

Visitor Details

#77948 dschwartz

Email: dschwartz@asimgnt.com 📞 215-858-5088

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

City: HARRISBURG

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Visitor Details

#77763 Candy Sakarapanee

Email: csakarapanee@tnwf.org ☎ 6154568021

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: MOUNT JULIET

State: Tennessee

Country: UNITED STATES

Chat Transcript

Candy Sakarapanee	Hello, I am your Acebuddy
Acebuddy	Hello Candy Sakarapanee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Candy Sakarapanee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Candy Sakarapanee	I'd like to raise a Request
Acebuddy	Please select your request type.
Candy Sakarapanee	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Candy Sakarapanee	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update
	<div><div>• QuickBooks Year</div><div>• Variant : Pro / Premier / Enterprise / Accountant</div><div>• License Number</div><div>• Product Code</div></div>

	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Chat

Hello

Visitor Details

#78686 Geraldine Cruz
Email: office@trypmayaguez.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: 47 Secs
City: MAYAGUEZ
State: Puerto Rico
Country: PUERTO RICO

Chat Transcript

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

Geraldine Cruz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Geraldine Cruz	When entering Remote Desktop, Sage 50 wi=on't open. An error appear saying " Sage 50 could not be started. Contact ci
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	Hello Geraldine, I will surely help you with this issue.
Geraldine Cruz	Thank you
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	Is your business name EJ Global Investment?
Geraldine Cruz	Correct. There is also the name Atlantic Investment, Inc.
	We can manage various businesses under the same server
Ashutosh Mishra	We are unable to find the server CouldAServices.myrealdata.net
	May I take the remote access of your local computer?
Geraldine Cruz	of course
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Geraldine Cruz	I'm sorry, I had a mistake when typing the server
	the server is CloudAServices.myrealdata.net
Ashutosh Mishra	Thanks for the confirmation !
	Please also share your username.
Geraldine Cruz	The username to enter Sage 50?
Ashutosh Mishra	Your username for Ace server, currently two users are logged in that is angel.I and CAS_Accountant2.
Geraldine Cruz	My coworker's username is angel and mine is the CAS_Accountant2
	We both encounter the same issue when trying to log into Sage 50
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Geraldine Cruz	Of course
Ashutosh Mishra	We have made some changes from backend, Sage should open now.
Geraldine Cruz	Thank you, me and my co-worker will verify and let you know
Ashutosh Mishra	Sure, please take your time
Geraldine Cruz	It worked! Thank you for your help!

Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day. (Edited)
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey 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/)
	<i>Ashutosh Mishra has ended this chat session</i>

Chat Session Summary

Hello

Visitor Details

#78781 kandyrae

Email: kandyrae@shaw.ca 📞 16047737223

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: COQUITLAM

State: British Columbia

Country: CANADA

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

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



Chat
Hello

Visitor Details

#78790 tammy young

Email: mamachase10@icloud.com 📞 14235544677

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: DUNLAP

State: Tennessee

Country: UNITED STATES

Chat Transcript

tammy young	Hello, I am your Acebuddy
Acebuddy	Hello Tammy Young, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tammy young	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tammy young	I'd like to report an Issue
Acebuddy	Please select an option!
tammy young	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
tammy young	i need a specialist to log on to my computer and fix the server connection...
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Ashutosh Mishra accepted the chat transfer request.	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
tammy young	Hello Tammy, I will surely help you with this issue.
	also we do not use email on this computer so when your company helps me they have me go to a website that allows the
	do you have my business account pulled up
	i have been trying to call all morning but the phone for techincal support is not responding at all
	is this a real person or am i talking to a computer
Ashutosh Mishra	I deeply apologize for the inconvenience caused to you.
	Yes, this is not a bot.
tammy young	thank you - if is very frustrating and we normally love the service your company provides by phone -
	hello are you there ?
Ashutosh Mishra	Thank you for your patience.
	Yes i am here.
tammy young	ok can we get started fixing this
Ashutosh Mishra	Sure, May I take the remote access of your local computer?
tammy young	yes pllease
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.

	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/4542737568
tammy young	i am trying open
	is there a different site to go to ...i am blocked from doing that / i usually go to a site that the person tells me to go to
	due to security it is the only way i can do it
	i forget what the name of the site is
Ashutosh Mishra	You can copy the link and directly paste it on the browser too.
	Please share the screenshot if you are getting blocked error message.
tammy young	do you know the other way to do it ? it will not work that way... it never has for us
	i cant open the app needed to do it the way you are asking
	i always go to a web site - it is a different way that your company helps us
	then you can take control of my computer
Ashutosh Mishra	Please go to this site and select share my screen option
	Home - Remote Support Zoho Assist
tammy young	i went there - i can't sign in becasue i donlt have the zoho acct
	there is no button that lets me share
Ashutosh Mishra	Kindly allow me two minutes to check the same.
tammy young	please look up my account and see how they usually get on my computer... we are wasting so much time and it will only v
	are you able to call me ?
Ashutosh Mishra	Yes, i am trying to find the method that is used to conenct with your local computer.
tammy young	thank you
Ashutosh Mishra	Sure i can also arrange a callback for you if that's what you would prefer.
	We request you to share your contact details and preferred time to contact you. Our dedicated Engineer would contact yo
tammy young	how long will it take to get a call back - we have been trying to get thru to the call center all morning. can they call now? v
	or can they call back in 30 minutes
Ashutosh Mishra	Yes we can call right now.
	Please share the callback number.
tammy young	4234211179
Ashutosh Mishra	Thanks for the confirmation !
	We are contacting you now.
tammy young	thank you still waiting
	still no one

Ashutosh Mishra	Yes one of our senior engineers is on it.
	You will receive call within few minutes.
tammy young	thanks
Ashutosh Mishra	We are reaching your voicemail. (Edited)
tammy young	try again please
Ashutosh Mishra	Sure

Ashutosh Mishra has ended this chat session

Chat

Hello

Visitor Details

#78496 ankit

Email: ankit@hkidata.com

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: 53 Secs

City: AHMEDABAD

State: Gujarat

Country: INDIA

Chat Transcript

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

	Welcome to Ace Support.
	Please chose an option :
ankit	I'd like to report an Issue
Acebuddy	Please select an option!
ankit	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ankit	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ankit	QB not open
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
ankit	Chat continue
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Hello Ankit.
ankit	Hi
	Do u have my last chat?
	I left due to inetrnet issue
Tushar	So, I just checked the ticket is with our escalation team and they will be back in shift after 2 hr.
ankit	QB not open and also abort error comesin morning
Tushar	Okay so what we can do is I will fix the issue as of now temporarily.
ankit	Can i logoff all?
Tushar	Once our team is back they will take over the case .
ankit	Ok
	Please do needful
Tushar	Is QuickBooks not opening also for the other users at the moment?
ankit	Yes
	All r stuck
Tushar	Also kindly tell me the username that you are logged in with.
	I will have to initiate a server reboot then.
ankit	All r logoff now
	None is online
	Hello

Tushar	I have sent a pop up message to all active users.
ankit	Ok
	Who is online
Tushar	There were two users whose session was on ideal for 20-30 minutes.
	I have initiated the reboot process.
ankit	Name?
	hello
Tushar	As the session is rebooted now it will now be hard to remember but the name were like indie30 i and kr something
	Kindly login now and check if the issue is resolved or not.
ankit	Ok
Tushar	Is the issue resolved ?
	This message has been deleted
	Are we still connected here?
ankit	Wait
Tushar	Sure, please take your time
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Tushar has ended this chat session



Ch

Hell

Visitor Details

#78210 lucas

Email: lucas@infuseculinary.com 📞 19052645585

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: EAST YORK

State: Ontario

Country: CANADA

Chat Transcript

lucas	Hello, I am your Acebuddy
Acebuddy	Hello Lucas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
lucas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lucas	Restart
Acebuddy	Hello Lucas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Ch

Hell

Visitor Details

#78233 Michael P Gillett

Email: mikegillett44@gmail.com 📞 14104045684

Department: Support(QB & App Hosting)

Operator: Ayush kumar
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 9 Secs
City: THA YANG
State: Prachuap Khiri Khan
Country: THAILAND

Chat Transcript

Michael P Gillett	Hello, I am your Acebuddy
Acebuddy	Hello Mikegillett44, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael P Gillett	Managed Security
Acebuddy	Please wait while we connect you to an available Representative.
Acebuddy (bot) forwarded the chat request	
Priyanshu accepted the chat transfer request.	
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?
Michael P Gillett	MFA has been setup by your team and I'm unable to access
Priyanshu	It seems that your machine is being managed by different and MFA was setup by that respective team. Therefore, please
Priyanshu is transferring the chat to Support(QB & App Hosting).	
Ayush kumar accepted the chat transfer request.	
Michael P Gillett	Please help me get access... MFA was setup and I have not been provided information
Ayush kumar	Thank you for contacting Ace Cloud Hosting. My name is Ayush kumar. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Michael P Gillett	which one?
	MichaelGillett@myrealdata.net
Ayush kumar	Please confirm if "*mpg cpa llc*" is your account name?
Michael P Gillett	yes
Ayush kumar	Thanks for the confirmation !
	Allow me 3-4 minutes, let me check the case.
Michael P Gillett	Thank you for being on hold, I am still verifying something, please stay on hold.
	I didn't request MFA

	<i>10:27:25 AM</i> Ayush kumar is sharing a file with you SelfCare Portal.pdf - (Size:848.54 KB)
Ayush kumar	As I can see the MFA service is activated for your account. In order to get this configured from your end kindly follow the steps
Michael P Gillett	this is ridiculous
Ayush kumar	In case if you want to disable this feature, You can login to myportal.acecloudhosting.com website with the username "CID" and password "1234567890"
	I deeply apologize for the inconvenience caused to you. But this feature is added for the extra layer of security.
Michael P Gillett	somebody could have reached out and walked my through before locking me out of my work
	i really dislike chat... waste of time... paying for a service to text is not what i want
Ayush kumar	I deeply apologize for the inconvenience caused to you. If you want me to disable it right now, please send us an email from myportal.acecloudhosting.com
Michael P Gillett	so i'm following the instructions...
	cid and user what is my passwaord... never received one
Ayush kumar	You can use forget password option, if you are logging in for the first time. You will receive a temporary password link to your email
	Could you please confirm if you are trying to login to myportal.acecloudhosting.com to disable the server or following the instructions
Michael P Gillett	I'm at selfcare.acecloudhosting
	I never setup these security questions
Ayush kumar	okay, for that your username will be "MichaelGillett".
Michael P Gillett	what the fuck
	now I'm frustrated
	I feel like I want to cancel the service
Ayush kumar	Can I give you a call to help you better?
Michael P Gillett	yes
	4104045684
Ayush kumar	Thank you. Allow me 4-5 minutes, let me disconnect the chat and give you a call right away! (Edited)
	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 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 response.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Michael P Gillett	i can't becasue the CID is linked to a different user
	not my email or security questions
Ayush kumar	Let me call you.
	Sir, call is landed on voicemail. (Edited)

Michael P Gillett	i just called back and the number is not in service
Ayush kumar	Since, we are on the call I am disconnecting the chat from my end.
Ayush kumar has ended this chat session	

Ch

Sage has crashed again
This is our

Visitor Details

#78110 Amanda Wheeler

Email: amanda@riverstone.build 📞 8045929436

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

Website: https://www.acecloudhosting.com/ace-support/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace+cloud+hosting&utm_adgroup=Primary&gad_

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Amanda Wheeler	Sage has crashed again and I need you attention to this matter. This is our third requests on this ticket.
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
Akash is transferring the chat to Support(QB & App Hosting).	
Shubham Kataria accepted the chat transfer request.	
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hello Amanda
	I will be surely assisting you with this. Kindly help me with your server name and user name?

Amanda Wheeler	hello
	you should be able to remote in to my desktop as you will need to anyway to review the errors
Shubham Kataria	I deeply apologize for the inconvenience caused to you.
	Kindly confirm if you're the only user who is facing the same issue
Amanda Wheeler	we all have the same issue
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Amanda Wheeler	hello?
	log in please
Shubham Kataria	Kindly help me with your server name and user name?
	<i>10:11:04 PM Amanda Wheeler is sharing a file with you</i> 1_image.png - (Size:104.57 KB)
	Thank you for the information, please allow me a minute to check the same
Amanda Wheeler	are you still online?
Shubham Kataria	Yes, we are checking it from backend.
Amanda Wheeler	from my IT - database admin is failing to launch - we need to upgrade to match Sage.
	Crowstrike is blocking the SQL server from starting
	I sent over instructions from Sage as to this issue as well and no one from ace has responded or addressed this issue.
Shubham Kataria	Let me ask the escalation team as they are working on your ticket.
Amanda Wheeler	They need to call me 804-592-9436
	We have been dealing with this for a while and cannot afford these systems to be down like this with continued deferral to
Shubham Kataria	I deeply apologize for the inconvenience caused to you.
	Sure, let me arrange a call back for you
Amanda Wheeler	I don't need an apology, I need my systems to function and attention to this matter.
	Actions speak louder than words so please have a call to me within the hour or we will be forced to find cloud support else
Shubham Kataria	Sure, we are arranging a call back for you, I am personally informing the escalation team to connect with you within a hour
	Is there anything else I may help you with ?
Amanda Wheeler	no
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with
	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
	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/)

Ch
Hell

Visitor Details

#78503 jpoundstone1
Email: jpoundstone1@yahoo.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: LA OTRA BANDA
State: Santo Domingo
Country: DOMINICAN REPUBLIC

Chat Transcript

jpoundstone1	Hello, I am your Acebuddy
Acebuddy	Hello John Poundstone, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jpoundstone1	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jpoundstone1	I'd like to report an Issue
Acebuddy	Please select an option!
jpoundstone1	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jpoundstone1	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-initiate the
Ended due to chat idle timeout	

Chat

Header

Visitor Details

#78513 heather
Email: heather@taborhomes.com 📞 18434435221
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 6 Secs
City: MYRTLE BEACH
State: South Carolina
Country: UNITED STATES

Chat Transcript

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

heather	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
heather	Our connection to your server and qb was disabled due to past due payment. We paid the balance in full yesterday and w
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.
heather	Hello - can you please reinstate our connection to your server and quickbooks please?
Shivam Singh	Could you please let us know as to what issue are you facing? Is it Server accessibility issue or you are not able to access the QuickBooks? (Edited)
heather	Neither. Your billing department disable our account due to past due payment. We paid our account in full yesterday. I left a message with the billing department and also sent an email to support
Shivam Singh	Thanks for the information.
	I am on it. I will surely help you with this issue.
heather	Thank you
Shivam Singh	We have noted your request and will ask the team to make the change the account status.
heather	How long will this take?
Shivam Singh	Team will be available in 60 minutes
	I will ask them to have it checked and enable the account.
heather	ok, thank you
Shivam Singh	Heather, Is there anything else I may help you with?
heather	No, that was all
Shivam Singh	Great, Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shivam Singh has ended this chat session</i>

Visitor Details

#77845 Kim

Email: kimberly@southernspc.com 📞 13524464434

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: 37 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Kim	Hello, I am your Acebuddy
Acebuddy	Hello Kimberly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kim	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kim	I'd like to report an Issue
Acebuddy	Please select an option!
Kim	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kim	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kim	keep gettin kicked out
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.
	Hii Kimberly
Kim	hi
Manish Singh	May I know what exactly the issue you are facing?
Kim	it keeps kicking me out of QB-- its super slow and it keeps saying connection to the compnay file has been lost
	and then gives me option to "abort" or "tell me more"
Manish Singh	Kindly allow me two minutes to check the same.
	Kindly check now.
Kim	i clicked abort and then same thing came up
Manish Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
Kim	yes
Manish Singh	May I take the remote access of your server?
Kim	and now it says were sorry QB encountered a problem when opening the company file
	are you on?
Manish Singh	Yes
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
Kim	see how long its taking to getlogged on
	ok
Manish Singh	Yes
	Try with logging into the company file once.
	Kindly try now as I have made some changes now QB is not crashing as I have restarted the services from the backend.
Kim	ok seems to be better
	thank you
Manish Singh	Is there anything else I may help you with ?
Kim	no ty
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v
	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/>)

Manish Singh has ended this chat session

Chat

Hello

Visitor Details

#78204 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: 51 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>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.
krisika	Quickbook working very slow
Shivam Singh	I will surely help you with this issue.
krisika	Yes
Shivam Singh	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
	May I take the remote access of your local computer?
krisika	No
	Only baroda locations
Shivam Singh	You mean that the slowness is at the Baroda location?
krisika	Our user complete quickbook working
	Yes
Shivam Singh	Thanks for letting know, allow me to look into it.
krisika	Ok
Shivam Singh	Is anyone available from the Baroda location where we can check the issue to isolate the root cause.
	Are we still connected here?
krisika	Yes
	No
Shivam Singh	This message has been deleted
krisika	All logoff
Shivam Singh	We need to check from the local end what is causing this issue, as the server is up and running
	Krisika, I would request you to ask the affected users initiate a chat or call immediately after the login, so that we can res
	For now, as I can check the connected user are using the application just fine.
	Please confirm if the logged-in users are facing any challenges?
	Are we still connected here?
krisika	No
	Any user complete working qb
	Other usere working fine now

Shivam Singh	Yes, I checked it, and it is up and running.
	Krisika, Is there anything else I may help you with?
krisika	Waite
Shivam Singh	Sure, please take your time
krisika	3 minutes
Shivam Singh	Sure. I will wait.
krisika	Working fine now qb
	Thank you
Shivam Singh	great
krisika	No
	Thank you
Shivam Singh	thanks for your response
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shivam Singh has ended this chat session</i>

Chat Session Summary

Hello

Visitor Details

#78618 michael Gardner

Email: michael@rayswine.com 📞 +14142589821

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 47 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 Buddy. I'll be happy to assist you!
	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 raise a Request
Acebuddy	Please select your request type.
michael Gardner	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
michael Gardner	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
	Do you need any further assistance on the topic?
michael Gardner	Restart
Acebuddy	Hello Michael Gardner, I'm your Ace Buddy. I'll be happy to assist you!
	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	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
michael Gardner	Ticket 713952

Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hello Michael
	Kindly allow me two minutes to check the same.
	Thank you for your patience.
	I have checked your ticket and found your account need to be migrate on a new dedicated server.
michael Gardner	Correct
Shubham Kataria	Usually we do the the migration in night hours as migration takes approx 5-6 hours.
	Kindly confirm if we can proceed with the migration tonight.
michael Gardner	Can it be done tonight starting at 6:00 pm (Chicago time)? I will not need it till 8:00 am Wednesday morning.
Shubham Kataria	Sure, We will start the migration on mentioned time and will inform you via email once completed.
	Is there anything else I may help you with ?
michael Gardner	Thank you. Will i have a new login/password?
	will i have a different remote server?
Shubham Kataria	Yes, we will send the new username and password
	Yes, you will be migrated to a dedicated server.
	You will get the new details over email once the migration completed.
michael Gardner	does that mean the remote desk top connection short cut will need to be redone?
Shubham Kataria	Yes, we will provide you the new Desktop Shortcuts with the instruction to login onto the server. (Edited)
michael Gardner	Last question, where are you located? I know sales office is Florida.
Shubham Kataria	We are working from india.
michael Gardner	Thank you for all the answers, have a great day.
Shubham Kataria	Wishing you the same
	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 feedback on your experience.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Kataria has ended this chat session

Visitor Details

#78531 heather
Email: heather@taborhomes.com 📞 18434435221
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: MYRTLE BEACH
State: South Carolina
Country: UNITED STATES

Chat Transcript

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

Visitor Details

#78668 Megan Szul

Email: szulsland@verizon.net 📞 6092919663

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: CHESTERFIELD

State: New Jersey

Country: UNITED STATES

Chat Transcript

Megan Szul	Hello, I am your Acebuddy
Acebuddy	Hello Megan Szul, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Megan Szul	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Megan Szul	I'd like to report an Issue
Acebuddy	Please select an option!
Megan Szul	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Megan Szul	I am trying to log in to the hosting environment and receiving an error
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Megan Szul	We couldn't connect to the Remote Desktop Gateway because the connection to the remote PC failed. If this keeps happe
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hello Megan
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Megan Szul	Server Name: SzulLandscapes.myrealdata.net User 1: myrealdata\MeganSz
Shubham Kataria	

	thank you for the information.
	Kindly confirm if you're the only user who is facing this issue
Megan Szul	I am the only user in the hosting environment today as the other two users are off.
Shubham Kataria	Alright
	May I take the remote access of your local computer?
Megan Szul	yes
	on the local side
	?
Shubham Kataria	Yes
Megan Szul	ok
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Megan Szul	ok
Shubham Kataria	https://assist.acecloudhosting.com/join/8372310989
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thank you for your patience.
Megan Szul	Thanks again for your help
Shubham Kataria	As per the remote session your issue has been resolved.
	You're welcome
	Is there anything else I may help you with ?
Megan Szul	That is all for now.
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	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/)

Shubham Kataria has ended this chat session

Visitor Details

#78599 Matt Wilkinson

Email: matt@beckcohen.com 📞 4349629402

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 18 Secs

City: FRONT ROYAL

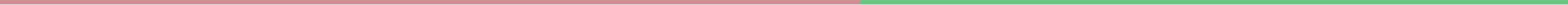
State: Virginia

Country: UNITED STATES

Chat Transcript

Matt Wilkinson	Hello, I am your Acebuddy
Acebuddy	Hello Matt Wilkinson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Matt Wilkinson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Matt Wilkinson	I'd like to report an Issue
Acebuddy	Please select an option!
Matt Wilkinson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Matt Wilkinson	I keep getting messages that my drive space is down to 9% and my system is running very slowly.
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Deepak Taneja declined the transfer request.	
Gurwinder Singh accepted the chat transfer request.	

Gurwinder Singh is transferring the chat to Anjainay Singh.	
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.
	I am transferring your chat to another support representative.
Anjainay Singh is transferring the chat to Ashutosh Mishra.	
Ashutosh Mishra accepted the chat transfer request.	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	Hello Matt, I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Matt Wilkinson	great
Ashutosh Mishra	I am running cleanup from the backend.
	I will inform you about the space that can be freed from backend.
Matt Wilkinson	thanks
Ashutosh Mishra	We are running the cleanup process from backend and this may take at least 30 minutes.
	Would it be okay if I inform you over the email once the cleanup is completed?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
Ashutosh Mishra has ended this chat session	



Ch
Hell

Visitor Details

#78464 Shaugn Lindley

Email: shaugn@rrlift.com 📞 12068178453

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: KYLE

State: Texas

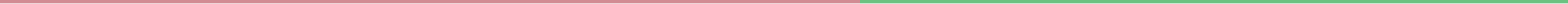
Country: UNITED STATES

Chat Transcript -----

Shaugn Lindley	Hello, I am your Acebuddy
Acebuddy	Hello Shaugn Lindley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shaugn Lindley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shaugn Lindley	I'd like to report an Issue
Acebuddy	Please select an option!
Shaugn Lindley	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Shaugn Lindley	Hello Rohit kumar from your team is supposed to be on a google meet call with me right now
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.
Shaugn Lindley	meet.google.com/zia-rrft-sdj
	my ticket number is 709946
Shivam Singh	Thanks for information.
	Allow me 3 minutes to look into it.
Shaugn Lindley	ok we are on the call
Shivam Singh	Great
	I will be closing the chat then please get your query addressed while on the call
Shaugn Lindley	no I need the person on the call
	they have not joined

	dont close the chat
Shivam Singh	Okay, I apologize for the misinterpretation.
	Allow me to connect you with somebody after checking the availability.
	I have informed the agent available for the call; however the call is reaching the Voicemail.
Shaugn Lindley	meet.google.com/zia-rrft-sdj
	this is the google meet link
	we are on the call
Shivam Singh	Okay
	Thanks for the information, allow me 2 minutes to check.
	I hope you are connected now.
	Shaugn, Is there anything else I may help you with?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	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 app
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session



Ch
Hell

Visitor Details

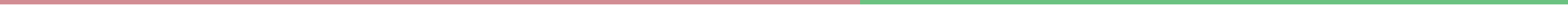
#78128 Stephen Stull
Email: ddarrigo@stullcpa.com ☎ 18176610095

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: TAMPA
State: Florida
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout



Visitor Details

#78249 Stelck
Email: shalyn@dfctahoe.com ☎ 8312929875
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 28 Secs
City: TRUCKEE
State: California
Country: UNITED STATES

Chat Transcript

Stelck	Hello, I am your Acebuddy
Acebuddy	Hello Shalyn Stelck, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stelck	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stelck	I'd like to report an Issue
Acebuddy	Please select an option!
Stelck	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Stelck	I cannot login to Sage 100 Contractor. It says it can't communicate with the designated license server.
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.

Stelck	Hello
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as qu
	Hello Shalyn we hope you are fine.
Stelck	Yes thank you and likewise.
	<i>8:42:10 PMStelck is sharing a file with you</i> <i>image.png - (Size:8.93 KB)</i> <i>This is the error message I am getting when trying to connect to Sage.</i>
Anjainay Singh	Please provide me two minutes so that I can look into it and urgently resolve it for you.
Stelck	Thank you1
Anjainay Singh	I have started the service however I need to reboot the server in order to update the settings and resolve the issue.
Stelck	Okay, do I need to do anything?
Anjainay Singh	Please save your work on server and inform your coworkers to do same so that I can reboot it.
Stelck	Okay, all good to reboot!
Anjainay Singh	Thankyou.
	I have restarted the server.
	Please login into server and try to launch the Sage once again and let me know if your issue is resolved.
Stelck	It works. Thank you so much!
Anjainay Singh	Is there anything else I may help you with ?
Stelck	No, I appreciate it!
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
Stelck	Absolutely :)
Anjainay Singh	I will also share the ticket id with you over the mail once this chat is disconnected.
Stelck	sounds good!
Anjainay Singh	You may disconnect this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shalyn Stelck has ended this chat session

Visitor Details

#78252 vsama
Email: vicki.sama@cleanthebooks.com 📞 18563979031
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 26 Secs
City: REHOBOTH BEACH
State: Delaware
Country: UNITED STATES

Chat Transcript

vsama	Hello, I am your Acebuddy
Acebuddy	Hello Vsama, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
vsama	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
vsama	I'd like to report an Issue
Acebuddy	Please select an option!
vsama	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
vsama	there is a problem connecting to remote resource
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
vsama	[Window Title] Remote Desktop Connection [Content] There was a problem connecting to the remote resource. Ask your r 03:26:03 PM Press Ctrl+C to copy.
	<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.
vsama	Hi Ashutosh

Ashutosh Mishra	Hello vsama, i will surely assist with this.
vsama	I was able to connect earlier today but now having issues
Ashutosh Mishra	We regret the inconvenience caused due to this and I will check what the root issue is, Kindly help me with your server na
vsama	Qbnxtpro1.myrealddata.net
	victorias.npro1@myrealddata.net
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
vsama	ok thanks
Ashutosh Mishra	Is this issue occurring only for you, or the other user on the server also experiencing it?
vsama	I am unsure about the other user
Ashutosh Mishra	Is this the first time you are facing this issue?
vsama	yes today it is
Ashutosh Mishra	May I take the remote access of your local computer?
vsama	yes you may
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
vsama	ok
	i'm good
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/8662358475
vsama	Yes all is good now
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by attempting login again as there were no issues with tl
vsama	Yes but I am getting a fatal quickbooks error
Ashutosh Mishra	Sure, i will check for the QuickBooks issue.
vsama	it seems ok now.
Ashutosh Mishra	Is there anything else I may help you with ?
vsama	No i should be ok. If I have any further issues, I will use chat again. thank you.
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec

Chat Session

Hello

Visitor Details

#78275 kkingasley

Email: kkingasley@travelerschampionship.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 17 Secs

City: CROMWELL

State: Connecticut

Country: UNITED STATES

Chat Transcript

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

kkingsley	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
kkingsley	When I go to Print an invoice, it says UniPrint could not find a suitable way to transfer your print job to you please contact
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
kkingsley	username is Katie
Shubham Kataria	Thank you, please confirm your server name or business name as well
	Are we still connected here?
kkingsley	Travelers Championship 2024
Shubham Kataria	Thank you for the information. Please allow me a minute to check the same.
	May I take the remote access of your local computer?
kkingsley	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
kkingsley	ok
Shubham Kataria	https://assist.acecloudhosting.com/join/3732725654
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thank you for your patience.
	As per the remote session your issue has been resolved.
	Is there anything else I may help you with ?
kkingsley	No
Shubham Kataria	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	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 Kataria has ended this chat session</i>

Hell

#78143 aprasla

Email: aprasla@anishcpa.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: MUMBAI

State: Maharashtra

Country: INDIA

aprasla	Hello, I am your Acebuddy
Acebuddy	Hello Aprasla, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
aprasla	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Priyanshu accepted the chat transfer request.</i>
aprasla	hi
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?
aprasla	i am not able to work properly in Rdp
Priyanshu	Apologies for the inconvenience caused. Could you please help me with your businessname and username so that I can a
aprasla	i am facing this issue last few days

	anishkarediallc
	azizalip
Priyanshu	Thank you for sharing the details.
	It seems that your server is being managed by different team, please let me transfer your chat to the concerned team so <i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>
aprasla	Please Resolved this issue on high priority <i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
aprasla	i am facing this issue last few days not able work properly In Rdp
Shashwat Verma	I will surely help you with this issue.
	May I know your username?
aprasla	azizalip
Shashwat Verma	May I take the remote access of your local computer?
aprasla	ok
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
aprasla	ok
Shashwat Verma	https://assist.acecloudhosting.com/join/6052633420
	Kindly Click on the link and open the downloaded file.
aprasla	file not responding
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	<i>12:51:41 PMShashwat Verma is sharing a file with you</i> <i>image.png - (Size:20.94 KB)</i>
	As per the remote session, we will email akaredia@anishcpa.com for the RAM addition approval, will add the RAM, once g
	We regret that you are still facing the slowness issue, but as per the procedure will require akaredia@anishcpa.com confir
	Thank you for choosing ACE cloud Hosting, you have a wonderful day. <i>aprasla has ended this chat session</i>

Visitor Details

#78063 winniezhou

Email: winniezhou@freshimarket.com ☎ 17734208188

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: ST LOUIS

State: Missouri

Country: UNITED STATES

Chat Transcript

winniezhou	Hello, I am your Acebuddy
Acebuddy	Hello Winniezhou, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
winniezhou	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
winniezhou	I'd like to raise a Request
Acebuddy	Please select your request type.
winniezhou	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
winniezhou	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Visitor Details

#78497 ankit

Email: ankit@hkidata.com

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: 7 Secs

City: ANKLESHWAR

State: Gujarat

Country: INDIA

Chat Transcript

ankit	Hello, I am your Acebuddy
	Hi
Tushar	Hi Ankit.
	I the issue resolved?
	It seems there is a network disruption, also as per your previous feedback we have noted your case and as said the case is
	as this chat session is also disconnected from your end, we would suggest a call session for a stable connection you can c
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Tushar has ended this chat session

Visitor Details

#77784 shari

Email: shari@jkservicesinc.com 📞 18054079440

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 52 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
shari	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	I have the updated license and product number for Enterprise 2024
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request

shari	license # 675572815680164
	product 062593
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
	Hello shari, How are you doing today?
shari	hi I am ok - hopefully this fixes
	can you please try this on the enterprise accountant 2024 install
	I have intuit on my phone now
Ankit	I will surely help you with this issue.
	Kindly confirm if this is your server name : Blueisle-Drake.myrealdata.net ?
shari	yes
Ankit	Thanks for the confirmation!
	Kindly allow me 4-5 minutes to check the license.
	Thank you for waiting. I have initiated the installation process — this might take another 2–3 minutes to complete. Also, I would like to inform you that the license details have been verified and are working correctly this time.
	Thank you for your patience. Shari, Please check and confirm if everything is working fine for you now?
shari	ok
Ankit	Let me know if you need any further assistance—I'm here to help!
shari	yes I just got in - i just want to make sure payroll and everything is working
Ankit	Sure, Please take your time
	Shari, Just waiting for your response regarding the QuickBooks application installation. Please confirm if everything is wor
shari	yes except it is saying I don't have access to paymetns
	I will work with intuit
	thank you
Ankit	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Ankit has ended this chat session</i>

Visitor Details

#78564 Denae Gandy

Email: denae@build4g.com ☎ 7049957379

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Denae Gandy	Hello, I am your Acebuddy
Acebuddy	Hello Denae Gandy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Denae Gandy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Denae Gandy	I'd like to report an Issue
Acebuddy	Please select an option!
Denae Gandy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Denae Gandy	When I try to open Outlook on the RDP session I get a error that my device has to be regisetred.
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Thank you for bringing this to our attention. I understand the issue you're facing, and I’m here to help you resolve it as qu
	Are we still connected?
Denae Gandy	yes
	<i>8:34:35 PMDenae Gandy is sharing a file with you</i> 1_image.png - (Size:46.21 KB)
Anjainay Singh	Please provide me two minutes so that I can look into it.
	Could you please confirm which application you are trying to access on server?
Denae Gandy	Outlook
Anjainay Singh	Thankyou for your confirmation.
	May I take the remote access of your server?
Denae Gandy	Yes
Anjainay Singh	Please allow me a remote access.
	Could you please confirm the license associated with this email?
	So that we can provide you exact resolution.
Denae Gandy	What do you mean
	365 Business premium
Anjainay Singh	Could you please confirm who is managing your emails?
Denae Gandy	Fitnetworks IT
	You can contact them 704-488-9587
Anjainay Singh	As we only host below license O365 Apps For Enterprise O365 E3 O365 35
	The current license is not compatible with ACE server.
	As your IT team hosts the O365 license you may contact them directly as this seems to be license issue.
	We can also arrange a three way call including ACE support , Firework IT and you to discuss this on call.
Denae Gandy	Ok, I'll touch base with them. Thanks!
Anjainay Singh	I will keep a close look on this ticket.
	I will love to assist you if you need my help further. (Edited)
	I will keep this ticket under observation.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.



Ch
Hell

Visitor Details

#78064 winniezhou
Email: winniezhou@freshimarket.com ☎ 17734208188
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: ST LOUIS
State: Missouri
Country: UNITED STATES

Chat Transcript

winniezhou	Hello, I am your Acebuddy
Acebuddy	Hello Winniezhou, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
winniezhou	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
winniezhou	I'd like to raise a Request
Acebuddy	Please select your request type.
winniezhou	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
winniezhou	I already have O365 license
Acebuddy	

	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windo
	<ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise
	If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so v
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one ment
	Do you need any further assistance on the topic?
winniezhou	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Ch

Hell

Visitor Details

#78561 Nancie Brungard

Email: nbrungard@sds-rx.com 📞 5169861031

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: CLIFTON

State: New Jersey

Country: UNITED STATES

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

Nancie Brungard	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nancie Brungard	I'd like to raise a Request
Acebuddy	Please select your request type.
Nancie Brungard	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Nancie Brungard	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session



Ch
Hell

Visitor Details

#78504 catherine.cochran
Email: catherine.cochran@titanagllc.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 23 Secs
City: JACKSON
State: Tennessee
Country: UNITED STATES

Chat Transcript

catherine.cochran	Hello, I am your Acebuddy
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Acebuddy	Hello Catherine Cochran, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
catherine.cochran	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
catherine.cochran	I'd like to report an Issue
Acebuddy	Please select an option!
catherine.cochran	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
catherine.cochran	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
catherine.cochran	On my desktop at work, I have no issues but I am trying to login on my laptop and it says my subscription is expired. I'm u
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.
catherine.cochran	Thank you
Ashutosh Mishra	Hello Catherine, I will surely assist you with this.
	I understand you are unable to connect with Ace server, please also share a screenshot of the error to isolate the issue.
catherine.cochran	Okay, just a moment
Ashutosh Mishra	Sure, please take your time
	<i>5:45:52 PMcatherine.cochran is sharing a file with you</i> Screenshot 2025-06-20 071444.png - (Size:17.08 KB)
	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
catherine.cochran	Thank you
Ashutosh Mishra	It appears the license has expired as from the backend also we are getting the same message.
catherine.cochran	It only does this on my laptop though, not on my desktop at work
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
catherine.cochran	Only me
	And it works fine on my desktop at work
	it is only this laptop that I am currently on

Ashutosh Mishra	Since the license is installed on the Ace server so it does not depend on local machine. It could be that since last time you persistent for all users or not?
catherine.cochran	Yeah it is not the issue. I verified it already
Ashutosh Mishra	Sure i will attempt some changes from backend and let you know if it is resolved.
catherine.cochran	Okay, thank you
Ashutosh Mishra	Thank you for your patience.
	May i reboot the server?
catherine.cochran	Yes that is fine
Ashutosh Mishra	Thanks for the confirmation !
	Please login after two minutes.
catherine.cochran	Will do!
Ashutosh Mishra	I have attempted some changes however there are no issues from the backend, the license has expired and need to be re
	Currently QuickBooks will remain in view only mode, I would suggest reaching out to the Intuit support for renewal assista
catherine.cochran	The license is fine on all other computers though
Ashutosh Mishra	Is your work desktop available right now so we can check for the discrepancy and isolate the issue? (Edited)
	Are we still connected here?
catherine.cochran	We are still connected, I am at home today and don't have access to my desktop
Ashutosh Mishra	Will any other user login today? we can reach out to you over the phone and check for the concern once other users also
catherine.cochran	Yes They will be there at 8
	I was logged in on my desktop yesterday afternoon and then tried my laptop right after and it wouldn't work
Ashutosh Mishra	Sure, please share the callback number as well as time zone and one of our senior engineers will reach out for further ass
catherine.cochran	7315042520 cental
Ashutosh Mishra	Thanks for the confirmation !
	I will schedule the assistance over the phone.
	Is there anything else I may help you with ?
catherine.cochran	no
Ashutosh Mishra	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 appl
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Hell

#77840 Jeanne Vincent

Email: jeanne@baycountyarmory.com ☎ 118508321481

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: PALM COAST

State: Florida

Country: UNITED STATES

Jeanne Vincent	Hello, I am your Acebuddy
Acebuddy	Hello Jeanne Vincent, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jeanne Vincent	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jeanne Vincent	I'd like to report an Issue
Acebuddy	Please select an option!
Jeanne Vincent	Password Reset
Acebuddy	Please select an option below
Jeanne Vincent	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Acebuddy	What type of QuickBooks Issue are you facing?
shari	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	I just transferred a file to the server Beacon folder and it says I need QB Enterprise solutions to open. Can you please add
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Shari
shari	hi i'm back lol
Shashwat Verma	I will surely help you with this issue.
	Let me know, which you user you are using to open the QB file? (Edited)
shari	I am currently logged in as myself... but joel.b, aadmin will also need access to this file
Shashwat Verma	Okay, let me remote in and check this issue, as Qb ent 24 icon is placed on mentioned username?
	Will take access from the server side.
shari	ok I just logged off
	so please remove the other QB from joel.b and aadmin
	so they don't get confused
Shashwat Verma	Yes, I have already done that
	Kindly login and let me remote in your account, to check the prompt of QB
shari	ok I am logged in as sbray
Shashwat Verma	I'd also like to inform you that I've given special preference to your account to ensure you won't receive MyPortal prompts
shari	thank you!
Shashwat Verma	No problem
	Prior providing the access, I would suggest you to close any important documents at your end.
shari	all set
Shashwat Verma	Kindly accept the invite.
	Please try again now. What were you attempting to do with the file?
shari	Import a backup
	but it won't open in accounting 2024 says I need QB Enterprise
Shashwat Verma	Okay
shari	I don't think I have that on my login

Shashwat Verma	I just open the Qb accountant 24, let try to open that file with it.
shari	that is what I tried
Shashwat Verma	Okay got it
	Let me check from backend
	Shari, we have just confirmed with Intuit that a QuickBooks Enterprise 2024 company file is not compatible with QuickBoc version.
shari	yes
Shashwat Verma	Have you first time using this file on the server? (Edited)
	May I know the source where you get it from?
shari	yes - I am just moving this client over. They were previously hosting on their own server. Melissa stated we would be able
	as well as Joel.b and aadmin
Shashwat Verma	So, you have your own separate QuickBooks Enterprise 2024 license, correct?
shari	no melissa does
	the customer is cancelling his licenses
	I am not sure if JK Services has Enterprise but I can check
	I accesss enterprise on my other login for blue isle
Shashwat Verma	In that case, you can ask Melissa to share the license details with us. Alternatively, if she would like to purchase a license
	You can access Qb Ent account on the server, right?
shari	yes with my other login
Shashwat Verma	Not the general Enterprise version 24
	Yes, I have checked all 3 servers of your company
	And you have only Qb Ent accountant versions installed.
shari	blueisle-ent.myrealdata.net
Shashwat Verma	Yes, I have checked this one too.
	<i>3:37:22 AMShashwat Verma is sharing a file with you</i> <i>image.png</i> - (<i>Size:9.01 KB</i>)
	This is on blueisle-ent.myrealdata.net.
shari	yes that is the version I need on blueisle -drake
Shashwat Verma	But even though you can't open this file with this.
	You can read it as its clearly mentioned accountant version of QB Ent accountant 23.
shari	that is the Enterprise solutions... It is enterprise accountant which is different from Desktop accountant
	or how can I convert the file to desktop
Shashwat Verma	

	Shari, there are two types of QuickBooks: the Accountant version and the General (standard) version. On one of your serv To open the file you're referring to, you'll need a license for the General QuickBooks Enterprise 2024 , which is a com
shari	I just logged into my intuit account and I do have a Quickbooks Enterprise license 675572815680164
Shashwat Verma	Kindly allow me two minutes to check the same.
shari	ok
Shashwat Verma	May I check your intuit portal to see all your License information for the transparency of the case?
shari	sure but I don't know how to do that
	company ID is 286676458
Shashwat Verma	Let me remote in and share you the link on the chrome
shari	ok
Shashwat Verma	Kindly connect to server as Sbray
	This message has been deleted
shari	I am logged in to Intuit outside of the server
	my sbray login uses the blue isle licenses
	I was trying to move the Beacon file to the sbray log in to test
Shashwat Verma	Okay, kindly use this link for remote session
	https://assist.acecloudhosting.com/join/4612472398
	Kindly Click on the link and open the downloaded file.
	We will first check if any QuickBooks Enterprise (General Edition) licenses have been issued for your company.
shari	my sbray login will not connect either
Shashwat Verma	No problem, will check that too.
	Kindly use the above link
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	As you can see all of the versions are accountant version.
shari	yes but per Intuit I can access the Quickbooks enterprise solution file with Qucikbooks Enterprise Accountant
Shashwat Verma	Let me just try the same thing on your Blueisle-Ent server, by accessing the beacon file with that Qb on Blueisle-Ent
shari	I just need the enterprise accountant added to the drake server... I can use my license instead of Melissa's now that I conf
Shashwat Verma	Okay
	Will respect your request and will install the QB ent acc 23 on the Blueisle-Drake server also.
	Is that work for you?
shari	yes thank you
Shashwat Verma	Shari, with all due respect, we will need authorization from Melissa, as this is part of the installation process.

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: ANANTAPUR

State: Andhra Pradesh

Country: INDIA

Chat Transcript

hanumeshqb	Hello, I am your Acebuddy
Acebuddy	Hello Hanumeshqb, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
hanumeshqb	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hanumeshqb	I'd like to report an Issue
Acebuddy	Please select an option!
hanumeshqb	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
hanumeshqb	Am not able to access my server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
hanumeshqb	Hi Verma
Shashwat Verma	Hello Hanumesh
hanumeshqb	Am not able to access my server
Shashwat Verma	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
hanumeshqb	I think it my account only
Shashwat Verma	Thanks for the confirmation !
	May I take the remote access of your local computer?
hanumeshqb	ya sure

Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
hanumeshqb	okay
Shashwat Verma	https://assist.acecloudhosting.com/join/1502164418
hanumeshqb	you may continue
Shashwat Verma	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	As per discussion over the remote session, The issue is resolved by configuring the rdp file
	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.
	<i>Shashwat Verma has ended this chat session</i>

Ch

Hell

Visitor Details

#78758 Robert Aldrich

Email: raldrich@rvirtualcfo.com

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: BELMONT

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Robert Aldrich	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Aldrich	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Aldrich	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Robert Aldrich	setup created a desktop shortcut. That no longer works so can't figure how to access our files.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
	<i>Abhay Kumar Saraswat is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Robert Aldrich	I honestly don't know. CID is 74999 for RVirtualTAX LLC
	Sandeep Kumar set me up
Yash Kalra	Please confirm if your user name is RV_Robert.
Robert Aldrich	yes, that's it. My shortcut mentions that and it no longer works
Yash Kalra	May I take the remote access of your local computer?
Robert Aldrich	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/1262046135
Robert Aldrich	thank you
Yash Kalra	Robert, we assisted you regarding logging issue. Is there anything else I may help you with ?
Robert Aldrich	not today
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on
	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

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 response.

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

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

Yash Kalra has ended this chat session

Chat History

Ch

Hel

Visitor Details

#78608 Cesar Diaz

Email: cesardiaz98776@gmail.com 📞 150499420028

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 23 Secs

City: ?

State: Honduras

Country: HONDURAS

Chat Transcript

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

	Please select your request type.
Cesar Diaz	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re
	Do you need any further assistance on the topic?
Cesar Diaz	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Cesar Diaz	please reboot both server intercentro and Intercentnew
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as qu
	Could you please confirm the issue you are facing at your end so that I can reboot the server immediately.
Cesar Diaz	thanks for your help, can u confirm us went its reboot
Anjainay Singh	Please allow me two minutes.
Cesar Diaz	thanks
Anjainay Singh	I have rebooted the servers. (Edited)
Cesar Diaz	let me check
Anjainay Singh	Sure.
	Could you please provide an update?
Cesar Diaz	thanks so much
Anjainay Singh	Is there anything else I may help you with ?
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	I will also share the ticket id with you over the mail once this chat is disconnected.
	You may disconnect this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session



Visitor Details

#77943 Mao Guarin
Email: oguarin88@hotmail.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: 29 Secs
City: MEDELLIN
State: Antioquia
Country: COLOMBIA

Chat Transcript

Mao Guarin	Hello, I am your Acebuddy
Acebuddy	Hello Mao Guarin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mao Guarin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mao Guarin	I'd like to raise a Request
Acebuddy	Please select your request type.
Mao Guarin	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Mao Guarin	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.
	Do you need any further assistance on the topic?
Mao Guarin	Yes
Acebuddy	Please wait while we connect you to our Support Representative

	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.
Mao Guarin	hello sir, how are you?
Manish Singh	Great, Sir how are you doing today?
Mao Guarin	i would like accessto to the server, but i have apple computer, can you send the email, with the acces to server for mac like when you create a new uer, send the information about the conetion
Manish Singh	I will surely help you with this issue.
Mao Guarin	nice can you send to the email of sandra
Manish Singh	sandramejia13@hotmail.com
	Is this the email ID?
Mao Guarin	yeahh
Manish Singh	Is there anything else I may help you with ?
Mao Guarin	no sir
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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/)

Hell

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 51 Secs
City: BORSAD
State: Gujarat
Country: INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>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.
krisika	Quickbook in many times abort error
Ashutosh Mishra	I will surely help you with this issue.
krisika	Yes
Ashutosh Mishra	Krisika please let me know if the issue is occuring for all users.
	Are we still connected here?
krisika	Yes
	Now quickbook open in borsad location
	But not open quickbook baroda location

	Many times abort error
Ashutosh Mishra	Please let me know the users that are in Baroda location.
	Are we still connected here?
krisika	Yes
Ashutosh Mishra	May I reboot the server?
krisika	Many time quickbook in abort error all user
Ashutosh Mishra	May I take remote access of your server to isolate the issue?
krisika	Now quickbook open in all user
Ashutosh Mishra	I understand the issue is resolved now, is that correct?
krisika	Yes
	But many time issue
	How to problem slove?
Ashutosh Mishra	I understand the QuickBooks related issues are reoccurring, I would suggest reaching out to Ace support over the phone s
	If you would like callback, you can also share your phone number and preferred time for callback so we can reach out to y
	Are we still connected here?
krisika	Yes
	+91 9586345145
Ashutosh Mishra	I have noted this. Please also let me know when to reach out to you.
	Are we still connected here?
	Are we still connected here?
krisika	Yes
	Any times
Ashutosh Mishra	Sure, I will forward this to one of our senior engineers and they will reach out to you.
	Is there anything else I may help you with ?
krisika	No
	Thank you
Ashutosh Mishra	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/)



Ch
Hell

Visitor Details

#78002 Amanda Wheeler
Email: amanda@riverstone.build 📞 8045929436
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 12 Secs
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

Amanda Wheeler	Hello, I am your Acebuddy
Acebuddy	Hello Amanda Wheeler, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amanda Wheeler	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amanda Wheeler	I'd like to report an Issue
Acebuddy	Please select an option!
Amanda Wheeler	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Amanda Wheeler	I sent an email outlining the issue and they need to log in remotely

Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Amanda
Amanda Wheeler	thank you
Anurag Sharma	Could you please share me the ticket ID?
Amanda Wheeler	just a momnet
	513972
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 4-5 minutes to check the same.
	Thank you for your patience.
	As I can check the ticket ID you shared.
	You had a password reset request.
Amanda Wheeler	no
	there was an error that keep popping up and my IT stated it was due to an antivirus installed by ACE? Please read from th
Anurag Sharma	May I take the remote access of your local computer?
Amanda Wheeler	yes but the email is not on this laptop - this is reserved for accounting. Do you have the details of the email?
	Sent to Vikrant at 4:02PM EST USA
Anurag Sharma	Okay
	Could you please confirm me your server name and user name?
Amanda Wheeler	you can log in
	its on the screen
Anurag Sharma	Okay
	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/6332020852
	Kindly paste this link in the browser of local computer and join the session.
Amanda Wheeler	done
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
Amanda Wheeler	They are asking for specific setup files for sage - i do not know where those are - they shoudl know that
Anurag Sharma	I think you have ended the remote session by mistake.
Amanda Wheeler	and what version

Anurag Sharma	Yes, you don't need to worry on this.
	Our escalation team is already handling this case on priority.
Amanda Wheeler	i can give them the license number 4000030760
Anurag Sharma	I would like to inform you that our escalation team is already handling this case. And will update you on monday for sure.
	You can share the details with me, and I'll pass the information along to them. (Edited)
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Anurag Sharma has ended this chat session	

Chat

Hello

Visitor Details

#78817 heather

Email: heather@bluenorthernbuilders.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 12 Secs

City: RIO LINDA

State: California

Country: UNITED STATES

Chat Transcript

heather	Hello, I am your Acebuddy
Acebuddy	Hello Heather Coffey, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
heather	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
heather	I'd like to report an Issue
Acebuddy	Please select an option!
heather	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
heather	I need to be able to print from Sage.
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.
heather	I got a new computer and set it all up but I am unable to print from Sage now.
Manish Singh	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
heather	just me.
Manish Singh	Alright!
	May I take the remote access of your local computer?
heather	sure
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/4672744974
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	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 (1-888-415-5240)

Manish Singh has ended this chat session

Visitor Details

#77715 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 1 Min 22 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

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

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.
krisika	Quickbook not working
Manish Singh	Hii Krisika
	I will surely help you with this issue.
	<i>7:07:54 PM</i> <i>krisika is sharing a file with you</i> <i>IMG-20250602-WA0006.jpg</i> - (<i>Size:95.02 KB</i>) <i>This error</i>
	Is this the first time you are facing this issue?
krisika	No
Manish Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
krisika	Baroda location this issue
Manish Singh	When are you getting this error?
krisika	Quickbook open but few time quickbook in not responding error
	<i>7:11:04 PM</i> <i>krisika is sharing a file with you</i> <i>IMG-20250602-WA0002.jpg</i> - (<i>Size:103.31 KB</i>) <i>This error</i>
	Somtimes
	are we still connected here ?
Manish Singh	We will assign a callback regarding this issue
	As this is a frequent issue.
	And also, we will update QuickBooks in night hours.
	Are we still connected here?
krisika	Yes
	Call to Nilay first and then do needful for updates
Manish Singh	Sure, we have noted your request.
	And please let all users know that to use QuickBooks in Multiuser mode.
	Are we still connected here?
	Are we still connected here?
krisika	Yes
	We don't have permission for that
Manish Singh	We have noted your request and schedule the callback with Nilay moreover I have checked the services and updates.
	May I know name of the specific company file that is causing this issue?

	This message has been deleted
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
<i>Manish Singh has ended this chat session</i>	

Ch

Hell

Visitor Details

#78711 Carlos
Email: carlos@neotechnetworks.com 📞 8887268138
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 59 Secs
City: MARACAIBO
State: Zulia
Country: VENEZUELA

Chat Transcript

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

	Please chose an option :
Carlos	I'd like to raise a Request
Acebuddy	Please select your request type.
Carlos	Password Reset
Acebuddy	Please select an option below
Carlos	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re
	Do you need any further assistance on the topic?
Carlos	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Carlos	need to reset the password for the user ScottM_NNL on AZUREMILCONACCT server, please verify if the user is locked for t
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as qu
	Please allow me two minutes Carlos, I am looking into it.
	I have unlocked the account.
	Please try to login again.
Carlos	i need the password reset
Anjainay Singh	I need an email approval from registered account owner on support@acecloudhosting.com
	<i>1:41:51 AMAnjainay Singh is sharing a file with you</i> <i>image.png - (Size:27.28 KB)</i> <i>Please ask any POC to provide an approval.</i>
	I can seek approval on your behalf from any of the following over an email after this chat gets disconnect. (Edited)
Carlos	ok thks will do that
	<i>carlos has ended this chat session</i>

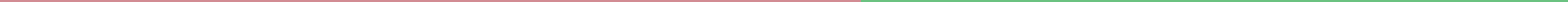
Visitor Details

#78786 vipul Kumar
Email: vipul@niveshonline.com
Department: Support(QB & App Hosting)
Operator: Acebuddy
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
City: KOTWALI
State: Delhi
Country: INDIA

Chat Transcript

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

Ended due to chat idle timeout



Visitor Details

#78565 Dmitry Putyatov

Email: developer1@fvd.bz 📞 18173549200

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: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Visitor Details

#78243 Tayler Lopez

Email: tayler@soleilfloors.com 📞 5122180400

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: 25 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Tayler Lopez	Hello, I am your Acebuddy
Acebuddy	Hello Tayler Lopez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tayler Lopez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tayler Lopez	I'd like to report an Issue
Acebuddy	Please select an option!
Tayler Lopez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tayler Lopez	pop up won't go away
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	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.

	Is it related to QuickBooks? (Edited)
Tayler Lopez	no
Manish Singh	Please let us know so that we can assist you accordingly.
	<i>7:11:50 PM</i> Tayler Lopez is sharing a file with you Capture.PNG - (Size:12.95 KB)
	May I know in which application you are getting this pop-up
Tayler Lopez	it popped up right when i signed in
Manish Singh	Kindly allow me two minutes to check the same.
	We have made some required changes to resolve this issue, kindly log off and log back in to check.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
Tayler Lopez	i logged off and it's still there
	no, just me
Manish Singh	May I take the remote access of your server?
Tayler Lopez	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	We have installed and repaired .Net Framework from our end and scanning the server for now.
	Once done we will proceed with server reboot try to login after the reboot and let us know if the issue is resolved.
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Manish Singh has ended this chat session</i>

Ch

I need help updating my
the necessa

Visitor Details

#77817 dansilver315

Email: dansilver315@gmail.com 📞 8087817861

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: BILLINGS

State: Idaho

Country: UNITED STATES

Chat Transcript -----

dansilver315	I need help updating my quickbooks desktop version - I don't have the necessary permissions to do it myself
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
dansilver315	o
	ok
Gantavya	Could you please confirm the name of your account associated with ace
dansilver315	my server name is myrealdata\DanielS.pro
	Silver Medical Staffing is my business
Gantavya	Let me transfer you to our support line and they would assist you here
dansilver315	thanks!
	<i>Gantavya is transferring the chat to Support(QB & App Hosting).</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Daniel. How are you doing today?
dansilver315	I'm well thanks
Yash Ahi	I will surely help you with this.
dansilver315	thanks
Yash Ahi	Kindly allow me two minutes to check the information.
	So, could you please confirm on which version you would like to upgrade Quickbooks? (Edited)
	Right now, you are using Quickbooks Pro 2019.
dansilver315	I'm using Pro 2022

	But I already spoke with customer service at Intuit and downloaded the file we need to install for the new version
	I just can't open it or install it on the server
	I need Pro 2024
Yash Ahi	Alright, so we would also require the license information, as the product code of QB 2024 is different from QB 2022.
dansilver315	I have the information from them
Yash Ahi	Additionally, we also need to migrate you to a new Shared server, as QB 2024 is not supported on the current shared serv
dansilver315	A 15 digit license code and also a 6 digit code
	ok - can it be completed by tonight or tomorrow morning or how long does that take typically? I need to run payroll
Yash Ahi	So, we request you to provide us an authorization email from dan@silvermedstaff.com to support@acecloudhosting.com ;
dansilver315	ok I can do that right now - how long does the migration take?
Yash Ahi	Once we receive the email, we will proceed with your request and we will make sure this is done by today night hours.
dansilver315	great!
Yash Ahi	Once the migration is completed, we will share the new login details and information with you over the email.
dansilver315	I just sent the email
	Oh but I didn't include the licensing number informaion - should I do that also to the same email?
Yash Ahi	Yes you can just reply on that email.
dansilver315	Done
	just sent
Yash Ahi	Alright let me check.
	Okay Daniel. So, we have received the email, and we will proceed with the migration in night hours. Once it is completed,
	Is there anything else I may help you with ?
dansilver315	Will you also install the new version for me?
	not just the migration
Yash Ahi	Yes, that will be installed, and all the data will be migrated to the new server.
	Nothing to worry about Daniel.
dansilver315	and will my login information be the same in Microsoft Remote Desktop?
Yash Ahi	No Daniel, your login information won't be same.
	As the server name, username and password will be changed.
dansilver315	Ok - how will I get access to that?
Yash Ahi	We will send you credentials over the email.
dansilver315	excellent - thanks!
Yash Ahi	Incase you face any issues with the setup, you can call us at 888-415-5240.

dansilver315	ok
	thanks for your help
Yash Ahi	Is there anything else I may help you with ?
	No problem at all Daniel.
dansilver315	not at this time
Yash Ahi	I would greatly appreciate if you could share the feedback after this chat.
	After this chat you will get the reference ticket ID. (Edited)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback. We value your feedback and it helps us improve our service. 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 response.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Ahi has ended this chat session

Chat Session Summary

Hi, I'm Daniel, a support agent at ACE Cloud Hosting. I'm here to help you with any issues you may have. Please let me know how I can assist you today.

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

Visitor Details

#78444 sonya martin

Email: cafinance@elevators.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 18 Secs

City: OAKLAND

State: California

Country: UNITED STATES

Chat Transcript -----	
sonya martin	Hello, I am your Acebuddy
Acebuddy	Hello Sonya Martin, I'm your Ace
	Whom Would You Like to Connec
sonya martin	Technical Support (QB & App Ho
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sonya martin	I'd like to report an Issue
Acebuddy	Please select an option!
sonya martin	Other Issue
Acebuddy	Please specify the issue you are
sonya martin	i need to add server access to th
Acebuddy	Please wait while we connect yo
	<i>Acebuddy (bot) forwarded the cl</i>
	<i>Anurag Sharma accepted the ch</i>
Anurag Sharma	Thank you for contacting Ace Cl
	Hello Sonya
sonya martin	hello
Anurag Sharma	I will be surely assisting you with
sonya martin	martin elevators CAfinance
Anurag Sharma	Thanks for the confirmation !
	After this chat, I will send you ar that RDP to access the server.
	Is there anything else I may help
sonya martin	thank you, that is all!
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you chat.
	Thank you for choosing ACE clou
	You may end this chat now. Once conversation, along with a ticket
	I request you to kindly spare a n

working. I will appreciate that. o
Thanks!

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

For self-help, check out our Know

Anurag Sharma has ended this c

Ch
Hell

Visitor Details -----

#78073 Chloe Johnson
Email: chloej@sentryusa.com
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: [https://www.acecloudhosting.com/support-chat.p](https://www.acecloudhosting.com/support-chat.php)
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 2 Secs
City: WATERTOWN
State: South Dakota
Country: UNITED STATES

Chat Transcript -----

Chloe Johnson	Hello, I am your Acebuddy
Acebuddy	Hello Chloe Johnson, I'm your Ac
	Whom Would You Like to Connec
Chloe Johnson	Managed IT
Acebuddy	Please wait while we connect yo
	<i>Acebuddy (bot) forwarded the cl</i>

		Abhijeet Arun Thakur accepted t
		2:04:51 AMChloe Johnson is sha
	Chloe Johnson	1_image.png - (Size:120.26 KB ,
		Hello, I am trying to use Quickbc
		Abhijeet Arun Thakur is transfer
		Manish Singh accepted the chat
	Manish Singh	Thank you for contacting Ace Cl
		I will surely help you with this iss
		Is this the first time you're exper
		your account only?
	Chloe Johnson	This is the first time that I have l
		usually it just goes away
	Manish Singh	Kindly allow me two minutes to r
	Chloe Johnson	okay, thank you!
	Manish Singh	May I take the remote access of
	Chloe Johnson	yes
	Manish Singh	Prior providing the access, I wou
	Chloe Johnson	okay
	Manish Singh	We are connected on the remote
		the time, I am putting the chat c
		give your confirmation on this cl
	Chloe Johnson	okay, thank you.
	Manish Singh	Kindly ask everyone to close QB
		Are we still connected here?
	Chloe Johnson	yeah
	Manish Singh	Please ask everyone
		Alright!
	Chloe Johnson	can you tell me who is still logge
		We asked everybody to log out
	Manish Singh	Claudia and Sentry
	Chloe Johnson	okay, one moment please
	Manish Singh	All are logout now, please wait
	Chloe Johnson	okay, thank you
	Manish Singh	One moment please

		Kindly try to login after 2 minute
	Chloe Johnson	okay
	Manish Singh	Kindly login now.
	Chloe Johnson	it still has the error
	Manish Singh	Is this issue coming in only this c
	Chloe Johnson	yeah that's the only company fil
	Manish Singh	And is this issue coming on your
	Chloe Johnson	No other users, but the whole cc
	Manish Singh	Kindly login once
	Chloe Johnson	okay
	Manish Singh	Login once
		This will take some time to repai
		We will assist you accordingly.
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we ar (1-888-415-5240) if any further i
		<i>Manish Singh has ended this cha</i>

Ch
Hell

Visitor Details -----

#77903 Loreta Gonzalez
Email: lgonzalez@ipgholding.com ☎ 14073741365
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat.p
Operating System: Microsoft Windows

	Browser: Google Chrome	
	Device: Desktop	
	Average Response Time: 2 Mins 32 Secs	
	City: VICENTE LOPEZ	
	State: Buenos Aires	
	Country: ARGENTINA	
	Chat Transcript -----	
	Loreta Gonzalez	Hello, I am your Acebuddy
	Acebuddy	Hello Lgonzalez, I'm your Ace Bu
		Whom Would You Like to Connec
	Loreta Gonzalez	Technical Support (QB & App Ho
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Loreta Gonzalez	I'd like to report an Issue
	Acebuddy	Please select an option!
	Loreta Gonzalez	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue a
	Loreta Gonzalez	QuickBooks Update
	Acebuddy	Quickbooks update related alert application updates at the backe might get delayed due to unfore
		If you're also getting an update support@acecloudhosting.com. be and share a confirmation via
		Do you need any further assista
	Loreta Gonzalez	Yes
	Acebuddy	Please wait while we connect yo
		<i>Acebuddy (bot) forwarded the cl</i>
		<i>Ashutosh Mishra accepted the c</i>
	Ashutosh Mishra	Thank you for contacting Ace Cl
		I will be surely assisting you with
	Loreta Gonzalez	IGPHolding.myrealdata.net
		myrealdata\LoretaG
	Ashutosh Mishra	

		Thanks for the confirmation !
		Kindly allow me two minutes to c
		I understand you want to update
	Loreta Gonzalez	The thing is that I'm having issu
		and that might be due to errors
		QB shows an error
		I'm trying to fix it, but I don't ha
	Ashutosh Mishra	We regret the inconvenience cau
		Meanwhile i can check what issu
		May I take the remote access of
	Loreta Gonzalez	sure
	Ashutosh Mishra	Prior providing the access, I wou
	Loreta Gonzalez	done
	Ashutosh Mishra	We are connected now.
	Loreta Gonzalez	ok.
		Shall I close my QB file?
	Ashutosh Mishra	As per discussion over the remo
		the email.
	Loreta Gonzalez	yes.
		Thank you
	Ashutosh Mishra	Yes, you can proceed with closin
		Is there anything else I may help
	Loreta Gonzalez	no
	Ashutosh Mishra	Thanks for the confirmation !
		I would greatly appreciate if you
		chat.
		You may end this chat now. Once
		conversation, along with a ticket
		I request you to kindly spare a n
		working. I will appreciate that. o
		Thanks!
		Note: You may change/reset you
		(https://selfcare.acecloudhosting
		For self-help, check out our Know

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Hell

Visitor Details -----

#77967 jason
Email: jason@rcstructures.com 📞 15165442300
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.p
Operating System: Mac OS
Browser: Apple Safari
Device: Desktop
Average Response Time: 19 Secs
City: QUEENS VILLAGE
State: New York
Country: UNITED STATES

Chat Transcript -----

jason	Hello, I am your Acebuddy
Acebuddy	Hello Jason, I'm your Ace Buddy.
	Whom Would You Like to Connec
jason	Technical Support (QB & App Ho
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jason	I'd like to report an Issue
Acebuddy	Please select an option!
jason	Other Issue
Acebuddy	Please specify the issue you are

	jason	Still waiting for my account setu
	Acebuddy	Please wait while we connect yo
		<i>Acebuddy (bot) forwarded the cl</i>
		<i>Manish Singh accepted the chat</i>
	Manish Singh	Thank you for contacting Ace Cl
	jason	okay
	Manish Singh	I will surely help you with this iss
	jason	Thank You
		Hello
	Manish Singh	Let me transfer this to the team
		<i>Manish Singh is transferring the</i>
		Just give us 2-3 hour to arrange
		Team will contact you regarding
	jason	Does this extend our paid trial w little disappointing for signing up
	Manish Singh	I apologize for the trouble you’ve steps to resolve this issue.
	jason	Can you have them contact our
	Manish Singh	Do not worry our Sales team will
	jason	As the CEO I do not have time to
	Manish Singh	Sure, we have noted your reque
		I apologize for any delay. Thank
	jason	Thank You!
	Manish Singh	Is there anything else I may help
		Are we still connected here?
		Are we still connected here?
		Are we still connected here?
		As there was no response, we ar (1-888-415-5240) if any further i

Manish Singh has ended this cha

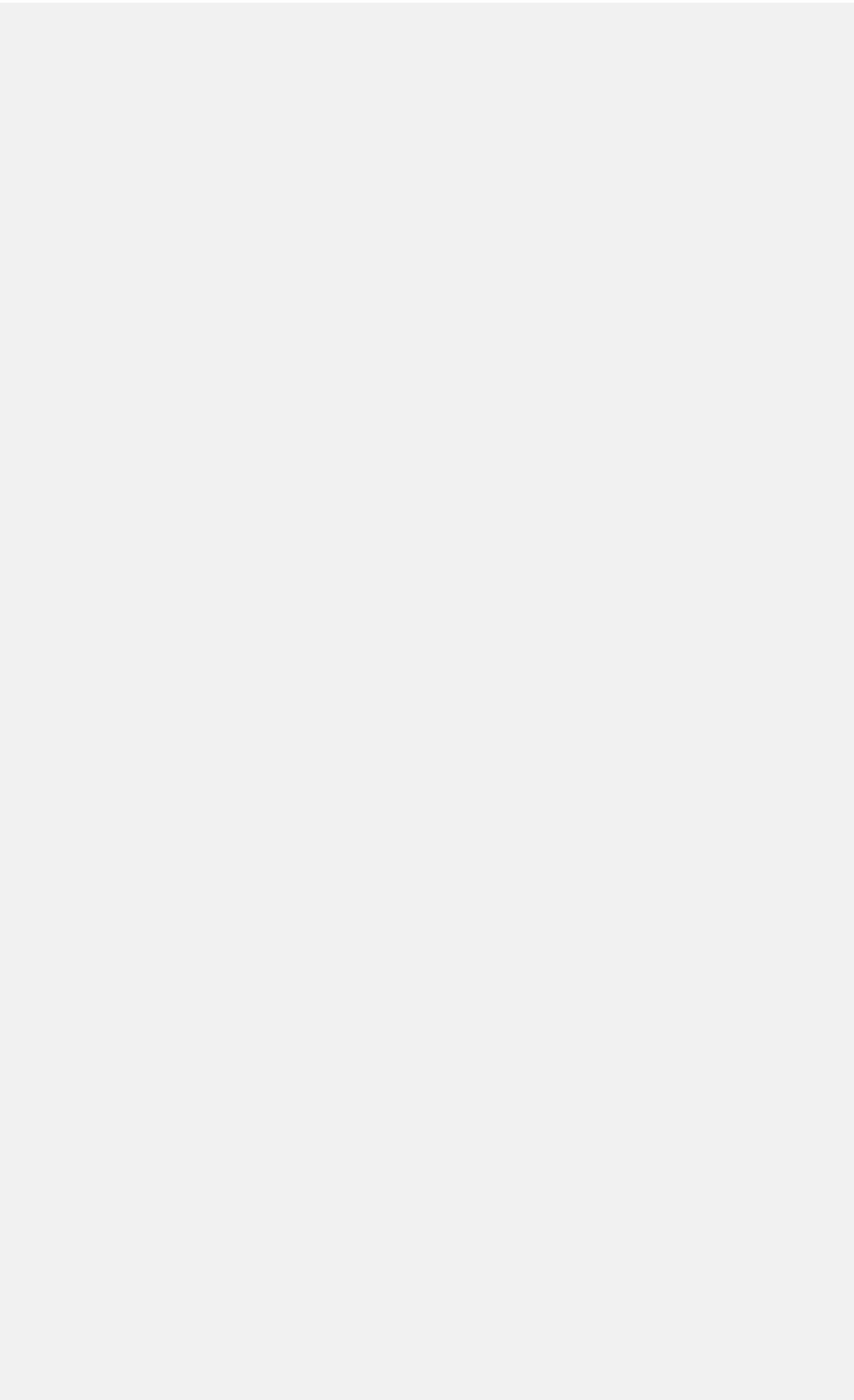
I am already using Ace with
added 2 more user I do not

Visitor Details

#78609 Robert Cook
Email: bob@taxtec.net 📞 7075683864
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: https://www.acecloudhosting.com/daas-pricing
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 40 Secs
City: SAN JOSE
State: California
Country: UNITED STATES

Chat Transcript

Robert Cook	I am already using Ace with know what plan i have Com
Akash	Thank you for contacting AC
	Hi Robert, are you looking to
Robert Cook	i think so the two new user
Akash	Thank you Robert. Your per
Robert Cook	I have Quick books and Dra
Akash	Thank you Robert. I can see users as well.
	Let me know if you would lil
Robert Cook	so right now I pay 205.35 fc correct
Akash	Correct Robert.
Robert Cook	what do i need to add them
Akash	Let me transfer you to the s



	<i>Akash is transferring the ch</i>
	<i>Shubham Kataria accepted</i>
	<i>Shubham Kataria is transfer</i>
	<i>Anjainay Singh accepted the</i>
Anjainay Singh	Thank you for contacting Ac you today.
	Thank you for bringing this here to help you resolve it a
	Are we still connected here?
Robert Cook	what do i need to add new i
	My client just showed up i w
Anjainay Singh	You may refer the My Portal
	<i>9:41:28 PMAnjainay Singh is</i> <i>How to Manage ACE Server</i>
	<i>I have attached the gui</i>
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, v call us at (1-888-415-5240)
	<i>Anjainay Singh has ended t</i>

