

Chat

Hello, I a

Visitor Details

#79721 Mary Joy
Email: maryjoypulahan.bpoint@gmail.com
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 38 Secs
City: PANABO
State: Davao Del Norte
Country: PHILIPPINES

Chat Transcript

Mary Joy	Hello, I am your Acebuddy
Acebuddy	Hello Mary Joy A. Pulahan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mary Joy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mary Joy	I'd like to report an Issue
Acebuddy	Please select an option!
Mary Joy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mary Joy	Remote Log-in Issue
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Sujeet Kumar Suman accepted the chat transfer request.	
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.

	Hello Mary
	How are you doing today?
Mary Joy	Hi Sujeet
	I'm good, thanks for asking
	We have noticed an issue with our REMOTE logins. Every time I log in to my account, it automatically logs out my colleague. Please check if there's a system-side session overlap or caching issue causing this?
Sujeet Kumar Suman	I will surely help you with this issue.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Mary Joy	UN: myrealdata\KimberlyR_PS pass: User\$%99
Sujeet Kumar Suman	Sorry, we don't need your password. We only require the server name and the user ID of your account
Mary Joy	That's fine
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
	When you log in to the server, does your colleague get logged out immediately, or does it happen after 20-30 minutes of
Mary Joy	Yes! It logged out immediately after I log-in.
Sujeet Kumar Suman	Could you please help us with your colleague's user ID?
Mary Joy	Danissa_PS
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
Mary Joy	Okay. Thank you.
Sujeet Kumar Suman	As checked, you are not currently logged into the server, but Danissa is. Could you please try logging into the server so w
Mary Joy	Okay. Logging in now.
Sujeet Kumar Suman	Sure, please take your time
Mary Joy	I logged in to my remote desktop using my own credentials, but the session that opened shows windows and apps from n
Sujeet Kumar Suman	Okay, I will log out Danissa's account from the server. After that, please try logging in.
	May I take the remote access of your local computer?
Mary Joy	Sure thing. Please go ahead.
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
Mary Joy	Okay
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/3882342867
	<i>7:14:50 PM</i> Mary Joy is sharing a file with you <i>image.png</i> - (<i>Size:63.85 KB</i>) <i>Please advise on the name.</i>
	Kindly enter your name

Mary Joy	Done
Sujeet Kumar Suman	Thanks for the confirmation !
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thank you for your patience.
	As per discussion over the remote session, The issue is resolved.
Mary Joy	All good. Thank you for your help.
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
Mary Joy	That would be all. Thank you.
Sujeet Kumar Suman	Most Welcome
	This message has been deleted
	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/)
Sujeet Kumar Suman has ended this chat session	

Chat

Hello, I a

Visitor Details

#79790 krisika

Email: krisika@hkidata.com 📞 7383092838

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min

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
	Hi
	<i>Tushar accepted the chat transfer request.</i>
Tushar	This message has been deleted
	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
krisika	Quickbook not open in all pc
Tushar	I deeply apologize for the inconvenience caused to you, as this is a repetitive issue we are actively working on it.
	As of now we will temporarily fix it for you
	By rebooting the server.
	Are you logged in as user India4 ?
	If you are kindly log off from the server.
krisika	Oky
	All user log off
Tushar	username India4 is showing active at the moment.

	I have sent the pop-up message to log off to the user profile.
	Server will reboot in next 5 minutes.
	Is there anything else I may help you with ?
krisika	Ok
	U can proceed the server rebot
	All server logoff
Tushar	Thank you for the details, server is in reboot state.
krisika	Ok
Tushar	Kindly log in as server has rebooted.
	Let us know if QuickBooks is functional or not.
krisika	Ok
Tushar	As I can see some users have logged in and QuickBooks is open, kindly confirm if the issue is resolved or not?
krisika	Quickbook open in all user
	Thank you
Tushar	Okay.
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar has ended this chat session



Chat

Hello, I am

Visitor Details



#79926 Irene Ngan

Email: irene.ngan@9dots.com ☎ +852 96469384

Department: Support(QB & App Hosting)

Operator: Shubham Gupta

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: KWUN TONG

State: Hong Kong

Country: HONG KONG

Chat Transcript

Irene Ngan	Hello, I am your Acebuddy
Acebuddy	Hello Irene Ngan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Irene Ngan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Irene Ngan	I'd like to raise a Request
Acebuddy	Please select your request type.
Irene Ngan	Password Reset
Acebuddy	Please select an option below
Irene Ngan	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?
Irene Ngan	Yes
Acebuddy	Please wait while we connect you to our Support Representative
Acebuddy (bot) forwarded the chat request	
Shubham Gupta accepted the chat transfer request.	
Shubham Gupta	Thank you for contacting Ace Cloud Hosting. My name is Shubham Gupta. I will be assisting you today.
	Hello Irene, I hope you are doing good today
Irene Ngan	Hi Gupta, we have an account named "Tecretail Limited", and we just undergo company restructure and personnel rearran
	while follow the reset link, there is no our company email in the list to choose from to receive the reset email

Shubham Gupta	I will surely help you with this issue.
	Can you please help me with your CID number?
Irene Ngan	in this situation, how can we login in the account? The person who signed the contract with Ace Cloud Hosting was our for Limited"
Shubham Gupta	Thank you for the information, let me first fetch the account details for you. Please stay connected , we will definitely figure out a solution for you.
	Irene, unfortunately I am not able to fetch any account details for you with the either name 9 Dots Consulting Limited or 7 (Edited)
Irene Ngan	Eric Fung (the previous owner)
Shubham Gupta	Okay, with the name Eric fung the following company name came up in our records- Kindly verify please-"Group 8sia"
	<i>9:56:38 AMShubham Gupta is sharing a file with you</i> <i>image.png - (Size:12.35 KB)</i> <i>These are 2 users associated with this account.</i>
	Irene, are we connected here?
Irene Ngan	yes
	<i>9:59:19 AMIrene Ngan is sharing a file with you</i> <i>Image (3).png - (Size:43.91 KB)</i>
Shubham Gupta	Thank you for the error screenshot
	Kindly allow me 1-2 minutes to open up the server on my end.
	Irene, in order for me to reset the password, I first need to access the server and for that can you please confirm if the co
Irene Ngan	let me check this
Shubham Gupta	There is no account registered with us as Tecretail, this seems to be a company file.
	May i know the server name that you are logged into?
Irene Ngan	i will get back to you asap
Shubham Gupta	Sure, do you want me to stay connected over chat?
Irene Ngan	highly appreciated if you can stay with me
Shubham Gupta	Sure, I will stay connected. we are here to resolve your queries. Take your time.
Irene Ngan	We are not sure about the Group8sia nor the server. Since Eric Fung resigned from our company, we have nothing from hi can we provide you with BR, and bought & sold note from Eric Fung and his resignation letter etc to get back our file whic we just need the documents of "Tecreatail Limited"
	<i>10:14:28 AMShubham Gupta is sharing a file with you</i> <i>image.png - (Size:25.34 KB)</i> <i>Is this the POC you are talking about ?</i>

	sorry its too blur to read for me
Shubham Gupta	Let me do one thing, in order to check with which user you are logged in, can I have the remote access of your workstatio
Irene Ngan	You mean the remote access of my PC?
Shubham Gupta	Yes.
Irene Ngan	but i didnt log in the account
	yes, is Jo Lai
Shubham Gupta	Okay, can you send me an authorised email from the registered email address jolai.clover@gmail.com ?
Irene Ngan	she resigned already
Shubham Gupta	Okay, let us do one thing- let me arrange a call back for you from our concerned department, they will verify the necessa
	Can you please help me with your preferred contact number, time zone ? (Edited)
Irene Ngan	thank you
Shubham Gupta	Please help me with the contact number so that I could schedule a call for you. (Edited)
Irene Ngan	a second please
Shubham Gupta	Sure.
Irene Ngan	GMT +8 (Hong Kong) Leo Lo +852 98735107
	Thanks a lot!!
Shubham Gupta	You're welcome
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Is there anything else I may help you with ?
	are we connected here?
	are we connected here?
	are we connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shubham Gupta has ended this chat session</i>

Chat

Hello, I a

Visitor Details

#79826 jtsoi
Email: jtsoi@southeastworldwide.com 📞 17186569393
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: 20 Secs
City: MANHASSET
State: New York
Country: UNITED STATES

Chat Transcript

jtsoi	Hello, I am your Acebuddy
Acebuddy	Hello Johnny Tsoi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jtsoi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jtsoi	I'd like to report an Issue
Acebuddy	Please select an option!
jtsoi	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jtsoi	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?
jtsoi	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Johnny
jtsoi	Quickbooks keep prompting a critical update error, please apply the update and reboot the system as it runs very slow.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
jtsoi	SouthEastWWL.myrealdata.net / qb1
Anurag Sharma	Thanks for the confirmation !
	I have noted down your request and will inform you via email once this update will be completed.
	Is there anything else I may help you with ?
jtsoi	how soon will it take? I need to use the qb
Anurag Sharma	Johnny as I can check there are active users on the server. You can ask them to log off for around half an hour if you want
	Else we can schedule this QB update during the night hours when users are less active on the server.
jtsoi	no active now, please update now.
Anurag Sharma	Thanks for the confirmation !
	I will start the application update right away and will inform you on email once you can login into the server.
	Is there anything else I may help you with ?
jtsoi	that's all for now. thanks
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat

Hello, I a

Visitor Details

#79075 eminer
Email: eminer@kegtechnologies.net 📞 NA
Department: Support(QB & App Hosting)
Operator: Shubham Kataria
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 32 Secs
City: MARINE CITY
State: Michigan
Country: UNITED STATES

Chat Transcript

eminer	Hello, I am your Acebuddy
Acebuddy	Hello Eminer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
eminer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	<div>【</div> <div>】</div> <p>We are currently experiencing higher than normal contact volume related to server connectivity issues.</p>
	Are you also experiencing issues related to server connectivity?
eminer	No, I'd like to report another Issue
Acebuddy	Please chose an option :
eminer	I'd like to report an Issue
Acebuddy	Please select an option!
eminer	QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
eminer	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
eminer	I am trying to backup my QB file.
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.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
eminer	heelo
Shubham Kataria	Hello Eminer
	I will be surely assisting you with this. Kindly help me with your server name and user name?
eminer	where do I find the server name?
Shubham Kataria	Its mentioned on your RDP file which you used to login onto the server or you may also provide your business name which
eminer	ok
	ErinM_KEG-2.rdp
Shubham Kataria	Thank you for the information.
	May I take the remote access of your server so that I can see which Qb file you would like to back up.
eminer	yes. I was trying to send you a screen shot of the error.
Shubham Kataria	No problem, I will see on the remote session.
	Prior providing the access, I would suggest you to close any important documents at your end.
eminer	ok
	how do I add you?
Shubham Kataria	I have sent a remote request on your server screen, please accept.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting
	Thank you for your patience.
eminer	Thanks for typing in the notes. it is difficult switching back and forth.
Shubham Kataria	As per our remote conversation you are able to back up now and we are scheduling the QB update for night hours.
	You're welcome, We can understand the situation that's why we prefer to chat over remote itself when connected on remote
	Is there anything else I may help you with ?

eminer	Please update window & Microsoft also.
Shubham Kataria	Alright, we will check for the window update as well as Microsoft.
eminer	thank you. have a good day.
Shubham Kataria	You're welcome
	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.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shubham Kataria has ended this chat session</i>



Chat

Hello, I a

Visitor Details

#79620 Tony Lee
Email: support@claccounting.tax ☎ 19097189780
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: EL MONTE
State: California
Country: UNITED STATES

Chat Transcript

Tony Lee	Hello, I am your Acebuddy
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Acebuddy	Hello Tony Lee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tony Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tony Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Tony Lee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tony Lee	Help me update 2024 lacerte
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Tony Lee	ok
	<i>Anjainay Singh has not responded for the transfer request.</i>
Acebuddy	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat

I am using your remote hosi
laptop when I am ac

Visitor Details

#78850 zibolis

Email: gz.porcellisauto@gmail.com 📞 14015950019

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: https://www.acecloudhosting.com/hosting/ultratax-software/?utm_source=google&utm_medium=cpc&utm_campaign=UltraTax_Hosting&utm_term=ultratax%20hosting&utm_adgroup=Ultratax_Hosting&gad_so

cUTq3gpDIgDI_m8_1rjHoNet23CaFEaAvWJEALw_wcB

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop
Average Response Time: 52 Secs
City: WAKEFIELD
State: Rhode Island
Country: UNITED STATES

Chat Transcript

zibolis	I am using your remote hositing service. Is it secure to use on my laptop when I am acessing it though public wi-fi?
Amit	Thank you for contacting ACE. My name is Amit. I will be assisting you further.
zibolis	or should I use a VPN
Amit	Let me connect you to our technical team here.
Amit is transferring the chat to Support(QB & App Hosting).	
Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Yes , using our remote hosting service on your laptop over public Wi-Fi is secure.
	Avoid using unsecured Wi-Fi without a password (like open networks at airports) Use a VPN on your laptop for an added layer of encryption Never save your RDP password in public/shared computers Log out when you're done, don't just disconnect.
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
Manish Singh has ended this chat session	

Chat

Hello, I a

Visitor Details

#79784 pesta.melissa
Email: pesta.melissa@aol.com ☎ 15708144479

Department: Support(QB & App Hosting)
Operator: Vikas Singh Chauhan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 25 Secs
City: KINGSTON
State: Pennsylvania
Country: UNITED STATES

Chat Transcript -----

pesta.melissa	Hello, I am your Acebuddy
Acebuddy	Hello Pesta.melissa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
pesta.melissa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
pesta.melissa	I'd like to report an Issue
Acebuddy	Please select an option!
pesta.melissa	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
pesta.melissa	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
pesta.melissa	Hello. We are having issues sending emails from our Quickbooks account. Our email service changed somethi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vikas Singh Chauhan accepted the chat transfer request.</i>
Vikas Singh Chauhan	Thank you for contacting Ace Cloud Hosting. My name is Vikas Singh Chauhan. I will be assisting you today.
pesta.melissa	Hi Vikas! Please help!
Vikas Singh Chauhan	Hello Pesta
	I will be surely assisting you with this. Kindly help me with your server name and user name?
pesta.melissa	I believe they are both planet miata
Vikas Singh Chauhan	Thanks for the confirmation !

		May I take the remote access of your server ?
	pesta.melissa	yes
	Vikas Singh Chauhan	Prior providing the access, I would suggest you to close any important documents at your end.
	pesta.melissa	ok we are good
	Vikas Singh Chauhan	Please accept the prompt on the server
	pesta.melissa	ok
	Vikas Singh Chauhan	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time
	pesta.melissa	ok
	Vikas Singh Chauhan	Please check the server screen
		Please login into the server again.
		Please stay connected.
		As per the discussion over the remote session, we request you to please reach out to us again tomorrow with
	pesta.melissa	ok thanks!
	Vikas Singh Chauhan	Is there anything else I may help you with ?
		Are we still connected here?
	pesta.melissa	no that should be all
	Vikas Singh Chauhan	Thanks for the confirmation !
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	pesta.melissa	sorry i am going back and forth between computers
		thanks you as well
	Vikas Singh Chauhan	No problem.
		Have a great day
		You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversat
		I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin
		Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://s
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
		<i>Vikas Singh Chauhan has ended this chat session</i>

Chat

Hello, I a

Visitor Details

#79121 Megan Reiner
Email: dsmmobilewash2@hotmail.com ☎ 15155564569
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: URBANDALE
State: Iowa
Country: UNITED STATES

Chat Transcript

Megan Reiner	Hello, I am your Acebuddy
Acebuddy	Hello Megan Reiner, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Megan Reiner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	【 】
	We are currently experiencing higher than normal contact volume related to server connectivity issues.
	Are you also experiencing issues related to server connectivity?
Megan Reiner	Yes
Acebuddy	Please refer to our status page for further updates on the issue status.
	Thank you contact Ace Support. Have a wonderful day!

Acebuddy has ended this chat session

Chat

Hello, I a

Visitor Details

#79402 sll
Email: sll@sllcpa.com ☎ 8473708883
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
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: HIGHLAND PARK
State: Illinois
Country: UNITED STATES

Chat Transcript

sll	Hello, I am your Acebuddy
Acebuddy	Hello Sll, 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	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
sll	Got a pop-up message saying my license is going to expire in 1 hour. Do you know what this is all about?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
sll	I was in Lacerte at the time.
	<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.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
sll	Steven L Lopata CPA LTD - CID71656 Server name: Steven1.myrealdata.net Username: STEVEN_SL
Sanyam Madan	Kindly allow me 3-4 minutes to check the same.
sll	ok
Sanyam Madan	, (Edited)
	. (Edited)
	its taking more time , please allow some more time
	We have made some changes , please log out and log in again
	this should resolve the issue
sll	That's fine. So my account is OK?
Sanyam Madan	yess
	Is there anything else I may help you with ?
sll	No thank you. Be well.
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 conversat
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://s
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Sanyam Madan has ended this chat session

Chat

Hello, I a

Visitor Details

#79589 James Duley Doerfler
Email: techmgr@menushoppe.com ☎ 14122127073
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: 39 Secs
City: RALEIGH
State: North Carolina
Country: UNITED STATES

Chat Transcript -----

James Duley Doerfler	Hello, I am your Acebuddy
Acebuddy	Hello James Duley Doerfler, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
James Duley Doerfler	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
James Duley Doerfler	I'd like to raise a Request
Acebuddy	Please select your request type.
James Duley Doerfler	Change in Users
Acebuddy	Please select your desired option!
James Duley Doerfler	User Removal
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, P
	Do you need any further assistance on the topic?
James Duley Doerfler	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
James Duley Doerfler	Thank you. If I remove a user, what happens to the data on their remote desktop? If I remove all my users, wil
Manish Singh	The data will be there if you want to delete that you can do it by going to C:/ drive users. (Edited)
James Duley Doerfler	I do not know how to get to that drive because I have no active users in my company at this time
	I want to have all my data deleted and my account closed
Manish Singh	For the specific user James?

James Duley Doerfler	All users.
	We are closing our business
Manish Singh	As I can check you have removed all the users from your account.
James Duley Doerfler	I have backed up all my data on my system
Manish Singh	Regarding that I will move this ticket to the concerned department, they are the one who can better assist you
James Duley Doerfler	thank you
Manish Singh	Is there anything else I may help you with ?
James Duley Doerfler	no thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://support.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat

Hello, I am

Visitor Details

#79058 ray
Email: marian@mainstaynantucket.com ☎ 5187089262
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 44 Secs
City: NANTUCKET
State: Massachusetts
Country: UNITED STATES

Chat Transcript

ray	Hello, I am your Acebuddy
Acebuddy	Hello Marian Ray, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ray	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ray	I'd like to raise a Request
Acebuddy	Please select your request type.
ray	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our techni
	If you are facing any issue/problem with your server, Please select the appropriate option below :
ray	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
ray	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ray	I can't connect
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.
ray	good morning, I am receiving an error when I try to connect to the hosted environment
	I have a screenshot of the error if there is a way to share it
	Hello?
Ashutosh Mishra	Hello Marian, There is currently a technical outage. We will respond to you within 15-30 minutes.
	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to r
ray	Okay thank you I will check back
Ashutosh Mishra	Thank you for your patience.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversat
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin

	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://support.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Ashutosh Mishra has ended this chat session

Chat

Hello, I a

Visitor Details

#79388 shivam
Email: shivam@osttlogistics.com ☎ 18477690989
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: GARY
State: Indiana
Country: UNITED STATES

Chat Transcript

shivam	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?
shivam	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shivam	I'd like to raise a Request
Acebuddy	Please select your request type.

shivam	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the ta
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-
Ended due to chat idle timeout	

Chat

Hello, I a

Visitor Details

#79579 Johnny
Email: bookkeeper@silversfs.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: 52 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

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

		Please chose an option :
	Johnny	I'd like to report an Issue
	Acebuddy	Please select an option!
	Johnny	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	Johnny	My server is lagging & slowness issue
	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.
		Is this issue occurring only for you, or are other users on the server also experiencing it?
	Johnny	Same issue with other use name is Benny
	Shivam Singh	Okay, thanks for the confirmation.
		Allow 2 minutes to check the same.
	Johnny	ok
	Shivam Singh	Johny, Thanks for your patience.
	Johnny	PLease sort out this. Very frustated with this issue
		Connect me to Malkeet
		He know the issue
	Shivam Singh	I deeply apologize for the inconvenience caused to you. Malkeet will be available in 40-50 minutes.
	Johnny	ohhhh
	Shivam Singh	However, I will be checking the requisite as to what is causing the issue.
	Johnny	I even can't type proeprly with you due to slowness
	Shivam Singh	I understand this constraint is hampering your work, to better assist you. Could you please tell me the userna
		Could you please confirm if it is "Silversfs_8_FSI@myrealdata.net" ?
	Johnny	ye this is
	Shivam Singh	Thanks for your confirmation, could you please try now signing in to server now.
		Your server resources are synchronized and operating at full potential.
		Are we 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
		You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversat

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

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

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

Shivam Singh has ended this chat session

Chat

Hello, I a

Visitor Details

#78886 Alicen Truax
Email: alicen@cimodular.com ☎ 3608869933
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 29 Secs
City: BLACK DIAMOND
State: Washington
Country: UNITED STATES

Chat Transcript

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

		Please select an option!
	Alicen Truax	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Alicen Truax	QuickBooks is Frozen
	Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
		Was that helpful?
	Alicen Truax	No
	Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
	Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Alicen Truax	I am unable to access QuickBooks Payroll. When Payroll is selected, a message appears that says the software work.
	Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
	Alicen Truax	This happened yesterday as well.
	Sujeet Kumar Suman	May I take the remote access of your server?
	Alicen Truax	Yes
	Sujeet Kumar Suman	As checked, you are currently logged out from the server.
	Alicen Truax	I am unable to log out of the server.
		I am still seeing the frozen screen....
	Sujeet Kumar Suman	Kindly approve.
		Now, show me the error.
	Alicen Truax	It seems to have updated and is now working.
		I think it's okay now. Thank you.
	Sujeet Kumar Suman	Most welcome.
		Is there anything else I may help you with ?
	Alicen Truax	No, thank you.
	Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversat
		I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin
		Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://s
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Chat

Hello, I a

Visitor Details

#79406 Carrie Giancanelli
Email: carrie@beartechalloys.com ☎ 714-550-1700
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 40 Secs
City: ANAHEIM
State: California
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shubham Maurya accepted the chat transfer request.</i>
	Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	Carrie Giancanelli	i cannot open app on my desktop
		telling me Remote Desktop can't find the computer
	Shubham Maurya	I will surely help you with this issue, Please let me know your business name to fetch your account details.
	Carrie Giancanelli	Beartech Alloys
	Shubham Maurya	Thanks for sharing details.
		I deeply apologize for the inconvenience caused to you.
		Can you please also share error screenshot with me?
	Carrie Giancanelli	sure
		<i>1:15:07 AMCarrie Giancanelli is sharing a file with you</i> <i>Screenshot 2025-07-14 123720.png - (Size:178.02 KB)</i>
	Shubham Maurya	Thank you for providing the details.
		Can you please retry now?
	Carrie Giancanelli	awesome
		its working
	Shubham Maurya	Great!
	Carrie Giancanelli	my coworker at another computer is having the same issue
		do i need to start a new chat?
		or tell her to try again
	Shubham Maurya	Please ask her to retry now (Edited)
	Carrie Giancanelli	nvm its working for her too
		thanks again.
	Shubham Maurya	Perfect!
		Is there anything else I may help you with ?
	Carrie Giancanelli	No thank you
	Shubham Maurya	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 conversat
		I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin
		Note: You may change/reset your server password on your own by registering on our Selfcare Portal (

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

Shubham Maurya has ended this chat session

Chat

Hello, I a

Visitor Details

#79052 Katie Rainis
Email: katie@rcstructures.com ☎ 5167802612
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 25 Secs
City: FARMINGDALE
State: New York
Country: UNITED STATES

Chat Transcript

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

Acebuddy	What type of QuickBooks Issue are you facing?
Katie Rainis	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>6:20:16 PMKatie Rainis is sharing a file with you</i> 1_image.png - (Size:19.42 KB)
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hi Katie
Katie Rainis	Hi Sujeet
	I received this notification below when I was trying to login to QuickBooks
	<i>6:21:59 PMKatie Rainis is sharing a file with you</i> 1_image.png - (Size:19.42 KB)
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
	Thank you for your patience.
	As checked and confirmed, the QuickBooks license you are using is owned by you. We recommend that you c
	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
	<i>Sujeet Kumar Suman has ended this chat session</i>

Chat

Hello, I a

Visitor Details

#79168 accountant
Email: accountant@silversfs.com ☎ 7472192947

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: 9 Mins 50 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript -----

accountant	Hello, I am your Acebuddy
Acebuddy	Hello Accountant, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
accountant	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
accountant	I'd like to raise a Request
Acebuddy	Please select your request type.
accountant	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
accountant	I'd like to report an Issue
Acebuddy	Please select an option!
accountant	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
accountant	Hello , My ACE is running very slowly. I’ve also had to disconnect the ACE server multiple times, and even my
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.
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.

	Is this issue occurring only for you, or are other users on the server also experiencing it?
accountant	I think only me, I was disconnected again
Manish Singh	May I take the remote access of your local computer?
accountant	Sure
Manish Singh	https://assist.acecloudhosting.com/join/7642152352
	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.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time
accountant	Sure
Manish Singh	Is there anything else I may help you with ?
	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

Manish Singh has ended this chat session

Chat

Hello, I a

Visitor Details

#79849 ckoltnow
Email: ckoltnow@jjsauer.com ☎ 116175120794
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
City: SALISBURY
State: Virginia
Country: UNITED STATES

Chat Transcript

ckoltnow	Hello, I am your Acebuddy
Acebuddy	Hello Ckoltnow, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ckoltnow	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ckoltnow	I'd like to raise a Request
Acebuddy	Please select your request type.
ckoltnow	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason
	Do you need any further assistance on the topic?
ckoltnow	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat

Hello, I a

Visitor Details

#78946 marymcalpine
Email: marymcalpine@gmail.com 📞 9048199782
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 59 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

marymcalpine	Hello, I am your Acebuddy
Acebuddy	Hello Marymcalpine, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
marymcalpine	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
marymcalpine	I'd like to report an Issue
Acebuddy	Please select an option!
marymcalpine	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
marymcalpine	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you
	Was that helpful?
marymcalpine	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
marymcalpine	It is telling me to download file doctor
	<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.
marymcalpine	ok
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?
marymcalpine	Lakeview Retirement Center
Sanyam Madan	Kindly allow me two minutes to check the same.
marymcalpine	McalpineATS
Sanyam Madan	can you please provide your CID number
marymcalpine	I don't know what you are talking about
	Forget it. I don't have all day
Sanyam Madan	no worries, I will find it out
	May I take the remote access of your server?

	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
	<i>Sanyam Madan has ended this chat session</i>

Chat

Hello, I a

Visitor Details

#79226 Kim Baumann
Email: office@midmechanical.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: WEST CHESTER
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

Kim Baumann	Hello, I am your Acebuddy
Acebuddy	Hello Kimberly Baumann, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re
	<i>Ended due to chat idle timeout</i>

Chat

Hello, I a

Visitor Details

#79053 Holly Bagwell
Email: holly@ramsolutions.com ☎ 12487651700
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: BLOOMFIELD HILLS
State: Michigan
Country: UNITED STATES

Chat Transcript

Holly Bagwell	Hello, I am your Acebuddy
Acebuddy	Hello Holly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Holly Bagwell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Holly Bagwell	I'd like to report an Issue
Acebuddy	Please select an option!
Holly Bagwell	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Holly Bagwell	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-
Ended due to chat idle timeout	

Chat

Hello, I a

Visitor Details

#79445 Rob Riss/ Go West
Email: rob@justgowest.com 📞 19704938441
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Apple iPhone
Browser: Apple Safari
Device: Mobile
Average Response Time: 26 Secs
City: DENVER
State: Colorado
Country: UNITED STATES

Chat Transcript

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

Rob Riss/ Go West	Reboot server please
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.
Rob Riss/ Go West	Hi Tushar
Tushar	Hello Rob,
	May I know the reason for server reboot?
Rob Riss/ Go West	Gowest.myrealdata.net
Tushar	Thank you for the server details.
	Before initiating the server reboot may I know the reason for serverr reboot as GWG_Jason and Kaity.D are log
Rob Riss/ Go West	Yes please reboot even though they are still logged in
Tushar	I have initiated the server reboot process, and it will reboot in 5 minutes also a prompt is being delivered on a
	May I know the reason for this server reboot request.
Rob Riss/ Go West	Yes...we have some users that are logged I but i need to get into single user mode and it won't let me switch i
Tushar	Okay.
Rob Riss/ Go West	Can we also set a timer to log everyone out at 7pm mst, is this a possibility?
Tushar	Yes, we can do that, you will have to email us at support@acecloudhosting.com with email address rob@justg
	We will take care of this request after your email is received from back end.
Rob Riss/ Go West	Ok, this is Rob and I can do that. Tomorrow. Thanks for rebooting tonight I appreciate the help
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	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 email from us regarding this conversat
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am workin
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://s
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Tushar has ended this chat session</i>

Chat

Hello, I a

Visitor Details

#79408 Charles Xavier
Email: helpdesk@coretechs.it
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: 18 Secs
City: GUANABOA VALE
State: Saint James
Country: JAMAICA

Chat Transcript

Charles Xavier	Hello, I am your Acebuddy
Acebuddy	Hello Charles Xavier, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Charles Xavier	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Charles Xavier	I'd like to report an Issue
Acebuddy	Please select an option!
Charles Xavier	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Charles Xavier	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Charles Xavier	Quickbooks is stuck configuring remote session
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.
Charles Xavier	Hello
	We can't log into the server
	it just says configuring remote session and then after some time it ends the session
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you res
Charles Xavier	sure
Anjainay Singh	We would like to inform you that there was global outage at our end.
	Could you please try to login back into server and let me know if you are able to access it again.
Charles Xavier	Yes it just started working again
	Thanks
Anjainay Singh	Charles Xavier, Is there anything else I may help you with?
Charles Xavier	That was it
Anjainay Singh	I will keep this ticket under observation at my end.
	I will also share the ticket id with you over the mail once this chat is disconnected.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Anjainay Singh has ended this chat session	

Chat

I need password resets fo
Flooring & More, LLC

Visitor Details

#79609 CHRIS GILBERT

Email: chrisgil0125@gmail.com 📞 12766989819

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

Website: [https://www.acecloudhosting.com/hosting/drake-tax-software/?utm_source=Bing&utm_medium=cpc&utm_campaign=Drake_Tax_Software_Hosting&utm_term=Drake%20tax%20software%20Hosting%](https://www.acecloudhosting.com/hosting/drake-tax-software/?utm_source=Bing&utm_medium=cpc&utm_campaign=Drake_Tax_Software_Hosting&utm_term=Drake%20tax%20software%20Hosting%20)

Operating System: Microsoft Windows

Browser: Microsoft Edge
Device: Desktop
Average Response Time: 55 Secs
City: RALEIGH
State: North Carolina
Country: UNITED STATES

Chat Transcript -----

CHRIS GILBERT	I need password resets for two companies, please. Christy's Flooring & More, LLC and Sweet's Quilt & Sew, LLC
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.
CHRIS GILBERT	been paid for the month, and I am in my 30 day grace period
	The service has been paid...
Siddhant	Would you like to reset your password for the server?
CHRIS GILBERT	Yes, sir. For both companies
Siddhant	Got it. Let me transfer this chat to the support team and they will assist you further.
	<i>Siddhant is transferring the chat to Support(QB & App Hosting).</i>
CHRIS GILBERT	Thank you
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
CHRIS GILBERT	Thank you
Abhay Kumar Saraswat	Hello Chris
	How are you doing today?
CHRIS GILBERT	okay, i guess.
	I've been better.
Abhay Kumar Saraswat	I will be surely assisting you with this.
	I can see above you have mentioned the account names: *Christy's Flooring And More LLC* & *Sweet T's Quilt & Sew LLC*
CHRIS GILBERT	yes
Abhay Kumar Saraswat	Thank you for the information.
	But as I can see, both of the accounts are in cancelled status.
CHRIS GILBERT	yes, and in grace period.
Abhay Kumar Saraswat	Are both migrated to some other account name ?
CHRIS GILBERT	

		no, neother
		neither
	Abhay Kumar Saraswat	Okay.
		So, may I ask that what is the reason you are looking to access cancelled server?
	CHRIS GILBERT	So I can work in the files. May I ask why you can't just reset the passwirds for me.
		? When I gave my cancellation notice, they said the T&C said they needed 30 days notice.
		And they said I would have access to the files until the 31st.
	Abhay Kumar Saraswat	Surely I'll try to assist you in this.
	CHRIS GILBERT	Try? Can't you just reset the passwords? You make it sound like there's a possibility of failure.
	Abhay Kumar Saraswat	Could you please confirm the username you're using to connect to the server? (Edited)
	CHRIS GILBERT	TracyAr.npro and KevinCh.npro
	Abhay Kumar Saraswat	No, I'll surely assist you in this.
		Great, Thank you for the information.
		Kindly allow me two minutes to check the same.
		Thank you for your patience.
		I'm checking few more details to assist you in a better way.
	CHRIS GILBERT	You're welcome. Kumar. Take your time. I'm working in the background.
	Abhay Kumar Saraswat	Thank you so much.
		Thank you for your patience.
		So, as I checked for the account : Christy's Flooring And More LLC , you have a right to reset the passworc
		But for account : *Sweet T's Quilt & Sew LLC*, *Tracy Arismendi* is a registered point of contact for us who ha
	CHRIS GILBERT	I have been managing that account since I opened it for her.
	Abhay Kumar Saraswat	And if you need us to reset the password for both users, we need the approval email from both registered poi
	CHRIS GILBERT	Look at the history. Suport has reset the password for me multiple times.
	Abhay Kumar Saraswat	I sincerely apologize for the inconvenience caused, but we are only authorized to reset the password upon .
	CHRIS GILBERT	There are no BOTH users. I am the only user. I'm her bookkeeper and I do ALL of the Quickbooks work by mys
		So are you going to fire the other support people who have reset the password for me in the past?
	Abhay Kumar Saraswat	I can understand, you can use both accounts.
		And as I said, you have a right to reset the password for KevinCh.NPRO and only you need to login on MyPo

		And you need to enter the CID71324 as a username and click on forgot password and then you can use the
	CHRIS GILBERT	didn't work. give me a minute to try again.
	Abhay Kumar Saraswat	And for user TracyAr.npro , you can click on below link and reset the password for that username. https://selfcare.acecloudhosting.com
		Please take your time.
		Or I can assist you if you can allow me to take your local PC remote.
	CHRIS GILBERT	I tried to reset Tracy's (Sweet T's...), but it sent a verification code to her email.
	Abhay Kumar Saraswat	Yes, she need to give you the code.
	CHRIS GILBERT	No I've got to bother her to send me the code, which she will, if she's not in with a customer trying to sell their Gee, I have no idea why we are dropping Ace Cloud Hosting, but thank you for reinforcing that decision. And the only password I was able to reset on CF&M was the portal password. How long is that code valid before it expires?
	Abhay Kumar Saraswat	Chris, the code is valid for 90 seconds.
		Please let me know if I can give you a call back & explain the situation in better way.
	CHRIS GILBERT	90 seconds...really? SMH Kumar, I don't need you to explain the situation. You have been very clear. You are not going to help me to reset
	Abhay Kumar Saraswat	Chris, the password reset means providing access to the data which is available on server. So, we take bit privacy We have MyPortal application also available through which the authorized point of contact can reset the password
	CHRIS GILBERT	And the only password I was able to reset on CF&M was the portal password.
	Abhay Kumar Saraswat	on CS&M you are registered as an authorized point of contact and you can reset the password on that. No issue
	CHRIS GILBERT	Kumar, please read thru the support history on these two accounts. See if ACE has dealt with ANY other human can make a common sense decision, or please ask your supervisor if he can do it.
	Abhay Kumar Saraswat	I can send an email from my side to Tracy, keep you in CC and ask for the approval for password reset for you Once she approves that, we'll reset the password & revert back on the email within 5 minutes.
		Let me know if that works for you Chris,
		Let me send the email quickly & keep you in CC, for password reset.
	CHRIS GILBERT	It would work fine for me if Tracy was waiting to respond to an email for me and wasn't out trying to make money MAKE MONEY, and that is why she pats me to do her bookkeeping so she is not bothered with it. In the interim, can you at least reset the password for CF&M, please? What you gave me allowed me to reset it
	Abhay Kumar Saraswat	I do understand your situation in here & hope that you will understand mine as well, that we have some security
	CHRIS GILBERT	Kumar, please read thru the support history on these two accounts. See if ACE has dealt with ANY other human

		Have you done that yet?
	Abhay Kumar Saraswat	Since you are not able to reset the password on CF&M account , wherein you are registered on MyPortal, So, in this situation, let me send an email to the respective account owner's for password reset.
	CHRIS GILBERT	OMFG KUMAR! Please just give me to a supervisor.
	Abhay Kumar Saraswat	please share your phone number & i am arranging a call back for you right now.
	CHRIS GILBERT	919-616-9851
		And FYI, I haven't received any emails I was CC'd on.
		Can you please send those to both customers and ask them if it's okay for me to do what they are paying me
	Abhay Kumar Saraswat	Allow me a minute, just sending it you right away for Christy's Flooring And More LLC .
		I can really understand your frustration Chris.
		Is this your email, right?
		chrisgil0125@gmail.com
	CHRIS GILBERT	And to further complicate matters, I have to go to the DMV before 5:00 EDT and my simple password reset re
		yes
		Can you please suspend this fiasco until I can return within an hour?
		I gotta go. Can you leave this chat open?
	Abhay Kumar Saraswat	I've sent an email to Kevin and CC'd you.
		I apologize but this is not possible for me.
		You can give me a suitable time and our team will contact you on your above given number.
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
	CHRIS GILBERT	530
	Abhay Kumar Saraswat	You are saying 05:30 PM, right?
	CHRIS GILBERT	yes.
	Abhay Kumar Saraswat	And the time zone is?
		And I've sent the email already for both accounts.
	CHRIS GILBERT	If they both answer before then, can you then please just reset both passwords? Alright, I'll be back by 5:30
		EDT
	Abhay Kumar Saraswat	For account *Sweet T's Quilt & Sew LLC*, your email was registered there, so you can give me the approval rig

	Thank you for the confirmation, Chris .
	Yes.
	Is there anything else I may help you with now?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888
<i>Abhay Kumar Saraswat has ended this chat session</i>	

Chat

Hello, I a

Visitor Details -----

#78919 Brett Wathen
Email: brett@preferredfg.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: ANDERSON
State: Indiana
Country: UNITED STATES

Chat Transcript -----

Brett Wathen	Hello, I am your Acebuddy
Acebuddy	Hello Brett Wathen, I'm your Ace Buddy.
	Whom Would You Like to Connect With?
Brett Wathen	Technical Support (QB & App Hosting)
Acebuddy	

	Welcome to Ace Support.
	Please chose an option :
Brett Wathen	I'd like to report an Issue
Acebuddy	Please select an option!
Brett Wathen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you
Brett Wathen	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But hei
	Was that helpful?
	As we haven't got any response from yc Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat

Hello, I a

Visitor Details

#79395 jennifer
Email: jennifer@lylecontractingsolutions.com 📞 (252) 327-7827
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: CHARLOTTE
State: South Carolina
Country: UNITED STATES

Chat Transcript

jennifer	Hello, I am your Acebuddy
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	Acebuddy	Hello Jennifer, I'm your Ace Buddy. I'll be happy to help you.
		Whom Would You Like to Connect With?
	jennifer	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	jennifer	I'd like to report an Issue
	Acebuddy	Please select an option!
	jennifer	Password Reset
	Acebuddy	Please select an option below
	jennifer	Not Enrolled to Selfcare Portal
	Acebuddy	Please drop an email on support@acecloudhosting.com, your
		password needs to be reset and we'll share the details with you.
		Do you need any further assistance on this?
		As we haven't got any response from you, we are sorry to hear that. Kindly re-initiate the chat.
		<i>Ended due to chat idle timeout</i>

Chat

Hello, I am

Visitor Details

#79045 krisika
Email: krisika@hkidata.com 📞 7383092838
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 1 Min 3 Secs
City: BORSAD
State: Gujarat

	Country: INDIA	
	Chat Transcript	
	krisika	Hello, I am your Acebuddy
	Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be
		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 I
	krisika	Hi
	Acebuddy	Please wait while we connect you to a S
		<i>Acebuddy (bot) forwarded the chat requ</i>
	krisika	Hi
		<i>Shivam Singh accepted the chat transfe</i>
	Shivam Singh	Thank you for contacting Ace Cloud Hos
	krisika	Quickbook freeze in only baroda locatio
	Shivam Singh	I will surely help you with this issue.
	krisika	Ok
	Shivam Singh	Could you please confirm which exact u
	krisika	Hkidata01
		Hkidata03
		Vaibhavpa only three user complete wo
	Shivam Singh	Okay, allow me to look into it.
	krisika	Ok
	Shivam Singh	Thanks for your patience (Edited)
		Could you please check now?
		Are we connected here?

	krisika	Yes
		Waite
	Shivam Singh	Surely, please check.
	krisika	Ok
	Shivam Singh	The issue has been rectified
		Have you checked ?
		Are we still connected here?
	krisika	Yes
	Shivam Singh	Is the issue resolved?
	krisika	Wait
	Shivam Singh	AS we check the QuickBooks is showing
	krisika	But just check now wait
	Shivam Singh	Krisika, Any update
	krisika	No
		2-3 minutes wait
	Shivam Singh	Sure, please take your time
		Krisika, as you said it will take 2-3 minu
	krisika	Sorry but no update
		Wait
	Shivam Singh	Kindly provide your confirmation so tha
	krisika	Quickbook working now in all user
		Thank you
	Shivam Singh	Great
		Is there anything else I may help you wi
	krisika	No
		Thank you
	Shivam Singh	Thank you for choosing ACE cloud Hosti
		You may end this chat now. Once you en conversation, along with a ticket numbe
		I request you to kindly spare a moment working. I will appreciate that. or you m Thanks!
		Note: You may change/reset your serve

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

For self-help, check out our Knowledge |

Shivam Singh has ended this chat sessi

Chat

Hello, I a

Visitor Details

#79542 Reggie Till (William R Till)
Email: reggie.till@tillbutlercpa.com 📞 9102474688
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: SOUTHERN PINES
State: North Carolina
Country: UNITED STATES

Chat Transcript

Reggie Till (William R Till)	Hello, I am your Acebuddy
Acebuddy	Hello Reggie Till (william R Till), I'm youi
	Whom Would You Like to Connect With?
Reggie Till (William R Till)	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Reggie Till (William R Till)	I'd like to raise a Request
Acebuddy	Please select your request type.

Reggie Till (William R Till)	Password Reset
Acebuddy	Please select an option below
Reggie Till (William R Till)	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecl password needs to be reset and we'll sh
	Do you need any further assistance on f
	As we haven't got any response from yc Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat

Hello, I a

Visitor Details

#79976 Lindsey Vela
Email: admin@beaconmarineelectronics.com
Department: Support(QB & App Hosting)
Operator: Shubham Maurya
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 36 Secs
City: OXNARD
State: California
Country: UNITED STATES

Chat Transcript

Lindsey Vela	Hello, I am your Acebuddy
Acebuddy	Hello Randi, I'm your Ace Buddy. I'll be f
	Whom Would You Like to Connect With?

	Lindsey Vela	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Lindsey Vela	I'd like to report an Issue
	Acebuddy	Please select an option!
	Lindsey Vela	Other Issue
	Acebuddy	Please specify the issue you are facing I
	Lindsey Vela	when I log off my aadmin screen and lo
	Acebuddy	Please wait while we connect you to a S
		<i>Acebuddy (bot) forwarded the chat requ</i>
		<i>Shubham Maurya accepted the chat tra</i>
	Shubham Maurya	Thank you for contacting Ace Cloud Hos today.
	Lindsey Vela	when I log off my aadmin screen and lo Warning reads : There was a problem cc administrator for help.
		Hi Shubham. I'm Randi
	Shubham Maurya	I will be surely assisting you with this. K
	Lindsey Vela	BlueIsleDrake .myrealdata.net
	Shubham Maurya	Thanks Randi, just allow a few minutes
		Thanks for your patience.
	Lindsey Vela	It appears to be letting me in now
	Shubham Maurya	May I take the remote access of your lo
	Lindsey Vela	it just takes a computer reboot or multi
	Shubham Maurya	Okay is it working for now?
	Lindsey Vela	yes you may
	Shubham Maurya	Alright, just let me take a look to make :
		https://assist.acecloudhosting.com/join/
		Prior providing the access, I would sugg
	Lindsey Vela	one moment I am helping a customer. I'
	Shubham Maurya	No worries, please take your time.
	Lindsey Vela	good to go

	Shubham Maurya	We are connected on the remote session. At the time, I am putting the chat on hold, give your confirmation on this chat.
		For testing, please try to log off and log
	Lindsey Vela	are you logging me off or am i?
	Shubham Maurya	Yes, we were trying to recreate the scenario.
	Lindsey Vela	let me log off here, open on the other computer.
	Shubham Maurya	As of now it's working so we'll create a ticket for 3 days so that in case if you still face the issue, we can do troubleshooting.
		Sure you can retry.
		We have cleared the old DNS cache file. Please try to retry to test. (Edited)
	Lindsey Vela	i'll submit another ticket if the issue arises again.
	Shubham Maurya	Sure, I'll note down the steps performed and will try to help you that would help.
		Is there anything else I may help you with?
	Lindsey Vela	not now. thank you.
	Shubham Maurya	You're most welcome, Randi.
		Thank you for choosing ACE cloud Hosting.
		You may end this chat now. Once you end this conversation, along with a ticket number, we will be able to assist you better.

I request you to kindly spare a moment to review this survey. Your feedback is important to us. We will appreciate that. or you may skip it. Thanks!

Note: You may change/reset your server password from here (<https://selfcare.acecloudhosting.com>).

For self-help, check out our Knowledge Base.

Shubham Maurya has ended this chat session.

Visitor Details -----

#79655 Andrew Green
Email: andrew.green@nalspaintcenter.com 📞 9788076632
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: WORCESTER
State: Massachusetts
Country: UNITED STATES

Chat Transcript -----

Andrew Green	Hello, I am your Acebuddy
Acebuddy	Hello Andrew Green, I'm your Ace Budd
	Whom Would You Like to Connect With?
Andrew Green	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andrew Green	I'd like to raise a Request
Acebuddy	Please select your request type.
Andrew Green	Other Request
Acebuddy	Please drop an email to support@acecl technicians will connect with you for fur
	If you are facing any issue/problem with
	As we haven't got any response from yc Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat

Hello, I a

Visitor Details -----

#78944 taxes.ltdservices
Email: taxes.ltdservices@gmail.com 📞 9195229911
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: 53 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript -----

taxes.ltdservices	Hello, I am your Acebuddy
Acebuddy	Hello Victoria, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
taxes.ltdservices	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
taxes.ltdservices	I'd like to raise a Request
Acebuddy	Please select your request type.
taxes.ltdservices	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com once the task has been completed.
	Typically, the application update is performed within 24 hours.
	Do you need any further assistance on this?
taxes.ltdservices	Yes
Acebuddy	Please wait while we connect you to our technical support team.

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer

Manish Singh

Thank you for contacting Ace Cloud Host

taxes.ltdservices

Hi Manish. Please update Drake Account

Manish Singh

I will be surely assisting you with this. K

taxes.ltdservices

LTDServices

User1

Manish Singh

Kindly allow me two minutes to check the

taxes.ltdservices

thank you

Manish Singh

Kindly check now.

taxes.ltdservices

Updated. Thank you

Manish Singh

Is there anything else I may help you with?

taxes.ltdservices

Manish Singh

I would greatly appreciate if you could send me some smileys at the end of this chat

Thank you for choosing ACE cloud Hosting

You may end this chat now. Once you end

conversation, along with a ticket number

I request you to kindly spare a moment

working. I will appreciate that. or you m
Thanks!

Chat

Hello, I a

Visitor Details -----

#79707 Ashley Johnson
Email: ajohnson@ipsiscan.com
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 8 Secs
City: LANSDALE
State: Pennsylvania
Country: UNITED STATES

Chat Transcript -----

Ashley Johnson	Hello, I am your Acebuddy
Acebuddy	Hello Ashley Johnson, I'm your Ace Budc
	Whom Would You Like to Connect With?
Ashley Johnson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ashley Johnson	I'd like to report an Issue
Acebuddy	Please select an option!
Ashley Johnson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you
Ashley Johnson	Other QB related issue
Acebuddy	Please specify the issue you are facing I
Ashley Johnson	Ticket ID: 738955
Acebuddy	Please wait while we connect you to a S
	<i>Acebuddy (bot) forwarded the chat requ</i>
	<i>Abhay Kumar Saraswat accepted the ch</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hos today.
	I will be surely assisting you with this.
	Let me check the above ticket number.

	Ashley Johnson	Ok
	Abhay Kumar Saraswat	Thank you for your patience.
		Could you please confirm me your email address?
	Ashley Johnson	my email is ajohnson@ipsiscan.com, thank you
	Abhay Kumar Saraswat	Thank you for the information and allow me to check
	Ashley Johnson	ok
	Abhay Kumar Saraswat	I apologize for delay.
		I'm trying to login into the server and facing some issues
		Please allow me 5 minutes and I'll assist you
	Ashley Johnson	i have a meeting that i have to be on in 5 minutes
	Abhay Kumar Saraswat	Okay.
		I'll share an update with you at the earliest
	Ashley Johnson	ok
	Abhay Kumar Saraswat	Thank you for your patience.
		May I take the remote access of your server?
	Ashley Johnson	yes, I only have about 5 minutes that i can wait
	Abhay Kumar Saraswat	Okay.
	Ashley Johnson	and i'm not sure if the code will still be working
	Abhay Kumar Saraswat	Sending you remote request on your server
		Let us check.
		Thank you for your patience over the remote access
	Ashley Johnson	thank you
	Abhay Kumar Saraswat	As you said, we'll assist Christy as well.
		Is there anything else I may help you with?
	Ashley Johnson	no, thank you, i will let her know to initiate
	Abhay Kumar Saraswat	Sure.
		I would greatly appreciate if you could send me a message on chat.
	Ashley Johnson	great, thank you
	Abhay Kumar	You may end this chat now. Once you end this chat, you will not be able to

	Saraswat	conversation, along with a ticket number.
		I request you to kindly spare a moment working. I will appreciate that. or you may Thanks!
		Note: You may change/reset your server (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base.
		Thank you for choosing ACE cloud Hosting.

Abhay Kumar Saraswat has ended this conversation.

Chat

Hello, I am

Visitor Details

#79381 Thomas Eletto
Email: cynthiaeletto@gmail.com 📞 518-852-1429
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: SCHENECTADY
State: New York
Country: UNITED STATES

Chat Transcript

Thomas Eletto	Hello, I am your Acebuddy
Acebuddy	Hello Thomas Eletto, I'm your Ace Budd
	Whom Would You Like to Connect With?
Thomas Eletto	

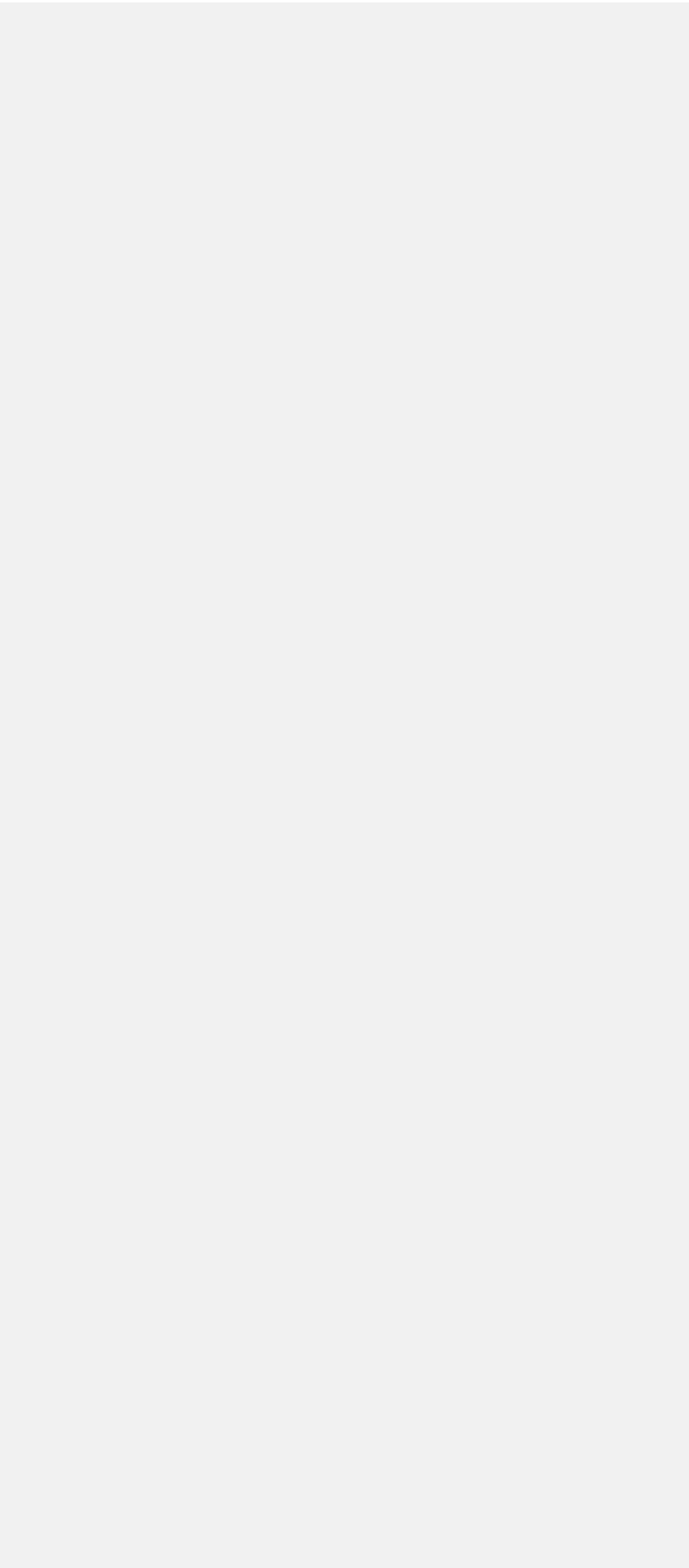
	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Thomas Eletto	I'd like to report an Issue
Acebuddy	Please select an option!
Thomas Eletto	Password Reset
Acebuddy	Please select an option below
Thomas Eletto	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecl password needs to be reset and we'll sh
	Do you need any further assistance on t
Thomas Eletto	No
Acebuddy	Thank you for contacting Ace Support. I
Acebuddy has ended this chat session	

Chat

Hello, I a

Visitor Details -----

#79126 Danae Ethier
Email: dethier@valorvictoria.com
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 16 Secs
City: BISMARCK
State: North Dakota
Country: UNITED STATES



Chat Transcript -----

Danae Ethier	Hello, I am your Acebuddy
Acebuddy	Hello Danae Ethier, I'm your Ace Buddy.
	Whom Would You Like to Connect With?
Danae Ethier	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Danae Ethier	I'd like to report an Issue
Acebuddy	Please select an option!
Danae Ethier	Other Issue
Acebuddy	Please specify the issue you are facing I
Danae Ethier	We recently changed our access. My un my login doesn't work at all anymore.
Acebuddy	Please wait while we connect you to a S
	<i>Acebuddy (bot) forwarded the chat requ</i>
	<i>Abhay Kumar Saraswat accepted the ch</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hos today.
Danae Ethier	Hello
Abhay Kumar Saraswat	Hello Danae
	How are you doing today?
Danae Ethier	I am well. Thank you.
Abhay Kumar Saraswat	I will be surely assisting you with this. K
	<i>10:18:02 PMDanae Ethier is sharing a fi 1_image.png - (Size:21.65 KB)</i>
	Thanks for the confirmation !
	Kindly allow me two minutes to check tl
	Thank you for your patience.
	As I checked, there is only 1 active user
	All users have been removed from this ;
	And that is the reason that you are unal
Danae Ethier	okay... I will have to reach out to her to

	Abhay Kumar Saraswat	Yes.
		Is there anything else I may help you wi
	Danae Ethier	No, I appreciate your help!
	Abhay Kumar Saraswat	I would greatly appreciate if you could s chat.
		You may end this chat now. Once you en conversation, along with a ticket numbe
		I request you to kindly spare a moment working. I will appreciate that. or you m Thanks!
		Note: You may change/reset your serve (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge
		Thank you for choosing ACE cloud Hosti

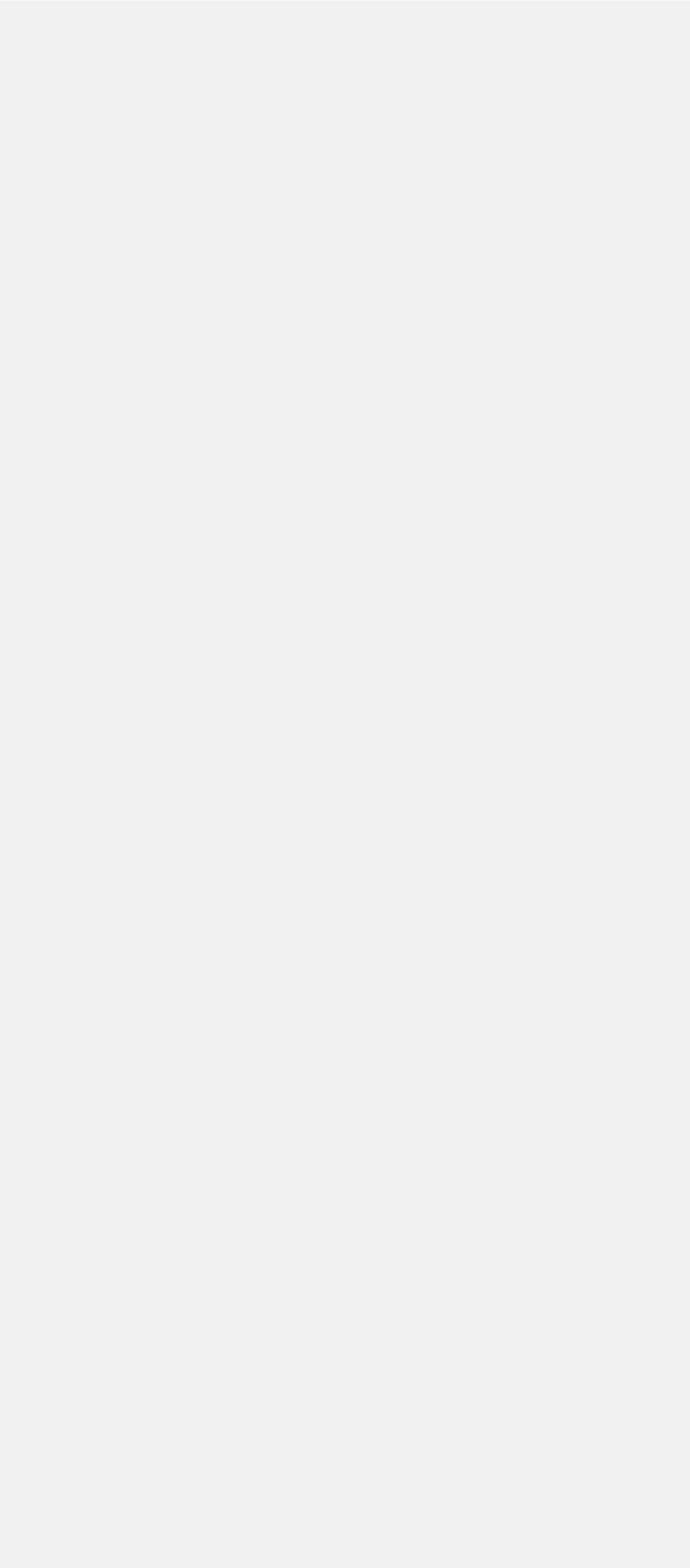
Abhay Kumar Saraswat has ended this c

Chat

Hi, I cannot c

Visitor Details

#79093 **Ismith.gandf**
Email: Ismith.gandf@gmail.com 📞 209-599-8911
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/?s=support
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 26 Secs
City: RIPON
State: California
Country: UNITED STATES



Chat Transcript -----

Ismith.gandf	Hi, I cannot connect to the server
Siddhant	Thank you for contacting ACE. My name
	<i>Siddhant is transferring the chat to Sup,</i>
	<i>Sujeet Kumar Suman accepted the chat</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hos today.
	Hello Siddhant
Ismith.gandf	Hi
	<i>8:35:52 PMIsmith.gandf is sharing a file 1_image.png - (Size:16.63 KB)</i>
Sujeet Kumar Suman	There is a technical outage at the mom expect to provide an update within 30 r
Ismith.gandf	Ok, thanks
Sujeet Kumar Suman	You may try in the meantime; however, running.
	We apologize for the inconvenience this understanding throughout the process
	Thank you for your understanding
	Is there anything else I may help you wi
Ismith.gandf	no
Sujeet Kumar Suman	Thanks for the confirmation !
	You may end this chat now. Once you ei conversation, along with a ticket numbe
	I request you to kindly spare a moment working. I will appreciate that. or you m Thanks!
	Note: You may change/reset your serve (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge

Sujeet Kumar Suman has ended this ch

Chat

Hello, I a

Visitor Details

#78956 Chris D'Arcy
Email: ace@paragusit.com 📞 14133704968
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 38 Secs
City: HADLEY
State: Massachusetts
Country: UNITED STATES

Chat Transcript

Chris D'Arcy	Hello, I am your Acebuddy
Acebuddy	Hello Karl, I'm your Ace Buddy. I'll be ha
	Whom Would You Like to Connect With?
Chris D'Arcy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chris D'Arcy	I'd like to report an Issue
Acebuddy	Please select an option!
Chris D'Arcy	Other Issue
Acebuddy	Please specify the issue you are facing I
Chris D'Arcy	Getting an error trying to use Excel in tl
Acebuddy	Please wait while we connect you to a S
	<i>Acebuddy (bot) forwarded the chat req</i>
	<i>Manish Singh accepted the chat transfe</i>

	Manish Singh	Thank you for contacting Ace Cloud Hos
		I will surely help you with this issue.
	Chris D'Arcy	Hi Manish!
		Thank you!
	Manish Singh	Kindly help me with your server name a
	Chris D'Arcy	moment
	Manish Singh	Yes, please take your time.
		<i>The visitor's name was changed from K</i>
	Chris D'Arcy	the user in question is RebeccaLeMay@
	Manish Singh	Kindly allow me two minutes to check tl
	Chris D'Arcy	the issue is also affecting LisaLeMay@n
	Manish Singh	Kindly allow me two minutes to check tl
	Chris D'Arcy	aplushvac.myrealdata.net is the server
		and take your time
	Manish Singh	Is this the first time you're experiencing your account only?
	Chris D'Arcy	there are three affected users, i'm unsu
		it looks like they are signed into the app prompted to sign in and then get an err computer
		error code looks like 0x80004005
	Manish Singh	As I can check you have Office 365 app
		Kindly add your license details to resolv
	Chris D'Arcy	what do you mean by that? it should ac
	Manish Singh	Alright!
		May I take the remote access of Rebecc
	Chris D'Arcy	let me check with her
	Manish Singh	May I know which license you are trying
		MS Office app for enterprise, E3 or E5?
		Because these are the license which are
	Chris D'Arcy	Ok, yes you can control her remote sess
	Manish Singh	Prior providing the access, I would sugg
	Chris D'Arcy	I am looking for the license details

	Manish Singh	Yes, please do that and let me know in t
	Chris D'Arcy	365 Business Standard
	Manish Singh	Yes, this license is not compatible with t
		Kindly contact your contractor and char will resolve this issue.
	Chris D'Arcy	alright, thank you very much for explair
	Manish Singh	Is there anything else I may help you wi
	Chris D'Arcy	that was all we needed
	Manish Singh	Thank you for choosing ACE cloud Hosti
		You may end this chat now. Once you ei conversation, along with a ticket numbe
		I request you to kindly spare a moment working. I will appreciate that. or you m Thanks!
		Note: You may change/reset your servei (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge
		<i>Manish Singh has ended this chat sessio</i>

Chat

Hello, I a

Visitor Details

#79264 MARLY
Email: molinsenterprises@gmail.com 📞 17542442259
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: MIAMI
State: Florida
Country: UNITED STATES

Chat Transcript -----

MARLY	Hello, I am your Acebuddy
Acebuddy	Hello Marly Boscan-molins, I'm your Ace
	Whom Would You Like to Connect With?
MARLY	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
MARLY	I'd like to raise a Request
Acebuddy	Please select your request type.
MARLY	Application Update
Acebuddy	Please send us an email at support@ac once the task has been completed.
	Typically, the application update is perfe
	Do you need any further assistance on t
MARLY	No
Acebuddy	Thank you for contacting Ace Support. I

Acebuddy has ended this chat session

Chat

Hello, I a

Visitor Details -----

#79602 Brad
Email: damian@quickfixgeek.com ☎ 14342205433
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: GORDONSVILLE
State: Virginia
Country: UNITED STATES

Chat Transcript -----

Brad	Hello, I am your Acebuddy
Acebuddy	Hello Brad, I'm your Ace Buddy. I'll be h
	Whom Would You Like to Connect With?
Brad	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brad	I'd like to raise a Request
Acebuddy	Please select your request type.
Brad	Other Request
Acebuddy	Please drop an email to support@acecl technicians will connect with you for fur
	If you are facing any issue/problem with
Brad	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, I

Acebuddy has ended this chat session

Chat

Hello, I a

Visitor Details -----

#79062 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: 40 Secs

City: BOMMASANDRA

State: Andhra Pradesh

Country: INDIA

Chat Transcript -----

sbhardwaj	Hello, I am your Acebuddy
Acebuddy	Hello Sbhardwaj, I'm your Ace Buddy. I'l
	Whom Would You Like to Connect With?
sbhardwaj	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sbhardwaj	I'd like to raise a Request
Acebuddy	Please select your request type.
sbhardwaj	Other Request
Acebuddy	Please drop an email to support@acecl technicians will connect with you for fur
	If you are facing any issue/problem with
sbhardwaj	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
sbhardwaj	Other Issue
Acebuddy	Please specify the issue you are facing I
sbhardwaj	Not able to login to VDI
Acebuddy	Please wait while we connect you to a S
	Acebuddy (bot) forwarded the chat requ
	Ashutosh Mishra accepted the chat tran
Ashutosh Mishra	Thank you for contacting Ace Cloud Hos

	sbhardwaj	I am not able to get in to my VDI
	Ashutosh Mishra	I will be surely assisting you with this. K
	sbhardwaj	CID70703
		my account
	Ashutosh Mishra	Thanks for the confirmation !
		Kindly allow me two minutes to check tl
	sbhardwaj	Sure
	Ashutosh Mishra	There is currently a technical outage.
		I apologize for the trouble you’ve exper
		steps to resolve this issue.
		We will respond to you within 50 minute
	sbhardwaj	What is the expected time to get it reso
	Ashutosh Mishra	Within 50 minutes this would be resolve
		We will also inform you over the email c
	sbhardwaj	If I am not able to login to my VDI then
	Ashutosh Mishra	You can also share any other email addi
		the issue is resolved.
	sbhardwaj	shivambhardwaj.cpa@gmail.com
	Ashutosh Mishra	Yes, rest assured we will send the updat
	sbhardwaj	Thanks
	Ashutosh Mishra	Thank you for your patience.
		You may end this chat now. Once you ei
		conversation, along with a ticket numbe
		I request you to kindly spare a moment
		working. I will appreciate that. or you m
		Thanks!
		Note: You may change/reset your serve
		(https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge
		<i>Ashutosh Mishra has ended this chat se</i>

Chat

Hello, I a

Visitor Details -----

#78970 michael Gardner
Email: michael@rayswine.com 📞 +14142589821
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 19 Secs
City: MILWAUKEE
State: Wisconsin
Country: UNITED STATES

Chat Transcript -----

michael Gardner	Hello, I am your Acebuddy
Acebuddy	Hello Michael Gardner, I'm your Ace Buc
	Whom Would You Like to Connect With?
michael Gardner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
michael Gardner	I'd like to report an Issue
Acebuddy	Please select an option!
michael Gardner	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you
michael Gardner	Other QB related issue
Acebuddy	Please specify the issue you are facing I
michael Gardner	Ticket 725846
Acebuddy	Please wait while we connect you to a S
Acebuddy (bot) forwarded the chat requ	

		<i>Sujeet Kumar Suman accepted the chat</i>
	Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hos today.
	michael Gardner	Ticket 725846
	Sujeet Kumar Suman	Thanks for the information
		Kindly allow me two minutes to check tl
		Are you still facing the problem in comp
	michael Gardner	I am not sure if this has anything to do ' Desktop kicks me out after inactivity.
		Yes, cannot open because i do not have
	Sujeet Kumar Suman	Sure, I can help with that. Let me look i
	michael Gardner	If we need to extend the logoff time of f
	Sujeet Kumar Suman	If we extend it to 8 hours, it will apply to
		Are you sure to extend for 8 hours?
		Thanks for confirmation!
	michael Gardner	that is fine, only 2 people.
	Sujeet Kumar Suman	I need a moment to look into your requ waiting
	michael Gardner	If that will solve the problem. Yes, make
	Sujeet Kumar Suman	we have successfully changed the serve
	michael Gardner	do you think that will solve the issue of
	Sujeet Kumar Suman	Yes it will.
		Can you please explain your issue with
	michael Gardner	I can get into Quickbooks enterprise, bu have to be logged in as an administrato
	Sujeet Kumar Suman	May I take the remote access of your se
	michael Gardner	Yes
	Sujeet Kumar Suman	Kindly approve
		Please open any company file.
		Hi Michael, we need to reboot the serve
	michael Gardner	ok
	Sujeet Kumar Suman	Thanks for confirmation. Kindly log out from server.
		We have successfully rebooted the serv

	Please log into QuickBooks and attempt issues or if the problem persists.
	Is it working now?
michael Gardner	Everything opened. With the timeout ex
Sujeet Kumar Suman	Yes It will work.
michael Gardner	thank you, if i have any issues i will cha
Sujeet Kumar Suman	Sure,
	Is there anything else I may help you wi
michael Gardner	No
Sujeet Kumar Suman	And hanks for the confirmation !
	<p>You may end this chat now. Once you ei conversation, along with a ticket numbe</p> <p>I request you to kindly spare a moment working. I will appreciate that. or you m Thanks!</p> <p>Note: You may change/reset your serve (https://selfcare.acecloudhosting.com).</p> <p>For self-help, check out our Knowledge </p>

Sujeet Kumar Suman has ended this chat

Chat

Hello, I a

Visitor Details

#79087 jmalobpoint
Email: jmalobpoint@gmail.com ☎ 3104618161
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: SASA
State: Sultan Kudarat
Country: PHILIPPINES

Chat Transcript -----

jmalo.bpoint	Hello, I am your Acebuddy
Acebuddy	Hello Jocel Malo, I'm your Ace Buddy. I'll
	Whom Would You Like to Connect With?
jmalo.bpoint	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	【 】
	We are currently experiencing higher th issues.
	Are you also experiencing issues relatec
jmalo.bpoint	Yes
Acebuddy	Please refer to our status page for furth
	Thank you contact Ace Support. Have a

Acebuddy has ended this chat session

Chat

Hello, I a

Visitor Details -----

#79302 josh
Email: josh@stellarservicesfl.com ☎ 13523594903
Department: Support(QB & App Hosting)
Operator: Sujeet Kumar Suman
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: GAINESVILLE

State: Florida

Country: UNITED STATES

Chat Transcript -----

josh	Hello, I am your Acebuddy
Acebuddy	Hello Josh, I'm your Ace Buddy. I'll be ha
	Whom Would You Like to Connect With?
josh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
josh	I'd like to report an Issue
Acebuddy	Please select an option!
josh	Password Reset
Acebuddy	Please select an option below
josh	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in
	Do you need any further assistance on f
josh	Yes
Acebuddy	Please wait while we connect you to our
	<i>Acebuddy (bot) forwarded the chat requ</i>
	<i>Sujeet Kumar Suman accepted the chat</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hos today.
	Hello Josh
josh	hello. We recently lost access to google were not provided with login credentials
Sujeet Kumar Suman	Apologies for the confusion. Just to conf correct?
josh	I assume so. Whatever we need to be a
Sujeet Kumar Suman	May I take remote access to your local c

		I can help you reset your password or g Portal.
	josh	sure
	Sujeet Kumar Suman	Thanks for the confirmation !
		Kindly close all important tabs and docu
		Kindly paste this link in the browser of I https://assist.acecloudhosting.com/join/
		We are connected on the remote sessio the time, I am putting the chat on hold, give your confirmation on this chat.
		As per discussion over the remote sessi
		Thank you for your patience.
	josh	good to go. Thanks
	Sujeet Kumar Suman	Thanks for the confirmation !
		Is there anything else I may help you wi
	josh	nope
	Sujeet Kumar Suman	You may end this chat now. Once you ei conversation, along with a ticket numbe
		I request you to kindly spare a moment working. I will appreciate that. or you m Thanks!
		Note: You may change/reset your server (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge
		<i>Sujeet Kumar Suman has ended this cha</i>

Chat

Hello, I a

Visitor Details

#79850 amyp

Email: amyp@chapelhats.com 📞 14152250580

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: ROCKLIN

State: California

Country: UNITED STATES

Chat Transcript -----

amyp	Hello, I am your Acebuddy
Acebuddy	Hello Amyp, I'm your Ace Buddy. I'll be l
	Whom Would You Like to Connect With?
amyp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
amyp	I'd like to raise a Request
Acebuddy	Please select your request type.
amyp	Other Request
Acebuddy	Please drop an email to support@acecl technicians will connect with you for fur
	If you are facing any issue/problem with
	As we haven't got any response from yc Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat

Hello, I a

Visitor Details -----

#79004 Eric Knapp
Email: eric@thepinnaclecompanies.com
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 1 Min 40 Secs
City: BRECKENRIDGE
State: Colorado
Country: UNITED STATES

Chat Transcript -----

Eric Knapp	Hello, I am your Acebuddy
Acebuddy	Hello Eric Knapp, I'm your Ace Buddy. I'll be happy to help you with your issue.
	Whom Would You Like to Connect With?
	Welcome to Ace Support.
	Please chose an option :
Eric Knapp	Technical Support (QB & App Hosting)
	I'd like to report an Issue
Acebuddy	Please select an option!
Eric Knapp	Password Reset
Acebuddy	Please select an option below
Eric Knapp	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below
	Do you need any further assistance on this issue?
Eric Knapp	Yes
Acebuddy	Please wait while we connect you to our support team.
	<i>Acebuddy (bot) forwarded the chat request to Tushar Pharswan</i>
	<i>Tushar accepted the chat transfer request</i>
Tushar	Thank you for contacting Ace Cloud Hosting. I will be happy to help you with your issue.
Eric Knapp	Hi Tushar
Tushar	

		Hi Eric.
		I will be surely assisting you with this. K
	Eric Knapp	I am the IT Manager for The Pinnacle Co
	Tushar	Ok, may I know the username and the id
	Eric Knapp	Yes, chris@thepinnaclecompanies.com i
		7:12:40 AMEric Knapp is sharing a file w Picture1.png - (Size:49.28 KB)
		I've sent a screenshot as well.
	Tushar	I checked from back end and the user is
	Eric Knapp	Ah, okay. What will they need to do?
	Tushar	were you using the self-care portal in th
	Eric Knapp	I believe they were, yes.
	Tushar	Kindly allow me two minutes to check tl
	Eric Knapp	Thank you very much.
	Tushar	What I will be doing now is change the s reset the selfcare portal email address t
	Eric Knapp	One monet please
		The email address is incorrect in the scr
	Tushar	Okay we will reset the self-care portal tl
	Eric Knapp	What should the user do if they don't ha
	Tushar	Password can be reset through MyPorta require an email from linsey@thepinnac password reset.
	Eric Knapp	Okay sounds good. And, was this user c
	Tushar	The self-care portal needs to be register
		I believe the user had entered that ema
	Eric Knapp	No, there is no way.
	Tushar	Before resetting the user on self-care w registered.
		It will take time, so what we can do is y MyPortal with the help of linsey hempel for you.
		With the priory issue resolved of user p portal from the backend. (Edited)
	Eric Knapp	Great, can I get a tracking number for tl

	Tushar	Yes after this chat ends a ticket will be created for the conversation held and we will update you on the status.
	Eric Knapp	Great, thank you very much!
	Tushar	Is there anything else I may help you with?
	Eric Knapp	No, thank you very much Tushar!
	Tushar	Ok rest assured we will resolve this issue for you.
		Thank you for choosing ACE cloud Hosting.
		Kindly share your feedback by clicking the link below.
		You may end this chat now. Once you end the conversation, along with a ticket number will be created for you.
		I request you to kindly spare a moment to fill the survey while we are working. I will appreciate that. or you may skip it. Thanks!
		Note: You may change/reset your server password from here (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base.
		<i>Tushar has ended this chat session</i>

Chat

Hello, I am Tushar

Visitor Details

#79528 Patrick Wong

Email: patrick@hpwcards.com 📞 17806552839

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: EDMONTON

State: Alberta

Country: CANADA

Chat Transcript

Patrick Wong	Hello, I am your Acebuddy
Acebuddy	Hello Patrick Wong, I'm your Ace Buddy.
	Whom Would You Like to Connect With?
Patrick Wong	Managed Security
Acebuddy	Please wait while we connect you to an
	<i>Acebuddy (bot) forwarded the chat requ</i>
	<i>Priyanshu accepted the chat transfer re</i>
Priyanshu	Thank you for contacting Ace Cloud Hos
Patrick Wong	Hi i'm having issues resetting the passw
	we have followed the instructions to res
Priyanshu	Could you please help me with your bus our database and can further assist you
Patrick Wong	HPW Cards Inc.
	The user is HughPon
Priyanshu	Thank you for sharing the details.
	It seems that your server is being mana request to the concerned team so that t
Patrick Wong	ok
	<i>Priyanshu is transferring the chat to Sup</i>
Priyanshu	It seems that your server is being mana request to the concerned team so that t
	<i>Abhay Kumar Saraswat accepted the ch</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hos today.
Patrick Wong	hi
Abhay Kumar Saraswat	Hello Patrick
	How are you doing today?
Patrick Wong	im fine thanks im trying to reset the pas
	we followed the selfcare instructions bu

	Abhay Kumar Saraswat	I deeply apologize for the inconvenience.
		Kindly allow me two minutes to check this.
		Thank you for your patience.
		I just checked that the user HughPon is not there.
	Patrick Wong	im confused
		so how do i reset his password?
	Abhay Kumar Saraswat	Have you tried resetting the user's password?
		Is he with you?
		No need to worry. I'll assist you.
		Is he?
	Patrick Wong	yes he is with me
		where is the MyPortal located again?
	Abhay Kumar Saraswat	Let me share you the MyPortal link.
		https://myportal.acecloudhosting.com
		This is for you.
		Because you are the admin of MyPortal.
		Click on the link please.
	Patrick Wong	okay i just logged in
	Abhay Kumar Saraswat	Your username is : CID73062
		May I take the remote access of your laptop?
	Patrick Wong	i went to users and for Hugh i reset it
	Abhay Kumar Saraswat	Okay, then.
		Are you getting any error there?
	Patrick Wong	no it said password reset successfully
	Abhay Kumar Saraswat	Okay, great.
		Then, could you please confirm me that the password is working?
		Is that newly created password not working?
	Patrick Wong	the newly created password is not working
		let me get him to try on his device again
	Abhay Kumar Saraswat	Okay.

		Yes, otherwise I need to take his remote
	Patrick Wong	so my current desktop automatically log
		is there a way to switch the user to Hug
	Abhay Kumar Saraswat	Yes.
		Let me assist you.
		May I take the remote access of your lo
	Patrick Wong	okay
	Abhay Kumar Saraswat	Prior providing the access, I would sugg
	Patrick Wong	yes
	Abhay Kumar Saraswat	https://assist.acecloudhosting.com/join/
		Kindly paste this link in the browser of l
		We are connected on the remote sessio the time, I am putting the chat on hold, give your confirmation on this chat.
		So, Is this your local PC, right?
	Patrick Wong	yes
	Abhay Kumar Saraswat	Hello Patrick
		So as we discussed and checked your is
	Patrick Wong	yes
	Abhay Kumar Saraswat	Is there anything else I may help you wi
	Patrick Wong	thats all
	Abhay Kumar Saraswat	I would greatly appreciate if you could s chat.
		You may end this chat now. Once you en conversation, along with a ticket numbe
		I request you to kindly spare a moment working. I will appreciate that. or you m Thanks!
		Note: You may change/reset your serve (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge
		Thank you for choosing ACE cloud Hosti

Chat

Hello, I a

Visitor Details

#79532 mary
Email: mary@infiniteaccountants.com 📞 2125440001
Department: Support(QB & App Hosting)
Operator: Tushar Pharswan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 54 Secs
City: ZAPOTE
State: Laguna
Country: PHILIPPINES

Chat Transcript

mary	Hello, I am your Acebuddy
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be h
	Whom Would You Like to Connect With?
mary	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mary	I'd like to report an Issue
Acebuddy	Please select an option!
mary	Password Reset
Acebuddy	Please select an option below
mary	Already Enrolled to Selfcare Portal

	Acebuddy	Please follow the process mentioned in
		Do you need any further assistance on t
	mary	Yes
	Acebuddy	Please wait while we connect you to our
		<i>Acebuddy (bot) forwarded the chat requ</i>
		<i>Tushar accepted the chat transfer requ</i>
	Tushar	Thank you for contacting Ace Cloud Hos
	mary	hi please help me to reset my password
		qb desktop
		ASAP
	Tushar	Hello Marry
		I will be surely assisting you with this. K
	mary	myrealdata\AllenC.NPRE ExSk46wD!3
		password is : ExSk46wD!3
		and can u please help me to recover my
		for multi user
	Tushar	Thank you for the information.
	mary	is it ok now?
	Tushar	Let us clear the information that you ga
	mary	yes. but we are using multi user mde rig the PW was incorrect
	Tushar	Thank you for the clarification, each QB admin user of QuickBooks kindly contac
	mary	k thanks
	Tushar	They will have the rights to reset your C
		Is there anything else I may help you wi
	mary	nothing
	Tushar	Thank you for choosing ACE cloud Hosti
		You may end this chat now. Once you ei conversation, along with a ticket numbe
		I request you to kindly spare a moment working. I will appreciate that. or you m Thanks!

Note: You may change/reset your server IP
(<https://selfcare.acecloudhosting.com>).

For self-help, check out our Knowledge Base

Tushar has ended this chat session

Chat

Hello, I am

Visitor Details

#79369 Rob Winks
Email: rob.winks@alicks.com ☎ 574-247-8160
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 17 Secs
City: NEW YORK
State: New York
Country: UNITED STATES

Chat Transcript

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

	Rob Winks	Other Issue
	Acebuddy	Please specify the issue you are facing I
	Rob Winks	When I try logging in from home using t information at your site, the connection either terminated the connection or tim
	Acebuddy	Please wait while we connect you to a S
		<i>Acebuddy (bot) forwarded the chat requ</i>
	Rob Winks	What has changed
		<i>Ashutosh Mishra accepted the chat tran</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hos
	Rob Winks	I am having trouble staying connected a
	Ashutosh Mishra	Hello Rob, I will be surely assisting you name?
	Rob Winks	I use the account Alicks Admin
		Alicks Home Medical Equipment Inc is tl
	Ashutosh Mishra	Thanks for the confirmation !
		Kindly allow me two minutes to check tl
		We have checked from the backend, an
	Rob Winks	yes i am logged in from work. the probl from another location using the same c
	Ashutosh Mishra	I see, could you please let me know if y connecting to the server outside of you
	Rob Winks	At home, i use a stable wi-fi connection great before i changed ISP at home.
		i use to use ATT and now I am using Cor
	Ashutosh Mishra	I understand you are facing the issue si computer/system to connect with Ace S
	Rob Winks	No I do not. The laptop at home is a per login screen appears. Has the login scri
	Ashutosh Mishra	The server-side configuration remains tl depend on local device.
		I understand currently you are at work, remote session to identify root cause of
	Rob Winks	ok i will do that tonight. thanks!
	Ashutosh Mishra	Is there anything else I may help you wi
	Rob Winks	no. not until i get home to test the conn

	Ashutosh Mishra	Thanks for the confirmation !
		Thank you for choosing ACE cloud Hosti
		You may end this chat now. Once you ei conversation, along with a ticket numbe
		I request you to kindly spare a moment working. I will appreciate that. or you m Thanks!
		Note: You may change/reset your serve (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge l
		<i>Ashutosh Mishra has ended this chat se</i>

Chat

Hello, I a

Visitor Details -----

#79530 sjain
Email: sjain@tippsfloor.com
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 25 Secs
City: NERUL NODE-II
State: Maharashtra
Country: INDIA

Chat Transcript -----

sjain	Hello, I am your Acebuddy
Acebuddy	Hello Sjain, I'm your Ace Buddy. I'll be h

		Whom Would You Like to Connect With?
	sjain	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	sjain	I'd like to report an Issue
	Acebuddy	Please select an option!
	sjain	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you
	sjain	Other QB related issue
	Acebuddy	Please specify the issue you are facing I
		<i>1:29:21 PMsjain is sharing a file with yo VID-20250716-WA0006.mp4 - (Size:3.5 This error triggers continuously</i>
		Please wait while we connect you to a S
		<i>Acebuddy (bot) forwarded the chat requ</i>
	sjain	awaiting
		<i>Shivam Singh accepted the chat transfe</i>
		<i>Shivam Singh is transferring the chat to</i>
	Shivam Singh	Thank you for contacting Ace Cloud Hos
		<i>Tushar has not responded for the transf</i>
	sjain	hi
		<i>1:34:14 PMsjain is sharing a file with yo VID-20250716-WA0006.mp4 - (Size:3.5 This error is triggering again</i>
		hope you can see the video
	Shivam Singh	I will be surely assisting you with this.
		Allow me 5 minutes to check the same.
	sjain	sure
	Shivam Singh	This has reoccurred again, we did resolv
		However, as it has reoccurred again
	sjain	yes it reoccurred again
	Shivam Singh	I need to check with the resources avail

		Allow me 5-10 minutes to have it review
	sjain	surely
	Shivam Singh	Just isolate the issue, could you please f
		Are we connected here?
	sjain	yes
		i am unaware of others
		But ya for me it is affecting from last 2 d
	Shivam Singh	This issue is not on the server end, coul in the keyboard keys which is triggering
	sjain	ok how to resolve it
	Shivam Singh	Do you have any other system where yo cause.
		We can only ascertain that whether the PC.
		Could you please try again? I have mad
		Could you please confirm, if this fix is w
		If this is working, you may continue with to test on a different computer to confir
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		You may end this chat now. Once you en conversation, along with a ticket numbe
		I request you to kindly spare a moment working. I will appreciate that. or you m Thanks!
		Note: You may change/reset your serve (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge
		<i>Shivam Singh has ended this chat sessi</i>
	<div></div>	

Chat

Hello, I a

Visitor Details -----

#79123 himanshu
Email: himanshu@erufinlaw.com
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: 32 Secs
City: DELHI
State: Delhi
Country: INDIA

Chat Transcript -----

himanshu	Hello, I am your Acebuddy
Acebuddy	Hello Himanshu Chhabra, I'm your .
	Whom Would You Like to Connect V
himanshu	Technical Support (QB & App Hostir
Acebuddy	Welcome to Ace Support.
	Please chose an option :
himanshu	I'd like to report an Issue
Acebuddy	Please select an option!
himanshu	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are
himanshu	QuickBooks Login Issue
Acebuddy	I understand that you are unable to steps might help you with resolving
	Was that helpful?
himanshu	No
Acebuddy	No issues, please wait while I conn

	further.
	<i>Acebuddy (bot) forwarded the chat</i>
	<i>Manish Singh accepted the chat tra</i>
Manish Singh	Thank you for contacting Ace Cloud today.
himanshu	QuickBooks Server has not been W
Manish Singh	There is currently a technical outag You may try in the meantime; howe and running.
	You can also check the live status c https://status.acecloudhosting.com
himanshu	Server is still not working for past t
Manish Singh	Yes, we are working on it.
	There is currently a technical outag
	We will update you as soon as the :
himanshu	how much time its gonna take ? please let me know
Manish Singh	Kindly wait for 10-15 minutes work
himanshu	please let me know ..
Manish Singh	Sure, we will notify you over the en
	Is there anything else I may help yo
himanshu	Nope, that's all for now .
Manish Singh	Thank you for choosing ACE cloud I
	You may end this chat now. Once y regarding this conversation, along ' I request you to kindly spare a mor how I am working. I will appreciate quality@acecloudhosting.com . Tha Note: You may change/reset your s Portal (https://selfcare.acecloudhos For self-help, check out our Knowle (https://www.acecloudhosting.com/
himanshu	Please send me an email once the
Manish Singh	Yes, we surely will thank you for yo

