine browser.
Salome Franco	I just copied and pasted it
Anjainay Singh	Alternatively I may send you an email containing RDP file which you may save at your local machine and access the service.
	Please let me know if that works for you .
Salome Franco	Yes, please. For the link I opened, I just added my name, should I agree and download next?
Anjainay Singh	Let me take remote access of your local machine .
	Yes please download it and let me know.
	Are we still connected ?
	As you will contact us later on chat or call so we are closing this chat .
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Visitor Details

#77051 Phoenixforkliftservice

Email: phoenixforkliftservice@gmail.com ☎ 16026535511

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 19 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Phoenixforkliftservice	Hello, I am your Acebuddy
Acebuddy	Hello Jamie Shiner, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Phoenixforkliftservice	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Phoenixforkliftservice	I'd like to report an Issue
Acebuddy	Please select an option!
Phoenixforkliftservice	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Phoenixforkliftservice	we have an integrator running to update QB and our Service Fusion account and the information keeps getting wiped from

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 today.

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

Hi there, are we still connected?

Are we still connected here?

Are we still connected here?

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

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

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

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

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

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

Shivam Singh has ended this chat session

Hello, I reques

Visitor Details

#76471 sales

Email: sales@whitemoss.com ☎ 3109704951

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

sales Hello, I request assistance to re-set my server password

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

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

Shivam Singh accepted the chat transfer request.

sales Thnak you Amit

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

sales Hi Shivam

my server name is myrealdata/Maytel.pre2

Shivam Singh We require an authorization email from the registered account owner (copied on this email) in order to proceed.

I will share an email, or you could ask the POC to do the same in order to get the password reset done.

sales Thank you! I am the administrator. I just forgot the password.

I will be happy to send the emial

Shivam Singh Once, we will receive the approval we will share the password .

Great.

sales What email do I send it to?

Shivam Singh Email: support@acecloudhosting.com

E*mail must be sent by the account owner*:

Is there anything else I may help you with ?

sales Thank you! I have sent the password.

I mean the meial

Shivam Singh okay

could you please share the email ticket number

sales 687528

Shivam Singh So that I can do it at once.

great

sales That would be great! Thank you!

Shivam Singh Just allow me 2 minutes

sales	ok
Shivam Singh	could you please confirm the account name?
	Is it KLM Enterprises LLC?
	As the email we have received is not received from the POC email.
sales	I have two accounts
	The account I need to reset the password for is AK USA, LLC
Shivam Singh	okay
	Thanks for the confirmation.
	Please note this is the POC email- mayte@accakappa.us
sales	OK thank you! I can send an emial from that account if neccessary.
	The new ticket is - 687538
Shivam Singh	Please share the email with this email "mayte@accakappa.us" and we will do the reset.
	Thanks
sales	I did, the new ticket is 687538
Shivam Singh	I'm on it.
sales	Thank you!
Shivam Singh	I have shared the email with you.
	Please check.
	For the quick resolution, I have reset your password. Moving forward, you now have the ability to add or remove users, as
	https://myportal.acecloudhosting.com/
sales	ok thank you!
Shivam Singh	Great
sales	whats the new password?
Shivam Singh	There is a link within the email
	Please check.
	Is there anything else I may help you with?
	Are we still connected here?
sales	yes
	can you confirm my user name for the portal
Shivam Singh	your CID will be username for my portal.
	CID65280
	1:21:25 AM Shivam Singh is sharing a file with you

[How to Manage ACE Server Users 4 \(1\).pdf](#) - (Size:1.33 MB)

Please use this file to get information on My Portal.

Sales, Is there anything else I may help you with?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

Shivam Singh has ended this chat session

Visitor Details -----

#76432 Yves Marasigan

Email: ymarasigan@owens.com ☎ 8134227786

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: SAN FRANCISCO

State: Bulacan

Country: PHILIPPINES

Chat Transcript -----

Yves Marasigan

Hello, I am your Acebuddy

Acebuddy

Hello Ymarasigan, I'm yo

Whom Would You Like to (

Yves Marasigan	Technical Support (QB & /
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Yves Marasigan	I'd like to report an Issue
Acebuddy	Please select an option!
Yves Marasigan	Other Issue
Acebuddy	Please specify the issue y
Yves Marasigan	Delay in syncing files that
Acebuddy	Please wait while we conr
	<i>Acebuddy (bot) forwarded</i>
Anjainay Singh	<i>Anjainay Singh accepted</i>
Anjainay Singh	Thank you for contacting
	As per my understanding
Yves Marasigan	hold on, i'll send an image
Anjainay Singh	Thankyou for your assista
	<i>5:13:34 PM Yves Marasiga Screenshot 2025-05-01 at 5:13 PM (1).png</i>
Yves Marasigan	Marked with green is the the local disk on the ace s
	We always need to relaun
Anjainay Singh	Please allow me sometim
Yves Marasigan	Please be reminded that s
Anjainay Singh	Could you please let me k
Yves Marasigan	50kb to 150kb only
	it's to small
Anjainay Singh	Thankyou for letting me k
	May I take the remote acc
Yves Marasigan	hold on, I'll ask the user fi
	but would you know if thi
Anjainay Singh	Could you please try to op
Yves Marasigan	local drive of server .
	They said after an hour o
	I guess i'll just contact yo

Anjainay Singh Thankyou for letting me k
As this chat gets end an e
Is there anything else I m
Yves Marasigan none for now
thank you
Anjainay Singh As this chat gets end you
Yves Marasigan ok
Anjainay Singh You may end this chat .
Thank you for choosing A
ymarasigan has ended th

Visitor Details

#77399 Karen Valenzuela
Email: karenrval@msn.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: <https://www.acecloudhosting.com/support>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: ALBUQUERQUE
State: New Mexico
Country: UNITED STATES

Chat Transcript

Karen Valenzuela Hello, I am your Acebudd
Acebuddy Hello Karen Valenzuela, I'

Whom Would You Like to Chat With?

Karen Valenzuela

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Karen Valenzuela

I'd like to raise a Request

Acebuddy

Please select your request

Karen Valenzuela

Setup Ace Server

Acebuddy

If you would like to config
Operating System

Karen Valenzuela

Microsoft Windows

Acebuddy

Please Click on the below
on your Windows PC

Do you need any further assistance?

As we haven't got any responses
Kindly re-initiate the chat

Ended due to chat idle time

Visitor Details

#76605 Ibetancourt

Email: Ibetancourt@jebpr.com  17877465486

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 29 Secs

City: SAN JUAN

State: Puerto Rico

Country: PUERTO RICO

Chat Transcript

Ibetancourt	Hello, I am your Acebuddy.
Acebuddy	Hello Lbetancourt, I'm your support person.
	Whom Would You Like to Contact?
Ibetancourt	Technical Support (QB & A)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ibetancourt	I'd like to report an Issue
Acebuddy	Please select an option!
Ibetancourt	Other Issue
Acebuddy	Please specify the issue you want to report.
Ibetancourt	The desktop display is too dark.
Acebuddy	Please wait while we connect to your system.
	<i>Acebuddy (bot) forwarded the message to Javier E Bidot & Associate</i>
	<i>Shivam Singh accepted the transfer.</i>
Shivam Singh	Thank you for contacting us.
	I will be surely assisting you.
Ibetancourt	Javier E Bidot & Associate
	JEBAPSC
Shivam Singh	Thank you for the information.
	As you mentioned that the monitor is not displaying correctly.
	May I take the remote access to your system?
Ibetancourt	yes
Shivam Singh	Prior providing the access, kindly provide the link.
Ibetancourt	Ok, done
Shivam Singh	Thanks for the confirmation.
	Kindly paste this link in the message.
	https://assist.acecloudhosting.com/
	As the multi monitor issue is resolved.

Ibetancourt thanks!

Shivam Singh Linda, Is there anything e

Ibetancourt No, i really appreciate you

Shivam Singh Thanks for the appreciatio

Thank you for choosing A

I would greatly appreciate smileys at the end of this

You may end this chat now conversation, along with a

I request you to kindly stop working. I will appreciate Thanks!

Note: You may change/re (https://selfcare.acecloud

For self-help, check out ou

Shivam Singh has ended .

Visitor Details -----

#76630 sitaramantestingmay

Email: sitaramantestingmay@crmmasters.com  9

Department: Support(QB & App Hosting)

Operator: Acebuddy

Website: <https://www.acecloudbhosting.com/support>

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: CHHAJARSI

State: Haryana

Country: INDIA

Chat Transcript

sitaramantestingmay Hello, I am your Acebuddy

Acebuddy Hello Sitaramantestingma

Whom Would You Like to C

As we haven't got any res

Kindly re-initiate the chat

Ended due to chat idle time

(

Visitor Details

#76932 jstfreeman

Email: jstfreeman@outlook.com ☎ 17135401305

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 43 Secs

City: CITY OF WESTMINSTER

State: Westminster

Country: UNITED KINGDOM

Chat Transcript

jstfreeman Hello, I am your Acebuddy

Acebuddy Hello Jstfreeman, I'm your

Whom Would You Like to C

jstfreeman Technical Support (QB & A

Acebuddy	Welcome to Ace Support.
	Please chose an option :
jstfreeman	I'd like to report an Issue
Acebuddy	Please select an option!
jstfreeman	Other Issue
Acebuddy	Please specify the issue y
jstfreeman	Error Message
Acebuddy	Please wait while we conr
	<i>Acebuddy (bot) forwarded</i>
	<i>Harsh Bhardwaj accepted</i>
	<i>Harsh Bhardwaj is transfe</i>
jstfreeman	good day, I have a QB Err
	<i>Yash Kalra accepted the c</i>
Yash Kalra	Thank you for contacting
	I will be surely assisting y
jstfreeman	\JasonR.q9
	<i>Yash Kalra is transferring</i>
	Jason Freeman
	<i>Ashutosh Mishra accepted</i>
Ashutosh Mishra	Thank you for contacting
jstfreeman	\JasonF.q9 is the server na
	Jason Freeman
Ashutosh Mishra	I will surely help you with
	<i>1:03:03 AM jstfreeman is s</i>
	<i><u>1.jpg</u> - (Size:4.4 MB)</i>
	<i>1:03:11 AM jstfreeman is s</i>
	<i><u>1.jpg</u> - (Size:4.4 MB)</i>
	Thanks for the confirmation
	Kindly allow me two minu
	Is this the first time you a
jstfreeman	yes today
Ashutosh Mishra	Please allow me few more
jstfreeman	ok

Ashutosh Mishra	May I take the remote acc
jstfreeman	sure
Ashutosh Mishra	Prior providing the access
	As per discussion over the some extension changes
jstfreeman	ok
	thanks
Ashutosh Mishra	Thanks for the confirmation
	Feel free to end the chat. share your thoughts. Your
	<i>Ashutosh Mishra has ended the chat.</i>

(

Visitor Details

#77083 Ashley Johnson
Email: ajohnson@ipsiscan.com
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: <https://www.acecloudhosting.com/support>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 19 Secs
City: LANSDALE
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

Ashley Johnson	Hello, I am your Acebuddy
----------------	---------------------------

Acebuddy Hello Ajohnson, I'm your /

Acebuddy Whom Would You Like to C

Ashley Johnson Technical Support (QB & /

Acebuddy Welcome to Ace Support.

Acebuddy Please chose an option :

Ashley Johnson I'd like to report an Issue

Acebuddy Please select an option!

Ashley Johnson QuickBooks Issue

Acebuddy What type of QuickBooks

Ashley Johnson Setback

Acebuddy Please select an option!

Ashley Johnson Other Issue

Acebuddy Please specify the issue y

Ashley Johnson ticket 694890

Acebuddy Please wait while we conr

Acebuddy (bot) forwarded this message to Anjainay Singh

Anjainay Singh accepted .

Anjainay Singh Thank you for contacting

Ashley Johnson Hi again - you guys are w

Anjainay Singh unlock my profile so I can

Anjainay Singh Please allow me two minu

Anjainay Singh I have unlocked your accc

Ashley Johnson I'm back in, thank you!

Anjainay Singh Is there anything else I m

Ashley Johnson That was all, I'll wait for tl

Anjainay Singh Please provide your positi

Anjainay Singh You may disconnect this c

Anjainay Singh Thank you for choosing A

Ajohnson has ended this conversation.

Visitor Details

#77253 Andy Sargent

Email: asargent@molexcompany.com

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 42 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Andy Sargent Hello, I am your Acebuddy.

Acebuddy Hello Andy Sargent, I'm yo

Whom Would You Like to C

Andy Sargent Technical Support (QB & A

Acebuddy Welcome to Ace Support.

Please chose an option :

Andy Sargent I'd like to report an Issue

Acebuddy Please select an option!

Andy Sargent Password Reset

Acebuddy Please select an option be

Andy Sargent Already Enrolled to Selfca

Acebuddy Please follow the process

Do you need any further assistance?

Andy Sargent Yes

Acebuddy Please wait while we con

Acebuddy (bot) forwarded

Ankit accepted the chat to

Ankit Thank you for contacting

Hello Andy ! How are you

Andy Sargent Good

Ankit I will be surely assisting you

Andy Sargent andy.s@myrealdata.net

Ankit Thanks for the details .

Kindly allow me 2-3 minutes

Andy Sargent I setup selfcareportal with
does not work

Ankit Thank you for waiting, Ankit
further.

Also, before connecting, I am
trying to log in.

As I have already checked

Are we still connected here?

As there was no response
(1-888-415-5240) if any further

Thank you for choosing Acebuddy

Ankit has ended this chat

Visitor Details

#77606 tim

Email: tim@avs-medical.com  16503414287

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: SAN CARLOS

State: California

Country: UNITED STATES

Chat Transcript -----

tim	Hello, I am your Acebuddy.
Acebuddy	Hello Tim Sulivan, I'm
	Whom Would You Like To Chat With?
tim	Technical Support (QB)
Acebuddy	Welcome to Ace Support
	Please chose an option
tim	I'd like to raise a Request
Acebuddy	Please select your request
tim	Other Request
Acebuddy	Please drop an email or attach a request and our tech support will get back to you.
	If you are facing any issue with QB or App Hosting, Please provide details below :
	As we haven't got an issue, Kindly re-

Ended due to chat idle.

