

Visitor Details

#77826 shari

Email: shari@jkservicesinc.com 18054079440

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 4 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	outlook is lagging and won't finish install
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.

As this chat session is disconnected by your end.

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

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

Tushar has ended this chat session

C

F

Visitor Details

#78084 Michael Fisher

Email: michael@hibernianursery.com

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: WESLEY CHAPEL

State: Florida

Country: UNITED STATES

Chat Transcript

Michael Fisher Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Michael Fisher Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Michael Fisher I'd like to raise a Request

Acebuddy Please select your request type.

Michael Fisher

	Password Reset
Acebuddy	Please select an option below
Michael Fisher	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?
Michael Fisher	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

C

+

Visitor Details

#78223 Elvis Rodriguez

Email: elvis.rodriguez@castlewalk.us ☎ 13346355622

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: VILLA SANTA FE

State: Managua

Country: NICARAGUA

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Elvis Rodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
Elvis Rodriguez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Elvis Rodriguez	Hi please check the server just restarting and now we can not connect
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Elvis. How are you doing today?
	I will surely help you with this issue.
	Could you please help me with your server name or business name?
Elvis Rodriguez	castillo poultry llc
Yash Ahi	Thankyou for the information.
	Kindly allow me two minutes to check the same.
	Thank you for your patience.
	Could you please check if it is working fine now at your end?
	Please login and check.
	Let me know if you are able to login now.
	Are we still connected here?
Elvis Rodriguez	yes
	now is working
Yash Ahi	Thanks for the confirmation !
	Is there anything else I may help you with ?
Elvis Rodriguez	no
	thank yo
Yash Ahi	My pleasure.
	I would greatly appreciate if you could share the feedback after this chat
	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

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

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

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

Yash Ahi has ended this chat session

Visitor Details

#78476 Olena Klymyuk

Email: olena@mdgwaste.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: CUMHURIYET MAH.

State: Ankara

Country: TURKEY

Chat Transcript

Olena Klymyuk Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Olena Klymyuk Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

C

F

Olena Klymyuk	I'd like to report an Issue
Acebuddy	Please select an option!
Olena Klymyuk	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>12:29:20 AM Olena Klymyuk is sharing a file with you</i> <u>Screenshot 2025-06-19 at 21.57.39.png</u> - (Size:155.12 KB)
	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.
Olena Klymyuk	Hi Manish ! Did you have a chance to see the screenshot I sent?
Manish Singh	Yes, Checking please give me a second
Olena Klymyuk	Thank you
Manish Singh	May I know which MS Office 365 license you are using.
	Kindly help me with your server name and user name?
Olena Klymyuk	Can you please give me a minute ? I need to ask my partner.
Manish Singh	Yes, before that can I know your account name associated with us.
Olena Klymyuk	username myrealdata\MiguelG
Manish Singh	Alright!
	Kindly allow me two minutes to check the same.
	<i>12:34:58 AM Olena Klymyuk is sharing a file with you</i> <u>Screenshot 2025-06-19 at 22.04.41.png</u> - (Size:160.6 KB)
	Right, can you elaborate the error you are facing regarding O365
Olena Klymyuk	It's just I can't edit anything no word no excel and I am getting the message on the screenshot I had sent above
	<i>12:36:40 AM Olena Klymyuk is sharing a file with you</i> <u>Screenshot 2025-06-19 at 19.59.26.png</u> - (Size:283.35 KB)
	sorry here it is
Manish Singh	Please wait let me check.
Olena Klymyuk	Sure thank you again
Manish Singh	Kindly sign out and sign back in
Olena Klymyuk	That's it? Is it all I have to do ?
Manish Singh	Yes, As I can check you have license leased by us and the license is compatible with server.
	Try signing out and signing back in

Olena Klymyuk	ok i Just did and still the same message
	<i>12:44:26 AM Olena Klymyuk is sharing a file with you</i> <u>Screenshot 2025-06-19 at 22.14.05.png</u> - (Size:420.16 KB)
Manish Singh	May I take the remote access of your local computer?
Olena Klymyuk	ok
Manish Singh	https://assist.acecloudhosting.com/join/1192764272
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
Olena Klymyuk	You will be seeing my own computer or only the server that I am in. Sorry for the stupid question
Manish Singh	Your local system.
	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

C

F

Visitor Details

#77818 r hernandez

Email: r hernandez@docomopacific.com  16716864566

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: BARRIGADA

State: Guam

Country: GUAM

Chat Transcript

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

C

+

Visitor Details

#78263 Jen Dahle

Email: jend@sentryusa.com ☎ 6059104715

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: 47 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Jen Dahle	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jen Dahle	I'd like to report an Issue
Acebuddy	Please select an option!
Jen Dahle	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jen Dahle	QB Attachments
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.
Jen Dahle	Hi!
Manish Singh	How may I assist you with?
Jen Dahle	I just attached an INV in QB where the current one was unable to be opened. I am still not able to open the one I just attached
	We had some larger issues yesterday where they shut us down for about 4 hours to fix other issues
	Sorry, that was Wednesday, not yesterday, lol
Manish Singh	Is there a ticket number related to that issue?
Jen Dahle	One moment, my co-working is checking on that
Manish Singh	What specific issue you are facing right now?
	Jen
Jen Dahle	The attachments not opening, The attachment icon does not show that there is one, but when you click on it, there is a problem
	<i>2:07:23 AM Jen Dahle is sharing a file with you</i>
	<i>image.png - (Size:33.83 KB)</i>
	Can you search Wednesday's issue by my supervisor's name, Alexis Alholinna
Manish Singh	May I take the remote access of your server?
Jen Dahle	Yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	Sure
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
Jen Dahle	It's not just myself, and I believe the issue started on Wednesday after the fix

Manish Singh	Seems like we have to update QuickBooks to resolve this issue.
	We can schedule this update in night hours and let you know via email.
Jen Dahle	Sounds great!
Manish Singh	Is there anything else I may help you with ?
Jen Dahle	Not at this time, thank you. Can you please cc lorenas@sentryusa.com once the install is complete?
Manish Singh	Sure
Jen Dahle	Thanks1
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Visitor Details

#77932 dansilver315

Email: dansilver315@gmail.com ☎ 8087817861

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: BILLINGS

State: Idaho

Country: UNITED STATES

C

↑

Chat Transcript

dansilver315	Hello, I am your Acebuddy
Acebuddy	Hello Dansilver315, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
dansilver315	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
dansilver315	I'd like to raise a Request
Acebuddy	Please select your request type.
dansilver315	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

C

+

Visitor Details

#77711 krisika

Email: krisika@hkidata.com  7383092838

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

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>
krisika	Hi
	<i>Vignesh Arul has not responded for the transfer request.</i>
	Hi
	Hi
	Hi
	<i>Chat request was not picked up by the operators</i>
	Quickbook not working

Visitor Details

C

F

#77887 Frank Okola**Email:** fokola@aaronmarketing.com  17147425160**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:** BREA**State:** California**Country:** UNITED STATES**Chat Transcript**

Frank Okola	Hello, I am your Acebuddy
Acebuddy	Hello Frank Okola, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Frank Okola	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Frank Okola	I'd like to raise a Request
Acebuddy	Please select your request type.
Frank Okola	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
<i>Ended due to chat idle timeout</i>	

Visitor Details

C

+

#78356 lorena seppanen**Email:** lorenas@sentryusa.com  6058801246**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:** 7 Secs**City:** WATERTOWN**State:** South Dakota**Country:** UNITED STATES

Chat Transcript

lorena seppanen	Hello, I am your Acebuddy
Acebuddy	Hello Lorena Seppanen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
lorena seppanen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lorena seppanen	I'd like to report an Issue
Acebuddy	Please select an option!
lorena seppanen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
lorena seppanen	Case ID 712748 - QBs file problem
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.
	Hello Lorena, I will surely help with this issue.
	Kindly allow me two minutes to check the same.
	I understand the company file was moved to local machine so that Intuit support could troubleshoot the issue. Please let me know if you still face the issue.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?

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

Ashutosh Mishra has ended this chat session

Visitor Details

#77921 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: 55 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-2023 not updated on server MarthaATX3.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Vignesh Arul accepted the chat transfer request.</i>
Vignesh Arul	Thank you for contacting Ace Cloud Hosting. My name is Vignesh Arul. I will be assisting you today.
martha	Thanks
Vignesh Arul	I will surely help you with this request.
	Kindly allow me two minutes to check the same.
martha	OK, I am checking the other servers as well
Vignesh Arul	Sure , please check and let me know
	Let me quickly transfer this chat to Anurag who will assist you with the update.
	<i>Vignesh Arul is transferring the chat to Anurag Sharma.</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
martha	Update OK on MarthaATX1.MarthaATX4, I had to re-connect to the ATX Server on MarthaATX1, update downloaded but dic
Anurag Sharma	Okay, please allow me 2-3 minutes to check the same.
martha	MarthaATX2 update downloaded but did not install, so apparently only installed on MarthaATX1.
Anurag Sharma	Thanks for the confirmation !
	Please stay connected for a while. I am checking this on my end.
martha	Sure, thanks.
Anurag Sharma	I have successfully provided you the necessary permissions to update the application on the server MarthaATX2 (Edited)
	Please check the same.
martha	OK, give me a minute.
Anurag Sharma	Yes, you can also check for the MarthaATX3
martha	Did not work on MarthaATX2, checkiing on MarthaATX3
Anurag Sharma	Please check again.
martha	OK,
Anurag Sharma	I have successfully provided you the necessary permissions which are required to update the application on all your serve
martha	OK, since I am remote to them I am trying to verify - please give me a few minutes.
Anurag Sharma	Okay no problem

	Please take your time
martha	They are checking, and I am logging onto MarthaATX4.
Anurag Sharma	Okay
martha	MarthaATX2 is working MarthaATX4 is not. Sorry meant MarthaATX3 is not working.
Anurag Sharma	Please check again for server MarthaATX3 I believe all other servers are good now?
martha	MarthaATX4 Server Manager Dashboard is open ATX-2023 update OK. Checking again on MarthaATX3.
Anurag Sharma	Okay, please check and confirm if it is working.
martha	Checking now.
Anurag Sharma	Okay
martha	Working now - thanks!
Anurag Sharma	Thanks for the confirmation ! Is there anything else I may help you with ?
martha	That's it for today - thanks for your help.
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session



Visitor Details

#78461 Chelcie Strode

Email: chelcie@leavenwortheande.com ☎ 15098811372

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: 17 Secs

City: GRAHAM

State: Washington

Country: UNITED STATES

Chat Transcript

Chelcie Strode	Hello, I am your Acebuddy
Acebuddy	Hello Chelcie Strode, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Chelcie Strode	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chelcie Strode	I'd like to report an Issue
Acebuddy	Please select an option!
Chelcie Strode	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Chelcie Strode	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Chelcie Strode	my remote screen doesn't dual display now, takes up both screens now so it's all I can see or do when I work in QB
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.
	Hello Chelcie, I will surely help you with this issue.
	I understand you would like to see the remote server on a single monitor only.
	Are we still connected here?

	Are we still connected here?
Chelcie Strode	oh i didn't see the down arrow for more messages yes I have two screens but when I log in to QB remotely it takes up both screens
Ashutosh Mishra	Thanks for the confirmation !
	May I take the remote access of your local computer to make some changes and resolve this?
Chelcie Strode	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Chelcie Strode	yep
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/3102876326
	As per discussion over the remote session, The issue is resolved by changing display settings in the RDP.
Chelcie Strode	confirmed
Ashutosh Mishra	Is there anything else I may help you with ?
Chelcie Strode	no, thanks!
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Visitor Details

#78709 jgao



Email: jgao@npftax.com  16263228826

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 15 Secs

City: IRVINE

State: California

Country: UNITED STATES

Chat Transcript

jgao	Hello, I am your Acebuddy
Acebuddy	Hello Jgao, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jgao	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jgao	I'd like to raise a Request
Acebuddy	Please select your request type.
jgao	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 :
jgao	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
jgao	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jgao	Server reboot
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
jgao	Hi there is some issue with the Lacerte on the server. We need to reboot the server: NPFTax.myrealdta.net
	Thanks

Sanyam Madan	Okay jgao
	i m rebooting the server
	can you please ask david to log off from the server
jgao	Everyone should be off now
Sanyam Madan	we have rebooted the server
	please check now and let us know if everything is working okay
jgao	Sure, just one minute
Sanyam Madan	sure
	Could you please elaborate on the exact issue you were facing, so we can look into the root cause?
jgao	It's good now. Thanks!
Sanyam Madan	Could you please elaborate on the exact issue you were facing, so we can look into the root cause?
jgao	Everything is good now. Thank you for your help!
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Sanyam Madan has ended this chat session

C

F

Visitor Details

#78385 hala.mikati.dalloul

Email: hala.mikati.dalloul@gmail.com ☎ 18183264538

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: 43 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

hala.mikati.dalloul	Hello, I am your Acebuddy
Acebuddy	Hello Hala.mikati.dalloul, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
hala.mikati.dalloul	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hala.mikati.dalloul	I'd like to report an Issue
Acebuddy	Please select an option!
hala.mikati.dalloul	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
hala.mikati.dalloul	freezing problems with some apps
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hello Hala
	I will be surely assisting you with this. Kindly help me with your server name and user name?
hala.mikati.dalloul	hello Shubhan, a few months ago i was having problems with remote desktop freezing sometimes and was told that i need mo9nada inc and hala dalloul
	monada inc
Shubham Kataria	Alright, Kindly confirm on which application you're facing freezing issue
hala.mikati.dalloul	i just froze a couple of times on google. i think other users are having some issues too. and i got an email that i need more
Shubham Kataria	Alright, let me check the Diskspace First, after that I will update you here
	Please allow me two minutes. I'm checking it

hala.mikati.dalloul	okay can you please verify if the 40gb were indeed added
Shubham Kataria	Sure
	<i>2:45:48 AM Shubham Kataria is sharing a file with you image.png - (Size:2.54 KB)</i>
	<i>Currently you've 22 % of free space in C drive which is enough for server to work smoothly</i>
	And In 2024 20 GB of space was added as per ticket number 586959
	I'm also deleting the junk or temp files which might cause freezing
hala.mikati.dalloul	oh okay, so I got 20 not 40. thank you for cleaning up the files. hopefully it will resolve our issues
Shubham Kataria	Yes, I will also check your RAM (memory) utilization on the server
hala.mikati.dalloul	thank you shubhan
	<i>2:52:37 AM Shubham Kataria is sharing a file with you image.png - (Size:2.31 KB)</i>
	<i>You're welcome</i>
	<i>I've cleaned up the C drive and now you have 28 % of free space in C drive</i>
Shubham Kataria	Let me also check the memory utilization now
	Thank you for your patience.
	Could you please check server now.
hala.mikati.dalloul	much better now. thank you
	<i>2:58:43 AM Shubham Kataria is sharing a file with you image.png - (Size:94.0 KB)</i>
	<i>There are multiple google chrome instance running on your end which consuming the memory</i>
	google is loading fast and enterprise seems to launch better too
Shubham Kataria	Great
	If you allow can I close your all google chrome instance once?
hala.mikati.dalloul	what do you mean by google chrome instance? on mine or other users?
Shubham Kataria	It is running on your end only.
hala.mikati.dalloul	hmmmm weird
Shubham Kataria	I mean there are multiple copies of google chrome browser opened on your end.
hala.mikati.dalloul	I don't see it
Shubham Kataria	If something important not opened at your end. I can close all the instances from my side.
hala.mikati.dalloul	yes go for it
	I don't see any on my end
	except for the chat window
Shubham Kataria	yes, Sometime these instances are not showing up on your end but they are running on backend that also cause freezing

hala.mikati.dalloul oh i see. yes please go ahead and close them all

Shubham Kataria Sure

Please do check now

Are we still connected here?

Are we still connected here?

As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415

Shubham Kataria has ended this chat session

C

F

Visitor Details

#78437 dbruff

Email: dbruff@bys-hfc.com ☎ 4434176442

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: STEWARTSTOWN

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

dbruff Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

dbruff Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

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

Acebuddy has ended this chat session

C

F

Visitor Details

#78797 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

info Hello, I am your Acebuddy

Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to raise a Request
Acebuddy	Please select your request type.
info	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
info	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh
	Do you need any further assistance on the topic?
info	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
info	Bongryong.myreldata.net. User name : Donna_BK Please set up the QB update at midnight
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
info	Bongryong.myreldata.net. User name : Donna_BK Please set up the QB update at midnight
Anjainay Singh	Sure Donna, I have scheduled the task for QB update in night hours.
	Once it's get updated we will inform you over an email.
info	thank you.
Anjainay Singh	Is there anything else I may help you with ?
info	that's it?

info has ended this chat session

C

+

Visitor Details

#78184 Alexis

Email: alexisa@sentryusa.com  16057530880

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

Alexis	Hello, I am your Acebuddy
Acebuddy	Hello Alexisa, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Alexis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alexis	I'd like to report an Issue
Acebuddy	Please select an option!
Alexis	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Alexis	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Alexis	Quickbooks file is completely messed up

Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Alexis	Was working with Anainjay Singh previously
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Alexis	Hi again, you were helping me with our Quickbooks clean install and we are still having issues
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.
	I really apologize for the inconvenience caused at your end, could you please confirm that are you still facing the same issue?
	<i>1:37:50 AMAlexis is sharing a file with you</i>
	<u>1_image.png</u> - (Size:58.52 KB)
Alexis	Our Customer:jobs are all out of order and showing incorrectly. For example, this customer:job #850 is showing under customer:customer 700.
	Is there a backup we can restore from that would still have our customer:jobs intact?
	I am unable to move the customer:job under the same customer because it thinks that payments were recorded under 700.
	<i>1:39:13 AMAlexis is sharing a file with you</i>
	<u>1_image.png</u> - (Size:161.01 KB)
Anjainay Singh	I really understand the inconvenience caused at your end.
Alexis	I appreciate your help, this is a critical issue for our operations.
Anjainay Singh	Yes Alexis I deeply understand your concern and I am working on it with the help of my escalation team.
	Please stay connected and I am working on it.
Alexis	Thank you, my Ace just closed was that you?
Anjainay Singh	Yes , I apologize I did not informed you about that.
	Could you please try again and let me know if issue still exists?
	I will remain connected with you until this issue is not getting resolved.
Alexis	This is not resolved
Anjainay Singh	May I take the remote access of your server?
Alexis	yes
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	I need to rebuild the company files which may resolve the issue.
Alexis	Okay
Anjainay Singh	Thankyou for your confirmation.
Alexis	Is there a backup version of our file from yesterday that we can restore?
Anjainay Singh	Yes we can look it up and can provide it to you.

Alexis	That would be good just in case.
Anjainay Singh	Okay Alexis could you please show me the company file name and its location so that I can restore it at its original location.
Alexis	Do we need to do a report to get our information that we entered this morning first?
Anjainay Singh	I will restore the company file till today's date and it may contain the saved data. (Edited)
	I have noted the location.
Alexis	I would like to save one report first if that's ok
Anjainay Singh	I will provide you the latest backups for the company file Alexis.
Alexis	We will not lose anything we entered this morning?
Anjainay Singh	We are taking out the latest backup of this morning before we did clean installation.
	Are we still connected here?
Alexis	Yes please I'm trying to save a report I just want to be sure
Anjainay Singh	Sure take your time and please do not worry about it.
	If you would have saved all your data this morning you will not lose any of it.
Alexis	I don't know if it got saved
	I did a backup before reaching out to Ace but I am concerned that it was corrupted
	I have the report saved that I needed, please proceed
Anjainay Singh	Then we can try opening that , it can be restored.
Alexis	Okay please just tell me what I need to do
	The backup that I saved this morning might have been messed up too
Anjainay Singh	No it has not been messed up.
Alexis	I am thinking that it might have the customer:jobs out of order as well but we can verify
Anjainay Singh	Sure Alexis I will try best that you do not face any issue after backup.
Alexis	Okay what do we do now
Anjainay Singh	I will restore the file at original location and will inform you over an email.
Alexis	Okay that sounds good. When can I count on your email?
Anjainay Singh	It's my responsibility to take care of it.
	It may be completed within one hour.
Alexis	Okay, it is 3:42 PM CST here, my workday ends around 5PM CST and I am on vacation for 1 week starting tomorrow. If the number or incident number?
Anjainay Singh	Sure once this chat gets end I will send you all information over an email.
	I want to update you that restoration will take only 30 minutes only.
Alexis	Okay that is good news

Anjainay Singh	Yes Alexisa
	I will ensure that this issue gets resolve within your working hours.
	Is there anything else I may help you with ?
Alexis	No thank you I look forward to your email
Anjainay Singh	Sure Alexisa
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji, this will help us to improve our service.
	I really appreciate your patience.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may disconnect this chat.

alexisa has ended this chat session

C
+

Visitor Details

#7784 inhoso

Email: inhoso@yahoo.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: MUNDELEIN

State: Illinois

Country: UNITED STATES

Chat Transcript

inhoso Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
inhoso	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
inhoso	I'd like to report an Issue
Acebuddy	Please select an option!
inhoso	Password Reset
Acebuddy	Please select an option below
inhoso	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
inhoso	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
inhoso	704796
	<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
	Kindly allow me two minutes to check the same.
inhoso	hi
	i'm still having problem ticket id 704796
Shashwat Verma	Okay, due you still facing issue in logging the server?
inhoso	yes, new password is not working
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
inhoso	yes plz
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/8372267054
	Kindly Click on the link and open the downloaded file.
	As per the remote session, we have configured the RDP file, able to login
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

C

+

Visitor Details

#78194 Eoin Ohalloran

Email: eoinsf@yahoo.com ☎ 4155040484

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 YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

C

F

Visitor Details

#78438 Paul Mezey

Email: paul@premierconcreteservices.com ☎ 3035066292

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: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

Paul Mezey Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Paul Mezey Managed IT

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

Acebuddy (bot) forwarded the chat request

Sushant accepted the chat transfer request.

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

Shubham Kataria accepted the chat transfer request.

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

	Hello Paul
Paul Mezey	hello
Shubham Kataria	How may I assist you today?
Paul Mezey	i want to set up access to our server from a new device
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Paul Mezey	the gateway is rdguat.myrealdata.net
	the pc name is PremierCSI.myrealdata.net
Shubham Kataria	Thank you for the information.
	May I take the remote access of your local computer to set the RDP?
Paul Mezey	paulme@myrealdata.net
	sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Paul Mezey	got it
Shubham Kataria	https://assist.acecloudhosting.com/join/9982675533
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you through the steps.
	Thank you for your patience.
Paul Mezey	no problem
Shubham Kataria	As per our remote session RDP set up has been completed.
	Is there anything else I may help you with ?
Paul Mezey	nope
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

C

+

Visitor Details

#78505 lwestphal

Email: lwestphal@turkishtowelcompan.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 47 Secs

City: GREER

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

Iwestphal	hi
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Iwestphal	i think username is Iwestphal
	i don't know server name right off hand
	let me see if i can find it
Shivam Singh	thanks for the information
	Could you please share the screenshot as to what prompt you are getting while accessing the application.
Iwestphal	i am getting no prompt, the app just disappears
Shivam Singh	okay
Iwestphal	true commerce believes it is a local admin issue, do i have all those rights now?
Shivam Singh	Yes, you have the admin rights
	Are we still connected here?
Iwestphal	yes
Shivam Singh	As you ask about the rights you have the admin rights to make changes to the applications. Also, the app seems to be working.
	<i>6:00:43 PM Shivam Singh is sharing a file with you image.png - (Size:3.63 KB)</i>
Iwestphal	no, it's not working
	it disappears from the background jobs, and it reassigns a pass code every time it does
Shivam Singh	Okay, allow me 5 minutes to look into it.
Iwestphal	ok
Shivam Singh	Thanks for your patience
Iwestphal	can i show you how it's supposed to look?
Shivam Singh	May I take the remote access of your local computer?
Iwestphal	this is on our local
	that's how it's supposed to look and it's supposed to run all the time
	yes, you can take remote
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/6212484854
	Please join with the link
Iwestphal	in process
Shivam Singh	Unfortunately, we were not able to assist you over the remote as it was an application's internal issue.

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

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

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

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

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

Shivam Singh has ended this chat session

C

Hello! I have been morning. It is telling i so I changed my pass Remote Computer: n

Visitor Details

#78740 Watson

Email: mystie@memphisvinyl.com  19018219099

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: MEMPHIS

State: Tennessee

Country: UNITED STATES

Chat Transcript

Watson	Hello! I have been unable to reach the hosting computer this morning. It is telling me that my log in and password are inc
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.

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

Abhay Kumar Saraswat accepted the chat transfer request.

Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
Watson	Hello. thank you
Abhay Kumar Saraswat	Hello
	Kindly allow me two minutes to check the same.
	Am I with Mystie Watson ?
	Could you please confirm that what company name you were entering there?
Watson	Yes, this is Mystie Watson and Memphis Record Pressing
	Its been on auto log in for a long time and suddenly said my password was wrong
	So I changed my password, but its not taking my new password
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
Watson	I hadnt changed any details otherwise
Abhay Kumar Saraswat	I will be surely assisting you with this.
	Let me check few details.
	Please allow me a minute or two.
	May I take the remote access of your local computer?
Watson	ok
Abhay Kumar Saraswat	Because I want to have a look.
	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/9312647491
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our support team.
Watson	Looks good, thank you
Abhay Kumar Saraswat	My pleasure to assist you.
	Is there anything else I may help you with ?
Watson	No, I think I am good.
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with other details.

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

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

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

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

Abhay Kumar Saraswat has ended this chat session

Visitor Details

#78050 Yves Marasigan

Email: ymarasigan@owens.com  8134227786

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: SAN FRANCISCO

State: Bulacan

Country: PHILIPPINES

Chat Transcript

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

C

F

	I'd like to raise a Request
Acebuddy	Please select your request type.
Yves Marasigan	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 :
Yves Marasigan	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Yves Marasigan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Yves Marasigan	User Accounts
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	hello Yves
Yves Marasigan	I need a list of all our active user accounts for our audit
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Yves Marasigan	Hi Shubham,
	MYREALDATA\IT_OOL
Shubham Kataria	Thank you for the information.
	kindly confirm your business name as well
Yves Marasigan	Owens OnLine
Shubham Kataria	Thank you
	Please allow me two minutes to get the information.
	Thank you for your patience.
	<i>9:51:14 PM Shubham Kataria is sharing a file with you image.png - (Size:84.81 KB)</i>
	<i>Kindly refer the attached active user list (Edited)</i>
Yves Marasigan	got it. thanks!
Shubham Kataria	You're welcome. i will share the same information over email as well
	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)

Shubham Kataria has ended this chat session

C

F

Visitor Details

#78187 Eric

Email: eric@leanonmeit.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: CHILTON

State: Texas

Country: UNITED STATES

Chat Transcript

Eric Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Eric Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Eric I'd like to raise a Request

Acebuddy Please select your request type.

Eric

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

C

+

Visitor Details

#78301 Michael Kallenbach

Email: mkallenbach@sutkermoran.com

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 41 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
Michael Kallenbach	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Michael Kallenbach	In order to install the VPN, I need to login to Ace Cloud Hosting. I received a CID and Account Name and User. However to
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Vignesh Arul accepted the chat transfer request.</i></p> <p><i>Vignesh Arul is transferring the chat to Sanyam Madan.</i></p> <p><i>Sanyam Madan accepted the chat transfer request.</i></p>	
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
	Hello Michael
	can you please explain your issue ? (Edited)
Michael Kallenbach	Yes - so I am setting up VPN/Google Authenticator for Cadence. I received a PDF that said to go to the Selfcare/acecloudbhosting.com website and enter my login credentials selfcare.ace etc..
	I received an Ace email with a CID, but no username/password that I can tell
Sanyam Madan	Thank you for the information and allow 2 minutes to check the same.
	Michael can you please share the CID you were given ? (Edited)
Michael Kallenbach	yes! CID73807
Sanyam Madan	okay , thankyou
	So you need to setup a new user in your account , is that right ?
Michael Kallenbach	yes - I believe so
Sanyam Madan	okay i just checked and a user "michael.k@myrealdata.net" has already been created
Michael Kallenbach	yes confirmed I have that
Sanyam Madan	i will share the login details with you
Michael Kallenbach	thank you - i did not see a password
Sanyam Madan	Don't worry Michael , I will share the username as well as the password via email once the chat ends Is there anything else I may help you with ?
	Are we still connected here?
Michael Kallenbach	yes!
Sanyam Madan	I will share the username as well as the password via email once the chat ends

Is there anything else I may help you with ?

Michael Kallenbach Got it - i am good

i will log off

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

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

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

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

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

Sanyam Madan has ended this chat session

C

F

Visitor Details

#78739 sbhardwaj

Email: sbhardwaj@hmgroupllp.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: GADAG

State: Karnataka

Country: INDIA

Chat Transcript

sbhardwaj Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
sbshardwaj	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
	<i>Pradeep Kumar accepted the chat transfer request.</i>
sbshardwaj	Hi Pradeep
	My VDI is not working
Pradeep Kumar	Thank you for contacting acecloudbhosting. My name is Pradeep how may I help you for today?
sbshardwaj	CID70703
	account number
	Not able to get into my CDI
	VDI**
Pradeep Kumar	I apologize for the inconvenience. Allow me a moment let me transfer the chat to the concerned department.
<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>	
sbshardwaj	ok
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
	Hi Ashutosh
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
sbshardwaj	Thanks
	I am not able to get into my VDI
	CID70703
	my account number
Ashutosh Mishra	Hello Shivam
	I will be surely assisting you with this. Kindly help me with your user name?
sbshardwaj	sbshardwaj, i guess
Ashutosh Mishra	I see that other users are logged in on the server. Your username is Shivam.B@myrealdatal.net.
	Kindly try with the provided username and see if it works.
	If issue persists please share a screenshot so i can isolate the issue.
sbshardwaj	Yesterday , I haven't close VDI correctly. I guess this is causing issue
	I am able to get in now
	Thanks
Ashutosh Mishra	I see, It seems you are connected now. Please use the log off button to disconnect session.

This way you will not get issue again.

Is there anything else I may help you with ?

Shivam has ended this chat session

Visitor Details

#77915 AdminAssist

Email: adminassist@solarimpact.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

City: GAINESVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

AdminAssist Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

AdminAssist Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

AdminAssist I'd like to raise a Request

Acebuddy Please select your request type.

AdminAssist Change in Applications

Acebuddy	Please select your desired option!
AdminAssist	Application Replacement
Acebuddy	To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of the application you would like to replace.
	Additionally, please provide us with the name and version of the new application along with any license details that may be required.
	We request you to download the setup file for the new application from its respective website or portal and save it on your computer.
	Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the installation.
	Do you need any further assistance on the topic?
AdminAssist	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

C
+

Visitor Details

#77723 shari

Email: shari@jkservicesinc.com  18054079440

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 39 Secs

City: NAMPA

State: Idaho

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	Has qb enterprise 24 been installed yet?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
shari	Is shashwat available
Anjainay Singh	I will surely assist you with your issue , could you please provide me the supporting ticket ID so that I can provide you the
	We would like to inform you that he is not available right now, I will assist you with all your issues.
shari	704568
Anjainay Singh	Thankyou for our cooperation, please allow me two minutes so that I can look into it.
	As I have found that approval is pending from Melissa in order to install QB 2024 , once she shares it we will proceed 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)
	<i>Anjainay Singh has ended this chat session</i>

C

F

Visitor Details

#78557 Brenda Rosales

Email: brenda.rosales@eneos.com.ph  636325071840
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 38 Secs
City: AYALA-PASEO DE ROXAS
State: National Capital Region
Country: PHILIPPINES

Chat Transcript

Brenda Rosales	Hello, I am your Acebuddy
Acebuddy	Hello Brenda Rosales, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brenda Rosales	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Rosales	I'd like to report an Issue
Acebuddy	Please select an option!
Brenda Rosales	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brenda Rosales	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at our end, it's possible that the issue might be originating from your device or network. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. We'll take a look at it and provide further assistance if needed.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. We'll take a look at it and provide further assistance if needed.
	Do you need any further assistance on the topic?
Brenda Rosales	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>
Brenda Rosales	Good morning
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.

	Hello Brenda
	Good morning
Brenda Rosales	I just wanted to follow up my ticket 698269 i already received the invoice from Ace Cloud when can install
Shubham Kataria	Alright, please allow me a minute to check the ticket status
Brenda Rosales	thank u
Shubham Kataria	You're welcome Brenda
	<i>5:44:33 AM Shubham Kataria is sharing a file with you image.png - (Size:16.56 KB)</i>
	<i>I have reviewed the ticket and found that Abhinash from the Billing Team has emailed you requesting yo</i>
Brenda Rosales	i have not received this email
Shubham Kataria	They have sent on brenda.rosales@eneos.com.ph
Brenda Rosales	yes, that's my email can you ask to resend is Japan address okay?
Shubham Kataria	Sure, I will ask the team to resend the email.
Brenda Rosales	thank u
Shubham Kataria	I sincerely apologize, Brenda, as I'm unable to provide an answer to your question. I'm part of the Support Team, and this
Brenda Rosales	ok noted on this will reply in the email once i receive
Shubham Kataria	Thank you for your understanding and I will ask them to resend the same email. Is there anything else I may help you with ?
Brenda Rosales	none. thank u
Shubham Kataria	You're welcome Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.ace)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

C

+

Visitor Details

#78536 bramaglia

Email: bramaglia@willscpas.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 5 Secs

City: SCOTTSDALE

State: Arizona

Country: UNITED STATES

Chat Transcript

bramaglia	Hello, I am your Acebuddy
Acebuddy	Hello Brock Ramaglia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bramaglia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bramaglia	I'd like to raise a Request
Acebuddy	Please select your request type.
bramaglia	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 :
bramaglia	Yes, I'm facing issues with my server

Acebuddy	Please select an option!
bramaglia	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
bramaglia	I am getting an error message when trying to login
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Yash Kalra accepted the chat transfer request.</i></p>	
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?
bramaglia	brock.r@myrealdata.net and Wills.myrealdata.net and RDG.myrealdata.net
Yash Kalra	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
bramaglia	SURE
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/2742947680
bramaglia	Thanks for your help!
Yash Kalra	Brock, we assisted you regarding logging issue. Is there anything else I may help you with ?
bramaglia	That is all! Have a great rest of your day
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link below.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Kalra has ended this chat session

Visitor Details

#77939 sll

Email: sll@sllcpa.com 8473708883

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: HIGHLAND PARK

State: Illinois

Country: UNITED STATES

Chat Transcript

sll	Hello, I am your Acebuddy
Acebuddy	Hello SII, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sll	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sll	I'd like to report an Issue
Acebuddy	Please select an option!
sll	Password Reset
Acebuddy	Please select an option below
sll	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?
sll	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

C

+

Visitor Details

#78745 chuck

Email: chuck@echotaxaz.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

chuck	Hello, I am your Acebuddy
Acebuddy	Hello Chuck, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
chuck	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
chuck	I'd like to report an Issue
Acebuddy	Please select an option!
chuck	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
chuck	I can't log on. I says it's securing a remote connection, but nothing is happening. I've restarted it multiple times but the sa
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anjainay Singh accepted the chat transfer request.

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
chuck	I can't log on. It says it's securing a remote connection, but nothing is happening. I've restarted it multiple times but the sa
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as qu
chuck	This has happened before. It's very frustrating.
Anjainay Singh	I truly understand your concern , please allow me two minutes so that I can look into it. It is not accessible at my end as well. I have raised this concern to concerned department. I am working on it.
chuck	I have a critical deadline. This can't happen!
Anjainay Singh	Please allow me a minute so that I can urgently assist you. Could you please confirm is every user facing same issue at their end? Please try to login after two minute once again.
chuck	We are all remote. Let me check. Margie can access the cloud
Anjainay Singh	Thankyou for your confirmation. Could you please confirm whether other users are using same network or different to access the server?
chuck	I still can't get on. Gail can access it. What is going on?
Anjainay Singh	May I take the remote access of your local computer?
chuck	sure
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/1942221844 Could you please confirm your username? You are able to login.
	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

I need the QB soft

Visitor Details

#77968 ERICAJOHNS

Email: ericajohns@southernwoodframing.com **Phone:** 3017512317

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

Website: <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 18 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

ERICAJOHNS	I need the QB software update installed, so that I do not keep getting kicked out of QB.
Rishab	Thank you for contacting ACE. My name is Rishab. I will be assisting you further.
ERICAJOHNS	Good morning.
Rishab	Goodmorning
	How are you doing today?
ERICAJOHNS	Okay, you?
Rishab	Fine. Thanks for asking
	Allow me a moment and I will transfer this chat to my Support Team so they can assist you
ERICAJOHNS	Ok.
<i>Rishab is transferring the chat to Support(QB & App Hosting).</i>	
<i>Ankit accepted the chat transfer request.</i>	
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
ERICAJOHNS	Good morning
Ankit	Hello Erica, How are you doing today?
ERICAJOHNS	Okay, you?

Ankit	I am doing well, thank you for asking.
	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 username?
ERICAJOHNS	Where can I find the server name?
	Username Is Erica_Jo
Ankit	Thank you for the details. Your server name is : SFLLC.myreldata.net*.*
ERICAJOHNS	Ok.
Ankit	Kindly allow me 4-5 minutes to check for the Quickbooks updates from backend.
ERICAJOHNS	Okay.
Ankit	Thank you for your patience. I have initiated the update for the application, and we are almost done with the process. However, I have noticed that the server is running low on disk space. I am currently working on clearing some space by re I will keep you informed once the update and cleanup are complete.
ERICAJOHNS	Great, thanks!
Ankit	Thank you for waiting. I have cleared approximately 1 GB of space on the server, and the application updates have been completed successfully I will request you to logout from the server for 2-3 min so that I can proceed with the reboot.
ERICAJOHNS	Okay - do you do that, or me? okay- I will attempt to log back in in about 10minutes?
Ankit	Okay, we can schedule the same for night hours.
ERICAJOHNS	What do you mean? If I log out, now & then back in in about 10 minutes, will I be able to successfully log into QB?
Ankit	Erica, if you log out now, I can proceed with the reboot. The server should be back up and running in about 2-3 minutes.
ERICAJOHNS	Okay, thank you for your help!
Ankit	I have rebooted the server. I will let you know here as soon as it's back up and running. Are we still connected here? Are we still connected here? Are we still connected here? As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Ankit has ended this chat session

C

F

Visitor Details

#78216 Ellisha Caron

Email: ellisha@straighttalkcpas.com

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 14 Secs

City: DESOTO

State: Texas

Country: UNITED STATES

Chat Transcript

Ellisha Caron	Hello, I am your Acebuddy
Acebuddy	Hello Ellisha Caron, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ellisha Caron	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ellisha Caron	I'd like to report an Issue
Acebuddy	Please select an option!
Ellisha Caron	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ellisha Caron	My RDP download link to log into RDP is not working
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Yash Ahi accepted the chat transfer request.

Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Ellisha. How are you doing today?
Ellisha Caron	I am okay, how are you
Yash Ahi	I am also doing good Ellisha. Thank you for asking. I will surely help you with this issue.
	Could you please help me with your server name or business name?
Ellisha Caron	Straight Talk CPAs myrealdatalEllisha_STC
Yash Ahi	Thankyou for the information. Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
	I need to check RDP settings at your end Ellisha.
Ellisha Caron	I am in a meeting at the momebn moment.
	Could you jsut send me a new link to my email
Yash Ahi	Sure, let me send that to you over the email after this chat.
	Incase you face issues while connecting, you can call us at 888-415-5240 once you are free from meeting.
Ellisha Caron	okay, thank you!
Yash Ahi	My pleasure. I am sending that in next 2 minutes.
Ellisha Caron	Please send me that link to download thank you
Yash Ahi	No worries.
	Is there anything else I may help you with ?
Ellisha Caron	no that is all thank you!
Yash Ahi	I would greatly appreciate if you could share the feedback after this chat. After this chat you will get the reference ticket ID along with RDP. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi

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

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

Yash Ahi has ended this chat session

Visitor Details

#77724 srinivas

Email: srinivas@taxgeeks.com  2252847776

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 11 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

srinivas Hello, I am your Acebuddy

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

Hii Srinivas

srinivas can you turn on the old server, till we do changes from our end

not able to work

Manish Singh Let me have a word with Escalation Team.

srinivas ok

Manish Singh May I take the remote access of your server?

Kindly accept the remote session



srinivas	yes you can see the z drive is not working plesae get the old server running
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
srinivas	urgent ok
Manish Singh	Is there anything else I may help you with ?
srinivas	we are good thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

C

F

Visitor Details

#78196 mario

Email: mario@falcon-distributors.com ☎ 17863265715

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: HIALEAH

State: Florida

Country: UNITED STATES

Chat Transcript

mario	Hello, I am your Acebuddy
Acebuddy	Hello Mario, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mario	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mario	I'd like to report an Issue
Acebuddy	Please select an option!
mario	Password Reset
Acebuddy	Please select an option below
mario	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
mario	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar declined the transfer request.</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
mario	great news. thnak you
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Mario
mario	Hello my friend. I cant log in.. to remote server
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
mario	sure
Shashwat Verma	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/1512900060>

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting
As per the remote session, issue resolved on remote server and able to access the server
I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

C
f

Visitor Details

#78569 brinkhiliary

Email: brinkhiliary@gmail.com  2094031471

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 53 Secs

City: SACRAMENTO

State: California

Country: UNITED STATES

Chat Transcript

brinkhiliary Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

brinkhiliary Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

brinkhilary	I'd like to report an Issue
Acebuddy	Please select an option!
brinkhilary	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
brinkhilary	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
brinkhilary	"Unable to send your usage data" and then tells me to call payroll support
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Anjainay Singh accepted the chat transfer request.</i></p>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
brinkhilary	hi
Anjainay Singh	Hello Hilary.
brinkhilary	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.
brinkhilary	I just ran payroll updates and I got a message that says unable to send usage data
Anjainay Singh	Please allow me two minutes so that I can look into it.
brinkhilary	ok
Anjainay Singh	May I take the remote access of your server?
brinkhilary	yes
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
brinkhilary	This may be happening due to low disk space.
brinkhilary	Let me clear some space and try to run payroll once again.
brinkhilary	ok thank you
Anjainay Singh	Please stay connected I am still working on it.
brinkhilary	ok
Anjainay Singh	Could you please try once again?
brinkhilary	it worked!!! Thank you so much!!!
brinkhilary	no it didnt
Anjainay Singh	Please close the QB and try once again.
brinkhilary	yes it did. The sign popped up and then left and it is back to normal
brinkhilary	i am closing right now and I will reopen it and let you know
Anjainay Singh	Yes , as there was no space so I cleared some space and added extra 3 GB.

brinkhilary	It worked !!!
Anjainay Singh	Is there anything else I may help you with ?
brinkhilary	Thank you so much for all your help!!
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
brinkhilary	of course i will
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.
brinkhilary	ok
Anjainay Singh	You may disconnect this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

C
F

Visitor Details

#78004 william Coble

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

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
william Coble	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
william Coble	I'd like to report an Issue
Acebuddy	Please select an option!
william Coble	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
william Coble	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
william Coble	There's a new Quickbooks software update however I don't have the required permissions to update
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.
william Coble	Thank you
Sharath Kumar	Hello William, please bear with me for a few minutes to sign into the server and update the application for you
william Coble	Do I need to do anything special to download OneDrive on my server
Sharath Kumar	you can download and install it since it is a part of Microsoft
william Coble	Thank you
Sharath Kumar	but do let me know if you encounter any issues updating Quickbooks now could you please close QuickBooks while I update it
william Coble	closed ti
	Thank you for taking care of that
Sharath Kumar	thank you
	I have successfully updated the application now
	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

C

+

Visitor Details

#78124 Marco

Email: hello@izutechpro.com ☎ 12015756039

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 17 Secs

City: FT LEE

State: New Jersey

Country: UNITED STATES

Chat Transcript

Marco	Hello, I am your Acebuddy
Acebuddy	Hello Marco, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Marco	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Marco	I'd like to report an Issue
Acebuddy	Please select an option!
Marco	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Marco	Can't login in to my view only mode

Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Marco	Hi
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hello Marco
	How are you?
Marco	Hi, I have some issues with my quickbook subscription, so basically my subscription expired on June 2. And I believe I stil
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Marco	one second
	let me get that info
	415493536
	this is the account number
	4259-6003-6023-140
	License number
Shubham Kataria	Kindly confirm the business name or the server name which is registered with Ace cloud hosting.
Marco	324174
	product number
Shubham Kataria	Thank you for the above information. Please confirm your business name or the server name which is registered with us.
Marco	ESD Professional INC
Shubham Kataria	I apologize for the inconvenience you've experienced. Since your account was cancelled in February 2025, we are unable be able to assist you with your QuickBooks concerns.
Marco	how can I contact them?
Shubham Kataria	Here is the direct line to contact with intuit team Intuit support: 800-607-7513
	Please contact them, they will surely assist you with this issue.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shubham Kataria has ended this chat session

C

F

Visitor Details

#77754 Zainab Ali

Email: zainaba@opendoorsswa.org

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: 36 Secs

City: KENT

State: Washington

Country: UNITED STATES

Chat Transcript

Zainab Ali Hello, I am your Acebuddy

Sorry I missed our conversation.

I also on hold waiting someone to help me through phone.4

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

Zainab Ali Hi Yash

I am not able to connect with remote desk in order to log into QB\

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

Zainab Ali Zainab Ali

Yash Kalra Zainab, please help me the server name or CID so that I can assist you further.

4:41:23 AM Zainab Ali is sharing a file with you

[1_image.png](#) - (Size:74.18 KB)

Zainab Ali ????

Yash Kalra May I take the remote access of your local computer?

Zainab Ali	Not sure what to do? sure.
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end. Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/1272190584 Are we still connected here? Are we still connected here? Are we still connected here? As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Yash Kalra has ended this chat session

C

+

Visitor Details

#78244 csayles

Email: csayles@lga.cpa

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: 57 Secs

City: SOMERVILLE

State: Massachusetts

Country: UNITED STATES

Chat Transcript

csayles Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
csayles	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
csayles	I'd like to report an Issue
Acebuddy	Please select an option!
csayles	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
csayles	Setback
Acebuddy	Please select an option!
csayles	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
csayles	Error message received when logging into remote session.
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	csayles, I will be surely assisting you with this. Kindly help me with your server name and user name?
csayles	Thank you!
	I'm not sure of the server name exactly, but it might be "LGALLP.myrealdatal.net" and my username might be Christina.S
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
csayles	sure!
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
csayles	i'm not sure and i wouldn't be able to verify that at the moment
Ashutosh Mishra	Is this the first time you are facing this issue?
csayles	i think it has happened in the past, but not for awhile
Ashutosh Mishra	Christina, thanks for the confirmation.
	May I take the remote access of your local computer?
csayles	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
csayles	done

Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/1792784599
csayles	my companies IT company is blocking my access to let you remote in
Ashutosh Mishra	Would it be possible for you to contact the local IT to allow the download?
csayles	yes i requested access, but i'm not sure how long it's going to take
Ashutosh Mishra	I can also share new RDP file (required to connect with Ace) so you can attempt login and see if that resolves the issue. If
csayles	ok sure
	<i>7:27:31 PM Ashutosh Mishra is sharing a file with you Christina.S@myrealdata.net.rdp.zip - (Size:819 Bytes)</i>
	<i>Please unzip this file and find the new RDP.</i>
	nope, still not working
Ashutosh Mishra	Please share the screenshot of the error message to isolate the issue.
	<i>7:31:31 PM csayles is sharing a file with you Remote Issue.JPG - (Size:45.86 KB)</i>
	We regret the inconvenience caused due to this. We have rebooted the server to ensure there are no issues from backenc
csayles	yay! it worked
Ashutosh Mishra	Great to see it is working now.
	Is there anything else I may help you with ?
csayles	that's all. thank you!!
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Visitor Details

#78664 joe.quinn

Email: joe.quinn@internationalfilterproducts.com  818 802-0943

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: 1 Min 20 Secs

City: SUN VALLEY

State: California

Country: UNITED STATES

Chat Transcript

joe.quinn	Hello, I am your Acebuddy
Acebuddy	Hello Joe.quinn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
joe.quinn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
joe.quinn	I'd like to report an Issue
Acebuddy	Please select an option!
joe.quinn	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
joe.quinn	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
joe.quinn	You downloaded avalara tax today but there are few more tasks that you need to do so that we can integrate with quickbo
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Gaurav Kumar declined the transfer request.

joe.quinn Steps:- Perform the following one-time activity. • Close QuickBooks Desktop. • Go to C:\Program Files (x86) \Avalara\AvaTax\Register_for_Callback file and select Run as administrator. • Open QuickBooks Desktop as Admin.

Anurag Sharma accepted the chat transfer request.

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

Hello Joe

joe.quinn Hi

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

joe.quinn joseph.q@myrealdatal.net (1).rdp

Anurag Sharma Thanks for the confirmation !

Could you please elaborate your request?

joe.quinn See notes above from Avalara....

these tasks need to be done on the server and you have the admin rights to make the changes

Anurag Sharma Okay

Please allow me a minute.

joe.quinn This needs to be for every user of QuickBooks

Anurag Sharma Okay

Please log off from the server and re-login again once.

joe.quinn okay

done

my remote connection was logged off

Anurag Sharma Please login again on the server

May I take the remote access of your server?

joe.quinn yes

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

joe.quinn done

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

joe.quinn Thank you very much

Anurag Sharma Thanks for the confirmation !

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

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

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

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

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

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

Anurag Sharma has ended this chat session

C

F

Visitor Details

#78003 Gregory Fidlon

Email: greg@fidlonlegal.com ☎ 17708762847

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 29 Secs

City: ALPHARETTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
Gregory Fidlon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Gregory Fidlon	Live agent
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Dipanshu Dewan accepted the chat transfer request.</i>
	<i>Dipanshu Dewan is transferring the chat to Sharath Kumar.</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.
Gregory Fidlon	I am following up on Ticket Number: 696364 Ticket Subject: FLPC:- Time limit removal
Sharath Kumar	Sure, Greg. Let me check the status on this one
Gregory Fidlon	I had asked for the inactive timer on the server to be removed so Windows doesn't prompt for a password I was told it was completed, but I am still getting the prompt It is on my screen now if you would like to do a screen share session to see it
Sharath Kumar	Greg, please bear with me for a couple of minutes and checking if the settings made previously were done correctly
Gregory Fidlon	OK
Sharath Kumar	Still checking on this Greg please stay connected
Gregory Fidlon	OK
Sharath Kumar	the server settings appear to be done correctly May I ask how much time it takes before your session times out
Gregory Fidlon	I am not sure, but today it probably took about an hour Would you like to see the prompt with a screen share session?
Sharath Kumar	sure, let me connect to your screen sending in a request now
Gregory Fidlon	OK Haven't received anything yet
Sharath Kumar	I'll send it again to username Greg_FLPC Prior providing the access, I would suggest you to close any important documents at your end.
Gregory Fidlon	I am not logged into the server

	Because it is prompting for a password
	Can you send a screen share link to my local PC here?
Sharath Kumar	understood
	sending it on your email
Gregory Fidlon	OK
Sharath Kumar	sent
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting could you show me where the RDP file is located
Gregory Fidlon	Yes
Sharath Kumar	may I delete this stored credentials?
Gregory Fidlon	So long as you note them and replace them
Sharath Kumar	do you have to sign in with entering the password? or it automatically takes the stored password?
Gregory Fidlon	Not for the RDP Automatic Until it times out and prompts me
Sharath Kumar	but there is no time out setting on the server, you can stay active as long as you want I will have to check this with an appropriate team and reach out to you with a resolution could you please allow me a couple of hours to do this
Gregory Fidlon	Sure. So we can disconnect the remote session now? ?
Sharath Kumar	Yes, disconnecting now may I also ask what would be an appropriate phone number to reach you at
Gregory Fidlon	Can you just email me once it has been resolved?
Sharath Kumar	sure, I can do that too Is there anything else I may help you with ?
Gregory Fidlon	No that is it. Thank you!
Sharath Kumar	my pleasure and I will keep you posted shortly Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

C

QB windows &

Visitor Details

#78808 Desiriah Mabray

Email: caoffice@elevators.com  9169333550

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud&utm_adgroup=Primary&gad_source=9ypUYgaAiRREALw_wcB

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: OAKLAND

State: California

Country: UNITED STATES

Chat Transcript

Desiriah Mabray	QB windows admin administrator permissions issue
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
	Sure, let me transfer you to our support team to help you with your concerns
	<i>Gantavya is transferring the chat to Support(QB & App Hosting).</i>
Desiriah Mabray	thank you
	<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.
Desiriah Mabray	hello
Manish Singh	How May I assist you today?
Desiriah Mabray	i am having a QB "windows administrator permissions" issue. We are unable to log in to QB
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
Desiriah Mabray	We have this issue often. All users are effected
Manish Singh	

	May I know the version of QuickBooks in which you are facing this issue?
Desiriah Mabray	QB enterprise solutions 24.0
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
Desiriah Mabray	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Desiriah Mabray	all set
Manish Singh	May I know your username on server.
Desiriah Mabray	Martin elevators
	Project
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.
	Is there anything else I may help you with ?
Desiriah Mabray	no that is all
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 copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

C

F

Visitor Details

#78583 will

Email: will@soleilfloors.com  5125009088

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: 36 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

will	Hello, I am your Acebuddy
Acebuddy	Hello Will Robinson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
will	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
will	I'd like to report an Issue
Acebuddy	Please select an option!
will	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an availab
will	Quickbooks is frozen
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
	I will be surely assisting you with this. Kindly help me with your server na
will	quickbooks is frozen can you please help me close so i can reopen and us
Yash Kalra	Kindly help me with your server name and user name?
will	i am not sure
Yash Kalra	Please provide me your company name
will	soleil floors
Yash Kalra	Kindly allow me two minutes to check the same.
will	k

Yash Kalra

Please stay connected while we are making some changes from the back

Will, please check is the issue is resolved?

will

yes thanks

Yash Kalra

Is there anything else I may help you with ?

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 er

I request you to kindly spare a moment to fill that out for me so that my r
quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by registe

For self-help, check out our Knowledge Base (<https://www.acecloudhostin>

Yash Kalra has ended this chat session

C

+

Visitor Details

#77730 brian

Email: brian@wefixuglypools.com ☎ 6022534499

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: 40 Secs

City: SALINAS

State: Arizona

Country: UNITED STATES

Chat Transcript

brian

Hello, I am your Acebuddy

Acebuddy	Hello Brian, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brian	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
brian	Setback
Acebuddy	Hello Brian, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brian	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
brian	I'd like to raise a Request
Acebuddy	Please select your request type.
brian	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will prc
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
brian	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I \
brian	It is saying that there is a new quickbooks update waiting for me. But I dc
Manish Singh	I will surely help you with this issue.
	Is it for QuickBooks 2024?
brian	yes
Manish Singh	To avoid disrupting your business hours, we will perform the application u
brian	how long will it take?
Manish Singh	Will that work for you?
	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

Manish Singh has ended this chat session

Visitor Details

#78343 Hiral

Email: mohana.priya@sqcpafirm.com

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 48 Secs

City: ATLANTA

State: Nevada

Country: UNITED STATES

Chat Transcript

Hiral Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Hiral Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Hiral I'd like to report an Issue

Acebuddy Please select an option!

Hiral Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Hiral	Teams is not working
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Ankit	<i>Ankit accepted the chat transfer request.</i>
Hiral	Teams is not working correctly. I could not share my screen
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you with your issue.
Hiral	Teams is not working correctly. I could not share my screen
Ankit	Hello Hiral, How are you doing today?
	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and IP address.
Hiral	wait
Ankit	Sure, Please take your time.
Hiral	server name is SQCPALLC>myrealdata.net
	SQCPALLC.myrealdata.net
	username is mohana
Ankit	Thank you for the details.
	Hiral, May I know if it is the first time you are facing this issue?
Hiral	yes
	it is first time
Ankit	Hiral, may I know the exact issue you're encountering with the Teams app?
Hiral	I can not connect with anyone, i could not change my status and more important things.
Ankit	Thank you for the details. I would need to check this from your end as well.
	May I take the remote access of your server?
Hiral	yes
Ankit	Thanks for the confirmation !
	Prior providing the access, I would suggest you to close any important documents.
	We are connected on the remote session and will proceed with the troubleshooting. Once the issue is resolved, kindly give your confirmation on this chat.
	I have ended the remote session for now as requested. Please let me know if there is anything else I can assist you with.
	Are we still connected here?
Hiral	yes

	I mean wait
	I will inform you
Ankit	Sure, Please take your time.
	Hiral, Please let me know if you need any assistance from my side — I am
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Hiral	can we connect
	i got the pw
	yes
Ankit	Okay.

Ankit has ended this chat session

C

F

Visitor Details

#77683 Sydney McMillan

Email: sydneywheeler14@gmail.com ☎ 18047167122

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: 57 Secs

City: POWHATAN

State: Virginia

Country: UNITED STATES

Chat Transcript

Sydney McMillan	Hello, I am your Acebuddy
Acebuddy	Hello Amanda Wheeler, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Sydney McMillan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sydney McMillan	I'd like to report an Issue
Acebuddy	Please select an option!
Sydney McMillan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Sydney McMillan	Our sage application disappeared from our cloud hosting desktop after an update.
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 surely assisting you with this. Kindly help me with your server name and location.
Sydney McMillan	where would we find that information
Shivam Singh	Is Riverstone, Inc. business name ?
Sydney McMillan	yes
Shivam Singh	Great, Thanks for the confirmation
	Allow 3 minutes to look into it.
Sydney McMillan	thank you
Shivam Singh	Is this the first time you're experiencing this issue? Also, are any other users facing the same issue?
Sydney McMillan	Yes this is
	All individuals on my team can no longer see the SAGE icon.
	We can see the database Icon but not the actual application
Shivam Singh	Thanks for the explanation, Let me look into it.
	It is taking longer than expected, we will be right back with you with an update.
	Thanks for your patience
Sydney McMillan	Thank you
Shivam Singh	when is the last time you were able to use the sage application?
Sydney McMillan	before the update around 3pm

Shivam Singh

Thanks for the information, we are working on it.

Sydney McMillan

Amanda, I would like to inform you that the team has been informed and

Shivam Singh

Okay thank you for your help. Are you able to provide an anticipated time

We will give you an update within 60 minutes.

Is there anything else I may help you with in the mean time?

Sydney McMillan

Thank you so much. That is all for now

Shivam Singh

Great.

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 er

I request you to kindly spare a moment to fill that out for me so that my r
quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by registe

For self-help, check out our Knowledge Base (<https://www.acecloudhostin>

Shivam Singh has ended this chat session

C

hi there, i need help r

Visitor Details

#78662 Branch

Email: kali@thepinnaclecompanies.com  2547093663

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=at77&gclid=CjwKCAjwvO7CBhAqEiwA9q2YJU3ZKfi3ZvEc9NHSoMoZ2U1ZYVvR1j70irg3TRSEa4Q9m7pu

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: FRISCO

State: Colorado

Country: UNITED STATES

Chat Transcript

Branch	hi there, i need help resetting my password on our ace server. i am not able to log in.
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you.
Branch	my current username is kalib
Gantavya	Let me transfer you to our support team to assist you with the query
Branch	thank you
<p><i>Gantavya is transferring the chat to Support(QB & App Hosting).</i></p>	
<p><i>Abhay Kumar Saraswat accepted the chat transfer request.</i></p>	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat.
Branch	hi there, i need help resetting a password
Abhay Kumar Saraswat	Sure.
<p>I will be surely assisting you with this.</p>	
<p>Just need to confirm, are you enrolled on selfcare portal?</p>	
Branch	i do not know what that is.
Abhay Kumar Saraswat	No worries.
<p>Let me check, if you are enrolled on Selfcare portal from where you can reset your password.</p>	
<p>Kindly allow me two minutes to check the same.</p>	
<p><i>10:30:33 PMBranch is sharing a file with you</i></p>	
<p><i>1_image.png - (Size:132.97 KB)</i></p>	
<p>Thanks for the sharing the image.</p>	
<p>I just checked and found that you are enrolled on selfcare portal.</p>	
<p><i>10:32:20 PMAbhay Kumar Saraswat is sharing a file with you</i></p>	
<p><i>image.png - (Size:9.27 KB)</i></p>	
<p><i>10:32:23 PMBranch is sharing a file with you</i></p>	
<p><i>1_image.png - (Size:239.9 KB)</i></p>	
<p>Just need to confirm, do you remember your password which you used before?</p>	
<p>Are we still connected here?</p>	
Branch	its not sending my message
<p>password could have been KB@Ggies123! or some form of that. @Ggies123</p>	

Abhay Kumar
Saraswat

No worries.

We kindly request that your account owner send an email to our support prior approval from the account owner.

Branch

what email does that need to be sent to?

Abhay Kumar
Saraswat

Our support email is: support@acecloudhosting.com

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

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

Abhay Kumar Saraswat has ended this chat session

C

F

Visitor Details

#78368 fazrin.firous

Email: fazrin.firous@mgvinc.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: DUNCAN

State: British Columbia

Country: CANADA

Chat Transcript

fazrin.firous	Hello, I am your Acebu
Acebuddy	Hello Fazrin.firous, I'm
	Whom Would You Like t
fazrin.firous	Technical Support (QB)
Acebuddy	Welcome to Ace Suppo
	Please chose an option
fazrin.firous	I'd like to report an Issu
Acebuddy	Please select an option
fazrin.firous	QuickBooks Issue
Acebuddy	What type of QuickBoo
fazrin.firous	Other QB related issue
Acebuddy	Please specify the issue representative!
fazrin.firous	cannot log in, it is urge
Acebuddy	Please wait while we co

Acebuddy (bot) forwarded your message to Manish Singh.

Manish Singh	<i>Manish Singh accepted your message.</i>
Manish Singh	Thank you for contacting us today.
	<i>9:14:44 PMfazrin.firous attached a file named 1_image.png - (Size:11 KB)</i>
fazrin.firous	i am getting this issue
Manish Singh	I will surely help you with this issue.
	Is this the first time you are facing this issue? Is it limited to your account?
fazrin.firous	Thanks
	no, i have previously experienced this issue.
	but it got automatically resolved.
Manish Singh	Alright!
	Kindly allow me two minutes to resolve this issue.
fazrin.firous	sounds good
Manish Singh	May I take the remote control of your computer?
fazrin.firous	sure

Manish Singh	https://assist.acecloudhosting.com/
fazrin.firous	Prior providing the access end.
fazrin.firous	Kindly paste this link in do you have access now?
Manish Singh	We are connected on the remote. Till the time, I issue is resolved, kindly
fazrin.firous	Is there anything else I
fazrin.firous	it is working now
Manish Singh	Appriciate your help, b
Manish Singh	I would greatly appreciate clicking on smileys at the
	Thank you for choosing us.
	You may end this chat regarding this conversation.
	I request you to kindly let me know how I am working. I will send you my quality@acecloudhosting.com
	Note: You may change/ update your password from Self-care Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).

Manish Singh has ended the chat.

