

Chat Transc

Hello, I am your Acebuddy.

Visitor Details

#77488 Christie Morrison

Email: cmorrison@plastair.com  14503759129

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 33 Secs

City: SAINTE-CATHERINE

State: Quebec

Country: CANADA

Chat Transcript

Christie Morrison	Hello, I am your Acebuddy
Acebuddy	Hello Christie Morrison, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Christie Morrison	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christie Morrison	I'd like to report an Issue
Acebuddy	Please select an option!
Christie Morrison	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Christie Morrison	Hello, the Cloud keeps slowing down, freezing, then booting us out.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Arjun Sikarwar declined the transfer request.</i>
	<i>Ankit accepted the chat transfer request.</i>

Ankit is transferring the chat to Shivam Singh.

Shivam Singh accepted the chat transfer request.

Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Christie Morrison	Hello Shivam, thanks. How are you?
Shivam Singh	Doing great, Thanks for asking.
Christie Morrison	Good. I am writing from Plastair. Out Cloud is misbehaving today. Can you please check?
Shivam Singh	So, as you have said you are facing accessibility issues Sure, allow me some time to look into it.
Christie Morrison	Was just fine earlier today and then around noon - time (EST), it gets sluggish, then boots us off, won't let us log back in. . .
Shivam Singh	okay
Christie Morrison	This also happened yesterday. around the same time. Very hard to work :)
Shivam Singh	Allow me to check. I undersandt that, I apologize for the inconvenience that it has caused you. I'm on it.
Christie Morrison	terrific, thanks alot
Shivam Singh	Are you the only one facing the issue or others have experienced it too.
Christie Morrison	all of us
Shivam Singh	Okay As you mentioned it started around noon, Does the freezing issue occur with one file or across multiple files?
Christie Morrison	all of it freezes. i can't open an email. i had to use the SHUT DOWN for QB, I couldn't go to a new webpage. frozen across the board.
Shivam Singh	Okay, I Understand.
Christie Morrison	and the timing could be a coincidence. but all was well this morning for several hours ... then it froze up. and booted us out.
Shivam Singh	The server statistics are currently showing no signs of any issues. To further isolate and troubleshoot the problem, would i
Christie Morrison	no

Shivam Singh	Okay
Christie Morrison	it gets rebooted every saturday I believe.
Shivam Singh	Okay
Christie Morrison	hi
Shivam Singh	Let me check.
Christie Morrison	i just checked with my colleague and he is back up. but i am not still.
Shivam Singh	Great Please ask the affected ones to try once.
Christie Morrison	my seat is called Mylene Mylene Rp I am trying again just now. It is trying to connect and now i get an error message: Remote Desktop can't find the computer plastairlh.myrealdata.net. I will restart my local desktop and try again. First time i see that error during this.
Shivam Singh	Are Thomas, Sarah, Francois are using the same network?
Christie Morrison	we all use the same network.
Shivam Singh	Okay
Christie Morrison	Thomas and Sarah may be off right now, but Francois is at the location where i am. And he was also having trouble earlier.
Shivam Singh	Right now, only GarnetSp is the logged in user.
Christie Morrison	Yes, he's the one I just mentioned that is back on.
Shivam Singh	We need to reboot it in order to check the vitals.
Christie Morrison	okay - hold on.
Shivam Singh	Sure, take your time.
Christie Morrison	Watch for Garnet logging off please. he's doing so now. should be good now
Shivam Singh	Okay, we are now proceeding with reboot, If you would allow.
Christie Morrison	Yes, please proceed, thanks.
Shivam Singh	Thanks for your confirmation

	Could you please try logging in now and check if everything is working as expected?
Christie Morrison	yes, will do so now. thanks Shivam.
Shivam Singh	Great, I'll wait.
Christie Morrison	so far so good..... give me a few more minutes to check with the others.
Shivam Singh	Seems great, I can see the user are logging in
Christie Morrison	do you see Mylene
Shivam Singh	yes
Christie Morrison	You have fixed it for us Shivam, I am grateful to you, many thanks.
Shivam Singh	Although the activity is minimal
Christie Morrison	It is lunch time here :)
Shivam Singh	Thanks for the cooperation
	Make sense
	Christie, Is there anything else I may help you with?
Christie Morrison	Nothing for now, good bye. And thanks again.
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.aceclou
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Chat Transc

Hello, I am your Acek

Visitor Details

#76910 Synthia Hillberry

Email: syndi@whitneytax.com ☎ 12546940113

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: KOPPERL

State: Texas

Country: UNITED STATES

Chat Transcript

Synthia Hillberry	Hello, I am your Acebuddy
Acebuddy	Hello Synthia Hillberry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Synthia Hillberry	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Synthia Hillberry	I'd like to raise a Request
Acebuddy	Please select your request type.
Synthia Hillberry	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Synthia Hillberry	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!
	<i>Acebuddy has ended this chat session</i>

Chat Transcription

Hello, I am your Acebuddy

Visitor Details

#77484 Eduardo

Email: corporateit@sdf-itc.com  15125169214

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 49 Secs

City: MEXICO CITY

State: Ciudad De Mexico

Country: MEXICO

Chat Transcript

Eduardo	Hello, I am your Acebuddy
Acebuddy	Hello Eduardo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Eduardo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Eduardo	I'd like to report an Issue
Acebuddy	Please select an option!
Eduardo	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Eduardo	Cannot open Outlook on ITC3_SALESADMIN_YT user sesion
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>9:55:20 PM Eduardo is sharing a file with you 1_image.png - (Size:43.92 KB)</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Eduardo	I tried creating a new profile so I can setup all the emails again but still the program is not opening
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Eduardo	Hi Anjainay, thanks

Anjainay Singh	May I take the remote access of your server?
Eduardo	sure
	If reboot is needed please let me know so I can inform users prior to the reboot
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Eduardo	You can connect now
Anjainay Singh	https://assist.acecloudhosting.com/join/7562623370
	Please copy this URL at your server browser.
	Could you please confirm is this first time you are trying to login into Outlook.
Eduardo	Not the first time, the user was working and suddenly the program closed itself you can hit ctrl key to open Outlook in safe mode I just open "normal" mode It will show the error message in a bit
Anjainay Singh	Sure
Eduardo	Well, now is taking quite some time
Anjainay Singh	. (Edited)
Eduardo	Web version of the email is working. It seems it has something to do with Outlook
Anjainay Singh	Please provide me two minutes so that my escalation team member can assist you .
Eduardo	Thanks
Anjainay Singh	We are working on the issue from backend please provide us extra two -three minutes.
Eduardo	Sure, thanks
Anjainay Singh	The backend settings require system reboot in order to update the settings , and the whole process will take about 30 m
Eduardo	can we schedule the reboot in 2 hours from now?
Anjainay Singh	As backend settings are installed we instantly need to reboot server in order to resolve issue or either we can shift the up
Eduardo	I need to notify users so they can save their work, cannot reboot right away
Anjainay Singh	We will notify you once it requires the reboot . (Edited)
Eduardo	Allow me a couple of minutes to see if we can reboot now
Anjainay Singh	We will notify you over an email once it is installed and ready for reboot.
Eduardo	Thanks
	Via email?
Anjainay Singh	Yes .
Eduardo	Ok, will wait for your confirmation. Thanks
Anjainay Singh	Is there anything else I may help you with ?

Eduardo	There's an user that cannot open the calculator, I sent a separate ticket for that Let me show you
Anjainay Singh	Sure.
Eduardo	is a recording, cannot login to the user session right now but it is still not working Calculator open in other session, but not in the one from the user CDM9_ADMSALES_AT
Anjainay Singh	Could you please provide me the ticket ID regarding that issue .
Eduardo	701527 They reply saying they added a shortcut but still not working
Anjainay Singh	As I gone through ticket and engineer has pasted the calculator icon on his desktop please inform user to access it and let me know if it is working
Eduardo	did you get to watch the video?
	Still not working
Anjainay Singh	Thankyou for your information , I will pass this information to my escalation engineer who is working on this issue .
Eduardo	I'll login to the user session
Anjainay Singh	He will connect back to you asap .
Eduardo	Okok, thanks
Anjainay Singh	I have documented all your issues and we are simultaneously working on it and both will get resolved soon.
Eduardo	Thank you very much Appreciate it
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
Eduardo	Sure I'll wait for the email to notify the reboot request
Anjainay Singh	Sure, you may disconnect this chat . Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Eduardo has ended this chat session

Chat Transcript

Hello, I am your Ace!

Visitor Details

#77656 Sean Ball

Email: sball@vintegritywine.com  9134860134

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: 34 Secs

City: KANSAS CITY

State: Missouri

Country: UNITED STATES

Chat Transcript

Sean Ball	Hello, I am your Acebuddy
Acebuddy	Hello Sean, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sean Ball	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sean Ball	I'd like to report an Issue
Acebuddy	Please select an option!
Sean Ball	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Sean Ball	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sean Ball	We upgraded to the 24 version without any issues. But now when I try and log in now I get a message "You've exceeded t
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.
Sean Ball	Hello.
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Sean Ball	Not sure where I would find the server name. My user name for the QB login is Admin.

Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
Sean Ball	Another user did have the issue, I logged out and let him log in with no problem. But now when I try to log in I'm getting t We didn't have this issue yesterday, it is new to our upgrade today to the 24 version.
Ashutosh Mishra	At the top of QuickBooks does it say "Single User Mode"?
Sean Ball	No, it's in multi-user mode. There are other users logged in.
Ashutosh Mishra	The business name is Vintegrity LLC?
Sean Ball	That's correct.
Ashutosh Mishra	You have two servers VintegrityLLC.myrealdata.net and VintegrityVIP.myrealdata.net.
	Where are you logged in?
Sean Ball	It's the LLC one.
Ashutosh Mishra	Thanks for the confirmation !
	May I take the remote access of your server?
Sean Ball	Sure.
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Sean Ball	It's working now, thanks!
Ashutosh Mishra	As per discussion over the remote session, The issue is resolved by closing multiple QuickBooks instances and opening cc 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.ace)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transc

Hello, I am your Acek

Visitor Details

#77179 Bri Smith, CPA

Email: bri@bdsmithfinancial.com  117578286158

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: VIRGINIA BEACH

State: Virginia

Country: UNITED STATES

Chat Transcript

Bri Smith, CPA	Hello, I am your Acebuddy
Acebuddy	Hello Bri Smith, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bri Smith, CPA	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bri Smith, CPA	I'd like to raise a Request
Acebuddy	Please select your request type.
Bri Smith, CPA	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Bri Smith, CPA	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
<i>Ended due to chat idle timeout</i>	

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#76944 patrickrigg

Email: patrickrigg@pmrproperties.com  14029689366

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 58 Secs

City: ST JOSEPH

State: Missouri

Country: UNITED STATES

Chat Transcript

patrickrigg Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

patrickrigg Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

patrickrigg I'd like to raise a Request

Acebuddy Please select your request type.

patrickrigg Server Resource Addition

Acebuddy Please select the resource type you'd like to add

patrickrigg Setback

Acebuddy Please select your request type.

patrickrigg Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will contact you shortly.

If you are facing any issue/problem with your server, Please select the appropriate option below :

patrickrigg	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
patrickrigg	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
patrickrigg	Can I see when one of the users on my account is logged in and working?
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Ashutosh Mishra accepted the chat transfer request.</i></p>	
Ashutosh Mishra	<p>Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.</p> <p>I will surely help you with this issue.</p> <p>You can login to server and search for Task Manager.</p> <p>Open Task Manager and go to users tab to find out who is logged in currently.</p> <p>Is there anything else I may help you with ?</p>
patrickrigg	where is the task manager?
Ashutosh Mishra	Right click on taskbar or you can click on search icon at bottom left corner and type task manager. This will show you task
patrickrigg	I opened the task manager and it says there are running apps.
	no running apps
Ashutosh Mishra	Please share a screenshot to assist better.
	<p><i>4:21:05 AMpatrickrigg is sharing a file with you</i></p> <p><i>Screenshot 2025-05-12 175027.png - (Size:233.52 KB)</i></p>
	Click on more details
patrickrigg	got it. and i can see what times she's logged in?
Ashutosh Mishra	The task manager can only show who are logged in.
patrickrigg	is there a way I track her work and hours through your system?
Ashutosh Mishra	I will give you some steps you can check if it works for you.
	Can i send the instructions over email?
	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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77346 Premium Cuts Lawn Service and Maintenance

Email: office@premiumcutslawnsvc.com  5122522264

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: 14 Secs

City: MANOR

State: Texas

Country: UNITED STATES

Chat Transcript

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

Premium Cuts Lawn Service and Maintenance	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset.
	Do you need any further assistance on the topic?
Premium Cuts Lawn Service and Maintenance	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.
Premium Cuts Lawn Service and Maintenance	Good morning, I opened a help ticket to reset my password and I was told I need my CID Number. Not sure what that is. May I have your CID number?
Anjainay Singh	Please allow me two minutes so that I can look into it .
	Are we still connected here?
	Are we still connected?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Anjainay Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#77019 Lora Pennington

Email: lora@lorenwoodbuilders.com  8122877575

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: 37 Secs

City: NEW YORK

State: Texas

Country: UNITED STATES

Chat Transcript

Lora Pennington	Hello, I am your Acebuddy
Acebuddy	Hello Lora Pennington, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lora Pennington	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lora Pennington	I'd like to report an Issue
Acebuddy	Please select an option!
Lora Pennington	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Lora Pennington	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lora Pennington	Changed WiFi, and unable to get QB to reconnect to printer
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Since when you are facing this issue .
Lora Pennington	Just today
Anjainay Singh	Thankyou for your information.
Lora Pennington	I have restarted my own computer, manually shut down & restarted the printer as well.
	We have a new WiFi connection, but seemingly I am the only one facing this issue printing out of QB. So I was directed to
Anjainay Singh	Can you please confirm if the printer is showing up on your server
	May I take the remote access of your local computer?
Lora Pennington	Yes please
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Lora Pennington	Done
Anjainay Singh	https://assist.acecloudhosting.com/join/9852617540

	Please copy this URL at your local machine browser. (Edited)
Lora Pennington	I have agreed & downloaded, but nothing happens
Anjainay Singh	I am sending you another link https://assist.acecloudhosting.com/join/8662607813
	Alternatively could you please provide your call back details so that we can assist you over call in real time Call back number- Timezone- Suitable time for call -
Lora Pennington	8123602723 Eastern Standard Time (Currently 9:21am) Call as needed
	I see you are connected to my desktop?
Anjainay Singh	At my end its not showing , my senior team member will assist you over a call .

Lora Pennington has ended this chat session

Chat Transc

Hello, I am your Acebuddy

Visitor Details

#76658 Stephanie Nistler

Email: steph@hstt.org

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: TRUCKEE

State: California

Country: UNITED STATES

Chat Transcript

Stephanie Nistler

Hello, I am your Acebuddy

Acebuddy	Hello Stephanie Nistler, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephanie Nistler	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham accepted the chat transfer request.</i>
Stephanie Nistler	Hello. I need to change my password
Shubham	Hi, Thank you for contacting Ace Cloud.
	My name is Shubham. I'll be assisting you today.
	Before we proceed could you please confirm your business name or CID with us.
Stephanie Nistler	Humane Society of Truckee Tahoe
Shubham	Thank you for the information. Could you please also confirm the username of yours, so that i can help you.
Stephanie Nistler	stephanienis@myreldata.net
Shubham	thank you for the information. Please be stay connected, I'm transferring this chat to the concern team.
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will surely help you with this issue. I would require an approval email from account holder for resetting password.
Stephanie Nistler	she's already sent it.
Ashutosh Mishra	I see, please share ticket ID for the request.
Stephanie Nistler	688322
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	I have reset the password and will shortly send the link over the email.
	Is there anything else I may help you with ?
Stephanie Nistler	I see the password reset confirmation email. But I don't see the new password. What is it?
Ashutosh Mishra	I am sending it over the email.
Stephanie Nistler	got it. ok. Let's stay on until I receive it.
Ashutosh Mishra	I have sent it.
	Is there anything else I may help you with ?
	Are we still connected here?
Stephanie Nistler	Yes, I was waiting for it to download. I think I'm all set. thank you!

Ashutosh Mishra

Great!

Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thought

Ashutosh Mishra has ended this chat session

Chat Transc

Hello, I am your Ace

Visitor Details

#77560 Russell Ewing

Email: tax@ewingaccounting.net  15097583231

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: LEWISTON

State: Idaho

Country: UNITED STATES

Chat Transcript

Russell Ewing

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Russell Ewing

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Russell Ewing

I'd like to report an Issue

Acebuddy

Please select an option!

Russell Ewing

	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Russell Ewing	support ticket 702625
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Russell Ewing	ticket number 702625
	When I log in admin.t quickbooks is locked and to unlock it it says I will loose all of todays work. Please fix
Shivam Singh	Okay.
	May I take the remote access of your local computer?
Russell Ewing	It acts like quickbooks is opening for the vary first time
	sure
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Russell Ewing	done
	yes all is closed
Shivam Singh	Thanks for the confirmation.
	Kindly paste this link in the browser of local computer and join the session.
	https://assist.aceclouddhosting.com/join/6222754130
Russell Ewing	we are connected
Shivam Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting on this chat.
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Transc

Hello, I am your Ace

Visitor Details

#76797 Jody Fried, Executive Director

Email: jfried@catamountarts.org ☎ 18022744774

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: HADLEY

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Jody Fried, Executive Director	Hello, I am your Acebuddy
Acebuddy	Hello Jody Fried, Executive Director, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jody Fried, Executive Director	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jody Fried, Executive Director	I'd like to raise a Request
Acebuddy	Please select your request type.
Jody Fried, Executive Director	Password Reset
Acebuddy	Please select an option below
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Visitor Details

#77672 dbruff

Email: dbruff@bys-hfc.com  4434176442

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: HAVRE DE GRACE

State: Maryland

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#76929 Quincy Walker

Email: qwalker@firstenroll.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: ELMONT

State: New Jersey

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#77044 Madalina Toma

Email: madalina.toma@va.gov  708-202-5709

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: MARTINSBURG

State: West Virginia

Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#76989 Weronika Bazan

Email: weronika@efafunds.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 25 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Weronika Bazan	Hello, I am your Acebuddy
Acebuddy	Hello Weronika Bazan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Weronika Bazan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Weronika Bazan	I'd like to report an Issue
Acebuddy	Please select an option!
Weronika Bazan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Weronika Bazan	I am unable to connect with the cloud. It says that Remote Desktop can't find the computer "Qblivepro1.myrealdatal.net". computer name and domain
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Arjun Sikarwar declined the transfer request.</i>	
<i>Anjainay Singh accepted the chat transfer request.</i>	

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Weronika Bazan	Hello Anjainay , I am unable to connect to the cloud
Anjainay Singh	Since when you are facing this issue .
	<i>10:01:39 PM Weronika Bazan is sharing a file with you Screenshot 2025-05-13 122725.png - (Size:15.36 KB)</i>
Weronika Bazan	today
	yesterday everything was working
Anjainay Singh	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
Weronika Bazan	yes
Anjainay Singh	https://assist.acecloudhosting.com/join/7872778579
	Please copy this URL at your local machine browser so that I can access the machine.
Weronika Bazan	I downloaded the Zoho Assist
Anjainay Singh	We are connected remotely.
	As we have informed that this is user profile corruption issue on which our backend team is working and once it is getting resolved we will let you know.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Chat Transcription

Hello, I am your AceCloud Support Assistant.

Visitor Details

#76959 hanumeshqb

Email: hanumeshqb@gmail.com  8142143613

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: 50 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	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
hanumeshqb	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
hanumeshqb	Quickbooks for Windows
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.
hanumeshqb	Hi Anurag
Anurag Sharma	Hello Hanumesh
	<i>2:13:07 PM hanumeshqb is sharing a file with you 1305.jpg - (Size:32.32 KB)</i>
hanumeshqb	While Opening company am getting this error message
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
hanumeshqb	Rafael-As
	my real data/Rafael-AS
Anurag Sharma	Thanks for the confirmation !

	Kindly allow me two minutes to check the same.
hanumeshqb	ya sure
Anurag Sharma	As I can check the QB services are not working at the backend. We would need to reboot the server once. But there are active users on the server. Please ask them to log off from the server once so that we can proceed with reboot.
hanumeshqb	ya sure Give me two minutes
Anurag Sharma	Moreover, there are pending updates available on the server as well. So please ask them to stay logged off from the server.
hanumeshqb	okay u can go head
Anurag Sharma	Thanks for the confirmation !
hanumeshqb	how long it will take time?
Anurag Sharma	Please try check now
hanumeshqb	okay
Anurag Sharma	Please confirm if the issue is now resolved.
hanumeshqb	Wait for 2 minutes why like Above error message
Anurag Sharma	Are you still facing the same issue?
hanumeshqb	no
Anurag Sharma	Please confirm if the issue is resolved?
hanumeshqb	yes
Anurag Sharma	Thanks for the confirmation ! The QB services were not running from the backend additionally the QB was also not updated. (Edited) Which resulted in this issue.
	Is there anything else I may help you with ?
hanumeshqb	nothing
	thank u

hanumeshqb has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#76919 Justin Slarks

Email: justins@sleeveseal.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: LITTLE ROCK

State: Arkansas

Country: UNITED STATES

Chat Transcript

Justin Slarks	Hello, I am your Acebuddy
Acebuddy	Hello Justin Slarks, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Justin Slarks	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Justin Slarks	I'd like to raise a Request
Acebuddy	Please select your request type.
Justin Slarks	Change in Users
Acebuddy	Please select your desired option!
Justin Slarks	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for more information: http://www.acecloudhosting.com/support-chat.php
	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.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76405 Charla Collins

Email: charla@stormwateroregon.com **Phone:** 5414807473

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: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Charla Collins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Charla Collins	I'd like to raise a Request
Acebuddy	Please select your request type.
Charla Collins	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co If you are facing any issue/problem with your server, Please select the appropriate option below : As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

Chat Transc

Hello, I am your Acebuddy

Visitor Details

#77185 adoughty

Email: adoughty@sophelle.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: SOUTH PORTLAND

State: Maine

Country: UNITED STATES

Chat Transcript

adoughty Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
adoughty	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
adoughty	I'd like to report an Issue
Acebuddy	Please select an option!
adoughty	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
adoughty	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at unforeseen circumstances. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com for confirmation via email.
	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.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your AceCloud Support Assistant.

Visitor Details

#76446 Tushar

Email: info.alphaconsultancy01@gmail.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: 4 Secs

City: AHMEDABAD

State: Madhya Pradesh

Country: INDIA

Chat Transcript

Tushar	Hello, I am your Acebuddy
Acebuddy	Hello Tushar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tushar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tushar	I'd like to report an Issue
Acebuddy	Please select an option!
Tushar	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Tushar	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tushar	QB issue
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 tushar
	We are just waiting you to connect you on remote
	Its getting loading
	Try with this link
	https://assist.acecloudhosting.com/join/1892318227
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting on this chat.
	As per the remote session, we'll continue the troubleshooting in the session from here
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#77063 southernwall19

Email: southernwall19@gmail.com ☎ 2396332903

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: 2 Mins 36 Secs

City: CLEARWATER

State: Florida

Country: UNITED STATES

Chat Transcript

southernwall19	Hello, I am your Acebuddy
Acebuddy	Hello Southernwall19, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
southernwall19	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
southernwall19	I'd like to raise a Request
Acebuddy	Please select your request type.
southernwall19	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will contact you shortly.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
southernwall19	Yes, I'm facing issues with my server
Acebuddy	Please select an option!

southernwall19	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
southernwall19	694154
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
southernwall19	They tried to fix my log on on my desktop. Now I can't log onto srver
	<i>6:57:06 PM southernwall19 is sharing a file with you</i>
	<u>1_image.png</u> - (Size:76.63 KB)
	#1 is different
Anjainay Singh	Please allow me two minutes so that I can look into this issue .
southernwall19	ok. BTW This is what the final email said-Upon checking, we noticed there was a delay in connecting to the remote server. local PC had been running for an extended period, which may have contributed to the delay.
	I have to work and can not!
Anjainay Singh	Since when you are facing this issue again , and whether other users are also facing the same issue .
southernwall19	now
	they said reboot would fix my issues
	today I try to log in an can not
	afterwards I found the info I just sent to you
	I am the only user
Anjainay Singh	Please allow me 4-5 minutes so that I can through the recent ongoing ticket so that I can assist you in better way.
	As I am discussing it with my senior team member , in meanwhile may I take remote access of your local machine .
	Prior providing the access, I would suggest you to close any important documents at your end.
southernwall19	yes
Anjainay Singh	<u>https://assist.acecloudhosting.com/join/3312342879</u>
	Please copy this URL at your local machine browser so that I can access your machine .
	Please send the screenshot
	<i>7:17:20 PM southernwall19 is sharing a file with you</i>
	<u>Screenshot 2025-05-15 09.46.29.png</u> - (Size:230.25 KB)
	Are we connected ?
southernwall19	yes
	i closed the other window

Anjainay Singh

As this chat gets end you will receive a survey in which by choosing smiling emoji you may provide your positive feedback.

You may end this chat session as well.

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

We will reach you through call .

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77070 leahbeth

Email: leahbeth@earlebmoshier.com ☎ 617-755-8433

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: 25 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

leahbeth Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

leahbeth Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

leahbeth

	I'd like to report an Issue
Acebuddy	Please select an option!
leahbeth	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
leahbeth	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
leahbeth	Your company upgraded us to QB Enterprise but I can't figure out which is the backup copy to use to start again. The one
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 Leah
leahbeth	Thank you
	Hi, We are now upgraded to QB Enterprise but when I opened what I thought was the correct backup, it was a really old one
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your server?
leahbeth	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
leahbeth	all set
	you will see one labeled may152025 that I created today. which was wrong
Shashwat Verma	Okay so you are using extended version, hence I am unable to see the screen properly, let me know the file name you were
leahbeth	what do you mean extended? I would like to fix this so it only shows on one screen. Can you help with that too?
Shashwat Verma	Yes the extended monitor.
leahbeth	I tried to hit display and it won't let me fix it.
Shashwat Verma	Let me then try to access from your local pc
leahbeth	thank you!
Shashwat Verma	https://assist.acecloudhosting.com/join/5162136865
	Kindly Click on the link and open the downloaded file.
	Paste the link in the local browser
leahbeth	it's initializing
Shashwat Verma	Okay
	as per the remote session we'll backup the client data folder to yesterday settings, once we done the same will inform you

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
leahbeth	will you be able to tell me how to access it when I log back on?
Shashwat Verma	We will set that back for you
leahbeth	THANK YOU SO MUCH!!
Shashwat Verma	Is there anything else I may help you with ?
leahbeth	How do I fix the extended monitor thing? That is less important. I just want the remote desktop to show up on one monitor
Shashwat Verma	Let me check
leahbeth	thank you
Shashwat Verma	I want your local pc access for monitor settings https://assist.acecloudhosting.com/join/5972581895 Kindly paste the link in local pc browser
	Have you done that?
	Are we still connected here?
	Leah, Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#76840 Wesley Middleton

Email: wmiddleton@potentiaadvisors.com  18325737657

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: RICHMOND

State: Texas

Country: UNITED STATES

Chat Transcript

Wesley Middleton	Hello, I am your Acebuddy
Acebuddy	Hello Wesley Middleton, 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>

Chat Transc

Hello, I am your Acebuddy

Visitor Details

#77325 Peter Meyerson

Email: wendi@rrbusiness-svcs.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: 1 Min 12 Secs

City: BAKERSFIELD

State: California

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Peter Meyerson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Peter Meyerson	I'd like to raise a Request
Acebuddy	Please select your request type.
Peter Meyerson	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Peter Meyerson	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
	<i>Shivam Singh 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?
Peter Meyerson	Hello...I have a ticket started...696987
Yash Kalra	Kindly allow me two minutes to check the same.
Peter Meyerson	Not sure how to find my servicer name...my screen shows Builtall.myrealdatal.net
Yash Kalra	Peter, Builtall.myrealdatal.net is the name of you server.
Peter Meyerson	Perfect. can you tell me the status of the QB update?
Yash Kalra	Please stay connected while we are checking your ticket
	Peter upon checking we found that your is to upgrade QuickBooks to Premier Plus Contractor Edition 2023.
Peter Meyerson	Yes, my bookkeeper can not use the online banking at the moment. How long until it gets updated?
Yash Kalra	Our team is working on the case and will get back to you soon once the upgrade is completed.
Peter Meyerson	Will it be by tomorrow?
Yash Kalra	Team, is Woking to procure the new license details from the sales team and will upgrade it once they receive the details it I have expedited the process form my side.
Peter Meyerson	wonderful. Will I receive an email when completed?
Yash Kalra	Yes, you will receive a mail once the upgrade is completed

	Is there anything else I may help you with ?
Peter Meyerson	Great. Thank you so much. That's it.
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link below. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77305 Susie Wu

Email: susie@rennisoncompanies.com  9795875518

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 52 Secs

City: EAGLE

State: Idaho

Country: UNITED STATES

Chat Transcript

Susie Wu Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
Susie Wu	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Susie Wu	I'd like to report an Issue
Acebuddy	Please select an option!
Susie Wu	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Susie Wu	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at unforeseen circumstances. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com for confirmation via email.
	Do you need any further assistance on the topic?
Susie Wu	Restart
Acebuddy	Hello Susie Wu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Susie Wu	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Susie Wu	I'd like to report an Issue
Acebuddy	Please select an option!
Susie Wu	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Susie Wu	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Susie Wu	ticket ID 689513
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Susie Wu	My QB user name is Susie

	Rennison Companies
Shivam Singh	Thanks for the information. Allow me 3 minutes to look into it.
Susie Wu	Thank you
Shivam Singh	Were you able to access Excel now, after signing in to your Office account.
Susie Wu	It asks me to sign in
Shivam Singh	Yes please sign in with your license credential.
Susie Wu	I don't know the password
Shivam Singh	As Heidi mentioned that you have a pre-owned license active.
Susie Wu	I put my company email in
	I never used it before, but I was able to use Excel before
Shivam Singh	Please try to reset it.
	If you are still not able to access it, you can ask the administrator to provide you with the password.
	May I take the remote access of your local computer?
Susie Wu	I tried to create a new one, it says "you can't sign in here with a work or school account. Use your personal account instead".
	Sure, you can
Shivam Singh	Prior to providing the access, I would suggest you to close any important documents at your end.
Susie Wu	Ok, I have closed them
Shivam Singh	Kindly paste this link in the browser of your local computer and join the session.
	https://assist.acecloudhosting.com/join/9162648758
Susie Wu	I have downloaded it
Shivam Singh	Great
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting this on this chat.
Susie Wu	Ok, sounds good!
Shivam Singh	thanks for the confirmation (Edited)
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#76436 Yves Marasigan

Email: ymarasigan@owens.com ☎ 8134227786

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: COUNCIL BLUFFS

State: Iowa

Country: UNITED STATES

Chat Transcript

Yves Marasigan	Hello, I am your Acebuddy
Acebuddy	Hello Yves Marasigan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Yves Marasigan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Yves Marasigan	I'd like to report an Issue
Acebuddy	Please select an option!
Yves Marasigan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Yves Marasigan	Google Drive syncing Issue
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 Yves
	I will surely help you with this issue.
Yves Marasigan	ticket 687187
Shashwat Verma	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
Yves Marasigan	please hold on
Shashwat Verma	Sure
Yves Marasigan	let me confirm first
Shashwat Verma	Okay
	To check the drive mapping of the drive, we have to check the mapping settings
Yves Marasigan	it is proper mapped
Shashwat Verma	We have to check other checkpoints for the delay cause
Yves Marasigan	okay
	can we also have a call while troubleshooting this?
Shashwat Verma	Yves, to connect you on call we have to schedule you with call engineer (Edited)
	Nevertheless, we can try to assist on chat first
Yves Marasigan	okay, please wait, i'm just waiting for the owner of the google drive account
Shashwat Verma	No issues, we can also schedule the call back if you want, if you want some time to begin troubleshooting.
	Let me know which suits you the best
Yves Marasigan	we can try the chat support, just please wait for a moment, she's going back already
Shashwat Verma	Okay
Yves Marasigan	just preparing the account, please hold on
Shashwat Verma	Okay
	In meantime, shall I share you the remote link?
Yves Marasigan	oh I thought you're just going to take over thru the ace server
Shashwat Verma	We have to check over local and the server both
	As drive mapping is between the remote network between local and the server
	Yves, there is RDP file through which you login the server which have the mapping setting of the same, hence we want th
Yves Marasigan	local access to our machine?
Shashwat Verma	Both
	Yes
Yves Marasigan	please wait, im creating a folder now for the testing

Shashwat Verma	"Okay, Yves. Could we please expedite the troubleshooting process? We'll be able to assist you more accurately over a re
	Are we still connected here?
Yves Marasigan	Hi Shashwat, I think it's best if we'll schedule a call while troubleshooting where can we request that?
Shashwat Verma	Sure, kindly share your direct contact number and the time with timezone for callback.
	Will do that
	Let me know the above information please
Yves Marasigan	we still need to finalize the date and time can we just reply to the email or ticket
Shashwat Verma	Sure, you can do that #687187, here is the ticket for refrence
	Will wait for your response
	Is there anything else I may help you with ?
Yves Marasigan	so I'll just reply there that we are requesting for a call support while on remote? with the date and time
Shashwat Verma	Yes, correct Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transc

Hello, I am your Ace

Visitor Details

#77525 John Bain

Email: jbain@grimsleysinc.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: STILLWATER

State: Oklahoma

Country: UNITED STATES

Chat Transcript

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

Hello, I am your Acebuddy

Visitor Details

#76518 Javier Rodriguez

Email: lightteam@comcast.net  7547363037

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

Javier Rodriguez	Hello, I am your Acebuddy
Acebuddy	Hello Javier Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Javier Rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Javier Rodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
Javier Rodriguez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Javier Rodriguez	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Javier Rodriguez	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
Javier Rodriguez	Hi! I'm unable to connect to QB. I'm getting this message: Remote Desktop can't find the computer "LightTeam.myrealdat
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
	<i>Ashutosh Mishra is transferring the chat to Shivam Singh.</i>

Shivam Singh accepted the chat transfer request.

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

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

Javier Rodriguez I'm not sure... how can I know this information?

maybe is this one? LightTeam.myrealdate.net

Shivam Singh Thanks for the information. Allow me 2 minutes.

As I can check the server is up and running along with the all the services.

Could you please check now, if you are still not able to access the server.

We have to take remote of your local computer and check the issue at your end.

Javier Rodriguez Thank you! it's working again

Shivam Singh Great to hear that.

Is there anything else I may help you with ?

Javier Rodriguez No that was all

thanks!

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

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

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

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

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

Shivam Singh has ended this chat session

Chat Transc

Hello, I am your Ace

Visitor Details

#77237 Jessica Martin

Email: jess@nextstepnet.org

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: CAMBRIDGE

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Jessica Martin	Hello, I am your Acebuddy
Acebuddy	Hello Jessica Martin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jessica Martin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jessica Martin	I'd like to raise a Request
Acebuddy	Please select your request type.
Jessica Martin	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
Jessica Martin	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update.
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need immediate assistance.
	Do you need any further assistance on the topic?
Jessica Martin	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
	Hello Jessica ! How are you doing today?

Jessica Martin	Fine thanks. I'm hoping to schedule our QB upgrade for overnight tonight, rather than over the weekend.
Ankit	I will be surely assisting you with this. Kindly help me with your server name and username?
Jessica Martin	here's the info from a recent email: Ticket ID: 689139 Issue: QB upgrade Summary: This email is in regard to the QuickBooks upgrade to Enterprise 2024. To prevent any disruption to your operations, we would like to request that we can schedule the migration over the upcoming weekend to ensure minimal disruption to your operations. Please call us at 1-800-524-05240 (toll-free) or you may reach us on our instant chat support through Ace Cloud Hosting. We would love to hear from you!
Ankit	Kindly allow me 3-4 minutes to check the same.
Jessica Martin	ok thank you
Ankit	Thank you for the details, Jessica. I have noted your request and will schedule the migration for tonight. Please be informed that the migration may take approximately 1-2 hours.
Jessica Martin	Great. I have payroll on Friday & I plan on submitting that now , before the upgrade. That's not a problem, right?
Ankit	Also, may I know your time zone so that we can schedule the migration accordingly for tonight? If you have a preferred time frame, please share that as well so we can plan accordingly.
Jessica Martin	I'm in Boston, MA, so Eastern Standard Time. anytime after 5pm here is great.
Ankit	Yes, you can use the application for now. In case you face any issues, please feel free to let us know.
	Thank you for the details. Is there anything else I may help you with ?
Jessica Martin	Great, thank you for your help. I'll expect new login credentials when I get to my desk Weds am!
Ankit	Yes, You can expect the new credentials before tomorrow morning.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Jessica Martin	you too bye
Ankit	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com])
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ankit has ended this chat session

Chat Transcript

Visitor Details

#76763 justin carpenter

Email: jcarpenter1906@gmail.com **Phone:** 14432203368

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 11 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

justin carpenter	Hello, I am your Acebuddy
Acebuddy	Hello Jcarpenter1906, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
justin carpenter	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
justin carpenter	I'd like to report an Issue
Acebuddy	Please select an option!
justin carpenter	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
justin carpenter	i need my server reactivated
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
justin carpenter	hi how are you
Ankit	I am doing well, thank you for asking.
	<i>How are you doing today?</i>

justin carpenter	i am well can you reactivate my server please payment has been made
Ankit	I will surely help you with this issue. I deeply apologize for the inconvenience caused to you. Kindly allow me 2-3 minutes to check the same.
justin carpenter	ok hello
Ankit	Thank you for your time and patience. "Kindly allow me another 1-2 minutes while I check the details." Thank you for your time and patience. Please connect with our billing team at 888-590-2786 (Monday to Friday, 8:30 AM to 5:00 PM PST), or email them at billing@domain.com
justin carpenter	can you can you turn it on for me? I have screenshots of the payments i can not wait that long
Ankit	Okay!! I will request you to share the screenshot once. So that I can check with my supervisor to see if we can make any exception for you. Otherwise, we will share the screenshot with the concerned team to expedite the process. (Edited) Are we still connected here?
	Are we still connected here?
	Are we still connected here?
justin carpenter	yes one second i can share it with you
Ankit	Sure, Please take your time. <i>7:31:58 PM justin carpenter is sharing a file with you</i> <u>1_image.png</u> - (Size:38.21 KB)
	<i>7:32:29 PM justin carpenter is sharing a file with you</i> <u>1_image.png</u> - (Size:52.45 KB)
	Thank you for the details.
	Kindly allow me 4-5 minutes to check this with my seniors.
justin carpenter	ok

Ankit	Thank you for waiting. This might take some time, so I kindly request you to wait for 1-2 hours. I will ensure that you receive it once we have activated it.
justin carpenter	you cant activate it now ?
Ankit	We are currently working on it. To activate this, we will need approval from the concerned team as well. I will ensure that we have the screenshot and will share it with the concerned team to expedite the process.
	I kindly request you to share your direct contact number so that we can reach out to you directly if needed.
justin carpenter	4432203368
Ankit	Thank you so much. I understand the urgency and will make sure to keep your ticket as a priority. Also, please share your timezone. (Edited)
	Is there anything else I may help you with ?
	Are we still connected here?
justin carpenter	yes
Ankit	please share your timezone.
	Are we still connected here?
justin carpenter	est
Ankit	Thank you for the details.
	Is there anything else I may help you with ?
justin carpenter	nope
Ankit	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 note.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ankit has ended this chat session

Chat Transcript

Hello, I am your AceCloud Support Assistant.

Visitor Details

#77281 farooq

Email: chfarooqaulakh@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WEDNESBURY

State: Kirklees

Country: UNITED KINGDOM

Chat Transcript

farooq Hello, I am your Acebuddy

Acebuddy Hello Farooq, 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

Chat Transc

Hello, I am your Acebuddy

Visitor Details

#76486 Joanne Saltarelli

Email: joanne@arcbrotherselectric.com  15198227959

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: TORONTO

State: Ontario

Country: CANADA

Chat Transcript

Joanne Saltarelli	Hello, I am your Acebuddy
Acebuddy	Hello Joanne, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Joanne Saltarelli	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joanne Saltarelli	I'd like to report an Issue
Acebuddy	Please select an option!
Joanne Saltarelli	Password Reset
Acebuddy	Please select an option below
Joanne Saltarelli	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic? <i>The visitor's phone number was changed to 15198227959.</i>
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the <i>Ended due to chat idle timeout</i>

Chat Transc

Can we get the Quickbooks Web Connect Prem Agent installed? Trying to get prog hosted quickbooks t

Visitor Details

#76627 Chris Rehm

Email: chrisrehm@medbizz.com  3035225344

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

utm_source=Bing&utm_medium=cpc&utm_campaign=QB_Bottom_Funnel_Search_USA&utm_term=QuickBooks+Desktop+Hosting&utm_adgroup=C

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 7 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Chris Rehm Can we get the Quickbooks Web Connector and/or the Workato On-Prem Agent installed? Trying to get programmatic access

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

Hi Chris, let me connect you to support for this.

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

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.

Chris Rehm okay

Anjainay Singh As I have understood you want to get the Web Connector setup

Chris Rehm sure, need to build integration pipelines between our time and attendance system data and quickbooks

Anjainay Singh Chris, please allow me 2-3 minutes to check with my escalations team.

Chris Rehm okay

Anjainay Singh Thank you for holding. I have checked with the team and they would like to confirm the procedure of communication from using any app or Azure connector. We only allow connections on 443 using our gateway servers. If you need any custom p

Chris Rehm I will custom make whatever I need but typically first I digest both sides of the equation. Do you have collateral to share h

I'd prefer to use my Workato software as it is closest to the employee and payroll data and my costs are lower there. :)

<https://docs.workato.com/connectors/quickbooks.html#common-errors-troubleshooting>

uses QuickBooks Online API v3 (is that available on our hosted version)???

I'm simply trying to fill operational gaps, programmatically. If you all can give me access to our quickbooks database in ar

Anjainay Singh As I can see you are using Quickbooks Desktop version on our server. Quickbooks online is web based application and the integrate Workato with Quickbooks desktop.

Chris Rehm Sorry, here is the workato software needed for desktop mgmt <https://docs.workato.com/on-prem/agents.html>

I would connect through an app not CLI fyi. I could use n8n too. I have custom n8n, secure deployment at a custom doma

In n8n I'd also have to pipe in the data. In workato, I already have the data I need there, mostly. :)

Anjainay Singh Thank you for sharing the details.

As per my team we need some time to discuss the requirements with our backend team. Please provide us some time to

Chris Rehm Thank you, can you also add the actual tech person in my business on the communication and to our account as our developer? danmcdermott@medbizz.com Please cc him on the tech emails like this

CID: 74006

Anjainay Singh Thank you for the details

I'll get back to you within 2-3 hours

once we have more information on this

And also include dan as well

Chris Rehm Thank you Ajainay, appreciate it

Anjainay Singh No problem

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

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

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

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

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

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#76547 VIPAN GOEL

Email: vcan1806@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome
Device: Desktop
City: WILMINGTON
State: Illinois
Country: UNITED STATES

Chat Transcript

VIPAN GOEL	Hello, I am your Acebuddy
Acebuddy	Hello Vipan Goel, I'm your Ace Buddy. I'll be happy to assis
	Whom Would You Like to Connect With?
VIPAN GOEL	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
VIPAN GOEL	I'd like to raise a Request
Acebuddy	Please select your request type.
VIPAN GOEL	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
VIPAN GOEL	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transc

Hello, I am your Acebuddy

Visitor Details

#77415 lewannablake

Email: lewannablake@gmail.com **Phone:** 5127881921

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: 3 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

lewannablake	Hello, I am your Acebuddy
Acebuddy	Hello Lewannablake, I'm your Ace Buddy. I'll be happy to a
	Whom Would You Like to Connect With?
lewannablake	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lewannablake	I'd like to report an Issue
Acebuddy	Please select an option!
lewannablake	Other Issue
Acebuddy	Please specify the issue you are facing before I connect yc
lewannablake	I already reached out to you about an issue and we were c troubleshooting
Acebuddy	Please wait while we connect you to a Support Representa
	<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 S
	Hello Lewanna
	We were disconnected, Do you still facing server accessibi
lewannablake	yes I am. Please continue trouble shooting to resolve this i
Shashwat Verma	I will surely help you with this issue.
	Prior providing the access, I would suggest you to close ar
	https://assist.acecloudhosting.com/join/3202422437

Kindly Click on the link and open the downloaded file.

We are connected on the remote session and will proceed the time, I am putting the chat on hold, please do not disc give your confirmation on this chat.

As per the remote session, issue resolved itself

Thank you for choosing ACE cloud Hosting, you have a wo

Shashwat Verma has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#77016 Ashley Johnson

Email: ajohnson@ipsiscan.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: 2 Mins 8 Secs

City: LANSDALE

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Ashley Johnson

Hello, I am your Acebuddy

Acebuddy

Hello Ashley Johnson, I'm your Ace Buddy. I'll be happy to

Whom Would You Like to Connect With?

Ashley Johnson

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Ashley Johnson	I'd like to report an Issue
Acebuddy	Please select an option!
Ashley Johnson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
Ashley Johnson	Ticket ID: 693280
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. How can I help you?
	Hello Ashley
Ashley Johnson	Hello there
Anurag Sharma	How can I help you?
Ashley Johnson	I'm not sure if you can review the ticket ID I entered. I've been having difficulties getting into our QB server since yesterday. I was able to log in with my password to get in. Yesterday, I had the same issue and was kicked off of the server. Then later in the afternoon, I was kicked off of the server again. I checked my device where some changes were made and I was able to log in again. Now I am again not able to access the server - it's asking me for my password, it's not accepting it again.
	I can't keep changing my password daily to login to the server.
Anurag Sharma	I deeply apologize for the inconvenience caused to you. Is there anything else I can assist you with?
	Are you the only one facing this issue?
Ashley Johnson	One of my colleagues was kicked out yesterday when I was trying to log in. Another colleague had a difficult time getting into the server as well.
	I received this message yesterday afternoon from Anjainayagam. He mentioned the root cause as a profile corruption issue, which is also a known issue. Our support team is actively working to resolve it, and we will notify you once it is resolved.
Anurag Sharma	Okay, I understand your concern Ashley. Let me check with our support team to see if we can provide any further assistance.
	I will surely help you to resolve this issue permanently.
	May I take the remote access of your local computer?
Ashley Johnson	Yes, thank you.

Anurag Sharma	Prior providing the access, I would suggest you to close ar
Ashley Johnson	We are good to go
Anurag Sharma	https://assist.acecloudhosting.com/join/6972427327
	Kindly paste this link in the browser of local computer and
	We are connected on the remote session and will proceed the time, I am putting the chat on hold, please do not disc give your confirmation on this chat.
Ashley Johnson	Okay, thank you
Anurag Sharma	The issue seems to be resolved.
	Is there anything else I may help you with ?
Ashley Johnson	Not at this time
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to g chat.
	Thank you for choosing ACE cloud Hosting, you have a wo
	You may end this chat now. Once you end this chat, you w conversation, along with a ticket number and survey feedl
	I request you to kindly spare a moment to fill that out for r working. I will appreciate that. or you may send your feed Thanks!
	Note: You may change/reset your server password on your ([https://selfcare.acecloudhosting.com).](https://selfcare.acecloudhosting.com))
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Anurag Sharma has ended this chat session

Chat Transc

Hello, I am your Acek

Visitor Details

#76812 analia.fernandez

Email: analia.fernandez@dispartilaw.com
Department: Support(QB & App Hosting)
Operator: Anjainay Singh
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 37 Secs
City: BOYDTON
State: Virginia
Country: UNITED STATES

Chat Transcript

analia.fernandez	Hello, I am your Acebuddy
Acebuddy	Hello Analia.fernandez, I'm your Ace Buddy. I'll be happy to help you with your issue.
	Whom Would You Like to Connect With?
analia.fernandez	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep Kumar.
analia.fernandez	Hi, ticket 691211
Pradeep Kumar	Alright, Let me transfer the chat to the concerned Team.
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting)</i>
analia.fernandez	ok
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh.
analia.fernandez	Good morning
	Ticket 691211
Anjainay Singh	Please allow me two minutes so that I can look into the issue.
analia.fernandez	ok
Anjainay Singh	As I have got that you want to remove the issue of remote autologin user works
analia.fernandez	I don't know I just need the DOMO workbench to run the script.
Anjainay Singh	Are you facing issue while accessing the server through AI

analia.fernandez	Please read the entire ticket, and previous ones
Anjainay Singh	Please allow me two minutes.
analia.fernandez	ok
Anjainay Singh	Please allow me two minutes.
analia.fernandez	ok
Anjainay Singh	I was discussing it with my escalation team member .
analia.fernandez	ok
Anjainay Singh	We have logged in autologin user to run the demo workbe
analia.fernandez	But I need a long term solution, I need that to run automa the whole poin of this
	point
Anjainay Singh	This happens as server is setup on daily reboot for mainta
	As server reboots autologin users gets logged out
analia.fernandez	you said the auto login user would fix the issue about the having an autologin user if it does not auto log in?
	Please escalate this to someone who can fix this, we've be
	I am working after hours to resolve this and you keep bring
Anjainay Singh	Okay please allow me two minutes I am looking into it with
analia.fernandez	ok
Anjainay Singh	We have made some changes can we reboot the server fo
analia.fernandez	yes
Anjainay Singh	We have rebooted the server.
	Please be patient with us .
analia.fernandez	ok
Anjainay Singh	Our escalation team is currently working on making the ne issue. This process may take some time, but it is aimed at appreciate your patience during this time
analia.fernandez	sure
Anjainay Singh	Once this will be resolved we will inform you over an emai priority .
analia.fernandez	ok, I will be waiting, please keep in mind that in an hour th working and you will not be able to reboot again
Anjainay Singh	Before proceeding with any troubleshooting we will seek y
analia.fernandez	Reboot as many times as you need, not during business h

Anjainay Singh	Sure , we will try to fix it within an hour
analia.fernandez	ok
	I'll be waiting
Anjainay Singh	Is there anything else I may help you with ?
analia.fernandez	no
Anjainay Singh	Once this chat gets disconnected you will receive a survey and provide your positive feedback .
analia.fernandez	I will once the issue is resolved
Anjainay Singh	You may disconnect this chat .
	Thank you for choosing ACE cloud Hosting, you have a wo

analia.fernandez has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76782 courtney

Email: courtney@dottconstruction.com  7175870004

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 6 Secs

City: COLUMBIA

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

courtney	Hello, I am your Acebuddy
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Acebuddy	Hello Courtney, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
courtney	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
courtney	I'd like to report an Issue
Acebuddy	Please select an option!
courtney	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
courtney	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various application updates at the backend and apply the necessary patches might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot and share it with support@acecloudhosting.com. Our engineers will manually review the issue and share a confirmation via email.
	Do you need any further assistance on the topic?
courtney	Yes
Acebuddy	Please wait while we connect you to our Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati declined the transfer request.</i>
courtney	Hi, I need ace cloud to update my liscence number. I currently don't know which version to enter data in until ace cloud is able to update it.
	<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 surely assisting you with this. Kindly help me with your query.
courtney	myrealdatal.net
	kristine.mohamed@myrealdatal.net
	company d ott construction
Yash Kalra	Kindly allow me two minutes to check the same.
courtney	Should i enter my data in the new version or the version I have?
	liscence number?
	It would be nice to get things updated today
	i also need to make sure all of our scanned files attached in the file are updated

Yash Kalra

courtney, we are on another chat with admin of your acco

And he just reported the same issue

courtney

corrct. we need liscence updated on both

as soon as possible

I was told I would receive an email to send the liscence nu
something that can happen faster?

Yash Kalra

please stay connected or if you want you can disconnect t
this issue with him

courtney

he does not know the lsicence number

Yash Kalra

Just a quick note to let you know I'm currently assisting ad
connected—I'll ensure we resolve everything seamlessly b

Courtney,

To proceed with your QuickBooks upgrade, could you plea:
product number ?

You may send the details to either:

[courtney@dottconstruction.com](<https://mailto:courtney@dottconstruction.com>)

[admin@dottconstruction.com](<https://mailto:admin@dottconstruction.com>)

This will help us process your request promptly.

Courtney, we have got your mail

Is there anything else I may help you with ?

courtney

No please let me know when the update is complete

Yash Kalra

Sure our team will update you once the upgrade is comple

I would greatly appreciate if you could spare a minute to g
chat by clicking on the Smilies.

Thank you for choosing ACE cloud Hosting, you have a wo

You may end this chat now. Once you end this chat, you w
conversation, along with a ticket number and survey feedl

I request you to kindly spare a moment to fill that out for r
working. I will appreciate that. or you may send your feedl
Thanks!

Note: You may change/reset your server password on your
([<https://selfcare.acecloudhosting.com>).](<https://selfcare.acecloudhosting.com>)

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

Yash Kalra has ended this chat session

Chat Transc

Hello, I am your Acebuddy

Visitor Details

#77105 Asif Ali

Email: admin@qscpa.com  16145587724

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 29 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

Asif Ali	Hello, I am your Acebuddy
Acebuddy	Hello Asif Ali, I'm your Ace Buddy. I'll be happy to assist you.
Whom Would You Like to Connect With?	
Asif Ali	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Asif Ali	I'd like to report an Issue
Acebuddy	Please select an option!
Asif Ali	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you.
Asif Ali	VPN Client is not connected.
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 A

Asif Ali Ok

Ashutosh Mishra I will surely help you with this issue. Do you have an existi

Asif Ali I rebooted the server however still not connected.

I was in the middle of talking to one of your colleague.

1:04:24 AM Asif Ali is sharing a file with you

[1_image.png](#) - (Size:60.55 KB)

Are you there?

Ashutosh Mishra yes

Allow me few minutes, i am working on this.

Asif Ali ok

Ashutosh Mishra I will have to get this checked with the concerned team.

I am forwarding the ticket to the team and they will check

Are we still connected here?

Asif Ali yes

Ashutosh Mishra Once the team investigates the root cause they will reach

Asif Ali how they will reachout to me?

Ashutosh Mishra They will reach out to you over the email, if assistance ove
scheduled.

Asif Ali ok

Ashutosh Mishra Thanks for the confirmation !

You may end this chat now. Once you end this chat, you w
conversation, along with a ticket number and survey feedl

I request you to kindly spare a moment to fill that out for r
working. I will appreciate that. or you may send your feedl
Thanks!

Note: You may change/reset your server password on your
([<https://selfcare.acecloudhosting.com>]).](<https://selfcare.acecloudhosting.com>)

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#77410 Angelita Palmer

Email: angelita@smokejackbbq.com  16788363122

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: 19 Secs

City: SAN FRANCISCO

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is S
	Hello Angelita
Angelita Palmer	Hi
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Angelita Palmer	Ok but I sent in a support ticket around 10am this morning looked into and resolved within 4 hours. We have been dealing with this issue since yesterday. When we open QB we get a blue circle and never goes any farther. I am not sure if it is a hardware issue or software issue. I am not able to get to load onto my computer desktop outside of the service.
Shashwat Verma	I deeply apologize for the inconvenience caused to you.
Angelita Palmer	We have lost so much money today because of this issue.
Shashwat Verma	We have just checked and found that one of our engineers is working on this issue. I will keep you updated regarding your ongoing issue.
Angelita Palmer	Nothing has come up
Shashwat Verma	Let him connect with you
Angelita Palmer	Whats the phone number they are trying to call from
Shashwat Verma	6788363122, Is that correct?
Angelita Palmer	just got the call
Shashwat Verma	Sure
	We are closing this chat as our engineer are already on call.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your AceCloud Support Bot.

Visitor Details

#77351 accounting**Email:** accounting@rrlift.com**Department:** Support(QB & App Hosting)**Operator:** Anjainay Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Microsoft Edge**Device:** Desktop**Average Response Time:** 43 Secs**City:** WILMINGTON**State:** Delaware**Country:** UNITED STATES**Chat Transcript**

accounting	Hello, I am your Acebuddy
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
accounting	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
accounting	I'd like to report an Issue
Acebuddy	Please select an option!
accounting	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
accounting	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
accounting	QB detected that a component required to create PDF files is missing. I am not able to print nor can I email estimates or invoices.
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh.
accounting	thank you
Anjainay Singh	Since when you are facing this issue .
accounting	just now

Anjainay Singh	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close ar
accounting	done
Anjainay Singh	Could you please confirm your username ?
accounting	accounting@rrlift.com
	<i>8:53:51 PM Anjainay Singh is sharing a file with you image.png - (Size:5.58 KB)</i>
	<i>Could you please confirm user name among above us</i>
	Lindley Lifts Rebecca
Anjainay Singh	Please provide me access.
	Could you please try again so that I can see the error at m
accounting	done
Anjainay Singh	Could you please show me the error ?
accounting	THAT IS THE ERROR
Anjainay Singh	Please allow me a moment .
	Are you trying to print something at your end ?
	Please exit the application and login back .
accounting	I cant print not can I save in PDF to email
Anjainay Singh	Could you please try to print from your local machine .
accounting	I do not have any printers installed
Anjainay Singh	You need to connect printer to your local machine in order
accounting	everything is connected I am trying to create, save and er
	This is just occurring with quickbooks
Anjainay Singh	We need to update QB on server .
accounting	ok how long will that take
Anjainay Singh	It will take 15-20 minutes , for that we need to reboot the
accounting	why are all the printers grayed out and not connected to t
Anjainay Singh	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close ar
accounting	yes
Anjainay Singh	https://assist.acecloudhosting.com/join/5592043745
	Please copy this machine at your local machine browser.

accounting	?
Anjainay Singh	Have you copied provided URL at your local machine brow
accounting	internet browser
Anjainay Singh	Yes you need to copy it at any browser like chrome , MS Ec
accounting	done
Anjainay Singh	I am still connected your server , I want you local machine desktop I want to access them to check the printing config
	https://assist.acecloudhosting.com/join/9992608132
	Please copy this URL at your local machine browser .
	is there anything else I may assist you with ?
	I have escalated your issue to manager and once he resolv email shortly.
accounting	THANK YOU\
Anjainay Singh	You may disconnect this chat .
	We will keep updating you over an email.
	Thank you for choosing ACE cloud Hosting, you have a wo

Anjainay Singh has ended this chat session

Chat Transc

Hello, I am your Acek

Visitor Details

#76509 GAYE NEL BOSLEY MITCHELL

Email: gaye.bosley-mitchell@carymso.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: CARY
State: North Carolina
Country: UNITED STATES

Chat Transcript

GAYE NEL BOSLEY MITCHELL	Hello, I am your Acebuddy
Acebuddy	Hello Gaye.bosley-mitchell, I'm your Ace Buddy. I'll be hap
	Whom Would You Like to Connect With?
GAYE NEL BOSLEY MITCHELL	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
GAYE NEL BOSLEY MITCHELL	I'd like to report an Issue
Acebuddy	Please select an option!
GAYE NEL BOSLEY MITCHELL	Other Issue
Acebuddy	Please specify the issue you are facing before I connect yc
GAYE NEL BOSLEY MITCHELL	I cannot print from within quickbooks
Acebuddy	Please wait while we connect you to a Support Representa
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurava Tyagi declined the transfer request.</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is S
GAYE NEL BOSLEY MITCHELL	TThank you!
Sharath Kumar	Hello Gaye, what is the error message that you receive wh
GAYE NEL BOSLEY MITCHELL	I cannot print from Quickbooks... I keep getting a message settings your report will be less than 1 inch tall. Do you wa
	THat may not be it exactly, but clo
	I am trying to print from just the server desktop and that s
	I have logged out and back in. I have both warm and cold
Sharath Kumar	understood, and is it just QB that you are having issues pr
GAYE NEL BOSLEY MITCHELL	I have tried multiple printers, same messages
Sharath Kumar	

	are you able to print from notepad or any other application?
GAYE NEL BOSLEY MITCHELL	no, as I said, I tried printing just an Excel spreadsheet I have message but it also did NOT print, ha
	from notepad I can't even find a printer!
Sharath Kumar	got it, I am on the server and checking a few settings
	Please allow me a couple of minutes
	Thank you for your patience.
	Could you let me know the last time that you were able to made since then
GAYE NEL BOSLEY MITCHELL	Sharath -- I think I may have found the problem. Let me try
Sharath Kumar	oh, that's great! take your time and let me know what the
GAYE NEL BOSLEY MITCHELL	it still prints as weird format which a line
	but it does print
Sharath Kumar	I am not sure what you mean by that
GAYE NEL BOSLEY MITCHELL	so when I try to print some journal transactions, instead it a weird line on a blank sheet of paper
	<i>8:00:12 PM GAYE NEL BOSLEY MITCHELL is sharing a file with IMG_0230.png - (Size:55.49 KB)</i>
	I'm trying to print this
	but instead what I get is
	<i>8:01:12 PM GAYE NEL BOSLEY MITCHELL is sharing a file with IMG_0230.jpg - (Size:1.1 MB)</i>
	<i>This</i>
Sharath Kumar	Okay, thank you for that. I think it has to do with the printer would you be able to do that?
	I see there is another user on the server, Amy. Is that a problem?
GAYE NEL BOSLEY MITCHELL	We know that it prints just fine from the laptop, just from the server
	On the server, we tried printing with excel and it worked correctly so it's just quickbooks
Sharath Kumar	Understood
	Actually, there are quite a few updates pending for QuickBooks updating the application resolves the printing concern
	I can update it now but both Amy and you will have to close

GAYE NEL BOSLEY MITCHELL	I can let you know over email as soon as it is updated and
Sharath Kumar	okay, great we can do that, let me tell Amy
GAYE NEL BOSLEY MITCHELL	sure!
Sharath Kumar	we think it's isolated to QB on the server for printing so hc
	that is what am also hoping!
	Hi Gaye, I see Amy has signed off from the server
	could you close your QB and let me know when I can initia
GAYE NEL BOSLEY MITCHELL	yes, sorry... THought I had done that
	I am out. Is Amy out yet?
Sharath Kumar	Yes, I have started the update
GAYE NEL BOSLEY MITCHELL	Should I log out of the server aswell?
Sharath Kumar	no need to logout just don't open the application yet
GAYE NEL BOSLEY MITCHELL	ok
	have to leave my office for a few moments (not long), but
Sharath Kumar	Sir, this is going to take a while. Half an hour tops
	may I keep you posted over email once this is done
GAYE NEL BOSLEY MITCHELL	Do you know why these updates are not done as they com
Sharath Kumar	We do update the application, but at times one or two mo
	application
	This is not something that happens frequently
GAYE NEL BOSLEY MITCHELL	How do we know when this has happened?
	you said there were ""quite a few" updates that hadn't hap
	So, how do we know when something has gone awry and l
Sharath Kumar	when you said that excel prints were fine but the QB insta
	me check the updates
	so something strange like this happens, the updates are th
GAYE NEL BOSLEY MITCHELL	Is there somewhere in Quickbooks we can check to see if i
	I don't want to add a step on our end, but if this keeps us t
	frustration and down time (I haven't been able to work on
	I can get into a habit of cheking it I think I should.
Sharath Kumar	sure, before I answer that could you let me know if you ha

	the server needs to be restarted
GAYE NEL BOSLEY MITCHELL	nothing to save
Sharath Kumar	restarting
GAYE NEL BOSLEY MITCHELL	I signed off the server
Sharath Kumar	I will share with you the steps on how you can check if the application, However, only the support team has the access
GAYE NEL BOSLEY MITCHELL	thank you!
	At least we would know when to give you a heads up
Sharath Kumar	The application has been updated successfully
GAYE NEL BOSLEY MITCHELL	thank you
	let me sign back on and see if it will print now
Sharath Kumar	could you please sign in and try printing
GAYE NEL BOSLEY MITCHELL	I hate to tell you this, but it still prints that one bold line!
	let me try a different printer
Sharath Kumar	Sorry to hear that
GAYE NEL BOSLEY MITCHELL	same message... "With your printer and margin settings, you wish to print anyhow?"
Sharath Kumar	let me take a remote session of your screen and check a few things
GAYE NEL BOSLEY MITCHELL	ok!
Sharath Kumar	Prior providing the access, I would suggest you to close all the applications
GAYE NEL BOSLEY MITCHELL	If I close out Quickbooks then you can't check what you need to
	I promise you, though, that I have changed ZERO print settings
	And it worked yesterday but not today
Sharath Kumar	Yes, I agree, the print settings are all as it should be
	the application was still showing install pending so am updating
GAYE NEL BOSLEY MITCHELL	ok
Sharath Kumar	another 8-10 minutes
GAYE NEL BOSLEY MITCHELL	ok
Sharath Kumar	alright, that's done
	Could you give it one more try

GAYE NEL BOSLEY
MITCHELL

will do

Quickbookjs is taking forever to boot

Sharath Kumar

checking

GAYE NEL BOSLEY
MITCHELL

yes!!!! TThank you!

Did you close my QUickbooks?

Or am I going mad, LOL?

Sharath Kumar

my apologies, I had to close since you mentioned it is taki

may I ask what was this for?

GAYE NEL BOSLEY
MITCHELL

no worries! I just knew I hadn't done it and it disappeared

At this point I am becoming paranoid.

I apologize

Thank you for all you did

Sharath Kumar

totally understandable

GAYE NEL BOSLEY
MITCHELL

SO how can I check the updates? Can you walk me throug

Sharath Kumar

absolutely! In QuickBooks, click on Help from the top men

GAYE NEL BOSLEY
MITCHELL

let me get back in

Sharath Kumar

then select update QuickBooks

GAYE NEL BOSLEY
MITCHELL

ok

Sharath Kumar

select the update now tab

GAYE NEL BOSLEY
MITCHELL

ok

Sharath Kumar

You will get to know if there are any pending update from

or it will show "error" if there is an update to be done

GAYE NEL BOSLEY
MITCHELL

so, like for FIle Doctor... it says Install pending?

Sharath Kumar

Corerct!

GAYE NEL BOSLEY
MITCHELL

So is this one of those instances where it went wrong as y

How does that get installed?

Sharath Kumar

also correct

GAYE NEL BOSLEY
MITCHELL

and under ENterprise it says "New Files installed"?

Sharath Kumar

I click on get updates and it will install anything that is per

GAYE NEL BOSLEY
MITCHELL

Sharath Kumar

I can't tell if these is something else needed or not at the i

again, only support can update it

thank you Sharath, I appreciate you very much!

Sorry I've been such a grump!

Its been my pleasure, usually it takes one attempt to update this one

So should we wait for Enterprise to update? because those need to work (prior to the printer stuff)

os does "New Files Installed mean it's ready to go?

It will automatically get updated tonight as the server restarts

or*

the latter

ok, then I think we are complete!! Thank you again. So so

I am just happy that we got it resolved with updating the enterprise

You have a great weekend! I hope you don't have to work.

It is my day off tomorrow and day after tomorrow but then you have any issues just come on chat or give us a call and we will help you

glad you get a break!

goodbye

alright, sir, thank you! I wish you a good rest of your day

You may end this chat now. Once you end this chat, you will receive a summary of the conversation, along with a ticket number and survey feedback.

I request you to kindly spare a moment to fill that out for our records. I will appreciate that. or you may send your feedback to us. Thanks!

Note: You may change/reset your server password on your account at <https://selfcare.acecloudhosting.com>.

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

Sharath Kumar has ended this chat session

Chat Transc

Hello, I am your Acebuddy

Visitor Details

#77223 Adriane.tucker

Email: adriane.tucker@yahoo.com ☎ 2098970307

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 33 Secs

City: PIONEER

State: California

Country: UNITED STATES

Chat Transcript

Adriane.tucker	Hello, I am your Acebuddy
Acebuddy	Hello Adriane.tucker, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
Adriane.tucker	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Adriane.tucker	I'd like to report an Issue
Acebuddy	Please select an option!
Adriane.tucker	Password Reset
Acebuddy	Please select an option below
Adriane.tucker	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below in order to resolve the issue.
	Do you need any further assistance on the topic?
Adriane.tucker	Yes

Acebuddy	Please wait while we connect you to our Support Represer
	<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 A
	I will be surely assisting you with this. Kindly help me with
Adriane.tucker	I need to get us logged in and we dont know our password
	I tried the self help but I dont know how to reset it
Ashutosh Mishra	Is the business name Calaveras band of miwuk indian?
Adriane.tucker	yes
Ashutosh Mishra	I see this account is in process of cancellation.
Adriane.tucker	why is thta?
	*that
	She literally just paid for iton 5/5
	She caught up on the payments, and its cleared her accou
Ashutosh Mishra	I have forwarded this to relevant team, you will get new up an hour.
	Once the account is activated we can proceed with your re
Adriane.tucker	WE are trying to log in now so I can do a training
Ashutosh Mishra	I have informed the team and trying my best to expedite t the account is activated.
Adriane.tucker	It was all cleared up on the 5th.
	What is going on/
	She literally logged in on the 5th and everything was work
Ashutosh Mishra	We regret the inconvenience, As much as i would like to i until account is activated from backend. Rest assured this
	Are we still connected here?
	Are we still connected here?
Adriane.tucker	yes
	We still ave no email
Ashutosh Mishra	Yes the team is checking on this, please let me know your
	Is it DebraG.NPRE@myrealdata.net?
Adriane.tucker	DebraG I think
	yes

She says they changed the Client ID to CID73091

I'm not sure what that's for though

Ashutosh Mishra

I am checking for this.

Yes the account name remains the same for now.

Adriane.tucker

ok

Ashutosh Mishra

I will send you the new credentials over the email, we have

Adriane.tucker

ok

Ashutosh Mishra

Thanks for the confirmation !

You may end this chat now. Once you end this chat, you will receive a summary of the conversation, along with a ticket number and survey feedback.

I request you to kindly spare a moment to fill that out for review. I will appreciate that. or you may send your feedback. Thanks!

Note: You may change/reset your server password on your self-care portal ([<https://selfcare.acecloudhosting.com>]).

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

Adriane.tucker

We see that the user has been enabled but I still don't know

Ashutosh Mishra

Yes the new credentials will be sent over the email.

Is there anything else I may help you with ?

Adriane.tucker

i guess not

Ashutosh Mishra

Thanks for the confirmation !

You may end this chat now. Once you end this chat, you will receive a summary of the conversation, along with a ticket number and survey feedback.

I request you to kindly spare a moment to fill that out for review. I will appreciate that. or you may send your feedback. Thanks!

Note: You may change/reset your server password on your self-care portal ([<https://selfcare.acecloudhosting.com>]).

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

Ashutosh Mishra has ended this chat session

Chat Transc

Hello, I am your Aceb

Visitor Details

#77199 Andrew Steven

Email: asteven@lokring.com  13104066663

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: 29 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Andrew Steven	Hello, I am your Acebuddy
Acebuddy	Hello Asteven, I'm your Ace Buddy. I'll be happy to assist y
	Whom Would You Like to Connect With?
Andrew Steven	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andrew Steven	I'd like to raise a Request
Acebuddy	Please select your request type.
Andrew Steven	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com fro reason for server reboot and the support team will be hap
	Do you need any further assistance on the topic?
Andrew Steven	Yes
Acebuddy	Please wait while we connect you to our Support Represer
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>

Anjainay Singh is transferring the chat to Shivam Singh.

Shivam Singh accepted the chat transfer request.

Shivam Singh Thank you for contacting Ace Cloud Hosting. My name is S

Andrew Steven please reboot server

Server Name: LokringWC.myrealdatal.net

Username : myrealdatal\SandraFi

Shivam Singh Surely we will do it.

Is there anything else I may help you with ?

Andrew Steven no that is all

Shivam Singh As per your request we have rebooted the server

Andrew Steven thank you!

Shivam Singh Thank you for choosing ACE cloud Hosting, you have a wo

I would greatly appreciate if you could spare a minute to g smileys at the end of this chat.

You may end this chat now. Once you end this chat, you w conversation, along with a ticket number and survey feedl

I request you to kindly spare a moment to fill that out for r working. I will appreciate that. or you may send your feedl Thanks!

Note: You may change/reset your server password on your ([https://selfcare.acecloudhosting.com).](https://selfcare.a

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

Shivam Singh has ended this chat session

Chat Transc

Hello, I am your Acek

Visitor Details

#76600 aaronmoak

Email: aaronmoak@yahoo.com  12253246008

Department: Support(QB & App Hosting)

Operator: Sanyam Madan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Mins 6 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

aaronmoak	Hello, I am your Acebuddy
Acebuddy	Hello Aaron Moak, I'm your Ace Buddy. I'll be happy to assi
	Whom Would You Like to Connect With?
aaronmoak	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
aaronmoak	I'd like to report an Issue
Acebuddy	Please select an option!
aaronmoak	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
aaronmoak	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect yo
aaronmoak	need to do a QB repair install
Acebuddy	Please wait while we connect you to a Support Representa
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is S
aaronmoak	hey i have quickbooks on the line in the server with QB an
Sanyam Madan	okay Aaron
	it will take approximately 2 hours
aaronmoak	?
Sanyam Madan	we can do it in the night hours when no user is logged in

aaronmoak for a QB repair installation?
i have them on the phone now and my QB is not working

Sanyam Madan I am extremely sorry for the misunderstanding
we will do it right away

aaronmoak can you remote in with us into the session

Sanyam Madan Aaron , we can start the repair from the backend
Kindly help me with your server name ?

aaronmoak where do i get that

Sanyam Madan you can tell me your business name
i will fetch all the details

aaronmoak computer evolutions

Sanyam Madan Kindly allow me two minutes to check the same.
please allow me some more time , we are doing it from the server

aaronmoak ok can you tell me what exactly you are doing?

Sanyam Madan we are rebooting all the instances of quickbooks
May I take the remote access of your server?

aaronmoak yes

Sanyam Madan please accept the request

aaronmoak nothing has popped up yet
done

Sanyam Madan We are connected on the remote session and will proceed
the time, I am putting the chat on hold, please do not disconnect
give your confirmation on this chat.

aaronmoak ok
we are done
thank you

Sanyam Madan Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

aaronmoak yes
nope nothing
we are good

Sanyam Madan

Thank you for choosing ACE cloud Hosting, you have a wo

You may end this chat now. Once you end this chat, you w
conversation, along with a ticket number and survey feedl

I request you to kindly spare a moment to fill that out for r
working. I will appreciate that. or you may send your feedl
Thanks!

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

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

Sanyam Madan has ended this chat session

Chat Transc

Hello, I am your Acebuddy

Visitor Details

#77107 aaronmoak

Email: aaronmoak@yahoo.com  12253246008

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: 43 Secs

City: GREENWELL SPRINGS

State: Louisiana

Country: UNITED STATES

Chat Transcript

aaronmoak

Hello, I am your Acebuddy

Acebuddy

Hello Aaronmoak, I'm your Ace Buddy. I'll be happy to assi

Whom Would You Like to Connect With?

aaronmoak	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
aaronmoak	I'd like to raise a Request
Acebuddy	Please select your request type.
aaronmoak	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your Operating System
aaronmoak	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator" on your Windows PC
	Do you need any further assistance on the topic?
aaronmoak	Yes
Acebuddy	Please wait while we connect you to our Support Representer
	<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 surely help you with this issue.
aaronmoak	where do i download the full package to setup a computer
Ashutosh Mishra	The package can be downloaded from the My Portal.
	I see that you are part of shared server so i can share the package with you.
	If you would like i can also share it here. (Edited)
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
aaronmoak	yes
	i downloaded the rdp but isn't there like an ACE software installed on the server?
	still there?
Ashutosh Mishra	Yes
	RDP is all that is required to connect with the server, we have also used to connect with server.
aaronmoak	ace connect
	yes that, because doesn't that setup all the print and mapped drives?

Ashutosh Mishra Yes, also RDP can do the same settings too.

aaronmoak the ace connect link would be great.

Ashutosh Mishra Sure, use the below link to download the same :- <https://vi>

aaronmoak thanks

have a good day

Ashutosh Mishra Thanks for the confirmation !

You may end this chat now. Once you end this chat, you will receive a summary of the conversation, along with a ticket number and survey feedback.

I request you to kindly spare a moment to fill that out for our records. I will appreciate that. or you may send your feedback to us via email. Thanks!

Note: You may change/reset your server password on your self-care portal ([<https://selfcare.acecloudbhosting.com>]). ([<https://selfcare.acecloudbhosting.com>])

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your AceCloud Support Assistant.

Visitor Details

#76825 betzaida.montero

Email: betzaida.montero@deliverydynamics.com  8507494432

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 59 Secs

City: RUFINA ALFARO

State: Panama

Country: PANAMA

Chat Transcript

betzaida.montero	Hello, I am your Acebuddy
Acebuddy	Hello Betzaida.montero, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
betzaida.montero	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
betzaida.montero	I'd like to report an Issue
Acebuddy	Please select an option!
betzaida.montero	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
	<i>7:34:00 PM betzaida.montero is sharing a file with you 1_image.png - (Size:154.46 KB)</i>
	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
betzaida.montero	Hello, we are getting a message indicating the we are no longer able to use our current desktop. We would like to know if there is a possibility that we should change to a new Desktop Pro. We want to know if there is any cost involved in this change.
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh.
betzaida.montero	Hello Anjainay! thank you
Anjainay Singh	Please allow me sometime so that I can look into the issue.
	Please be patient with us so that I can provide you exact response.
	Could you please confirm your account name or CID number.
betzaida.montero	I don't know which one is our account name
	Scientific Logistics?
Anjainay Singh	Could you please confirm your user name through which you are connecting.
betzaida.montero	Daniel
Anjainay Singh	Thankyou for your confirmation
betzaida.montero	I'm sorry I will have to contact you back.
	thanks for the help
Anjainay Singh	As we have checked and found that you are using QB 2021. We will be able to assist you from 31st May 2025 .

betzaida.montero

correct

Anjainay Singh

You may upgrade to QB 2023 or QB 2024 Pro version or you can purchase from us at discounted price.

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 session. You can call us at (1-888-415-5240) if any further assistance is required.

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#77178 bhardwick

Email: bhardwick@certasitepro.com  317-223-4789

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 9 Secs

City: INDIANAPOLIS

State: Indiana

Country: UNITED STATES

Chat Transcript

bhardwick

Hello, I am your Acebuddy

Acebuddy

Hello Becky, I'm your Ace Buddy. I'll be happy to assist you.

Whom Would You Like to Connect With?

bhardwick

Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
bhardwick	I'd like to report an Issue
Acebuddy	Please select an option!
bhardwick	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
bhardwick	I ordered the most recent version of QuickBooks last Wednesday.
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh.
	Could you please provide your Ticket ID related to that recent resolution.
bhardwick	one moment while I pull it up
Anjainay Singh	Sure .
bhardwick	693464
Anjainay Singh	Thankyou for sharing the Ticket ID , could you please send bhardwick@certasiteprotected.com to me so that I can instantly proceed ahead with the installation.
bhardwick	I did send approval more than one time.
	Once they received that from me the second time they set up the environment and provided me the information.
Anjainay Singh	Yes , but the approval came from bhardwick@certasiteprotected.com and not from (bhardwick@certasiteprotected.com) .
bhardwick	I just resent it again from that email address
Anjainay Singh	Okay please allow me one minute only .
	We have received approval from same email address (bhardwick@certasiteprotected.com)(mailto:bhardwick@certasiteprotected.com)
	Just allow me one minute more so that I can fix this .
	Do you have access to email address bhardwick@certasiteprotected.com.
bhardwick	It is an alias on my account
Anjainay Singh	Okay ,we are forwarding your request to concerned department for further resolution.

bhardwick	When can I expect to have the latest version of quickbook
Anjainay Singh	It may take one-two days , we will acquire the license and release and will also assist you to upgrade company files .
bhardwick	Is there anything that I can do to get it done faster?
Anjainay Singh	We will try to end it asap within maybe within Oneday .
	We will inform you over email asap.
	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 is no response from your end so we are disconnected
<i>Anjainay Singh has ended this chat session</i>	

Chat Transcript

Hello, I am your AceCloud Support

Visitor Details

#76481 Pearl Nartey

Email: pearl@wgengineering.com 14042715990

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 5 Secs

City: ALLEN

State: Texas

Country: UNITED STATES

Chat Transcript

Pearl Nartey Hello, I am your Acebuddy

Acebuddy Hello Pearl Nartey, I'm your Ace Buddy. I'll be happy to assist you with anything you need.
Whom Would You Like to Connect With?

Pearl Nartey Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Pearl Nartey I'd like to report an Issue

Acebuddy Please select an option!

Pearl Nartey QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Pearl Nartey Other QB related issue

Acebuddy Please specify the issue you are facing before I connect you to a support representative.

Pearl Nartey Case 687583. Bank feeds is frozen. They reset it but it's still not working.

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 is transferring the chat to Shivam Singh.

Shivam Singh accepted the chat transfer request.

Shivam Singh Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh.

Pearl Nartey hi

Shivam Singh Please allow me to check the issue on ticket - 687583

Pearl Nartey bank feeds is frozen and is showing as last synced a year ago

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

Pearl Nartey yes

Shivam Singh Could you please demonstrate the issue?

Pearl Nartey it is not syncing

Shivam Singh I understand.

To troubleshoot this issue, we will need to perform a clean update. Please note that this process will require a downtime interruption.

We recommend scheduling this during nighttime hours to preferred time so we can proceed accordingly.

Pearl Nartey	you can start at 10pm central time
Shivam Singh	Great
	We will schedule it
	Is there anything else I may help you with ?
Pearl Nartey	no that's it. thank you
Shivam Singh	Great
	I would greatly appreciate if you could spare a minute to g smileys at the end of this chat.
	You may end this chat now. Once you end this chat, you w conversation, along with a ticket number and survey feedl
	I request you to kindly spare a moment to fill that out for r working. I will appreciate that. or you may send your feedl Thanks!
	Note: You may change/reset your server password on your (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
	<i>Shivam Singh has ended this chat session</i>

Chat Transc

Hello, I am your Acek

Visitor Details

#77319 jean.bga

Email: jean.bga@arizonafleet.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: DEWEY

State: Arizona

Country: UNITED STATES

Chat Transcript

jean.bga	Hello, I am your Acebuddy
Acebuddy	Hello Jean.bga, I'm your Ace Buddy. I'll be happy to as
	Whom Would You Like to Connect With?
jean.bga	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jean.bga	I'd like to report an Issue
Acebuddy	Please select an option!
jean.bga	Password Reset
Acebuddy	Please select an option below
jean.bga	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We ar assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

