

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75849 Raymond Huynh

Email: raymond2144@gmail.com **Phone:** 12147326913

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: GARLAND

State: Texas

Country: UNITED STATES

Chat Transcript

Raymond Huynh	Hello, I am your Acebuddy
Acebuddy	Hello Raymond Huynh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Raymond Huynh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Raymond Huynh	I'd like to report an Issue
Acebuddy	Please select an option!
Raymond Huynh	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Raymond Huynh	how to creater new user
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gurwinder Singh accepted the chat transfer request.</i>
	<i>The visitor's email address and phone number were changed.</i>

Gurwinder Singh is transferring the chat to Rohan Prajapati.

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Raymond, how are you doing today ?
Raymond Huynh	Hi Rohan, I was looking on how to setup new user. I have figured out how to do that
Rohan Prajapati	Ohh that's Great
	Is there anything else I may help you with ?
	Are we still connected here?
Raymond Huynh	that is all, thank you'
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76038 Ken Dixon

Email: kdixon@cgm golf.com  17708420047

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: SUMMERTON

State: South Carolina

Country: UNITED STATES

Chat Transcript

Ken Dixon	Hello, I am your Acebuddy
Acebuddy	Hello Ken Dixon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ken Dixon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ken Dixon	I'd like to report an Issue
Acebuddy	Please select an option!
Ken Dixon	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ken Dixon	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>11:34:51 PMKen Dixon is sharing a file with you 1_image.png - (Size:36.08 KB)</i>
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Ken Dixon	Not able to log in to ace cloud server.
	<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.
Ken Dixon	Thanks. When I click to log on to the server, the error message I sent pops up.
Shivam Singh	Thanks for providing the information.
	<i>May I take the remote access of your local computer?</i>
Ken Dixon	Yes
Shivam Singh	Thanks for the confirmation.
	<i>Prior providing the access, I would suggest you to close any important documents at your end.</i>
Ken Dixon	ok

	done
Shivam Singh	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/4872321543
	It should work now; however you need to enhance the speed.
	As the issue is resolved, Is there anything else I may help you with ?
Ken Dixon	No, thank 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 form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76141 Charles Xavier

Email: support@coretechs.it  2259007448

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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: BELLA VISTA

State: Panama

Country: PANAMA

Chat Transcript

Charles Xavier	Hello, I am your Acebuddy
Acebuddy	Hello Charles Xavier, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Charles Xavier	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Charles Xavier	I'd like to report an Issue
Acebuddy	Please select an option!
Charles Xavier	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Charles Xavier	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Charles Xavier	One of our staff member cannot get into his remote QuickBooks session because the MFA system is in a loop. He authenti selection
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
Charles Xavier	thank you
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Charles Xavier	Server name: CD Services Group User Name: Matt Rutherford mrotherford@cdservicesgroup.net
Yash Kalra	Kindly allow me two minutes to check the same.
Charles Xavier	thank you
Yash Kalra	May I take the remote access of that local computer?
Charles Xavier	Allow me a moment please, I need to notify the user
Yash Kalra	Sure, please take your time
Charles Xavier	yes, Matt is ready for you
	what do you need from us in order for you to connect?

Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/6402957396
Charles Xavier	Prior providing the access, I would suggest you to close any important documents at your end.
Charles Xavier	I see you connected on Matt's computer not sure why he is not responding
Yash Kalra	Charles, please ask Matt to enter the code he must have received on his mail id.
Charles Xavier	OK, so I'm being informed by Casey Keel that all other users are not getting this MFA screen popup on their QB sessions and on this one (Matt's) sometimes the screen lets him click on the box but sometimes it doesn't
Yash Kalra	Kindly allow me two minutes to check this from the backend. Charles, upon checking from the backend, we found that the user Matt Rutherford has access to the MFA service. To enhance security, we will now require users to verify their identity with a code every time they log in.
Charles Xavier	yes, that is clear. But that's not the issue. The problem is that the MFA active window sometimes will not allow him to click on the button to enter the code. When he tries to log in, he won't be able to get in the windows where he is supposed to enter the code freezes
Yash Kalra	Is there another active session on the server at this moment? for Matt's account?
Charles Xavier	if it is, please kill it
Yash Kalra	Yash, the customer needs help, please respond
Yash Kalra	Charles, upon taking the remote session, we did not encounter the issue described. It is possible that the lag was due to the network or the specific configuration of the device. If the issue persists, please request the user to record their screen while reproducing the issue so we can identify exactly what is happening.
Charles Xavier	why did you disconnect?
Yash Kalra	Apologies for the delayed response. We encountered this lag issue for the first time, so I was just ensuring everything is functioning correctly.
Charles Xavier	As mentioned above, all other users are not getting this MFA screen, they CANNOT access Quickbooks
Yash Kalra	I need to speak to someone from your team. What's your number?
Charles Xavier	2259007448
Yash Kalra	It was a time-bound session. We can still reconnect if required—please confirm, and I will send a new link.
Charles Xavier	yes
Yash Kalra	Please share your call back number and a good time to reach you along with time zone or you can call us at 888-415-5244.
Charles Xavier	EST
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/8792179400
Charles Xavier	"We have noted your number and will schedule a callback based on this chat session as soon as it ends."
Charles Xavier	Yash, please change the callback number to this one: 3187167197
Charles Xavier	That's the office number

Yash Kalra	Sure, we have changed the phone number to [3187167197](tel:3187167197) as requested.
	Charles, Please allow us to end this chat session so that we can schedule a call back.
Charles Xavier	go end
	go ahead
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75046 sriya

Email: sriya@taxgeeks.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 10 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

sriya	Hello, I am your Acebuddy
Acebuddy	Hello Sriya, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sriya	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sriya	I'd like to report an Issue
Acebuddy	Please select an option!
sriya	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
sriya	unabel to connnect
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
sriya	TAXGE is the new server
	received the RDP file
	unable to connect from MAC
	<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 Sriya
sriya	can you help me connnect to TAXGE server
	i have the RDP file
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
sriya	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
sriya	sure
Shashwat Verma	https://assist.aceclouddhosting.com/join/9942851753
	Kindly Click on the link and open the downloaded file.
	Kindly allow the permission to remote on MAC.
	Allow screen recording too
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

Issue resolved by configuring the windows app on the mac

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 feedback at quality@acecloudhosting.com. Thanks!

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75447 danielle.taras

Email: danielle.taras@ecs-env.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: 41 Secs

City: KILLEEN

State: Texas

Country: UNITED STATES

Chat Transcript

danielle.taras Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

danielle.taras	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
danielle.taras	I'd like to report an Issue
Acebuddy	Please select an option!
danielle.taras	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
danielle.taras	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
danielle.taras	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
danielle.taras	Error message: The application was unable to start correctly (0xc0000142), Click OK to close the application
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?
danielle.taras	I have no idea what the server name is
	danielle taras
	danielle.taras@ecs-env.com
Ashutosh Mishra	Is your account name Jones Bell LLC dba ECS?
danielle.taras	That is our company name
	I have no idea what you have us listed as
Ashutosh Mishra	Sure, let me check for this.
	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
danielle.taras	yes please
Ashutosh Mishra	It seems you are not logged on the server, i will take remote access of your local computer to assist further.
	Prior providing the access, I would suggest you to close any important documents at your end.
danielle.taras	already did
Ashutosh Mishra	Please click on the given link
	https://assist.acecloudhosting.com/join/3582073594

danielle.taras	Everything is now working! Thank you again for all your efforts and time
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
danielle.taras	You are most appreciated
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
<i>Ashutosh Mishra has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76242 john

Email: john@claritymba.com ☎ 415.491.1099

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 34 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	re: 672639 and numerous other tickets, the user session for user Admin_CMBA on server ForwardLLP.myrealdata.net is frc related to Quickbooks. We just reset this and it froze up again on the very next action ^_(ツ)_/^-
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>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello John, how are you doing today ?
john	hello Rohan! it seems the freezing has resumed on my user session there are some actions that seem to trigger this issue and I am trying to find alternative paths
Rohan Prajapati	I will surely help you with this issue. Kindly allow me 6-7minutes to check the same. (Edited)
john	thank you
Rohan Prajapati	This message has been deleted Thank you for your patience. We request you to ask user to login back
john	thankyou Rohan - I can see the session has been terminated, signing back in now
Rohan Prajapati	Sure take your time
john	ok I was able to log in and everything appears to be back to normal for now I will work today on rewriting and reconnecting my scripts to avoid this issue in future thanks so much for your help!
Rohan Prajapati	Thanks for the confirmation ! Is there anything else I may help you with ?
john	that's it for now - thank you!
Rohan Prajapati	Thanks for the confirmation ! Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi feedback at quality@acecloudhosting.com. Thanks!

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75761 Tracy Brantingham

Email: tracyb@buildingprofits.net ☎ 17756227894

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: 46 Secs

City: RENO

State: Nevada

Country: UNITED STATES

Chat Transcript

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

Tracy Brantingham	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tracy Brantingham	I cannot get into my support portal it says it is sending a code to my phone but no code comes and the email it is sending
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Tracy Brantingham	CID62714 is my account
Ashutosh Mishra	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Tracy Brantingham	THe phone should be 775-622-6773
	the email should be tracyb@buildingprofits.net instead it shows a client's email
Ashutosh Mishra	I understand the inconvenience this has caused, I am checking from the backend to resolve this issue.
	May I take the remote access of your local computer?
Tracy Brantingham	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Tracy Brantingham	yes
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/3222124556
Tracy Brantingham	I cannot download that without prior approval from my IT
	do you have another way
Ashutosh Mishra	Allow me a minute i will check.
	The email we have for My Portal admin is cbaer@join.org
	Do you have access to the email mentioned above.
Tracy Brantingham	Is that CID I gave you for Building Profits?
	No that is a client's email address that is no longer even working that client and they are no longer a client
Ashutosh Mishra	Yes
Tracy Brantingham	You need to change that
	Join has NOTHING to do with building profits
	the appropriate email is tracyb@buildingprofits.net
Ashutosh Mishra	Sure, i can forward this to relevant department to get it changed. This can take 24 hours, let me know if you want to reschedule you. (Edited)

Tracy Brantingham	Please reset but it is trying to send a code - is the phone 775-622-6773 why is the code not coming to the phone
Ashutosh Mishra	I cannot get to the password with out the code
Ashutosh Mishra	The phone number mentioned is +1 7756226773.
	I am checking for this please allow me a minute.
Tracy Brantingham	can you update the phone - I can give you a different phone that we can try
Ashutosh Mishra	Sure, i can forward the number too.
Tracy Brantingham	can you change it so we can test it now?
Ashutosh Mishra	I wish i could do it right now however this is handled by different department in backend, this can take upto 24 hours.
Tracy Brantingham	OK - then I will have to wait. What is the new pw you reset it to?
Ashutosh Mishra	We can end the chat session that way ticket will be generated, and I will send you a request to approve password reset, o and send the new password over email.
Tracy Brantingham	Thank you
Ashutosh Mishra	Is there anything else I may help you with ?
Tracy Brantingham	that is it - I need to cancel some users and I cannot get in to do that
Ashutosh Mishra	Once the email and phone number are updated you will be able to do it from My Portal, I will send you instructions for the over email, and I can remove them for you.
Tracy Brantingham	well - first I need to see what users I am being charged for
Ashutosh Mishra	Sure, you can check that in my portal which users are active in the account. I will get the My Portal credentials updated ai the same.
Tracy Brantingham	Thank you - I think that is all for now
Ashutosh Mishra	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.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

#75706 Timothy Messing**Email:** office@sundeleafpainting.com  15032369797**Department:** Support(QB & App Hosting)**Operator:** Acebuddy**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**City:** NEW YORK**State:** New York**Country:** UNITED STATES**Chat Transcript**

Timothy Messing	Hello, I am your Acebuddy
Acebuddy	Hello Timothy Messing, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Timothy Messing	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Timothy Messing	I'd like to raise a Request
Acebuddy	Please select your request type.
Timothy Messing	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the conversation.
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75860 Charla Collins

Email: charla@stormwateroregon.com ☎ 5414807473

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: SALEM

State: Oregon

Country: UNITED STATES

Chat Transcript

Charla Collins	Hello, I am your Acebuddy
Acebuddy	Hello Charla Collins, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Charla Collins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Charla Collins	I'd like to raise a Request
Acebuddy	Please select your request type.
Charla Collins	Printer/Scanner Addition
Acebuddy	Please select your desired option :
Charla Collins	Printer Addition
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned in the knowledge base.
	Once the local client has been installed, Please try printing from the server and select 'Uniprint' option from the printers listed.
	Do you need any further assistance on the topic?
Charla Collins	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76227 ronny

Email: ronny@familymissionscompany.com ☎ 13378936111

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 58 Secs

City: BEAUMONT

State: Louisiana

Country: UNITED STATES

Chat Transcript

ronny Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

ronny Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

ronny I'd like to report an Issue

Acebuddy Please select an option!

ronny Other Issue

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

ronny All users are unable to log in

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?

ronny Hi shivam

Family Missions company

Shivam Singh Thanks for the information. Let me have a look at it.

ronny I tried calling support through the phone and no one picked up

Shivam Singh I understand that and sorry for the inconvenience. We are having a high call flow.

Let me help you with this

Allow me 2 minutes to check the resources at my end.

ronny Any luck shivam?

Shivam Singh yes the fix has been applied from the backend

Please check now.

ronny Okay

Shivam Singh Thank you for your patience

ronny Let me check

Shivam Singh Sure, take your time

ronny Now it's saying: Remote Desktop can't find the computer "FamilyMissions.myrealdatal.net". This might mean that "FamilyMissions" is not connected to the specified network. Verify the computer name and domain that you are trying to connect to.

Shivam Singh May I take the remote access of local machine.

ronny Is there a way I can call you back?

Directly

Shivam Singh You can try calling us at +1 (888) 415-5240 but we are facing high call flow today.

For the time being let me check your local machine and do some configuration to your RDP to make it work.

Ronny, you there? (Edited)

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)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75226 Nega Teshome

Email: nega.teshome@thebridgecpas.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 45 Secs

City: SPRINGFIELD

State: Virginia

Country: UNITED STATES

Chat Transcript

Nega Teshome	Hello, I am your Acebuddy
Acebuddy	Hello Nega Teshome, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nega Teshome	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nega Teshome	I'd like to raise a Request
Acebuddy	Please select your request type.
Nega Teshome	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 :
Nega Teshome	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Nega Teshome	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!

Nega Teshome	ATX app keep falling on the server. This has been an issue all day today. Here is the ticket number Chat Transcript #75223
Acebuddy	Please wait while we connect you to a Support Representative <i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Nega Teshome	Chat Transcript #75223 This is not resolved from earlier this afternoon in the US. East Coast.
Manish Singh	I will surely help you with this issue. Kindly allow me two minutes to check the same.
Nega Teshome	Okay.
Manish Singh	May I know the ticket number as it seems to be incorrect.
Nega Teshome	673374 673390 Either one should work. This is the third time contacting ACE.
	ACH
Manish Singh	TaxCorner1 is this your server name?
Nega Teshome	Yes Mine is Tax Corner 2
Manish Singh	I apologize for any delay.
Nega Teshome	Mine is TaxCorner2
Manish Singh	Alright, let me check once Kindly try to access now.
	<i>7:48:42 AMNega Teshome is sharing a file with you 1_image.png - (Size:21.84 KB)</i>
Nega Teshome	What does this mean?
Manish Singh	I have logged into the server using supportrtcs05 user. Regarding troubleshooting. Let me reboot the server once.
Nega Teshome	Okay.
Manish Singh	Kindly try to access now. Is it working now?

	<p>7:54:02 AM Nega Teshome is sharing a file with you 1_image.png - (Size:11.36 KB)</p>
Nega Teshome	Nope.
Manish Singh	Kindly close and try
Nega Teshome	same.
Manish Singh	May I take the remote access of your server?
Nega Teshome	Sure.
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Nega Teshome	Yes.
	Should be good now.
Manish Singh	Kindly login to the server once.
Nega Teshome	I logged in to the server. TaxCorner1 is the admin server.
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it. Once the issue is resolved, kindly give your confirmation on this chat.
Nega Teshome	okay.
Manish Singh	Nega, we need to reinstall the application again as the other ATX application are working fine. Kindly provide us with the setup file of application so that we can proceed with the installation on server.
Nega Teshome	What do I need to do to reinstall? Mine is not the only one. TaxCorner1 has the same issue. You have to resolve with TaxCorner1. Connect with Tes. Mine is not an admin server.
Manish Singh	Kindly download the setup file on both server and email us on support@acecloudhosting.com.
Nega Teshome	I can download on the main computer
Manish Singh	We will reinstall the application for you. Please download the file and place it on your download folder.
Nega Teshome	can i login and try should be able to do it. I can open the atx file for you online and you can download and install.
Manish Singh	You can download the setup file Nega on your end we will reinstall it for you. Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further. Also, the registered email for your account with us is : tesfazion@taxcornerllc.net
Nega Teshome	Its downloading on the server now. Does this work or only email?

	Are you there?
Manish Singh	Yes
	Email us so that we can proceed with the reinstallation, Nega.
Nega Teshome	I downloaded it to the server.
Manish Singh	Checking
Nega Teshome	I also email it. emailed 673417
Manish Singh	Reinstallation on server TaxCorner2
Nega Teshome	Is it done? You should do the same on TaxCorner1
Manish Singh	Working on it.
Nega Teshome	TaxCorner3 too :)
Manish Singh	We will email you once the application reinstallation is done. Is there anything else I may help you with ?
Nega Teshome	Are you going to update all the servers? Can you test if it works?
Manish Singh	Sure we will let you know.
Nega Teshome	Thank you! Have a good night!
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75454 brandy

Email: brandy@bamaccountingtaxservices.com **Phone:** 15713641914

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: 22 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

brandy Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

brandy VDI/DaaS Support

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

Acebuddy (bot) forwarded the chat request

Priyanshu accepted the chat transfer request.

Priyanshu Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?

brandy Hi, I am having issues logging in to my remote desktop. The error I get is there was a problem connecting to the remote server. Could you please help me with this issue?

Priyanshu Could you please help me with your businessname.

So that I can assist you further accordingly.

brandy BAM Accounting & Tax Services, LLC

Priyanshu Thank you for sharing the details. It seems that your server is being managed by different team. Please let me transfer you to the appropriate team so that they may assist you better.

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

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.
brandy	okay
Anurag Sharma	Hello Brandy
brandy	Hi
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?
brandy	BAMATSLLC.myrealdatal.net
Anurag Sharma	Thanks for the confirmation ! May I take the remote access of your local computer?
brandy	sure
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
brandy	Are you also able to put the icon on my desktop screen Already did
Anurag Sharma	https://assist.acecloudhosting.com/join/8782215785 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 it. Once the issue is resolved, kindly give your confirmation on this chat.
	<i>The visitor's phone number was changed to 15713641914.</i>
	The issue seems to be resolved.
	Is there anything else I may help you with ?
brandy	No thanks
Anurag Sharma	Thanks for the confirmation ! Thank you so much Brandy for such a wonderful chat session. I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76366 Rebecca Zwar

Email: admin@mcguirespro.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 46 Secs

City: UNION PIER

State: Michigan

Country: UNITED STATES

Chat Transcript

Rebecca Zwar	Hello, I am your Acebuddy
Acebuddy	Hello Rebecca Zwar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rebecca Zwar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rebecca Zwar	I'd like to report an Issue
Acebuddy	Please select an option!
Rebecca Zwar	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rebecca Zwar	Multi factor authentication says I'm not enrolled.

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

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

Hello Rebecca, could you please let me know when was the last time that you were able to sign into the server with Multi

Rebecca Zwar My boss just turned on multi-factor authentication Monday, so I've never signed into the server with multi factor authentica

Sharath Kumar Understoof, May I take take remote of your computer to check this

Rebecca Zwar Yes

Sharath Kumar Here is the link -

<https://assist.acecloudhosting.com/join/1092738671>

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

Rebecca, are we connected here?

Rebecca, We were able to assist you with signing into the server on remote session, is there anything else that I may assi

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75083 Tom

Email: tom@empirefoamsolutions.com  518-852-2812

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: 26 Secs

City: POUGHKEEPSIE

State: New York

Country: UNITED STATES

Chat Transcript

Tom	Hello, I am your Acebuddy
Acebuddy	Hello Tom, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tom	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tom	I'd like to raise a Request
Acebuddy	Please select your request type.
Tom	Password Reset
Acebuddy	Please select an option below
Tom	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset. Your request is processed.
	Do you need any further assistance on the topic?
Tom	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>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Tom	Hello
Shubham Kataria	Hello Tom
	How may I assist you today?
	Are we still connected here?
	Are we still connected here?
Tom	Sorry
	Yes still here.
	Trying to reconnect to our Virtual Desktop and QB application.
	671754

Shubham Kataria	Kindly confirm if you're receiving any error while accessing server
Tom	Got the email with the link to the server. But the password we remember using isn't working.
Shubham Kataria	I will surely help you with this issue.
	May I take the remote access of your local computer?
Tom	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Tom	all set
Shubham Kataria	https://assist.acecloudhosting.com/join/5592238178 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 it. Once the issue is resolved, kindly give your confirmation on this chat. Thank you for your patience. As per our remote conversation your issue has been resolved Is there anything else I may help you with ? Are we still connected here?

Tom has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76106 Jennifer Dixon

Email: jdixonbookkeeping@gmail.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: VILNIUS

State: Vilniaus

Country: LITHUANIA

Chat Transcript

Jennifer Dixon	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Dixon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer Dixon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Dixon	I'd like to report an Issue
Acebuddy	Please select an option!
Jennifer Dixon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jennifer Dixon	I have a ticket 682515
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>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.
Jennifer Dixon	Hello, I would like to follow up on my ticket. 682515
Shivam Singh	Allow me 2 minutes to check the same.
Jennifer Dixon	Thanks.
Shivam Singh	May I take the remote access of your local computer?
Jennifer Dixon	How do I provide that? I'm not sure what you mean.
Shivam Singh	I will share a link with you
Jennifer Dixon	Alright
Shivam Singh	That you can use to join
	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/2842024910
Jennifer Dixon	Already accessed the link. Can you confirm the download is secure?

Shivam Singh	yes
Jennifer Dixon	Alright. I'm just waiting it's still establishing connection.
Shivam Singh	okay, let us wait for 2 minutes.
	<i>8:26:54 PM Jennifer Dixon is sharing a file with you</i> <u>Screenshot 2025-04-25 at 22.56.51.png</u> - (Size:37.79 KB)
	If it doesn't connect I will reshare the link.
Jennifer Dixon	Still establishing connection. If it helps, I'm using a Mac.
	Oh here we go
Shivam Singh	Okay let me share the fresh link
	https://assist.acecloudhosting.com/join/1372358398
	Kindly paste this link in the browser of local computer and join the session.
Jennifer Dixon	I'm already in session. Do I just quit and try with the new link?
Shivam Singh	Yes, please
Jennifer Dixon	Alright.
Shivam Singh	thanks
Jennifer Dixon	I'm already in.
Shivam Singh	great
	stay connected
	We will now be rebooting the server.
	I will email you once the services are up and running
	Reboot will happen in 2minutes
Jennifer Dixon	okay
	do we continue speaking in email then if it still doesnt work
	i already ended the remote session
Shivam Singh	great
	You can just email us if the fix does not work, You can give us your availability. we will arrange a callback
Jennifer Dixon	I'm still available until 8pm EST. I would prefer chat though.
Shivam Singh	noted
	Is there anything else I may help you with?
	great
Jennifer Dixon	nothing else. thank you. I'll wait for your email once server is up
Shivam Singh	I will send you after the chat ends.

Jennifer Dixon	thanks.
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message. 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 interaction.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75026 AIFinancedone

Email: aifinancedone@outlook.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 20 Secs

City: SAIDPURA

State: Chandigarh

Country: INDIA

Chat Transcript

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

AIFinancedone	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
AIFinancedone	I'd like to report an Issue
Acebuddy	Please select an option!
AIFinancedone	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
AIFinancedone	I am not able to connect my RDP
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
AIFinancedone	I am not able to connect my RDP
	A message came to contact administrator.
	Kindly resolve this issue at earliest
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	absolutely, could you please provide us with a screenshot of the error message
AIFinancedone	Yes now working
	<i>AI Finance has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75710 Robert Cook

Email: bob@taxtec.net **7075683864**

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: 55 Secs

City: WINDSOR

State: California

Country: UNITED STATES

Chat Transcript

Robert Cook	Hello, I am your Acebuddy
Acebuddy	Hello Robert Cook, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert Cook	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Cook	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Cook	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Robert Cook	Excel is not working correctly, is Excel login ny email or other
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Robert
Robert Cook	?
Anurag Sharma	Could you please elaborate your issue?
Robert Cook	at top top it said non commercial use
	i am to use my account or a differnt account
Anurag Sharma	Okay
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Robert Cook	Taxtec
	RobertC
Anurag Sharma	Thanks for the confirmation !

	May I take the remote access of your server?
Robert Cook	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Robert Cook	ok
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it. Once the issue is resolved, kindly give your confirmation on this chat.

Robert Cook has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75107 Jennifer J Jennings

Email: jjennings@flyaeroguard.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

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

Jennifer J Jennings	I'd like to raise a Request
Acebuddy	Please select your request type.
Jennifer J Jennings	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75349 duane

Email: duane@cartercpatax.com  19703907348

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
duane	I'd like to report an Issue
Acebuddy	Please select an option!
duane	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
duane	My 2024 ATX server is not running, it keeps restarting but shows a port 60717 error is preventing it
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
duane	Hi Sharath -the server name is cartercpa1.myrealdatal.net
Sharath Kumar	Thank you for the information, Duane
	Let me quickly sign into the server and check the error for you
	still working on it, allow me a couple more minutes
duane	sure
Sharath Kumar	Thank you for your patience.
	May I take the remote access of your server?
duane	sure, I'm going to give you access to the server
Sharath Kumar	thank you
	Prior providing the access, I would suggest you to close any important documents at your end.
	Password required to access ATX
duane	can we check 2023 quickly
Sharath Kumar	checking
	I had to restart the service for atx 2024 and that did the trick
duane	thanks, 1 more 2024 atx payroll
Sharath Kumar	There you go
duane	thanks, normally I can restart the server myself, do have access to do that
Sharath Kumar	that's correct, restarting the server will also reset the services.
	let me check if you have the access to restart the services as well
duane	ok, resetting the services is the part I missed
Sharath Kumar	unfortunately, no!
duane	

that

that's what I thot, thanks for your help, it looks great

Sharath Kumar so in case this happens again, try restarting the server and incase that doesn't resolve your concern you can reach out to anything else that I can assist you with before I disconnect the remote session

duane ok, you taught me something new, hopefully no more issues

i should be set, have a great day

Sharath Kumar alright, sir. I wish you the same, I am out of the server now

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

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

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75269 Lupe Alvarez

Email: lupe@hammerbrush.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: ELBURN

State: Illinois

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75878 Krystal Lee

Email: krystal.lee@la.gov  2253421047

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 45 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Krystal Lee	Hello, I am your Acebuddy
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Krystal Lee	Hello...I am trying to log in to the Self Care Portal to change my password but it says it is locked. Can you help?
Sharath Kumar	Hi Krystal, checking your account now allow me a minute to unlock your account
Krystal Lee	ok
Sharath Kumar	Thank you for your patience. I have just unlocked your account, could you please try signing in again and let me know the result
Krystal Lee	OK. I just tried to sign in to the portal and it said invalid name/password. Should I try to log in to the remote server?
Sharath Kumar	yes please! what is the username that you are signing in with?
Krystal Lee	krystallee unable to sign in to remote server too.
Sharath Kumar	and when was the last time that you were able to sign in?
Krystal Lee	Yesterday evening.... Someone had to assist me with my password yesterday too.
Sharath Kumar	Could you please try the forgot password on the selfcare page
Krystal Lee	It says my account has been restricted. Please contact administrator.
Sharath Kumar	The account is active and enabled for you to sign in, it could be possible that it is taking some time to sync the changes to the server
Krystal Lee	Ok..maybe I can refresh my page?
Sharath Kumar	try refreshing the page, or try the selfcare page on a different browser
	that is correct, yes!
Krystal Lee	It still says I am locked out and to contact my administrator. I tried in a different browser. :-(
Sharath Kumar	The account was still showing as restricted on the server, I have once again changed it to active
Krystal Lee	username is like this: krystallee correct?
Sharath Kumar	correct
Krystal Lee	I am still using the password that support assigned to me (never got a chance to change it). Could that be the problem?
Sharath Kumar	probably, yes! let me take control of your screen to help you sign in

	https://assist.acecloudhosting.com/join/2872784865
Krystal Lee	When I tried to log in the self care to change it, that is when I got the error.
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at your end.
Krystal Lee	I'm sorry but our security dept will not allow the screen share that way (we tried yesterday and it didn't work).
Sharath Kumar	Understood, not a problem! let me check for other workarounds in the mean time, on the selfcare page, try clicking on the forgot password option and then put your username let me know the result The other workaround is to reach out to Kerri, who has access to MyPortal and Kerri can then reset your password there sc cloud
Krystal Lee	It says my account has been restricted. I am entering krystallee as the username. I wanted to mention...that I have never been registered in Self Care portal...so could that be why I am not able to login?
Sharath Kumar	Possible, but if that was the case, it would have given a different error - something like - "not enrolled to self care" My suggestion would be to reach out to Kerri for this, if they are unable to access Myportal on order to reset your password support@acecloudhosting.com stating the same. We will then provide you with a new password at the earliest. 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.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76186 Enzo Alpinieri

Email: enzoniquus@gmail.com ☎ 18587528288

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: LA JOLLA

State: California

Country: UNITED STATES

Chat Transcript

Enzo Alpinieri	Hello, I am your Acebuddy
Acebuddy	Hello Enzo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Enzo Alpinieri	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Enzo Alpinieri	I'd like to report an Issue
Acebuddy	Please select an option!
Enzo Alpinieri	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Enzo Alpinieri	yes I cannot print from my terminal and I cannot save my login credentials please help immediately
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Enzo Alpinieri	ok
Manish Singh	I will surely help you with this issue.
Enzo Alpinieri	ok
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Enzo Alpinieri	as of right now it is only experienced by steve on the platform
Manish Singh	Alright
Enzo Alpinieri	and no this is technically not the first time
Manish Singh	May I take the remote access of your local computer?

Enzo Alpinieri	yes
Manish Singh	https://assist.aceclouddhosting.com/join/6852663885
	Prior providing the access, I would suggest you to close any important documents at your end.
Enzo Alpinieri	ok
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it. Once the issue is resolved, kindly give your confirmation on this chat.
Enzo Alpinieri	ok so for the first problem you see how I cannot save my login credentials
	ok
Manish Singh	Is there anything else I may help you with ?
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74956 Dimitri Karhu

Email: dkarhu@contour-tech.com **Phone:** 12817488073

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Dimitri Karhu	Hello, I am your Acebuddy
Acebuddy	Hello Dimitri Karhu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dimitri Karhu	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dimitri Karhu	I'd like to raise a Request
Acebuddy	Please select your request type.
Dimitri Karhu	I'd like to raise a Request
Acebuddy	You have chosen an Invalid Option. Please try Again!
	Please chose an option :
Dimitri Karhu	I'd like to report an Issue
Acebuddy	Please select an option!
Dimitri Karhu	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Dimitri Karhu	Need data drive letter chaanged
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.
Dimitri Karhu	Hi
	This is for Non Ferrous Threaded Products, CID71455
Shivam Singh	Great
	You mentioned that you want the Drive letter to be changed
Dimitri Karhu	Yrd
	Yes
Shivam Singh	Could you please specify you issue so that we can you further
Dimitri Karhu	So the data drive used to be the F drive, but something got changed and it broke a legacy app we have
	Currently data drive is E, which does not work for us

	So we would like it remapped to F please
Shivam Singh	Allow me to check my resources at my end.
Dimitri Karhu	thanks
Shivam Singh	Allow me sometime, it is a bit longer than usual
Dimitri Karhu	take your time
Shivam Singh	I have the access to server now, thanks for your patience
Dimitri Karhu	sure
Shivam Singh	So, you want to change the Drive Letter E to Drive Letter F, am I correct ?
Dimitri Karhu	Yes!
Shivam Singh	Well then, let me try and change that for you.
	<i>2:44:37 AM Shivam Singh is sharing a file with you image.png - (Size:4.83 KB)</i>
	<i>Hi there, before I proceed. I would like you to see this:-</i>
Dimitri Karhu	thats fine
Shivam Singh	Oh great, thanks for your confirmation. Let me make the changes right now
	Kindly check if the changes are reflecting at your end.
Dimitri Karhu	I will get with the user We will let you guys know if there are any issues I am not at a spot where I can sign in right now
	<i>2:46:36 AM Shivam Singh is sharing a file with you image.png - (Size:3.01 KB)</i>
	Looks great
Shivam Singh	No problem with that Anything else i may assist you with? (Edited)
Dimitri Karhu	thats all 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 You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75035 Dale Trahan

Email: tbroussard@la.glacoxmail.com ☎ 13373343779

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: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

Dale Trahan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Dale Trahan Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Dale Trahan I'd like to report an Issue

Acebuddy Please select an option!

Dale Trahan Password Reset

Acebuddy Please select an option below

Dale Trahan	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 requested. Your request is processed.
	Do you need any further assistance on the topic?
Dale Trahan	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75319 Margaret Folga

Email: margaret@calebchemical.com  17087927326

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 LENOX

State: Illinois

Country: UNITED STATES

Chat Transcript

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

Margaret Folga	I'd like to raise a Request
Acebuddy	Please select your request type.
Margaret Folga	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 :
Margaret Folga	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

my login credentials aren't working

Visitor Details

#76247 Maria Burnett

Email: maria@holycontractors.com  12542246759

Department: Support(QB & App Hosting)

Operator: Rohan

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-fTItO-PT&gclid=EAIaIgobChMItaa0vYv7jAMVVVR_AB020gwOEAAASAAEglzJvD_BwE

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 22 Secs

City: HEWITT

State: Texas

Country: UNITED STATES

Chat Transcript

Maria Burnett	my login credentials aren't working
Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you further.
	Hi Maria, let me transfer your chat to my support team for further assistance

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

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
Maria Burnett	thank you
Rohan Prajapati	Hello Maria, How are you doing today ?
Maria Burnett	I'm well but need help logging in please for some reason it is asking for my password and i suppose i have the wrong one saved
Rohan Prajapati	I will surely help you with this issue. Kindly allow me 4-5 minutes to check the same.
Maria Burnett	Thank you
Rohan Prajapati	You may login back in 2-3 mins
Maria Burnett	thank you
Rohan Prajapati	Is it working now ? Are we still connected here? Are we still connected here? Are we still connected here? As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75348 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 23 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Hello again, Krisika
	Could you please confirm that you signed out and signed back in to the server
krisika	Ok
	Not working quickbook
	<i>3:36:25 PMkrisika is sharing a file with you</i>
	<i>1744193160017262290865020680608.jpg - (Size:3.55 MB)</i>
	<i>This error</i>
Sharath Kumar	what company file are you trying to open and where is it located on the server?
krisika	All company issue
	Priorware.myrealdatal.net
Sharath Kumar	could you please sign out once again and let me restart the server
	you may sign back in 10 minutes

krisika	Ok
Sharath Kumar	may I end this chat and have you updated on email once the application is up and running
krisika	I am Online
Sharath Kumar	that's fine, but please do not open QuickBooks until I confirm
krisika	Ok
	Waite
	I am wait
Sharath Kumar	thank you!
	restarting the server now
krisika	Ok
Sharath Kumar	please try now
	<i>3:56:54 PM krisika is sharing a file with you 17441943638028948201962538338903.jpg - (Size:2.85 MB)</i>
	<i>This error</i>
	you may click on Abort and then proceed
krisika	Abort click then quickbook close
Sharath Kumar	I see
	may I take your remote session
	Are we still connected here?
	Are we still connected here?
krisika	Yes
Sharath Kumar	if it is still not working, may I take your remote session on the server
krisika	Wait
Sharath Kumar	sure
krisika	Yes
Sharath Kumar	This message has been deleted
	Prior providing the access, I would suggest you to close any important documents at your end.
krisika	Ok
Sharath Kumar	please let me know the username of your account
krisika	Hkidata01
	Priorware.myrealdata.net
Sharath Kumar	thanks

	Is there anything else I may help you with ?
	as the application is now launching, I am closing this chat. please let me know if there is anything else you need assistance with
krisika	No
	Thanks you
Sharath Kumar	my pleasure! I wish you a good day
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this cor ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am i appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75238 Mohita Chadha

Email: mohita@kaurtax.com  19097099000

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 14 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Mohita Chadha	Hello, I am your Acebuddy
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mohita Chadha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mohita Chadha	I'd like to report an Issue
Acebuddy	Please select an option!
Mohita Chadha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mohita Chadha	Hello - My lacerte seems stuck on the remote desktop, can you please force it to shut down?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand your remote session is frozen.
Mohita Chadha	yes
	i can't seem to shut down lacerte so i need help with a forced shut down
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Mohita Chadha	KTPC_Accountant is my user name
	my business name is Kaur Tax
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	I have closed Lacerte 2024 on your end please check and confirm.
Mohita Chadha	thank you, let me try to log back in and let you know
	i get the same error that says an EF transmission is currently being processed
	would it be possible to do a reboot?
	would that help?
Ashutosh Mishra	Sure i can reboot the server however other users are logged in currently.
Mohita Chadha	that's okay

	please kick them out
Ashutosh Mishra	Ok i am signing off all users and rebooting the server.
Mohita Chadha	thank you
	please let me know when we can all go back in
Ashutosh Mishra	Server has rebooted, please login back.
Mohita Chadha	thank you!
Ashutosh Mishra	Is there anything else I may help you with ?
Mohita Chadha	nothing at the moment, but if you can please give me a moment to try to log back in and make sure the issue doesn't persist
Ashutosh Mishra	Sure, please take your time
Mohita Chadha	i am having the same issue with lacerte would it make sense to reboot lacerte? or what would be the solution there?
Ashutosh Mishra	May I take the remote access of your server?
Mohita Chadha	yes!
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Mohita Chadha	yes that is done
Ashutosh Mishra	As per discussion over the remote session, The issue is not related to server and you were suggested to support once.
Mohita Chadha	thank you
Ashutosh Mishra	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 at the end of this chat session. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation ticket number and survey feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am interacting with our support team. I would greatly appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75133 jaimeflores

Email: jaimeflores@oakgroveschool.org **Phone:** 2025772326

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 54 Secs

City: OJAI

State: California

Country: UNITED STATES

Chat Transcript

jaimeflores	Hello, I am your Acebuddy
Acebuddy	Hello Jaime Flores, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jaimeflores	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jaimeflores	I'd like to report an Issue
Acebuddy	Please select an option!
jaimeflores	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jaimeflores	Need to reconnect one of our services
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.
jaimeflores	Hello! and thank you. We have a service in our remote environment that was disconnected. The application was working. Could you please help us reconnect it? Also, what do we need to do to upgrade our Quick book are receiving an upgrade notification.. Thank you!!
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
jaimeflores	Oak Grove School
	admin
Shivam Singh	Thanks for the confirmation !
	Allow me two minutes to check the same
jaimeflores	Thank you.
Shivam Singh	could you please confirm which user is having the issue? is it you or all are affected
jaimeflores	Yes, I think she is using the account Tara
Shivam Singh	thanks
	Please wait
	I'm still checking the services at the backend.
jaimeflores	Thank you.
Shivam Singh	Meanwhile could you please share the error prompt
	that you are getting while accessing the application
	<i>3:55:05 AM jaimeflores is sharing a file with you image.png - (Size:25.97 KB)</i>
	Since when the issue is there?
jaimeflores	Last week
Shivam Singh	And have other users tried using the same application and did they encounter such error.
	thanks
jaimeflores	No, she's the only user that operates Thub
Shivam Singh	Can we take the server access of Tara?
jaimeflores	SURE.
Shivam Singh	We have made some changes that needs the server to be restarted
	Can we restart ?
jaimeflores	OK, yes please.
Shivam Singh	I will let you know once the services are up and running.
jaimeflores	Sounds good.
Shivam Singh	Thanks for your patience.

jaimeflores	OK we will try again now.
	we are facing the same error message.
	Do we need anything from T Hub? a software update or a file path?
Shivam Singh	I am consulting one of my senior about this, please allow me some more time.
jaimeflores	OK thank you. We have had to reconnect this service in the past.
Shivam Singh	you might need to connect with T-Hub support as the service is throwing the error 5023 which pertains issue.
	But give us 2 minutes let us check the SQL side of the issue
jaimeflores	Yes, the user was prompted to turn ON the SQL server. she said yes but still got the same message.
Shivam Singh	please stay connected, we are still looking into it
jaimeflores	OK THANK YOU
Shivam Singh	I have checked with senior and did the possible troubleshooting, however it seems like it's on application
	Kindly connect with T-Hub support.
jaimeflores	OK I will try on their end.
Shivam Singh	Thanks
	Is there anything else I may help you with ?
jaimeflores	That is all thank you.
	can I edit the settings from the admin\ account?
	I'm going to try to update the app
	https://support.atandra.com/portal/en/kb/articles/t-hub-update-for-shopify-03-2023
Shivam Singh	sure
	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 contact number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am appreciating that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75201 iyecaleb101

Email: iyecaleb101@gmail.com  2348101590736

Department: Support(QB & App Hosting)

Operator: Karan Kanwal

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 41 Secs

City: LAGOS

State: Ogun

Country: NIGERIA

Chat Transcript

iyecaleb101	Hello, I am your Acebuddy
Acebuddy	Hello Iye Caleb, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
iyecaleb101	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
iyecaleb101	I'd like to report an Issue
Acebuddy	Please select an option!
iyecaleb101	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
iyecaleb101	Payment
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Karan Kanwal accepted the chat transfer request.

Karan Kanwal	Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assisting you today.
iyecaleb101	Please I like to register my displeasure with your service
	Our payment was due and payment have made till now. We have not been connected
Karan Kanwal	I will be surely assisting you with this. Kindly help me with your company name?
iyecaleb101	Our business was down for more than 34 hourz
	Kennedia Consulting
Karan Kanwal	Thank you for the information and allow 2 minutes to check the same.
iyecaleb101	Ok
	Waiting

Karan Kanwal has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76043 Chris in Bookkeeping

Email: sfheatingcooling19@gmail.com ☎ 14152862540

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: VALLEJO

State: California

Country: UNITED STATES

Chat Transcript

Chris in Bookkeeping	Hello, I am your Acebuddy
Acebuddy	Hello Chris In Bookkeeping, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Chris in Bookkeeping	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chris in Bookkeeping	I'd like to report an Issue
Acebuddy	Please select an option!
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kin

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76058 martha

Email: martha@wootoncpa.com  14058505592

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: 19 Secs

City: LAS CRUCES

State: New Mexico

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
martha	I'd like to report an Issue
Acebuddy	Please select an option!
martha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
martha	ATX-2024 update.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Martha
martha	Hello
Anurag Sharma	May I take the remote access of your local computer?
martha	Yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/3702971530
	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 chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation.
	For now we have successfully updated the application on 3 servers
martha	All we can do today, because of computer shut down. thanks.
Anurag Sharma	Please reach out to us again whenever you are free. So that we can work on the left servers
martha	Yes, I will when I can get MarthaATX4 turned on again.
Anurag Sharma	Okay
	Is there anything else I may help you with ?
martha	No, thanks again.
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 session.
	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, ticket number and survey feedback form.

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

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75602 rlangford

Email: rlangford@roistrategies.net ☎ 14046102218

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: ALPHARETTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75429 btessman

Email: btessman@exp-logistics.com  +1

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: URBANDALE

State: Iowa

Country: UNITED STATES

Chat Transcript

bteesman	Hello, I am your Acebuddy
Acebuddy	Hello Btessman, 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, Kin
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75044 Tracy Makin

Email: tracy@kroncp.com  14108028315

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: 58 Secs

City: LOVETTSVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

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

Tracy Makin	I'd like to report an Issue
Acebuddy	Please select an option!
Tracy Makin	Password Reset
Acebuddy	Please select an option below
Tracy Makin	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?
Tracy Makin	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
	<i>Rohan Prajapati is transferring the chat to Ashutosh Mishra.</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.
Tracy Makin	I have gone into my ace hosting portal and it says it is sending OTB code to my email but i am not getting it have wrong email address?
Ashutosh Mishra	I will surely help you with this issue.
	Are you referring to My Portal or SelfCare Portal?
Tracy Makin	My Portal
Ashutosh Mishra	Kindly allow me two minutes to check the same.
Tracy Makin	ok
Ashutosh Mishra	I have checked and it seems that My Portal admin is Mark Thomas.
Tracy Makin	he does not work in this system anymore
	just myself
Ashutosh Mishra	I understand, If you want to change the admin we would require an approval over the email from registered email that is tracy@kroncp.com
Tracy Makin	that is me
Ashutosh Mishra	Once the chat session ends the ticket will be generated and I will send you request to approve the admin password reset.
Tracy Makin	ok
Ashutosh Mishra	Is there anything else I may help you with ?
Tracy Makin	no

Ashutosh Mishra

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

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

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

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75580 Claire Speake

Email: claire@sgwfresno.com  15593479965

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: 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?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kin

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75770 avishek

Email: avishek@ieee-isto.org

Department: Support(QB & App Hosting)

Operator: Karan Kanwal

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: MOPKA

State: Chhattisgarh

Country: INDIA

Chat Transcript

avishek	Hello, I am your Acebuddy
Acebuddy	Hello Avishek, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
avishek	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Himanshu accepted the chat transfer request.</i>
avishek	Hi Himanshu
	Good Afternoon
Himanshu	Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.

avishhek	Actually my remote desktop is getting logged off after every 15 min
Himanshu	Sorry for the inconvenience you faced.
avishhek	Can you please set the time limit
Himanshu	May i know your company name ?
avishhek	If I am not using it within 15 min it is getting logged off
	I am working in local desktop also
Himanshu	or CID number so that I can assist you better ?
avishhek	IEEE-ISTO
	<i>12:52:09 PMavishhek is sharing a file with you 1_image.png - (Size:43.83 KB)</i>
Himanshu	ok, I am connecting you with the concerned department
avishhek	Please
Himanshu	Allow me 5 minutes please
avishhek	ok
	<i>Himanshu is transferring the chat to Support(QB & App Hosting).</i>
	<i>Karan Kanwal accepted the chat transfer request.</i>
Karan Kanwal	Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assisting you today.
avishhek	Hi Karan
	Actually I am working on both local as well as remote desktop at a time. but the problem is if I keep my untouched it gets automatically logged off after 15 min
	Can you please extend the time limit of remote desktop
Karan Kanwal	I will be surely assisting you with this.
	Kindly confirm are you disconnecting from the server as well?
avishhek	yes
	I have to relogin again
Karan Kanwal	As per our timeout policy, if a user account is disconnected from the server, it will automatically log off after 15 minutes, whereas if a user remains idle while logged into the server, they will be automatically logged off after 180 minutes.
avishhek	ok
	got ur point
Karan Kanwal	If you want us to update the timeout policy on the server, we will require an email from your primary engineer at Daniel.burnett@ieee-isto.org .
avishhek	ok
	sure

Karan Kanwal	We require the email from primary contact as the change will impact every user on the server.
avishek	ok then let me ask him first
	dont make any changes
Karan Kanwal	Once we receive the email, we will adjust the timeout policy according to your requirements.
avishek	ok
	thnks for the update
Karan Kanwal	Is there anything else I may help you with ?
avishek	no this much only
	please close the chat
Karan Kanwal	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I will also share the ticket id with you over the mail once this chat is disconnected.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this cor ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am \ appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Karan Kanwal has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75600 Dale Trahan

Email: tbroussard@la.glacoxmail.com **13373343779**

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: 57 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

Dale Trahan	Hello, I am your Acebuddy
Acebuddy	Hello Tammy Broussard, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dale Trahan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dale Trahan	I'd like to report an Issue
Acebuddy	Please select an option!
Dale Trahan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Dale Trahan	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Dale Trahan	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Dale Trahan	Hi Yash - our server is LAS Server and QB was frozen, we unfroze it and now it just spins when we try to
Yash Kalra	Kindly allow me two minutes to check the same.
Dale Trahan	My user name is TammyB and it also happened to another user.
Yash Kalra	Tammy, we believe in order to resolve this we need to reboot the sever once.
Dale Trahan	Ok sounds good - I also purchased the QB Enterprise 2025 and need to get that installed as well - would once everyone is off?

	I am asking everyone to sign out.
Yash Kalra	Tammy, We will proceed with installing QuickBooks 2025 on the server during the designated hours. To facilitate the license details and product number at your earliest convenience using the mail id: tbroussard@la...
Dale Trahan	Great I will do that. You can reboot the server now if you need to. If someone is not out you can knock t...
	Which email address do I send it to?
Yash Kalra	You can send the details to support@acecloudhosting.com
	Tammy, If it's more convenient for everyone, we can schedule the QuickBooks 2025 installation during the night which can help minimize disruptions to your daily operations. Please let us know your preferred timing, and we will accordingly.
Dale Trahan	Ok great - please let me know when it is rebooted and I'll let everyone know they can get back in.
Yash Kalra	Yes, we have rebooted the server is there anything else I may help you with ?
Dale Trahan	That's all thank you so much
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this session. Smilies.
	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 ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am doing. I appreciate that. or you may send your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75995 eduardocantore

Email: eduardocantore@hotmail.com **Phone:** 17877917090
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: ROSARIO
State: Santa Fe
Country: ARGENTINA

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75553 Laura Baker

Email: admin@wiseproductsinc.com **Phone:** 9032277882

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: HONEY GROVE

State: Texas

Country: UNITED STATES

Chat Transcript

Laura Baker	Hello, I am your Acebuddy
Acebuddy	Hello Laura Baker, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Laura Baker	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Laura Baker	I'd like to report an Issue
Acebuddy	Please select an option!
Laura Baker	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Laura Baker	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Laura Baker	updated to 2024 version and now it looks like not everyone is working off the same file even though I p file in everyones
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sanyam Madan declined the transfer request.

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati is transferring the chat to Sanyam Madan.

Sanyam Madan accepted the chat transfer request.

Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
Laura Baker	thanks
Sanyam Madan	Hello Laura
	can you please elaborate your issue
Laura Baker	we did a upgrade to 2024 version Friday and now it looks like users are operating in different files because one logs in it switches to single user mode and I called QB and they said we are not operating in the same file needed to call yall to get it straighten out
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Laura Baker	Wise Products Laura Baker
Sanyam Madan	Kindly allow me two minutes to check the same.
Laura Baker	ok
Sanyam Madan	Laura I am transferring the chat to the specialist who will assist you in troubleshooting

Sanyam Madan is transferring the chat to Sharath Kumar.

Sharath Kumar accepted the chat transfer request.

Laura Baker	Thanks
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Laura, could you confirm that other users are signing into the same company file. The location of this company file is in the D drive so that others can also access it.
Laura Baker	Can you remote in because I have no idea where to check for that
Sharath Kumar	no problem, signing to the server now
	one moment please
	sending you the request now
	Prior providing the access, I would suggest you to close any important documents at your end.
Laura Baker	ok
	where do I get the request at?
Sharath Kumar	check the server
	there will be prompt to allow access
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the session ends, please do not disconnect it. Once the issue is resolved, kindly give your confirmation.

	this is the filename, correct? Wise Products Inc 07-12-2023USETHISONE (Edited)
Laura Baker	yes
Sharath Kumar	is it possible to check with Greg if we can access the file from Client Data to check if the company file prompt him regarding the multi user mode
Laura Baker	we can do whatever we need he says he just doesn't know what that means
Sharath Kumar	I see, well this has to be done on his remote session. so can you check with him if I can take his remote
Laura Baker	yes you can
Sharath Kumar	working on it one more moment is there another QB user that you can access the file with (other than Admin)
Laura Baker	yes you want me to put it in on gregs laptop? or another computer
Sharath Kumar	either one is fine but on the other computer you'll need to sign in with the Admin account let's see if that works
Laura Baker	I think I messed up. So do I need to log in to admin on this computer?
Sharath Kumar	no that is fine I can see that on the top it says file is working in multi user mode so on your desktop now, you can sign in with admin credentials and you and Greg will then be working on the same company file
Laura Baker	yes do you want me to have my lady in South Carolina log in to cuz I think that is maybe where we are it won't let me log in to the admin on my desktop says someone is already logged in. Is it cuz its on greg's site and signed in as Madison on QB?
Sharath Kumar	I am not sure about that, let me check who else is logged in on the server, they might be accessing the admin credentials Nobody else is signed in on the server. On Greg's server session you are signed in with Madison's username so you won't be able to sign in with the same username on your QuickBooks, Try the admin account instead
Laura Baker	so log out of gregs correct?
Sharath Kumar	I see it won't let you in for some reason I don't see the admin user account logged in anywhere, though, Quirkbooks still says that this user account is active Is it possible to restart the server

Laura Baker	how do I do that
Sharath Kumar	that should reset the QB services and you both would be able to sign in with your respective accounts I will restart the server for you, please make sure you both don't have anything to save on the server before I restart
Laura Baker	you are good
Sharath Kumar	restarting the server server is now up and running again please try QuickBooks on both the sessions and access the QB file with different usernames Are we still connected here?
Laura Baker	yes I am working on logging in on the 2 computers
Sharath Kumar	thank you!
Laura Baker	I logged in on my name and gregs
Sharath Kumar	are you both able to access the same company file with different usernames?
Laura Baker	Yes I need to check with my other lady tho cuz I think that is may be where we are having issues the Kir Can you remote into Carolyn Proveaux
Sharath Kumar	sure
Laura Baker	do I need to have her sign in
Sharath Kumar	that is correct that's how they will be able to access the company file located on the D drive of the server
Laura Baker	No she is up town so its going to be about 15 mins I am sorry before she gets back into the office I do not know her credentials or I would do it on my end
Sharath Kumar	not an issue, just try the same that you did on Greg, she should be able to access the file now if not, you can again come on chat or give us a call and we will look into it
Laura Baker	okay thanks. one other question
Sharath Kumar	I will keep a ticket open for you and you can keep me posted by replying to the email
Laura Baker	can you help me with email set up on QB or do I have to contact them? Let me show you my issue
Sharath Kumar	sure, taking remote again
Laura Baker	can you remote into Jordan and do the same on hers
Sharath Kumar	absolutely, on it
Laura Baker	and then I'll do Gregs while we are on here so just let me know when you are ready
Sharath Kumar	confirming with Jordan

	almost done with Jordan
	I can do Greg's now, He need to sign into the server so that I can take remote
Laura Baker	sorry I stepped away to help Jordan doing that now
Sharath Kumar	sure, take your time
Laura Baker	I don't see anything to grant you permission
Sharath Kumar	sending the request now
	Done, I have closed Jordan's remote session shall I close out others as well?
Laura Baker	yes, is gregs done for me to set up?
	okay I got Greg added can you remote in and help Carolyn with her email. She's back now but she's not us
Sharath Kumar	Yes
	Signing into Carolyn's remote session, is she aware that I will be taking control for a couple minutes
Laura Baker	yes
	I let her know
Sharath Kumar	Chrome is already her default browser, that should work for her
Laura Baker	ok thanks
Sharath Kumar	setting Carolyn's account on Quickbooks
	what shall I put in as her email ID
	never mind, she's putting that info now
	that's done!
	Is there anything else I may help you with ?
	Are we still connected here?
Laura Baker	no sir thanks so much for your help
Sharath Kumar	My pleasure, let us know if you need anything and we will take care of it the earliest
	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 cor ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am \ appreciate that. or you may send your feedback at quality@acecloudbhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudbhosting.com).

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75815 sharath.kumar

Email: sharath.kumar@myrealdataln

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

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

testing chat notification

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

sharath.kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75489 kbs-ays

Email: kbs-ays@outlook.com  18102106426

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: HOLLY

State: Michigan

Country: UNITED STATES

Chat Transcript

kbs-ays Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

kbs-ays Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

kbs-ays I'd like to raise a Request

Acebuddy Please select your request type.

kbs-ays	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our team will get back to you with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
kbs-ays	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75369 dhenson

Email: dhenson@fslgroup.com  4042722616

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 20 Secs

City: MORROW

State: Georgia

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
dhenson	I'd like to report an Issue
Acebuddy	Please select an option!
dhenson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
dhenson	Sage is asking for activation online or manually before allowing us to log in
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Donna, how are you doing today ?
dhenson	Hi. I think we have someone on the line so I will end this chat. Thank you.
Rohan Prajapati	<p>Sure No issue</p> <p>Since you are connected with one of engineer over the call, we are proceeding with closing this chat.</p> <p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this cor ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am \ appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75054 Holmberg

Email: jack.b.holmberg@gmail.com ☎ 18142032931

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: 42 Secs

City: COUDERSPORT

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Holmberg	Hello, I am your Acebuddy
Acebuddy	Hello Jack Holmberg, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Holmberg	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham accepted the chat transfer request.</i>	
<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>	
Holmberg	Hi, I'm Jack with Ultimate Power. One of our OTP passwords expired before it was ever used. Could you please help me with this issue?
<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.
Holmberg	Hi Ashutosh. Did you see my previous message?
Ashutosh Mishra	I understand you want to reset password.
Holmberg	Correct
Ashutosh Mishra	Yes, please allow me to inform that we require approval from the account holder over the email to proceed with the task.
<i>Once the chat session ends i will send you an email.</i>	
<i>To approve the request, once the approval is received I will proceed with the task.</i>	
Holmberg	Okay, I was going to train that user with that account in the next 20 minutes. Do you think it will be resolved by then?
Ashutosh Mishra	Sure, it can be done. Please note that account holder can also use My Portal to reset the password if you forget it immediately.
Holmberg	Understood. Thank you for your assistance.

	I believe the OTP expired before they ever received the password
Ashutosh Mishra	I understand, kindly share the username over the email and we will reset the password and share the p
Holmberg	Okay. I await your email. Thank you.
Ashutosh Mishra	Is there anything else I may help you with ?
Holmberg	That was all, thanks.
Ashutosh Mishra	<p>I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this</p> <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this cor ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am \ appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Ashutosh Mishra has ended this chat session

Chat Transcript

this computer can't connect to the remote computer. try connecting again. if the problem continues, contact the remc computer or your network administrator

Visitor Details

#75221 recoverymail088

Email: recoverymail088@gmail.com ☎ +447543861827

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

Website: https://www.acecloudhosting.com/?s=This+computer+can't+connect+to+the+remote+computer.&post_type=knowledgebase&kb_search_nonce=c51e31b394&wp_remote-desktop-connection-issue%2F

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: ZANGO

State: Kaduna

Country: NIGERIA

Chat Transcript

recoverymail088 this computer can't connect to the remote computer. try connecting again. if the problem continues, co
computer or your network administrator

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

recoverymail088 hello

Please can you help me fix this problem

this computer can't connect to the remote computer. try connecting again. if the problem continues, co
computer or your network administrator

Dikshant Yadav 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.

recoverymail088 Thank you

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

recoverymail088 RDP

User name magnetic\t1

Ashutosh Mishra May I take the remote access of your local computer?

recoverymail088 ?

yes

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

recoverymail088 ok

am ready

Ashutosh Mishra <https://assist.acecloudhosting.com/join/7782842978>

Please click on the given link.

recoverymail088 done

?

Ashutosh Mishra We are not connected yet.

Please accept any permissions you are getting on the screen.

recoverymail088 I already click the link

Ashutosh Mishra Are you using Apple Mac computer?

recoverymail088	no HP Laptop
Ashutosh Mishra	Is there any file that has been downloaded after you clicked on the link?
recoverymail088	no
Ashutosh Mishra	https://assist.acecloudhosting.com/join/7782842978
	copy and paste this link on your browser
recoverymail088	ok
	done
Ashutosh Mishra	Make sure to press enter once you paste the link
recoverymail088	Yes i did already
Ashutosh Mishra	Did you get anything on the screen that informs you to join session.
recoverymail088	Yes
	Should i join now
Ashutosh Mishra	Click on the join session
recoverymail088	Yes i did already
	It says agree and Download
Ashutosh Mishra	Yes download it and open the file
recoverymail088	done
Ashutosh Mishra	We are connected now.
	As per discussion over the remote session, Since you are not availing services from Ace servers hence i expertise to assist you connect to any different remote computer.
	Hence i am closing chat session now.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75317 Seokgu Moon

Email: mark.moon@lekpartners.com  17143862353

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: 38 Secs

City: COSTA MESA

State: California

Country: UNITED STATES

Chat Transcript

Seokgu Moon	Hello, I am your Acebuddy
Acebuddy	Hello Mark.moon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Seokgu Moon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Seokgu Moon	I'd like to report an Issue
Acebuddy	Please select an option!
Seokgu Moon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Seokgu Moon	System is extermely slow..
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Seokgu Moon	almost stalled
	<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
	Hello Mark
Seokgu Moon	Now it seems ok.
	It's very annoying...sometimes very slow so we need to log off several times.
	sometimes is ok.. Uncertainty bothers our staff a lot.
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

Seokgu Moon	Since I have an urgent task to do now...I will get back to you soon.
Anurag Sharma	Okay Mark
	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 (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75431 Paul Wong

Email: paul@daiusa.com  3369061885

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: THOMASVILLE

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76159 Mohita Chadha

Email: mohita@kaurtax.com **Phone:** 19097099000

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: 40 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Mohita Chadha	Hello, I am your Acebuddy
Acebuddy	Hello Mohita, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mohita Chadha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mohita Chadha	I'd like to report an Issue
Acebuddy	Please select an option!
Mohita Chadha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support represe
Mohita Chadha	Hello - How am i able to restrict access to certain folders?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	You can ask us which folders you want to restrict for which users, and we will do that for you. You will have to email us from email address mohita@kaurtax.com with the folder restriction requirement for the users.
Mohita Chadha	Is it possible, to have this done quickly?
	As I need to provide access to one of my teams

Tushar	Kindly email us at support@acecloudhosting.com and we will then provide access to the user you want to access the folder.
	Kindly mention the folder name that you want user to have access of.
	Are we still connected here?
Mohita Chadha	yes
	sounds good, ill send an email now
Tushar	Is there anything else I may help you with ?
	Okay.
	As we receive your email we will provide you with your request and email you once that is completed.
	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 by calling us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75448 bob

Email: bob@kingsales.com  6128595466

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: 14 Secs

City: MAPLE GROVE

State: Minnesota

Country: UNITED STATES

Chat Transcript

bob	Hello, I am your Acebuddy
Acebuddy	Hello Bob, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bob	I'd like to raise a Request
Acebuddy	Please select your request type.
bob	Password Reset
Acebuddy	Please select an option below
bob	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
bob	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
	Hello Bob
bob	I called in and requested a password reset for DOM N server password. The guy on the phone would send a link and we only got the ticket not the link
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
	Bob as I can check the agent has already sent you the password link.
	Could you please refresh your mail account once and check it again?
	Are we still connected here?
bob	i got it figured out thank you

Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76142 marcello

Email: marcello@prothane.com  18014201081

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 22 Secs

City: LINDON

State: Utah

Country: UNITED STATES

Chat Transcript

Chat

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	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
marcello	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
marcello	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
marcello	I am testing the ACE Hosting. I am downloading a backup file to my desktop but I am getting an error message. Out of storage space.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user id.
<i>Yash Kalra is transferring the chat to Shivam Singh.</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
marcello	Let me get this information
Shivam Singh	sure
marcello	CID74951
	I am trying to copy and paste it but it doesn't go
Shivam Singh	Thanks for the information. Allow 2 minutes to check the same
marcello	DeeEngineering.myrealdatal.net
Shivam Singh	Thanks for the information.
	Okay. Are you trying to copy from the server to local computer.
marcello	No. OneNote

Shivam Singh	could you please specify as to what are you trying to paste or show us over the remote session.
	May I take the remote access of your local computer?
marcello	YEs
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/2652000648
marcello	it is downloading
Shivam Singh	okay
marcello	Do I need to download a new version each time?
Shivam Singh	yes
	It's a unique identifier file.
	Please download the latest file
marcello	Olay
	Can you see my screen?
Shivam Singh	yes
	<i>12:44:12 AM Shivam Singh is sharing a file with you</i> <u>image.png</u> - (Size:5.05 KB)
marcello	Why is that? We just got it installed for test last week? I am the only one using the virtual desktop
	<i>12:48:51 AM Shivam Singh is sharing a file with you</i> <u>image.png</u> - (Size:4.15 KB)
	Our Plan is for 245 GB memory space
	<i>12:49:25 AM Shivam Singh is sharing a file with you</i> <u>image.png</u> - (Size:18.35 KB)
	<i>12:49:39 AM marcello is sharing a file with you</i> <u>1_image.png</u> - (Size:15.29 KB)
Shivam Singh	Yes that's right
	245 GB is spanned across C drive and D drive
	C has 100 GB while D has 250 GB
	We can move some space from D drive to C drive
marcello	Yes. We need the server to be able to run the two apps. We dont need much space on the desktop
Shivam Singh	I have moved 60 GB from Drive to C drive for now.

marcello	I could intall the server on D but I dont know if it will share with the other desktop user
Shivam Singh	The Fishbowl server database I mean
marcello	We recommend you do not change the current configuration
	Just like QuickBooks, it needs the other users to access the database.
	Okay
Shivam Singh	If you face space issue in future, we will sequentially expand space from D drive to C d
	For now, you are all set.
marcello	Did you change something?
Shivam Singh	I have moved 60 GB from Drive to C drive for now.
marcello	Is Fishbowl goint to work on the ACE hosting?
Shivam Singh	Everything will remain the same.
	No changes have been made to configuration or file, we have just moved space.
marcello	Okay. We need to be able to test Fishbowl on ACE to see if it is worth to switch.
	Are you familiar with Fishbowl?
Shivam Singh	yes, several clients are seamlessly working on fishbowl on ACE server
	You will face no issue moving forward.
marcello	Okay good
	Is it normal to have the different size of backups?
Shivam Singh	yes it's normal
marcello	On my other virtual desktop they are all the same size
	<i>1:02:15 AMmarcello is sharing a file with you</i> <u>1_image.png</u> - (Size:13.2 KB)
Shivam Singh	That's alright.
marcello	Okay I will finish the download to test Fishbowl
Shivam Singh	great
	Is there anything else I may help you with ?
marcello	Yes.
	The server is giving an error and I need to upload the new backup
Shivam Singh	could you please show that on remote?
marcello	I need to stop Fb server but is doesnt let me see the app
	How to I stop the server to restore the new backup?
	I use to open the app on the tray

Shivam Singh	Marcello, we have to reboot the server and thereafter we can check.
	Is it okay if we reboot the server
marcello	Do you mean log off the hosting?
Shivam Singh	We will be rebooting your server.
marcello	Okay
Shivam Singh	thanks for the confirmation
marcello	Sure
	Can you see my ACE screen?
Shivam Singh	remote is still active
marcello	We dont need it to backup everytime we open the hosting
Shivam Singh	please try now and let me know if you can do it now.
marcello	Can you still see my screen?
	Can you see the error message?
Shivam Singh	Yes, I can see the error
	Allow me 2 minutes to check with the resources
marcello	Okay
Shivam Singh	Marcello, we checked the backend, and services are up and running. We advise you to connect with Fishbowl support once to get the issue resolved.
	Please do let us know if you receive any updates
	We will share the chat conversion ticket over the email after the chat ends.
marcello	Okay I will contact them. The Zoho assist is frozen
Shivam Singh	I'm closing the remote session now.
	Please disregard it for now.
	Is there anything else I may help you with ?
marcello	That was it for now. Thanks
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our S...

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