

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74443 Erika Miniza

Email: erika@tufcoflooring.com  859-801-3303

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: SMYRNA

State: Georgia

Country: UNITED STATES

Chat Transcript

Erika Miniza	Hello, I am your Acebuddy
Acebuddy	Hello Erika Miniza, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Erika Miniza	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erika Miniza	I'd like to report an Issue
Acebuddy	Please select an option!
Erika Miniza	Password Reset
Acebuddy	Please select an option below
Erika Miniza	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?
Erika Miniza	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

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

I understand you want to reset the password.

Erika Miniza yes

i'm not able to login to the "MyPortal"

says "Invalid Username"

Ashutosh Mishra Please share screenshot of the error message.

11:00:51 PM Erika Miniza is sharing a file with you

[1_image.png](#) - (Size:121.03 KB)

Kindly allow me two minutes to check the same.

Are other users also unable to connect?

Erika Miniza no just this user

it normally doesnt ask to put in a password

Ashutosh Mishra I understand, after 90 days it asks to enter the password for security reasons.

I can reset the password for Audit_FE however we require approval over the email for this request.

Erika Miniza ok that will work

Ashutosh Mishra Is there anything else I may help you with ?

Erika Miniza was the email sent?

Ashutosh Mishra Once the chat session is closed, the ticket will be generated and then i can email you.

Erika Miniza ok

Ashutosh Mishra Please end the chat, and i will proceed with the request.

Erika Miniza ok

Ashutosh Mishra 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 quality@acecloudhosting.com. Thanks!

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74386 Michael Courtin

Email: mcourtin@phxrestore.com 16302960117

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: 13 Secs

City: LISLE

State: Illinois

Country: UNITED STATES

Chat Transcript

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

Michael Courtin	I sent the issue via email (#661976). I am unable to open the virtual terminal and currently have no access to Quickbooks #655045. Not sure if it is related.
Acebuddy	Please wait while we connect you to a Support Representative <i>Acebuddy (bot) forwarded the chat request</i>
Anurag Sharma	<i>Anurag Sharma accepted the chat transfer request.</i>
Michael Courtin	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Anurag Sharma	Hello Michael
Michael Courtin	hello
Anurag Sharma	I deeply apologize for the inconvenience caused to you. May I take the remote access of your local computer?
Michael Courtin	yes. BTW, just to be sure I did a full computer reboot before trying to open the virtual terminal
Anurag Sharma	Okay Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/5732605520
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	The issue seems to be resolved.
	Is there anything else I may help you with ?
Michael Courtin	no, thank you
Anurag Sharma	Thankyou so much Michael for such a wonderful chat session.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Michael Courtin	ok
Anurag Sharma	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74429 Tesfazion

Email: tesfazion@taxcornerll.net

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: 52 Secs

City: CHANTILLY

State: Virginia

Country: UNITED STATES

Chat Transcript

Tesfazion	Hello, I am your Acebuddy
Acebuddy	Hello Tesfazion, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tesfazion	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tesfazion	I'd like to report an Issue
Acebuddy	Please select an option!
Tesfazion	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tesfazion	Unable to open my tax software due server issue.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	

Manish Singh is transferring the chat to Ashutosh Mishra.

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you are facing issue opening a Tax software.
	Are we still connected here?
Tesfazion	Still unable to connect.
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Tesfazion	TaxCorner1.myreldata.ne
Ashutosh Mishra	Thanks for the confirmation !
	Please also share your username.
Tesfazion	myreldata\TC_Tesfazion
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	I see you are connected to server.
	May I take the remote access of your server?
Tesfazion	ok
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Tesfazion	go ahead now.
Ashutosh Mishra	I am connected now, please proceed with task that was giving issues.
Tesfazion	I am unable to open all ATX tax softwares.
Ashutosh Mishra	Kindly allow me two minutes to check the same.
Tesfazion	sure.
Ashutosh Mishra	I have made some changes from the backend and the issue should be resolved now.
	I see that ATX software is opening now
Tesfazion	yes, thanks. how about the other years?
Ashutosh Mishra	All the ATX versions should work now.
Tesfazion	If I may ask, what was the cause. I have been the same issue for some time now.
Ashutosh Mishra	It looks like your ATX server was not running. It could be that if software is not running for a while, then the ATX server can
	We suggest signing out and then sign in again that should resolve this issue
Tesfazion	But this is our busy season and using the software seven days a week.
Ashutosh Mishra	I see, I would suggest rebooting the server as I have set it to run automatically now and it shouldn't go dormant.
Tesfazion	In any case how do I reboot the server and do I have permission to do the function.
Ashutosh Mishra	Please save your work and log off the server.

	Since you don't have permission to reboot server, you can let us know if it is required and we have also scheduled a reboot.
Tesfazion	Thank you for clarifying. I think I am good now and appreciate your help.
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73490 jolai.clover

Email: jolai.clover@gmail.com **Phone:** 85294261088

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: 46 Secs

City: SHEUNG WAN

State: Hong Kong

Country: HONG KONG

Chat Transcript

jolai.clover	Hello, I am your Acebuddy
Acebuddy	Hello Jolai.clover, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
	Welcome to Ace Support.
	Please chose an option :
jolai.clover	Technical Support (QB & App Hosting)
	I'd like to report an Issue
Acebuddy	Please select an option!
jolai.clover	Password Reset
Acebuddy	Please select an option below
jolai.clover	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?
jolai.clover	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
	<i>Shubham Kataria is transferring the chat to Sharath Kumar.</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
jolai.clover	Hi Sharath, I cannot log in to the server. I input PW wrongly.
Sharath Kumar	I can surely assist you with that, could you let me know the username that you are signing in with?
jolai.clover	JoL
Sharath Kumar	Thank you. One moment while I quickly check your account settings.
	Thank you for your patience, could you please let me know the last time you were able to sign into the server
jolai.clover	early today
Sharath Kumar	understood, just bear with me for two more minutes while I do the appropriate settings for your account
jolai.clover	ok thx
Sharath Kumar	It appears your account is locked, I have just unlocked the account but it will take 15 minutes to reflect the changes that I
	You should be able to sign in with your last known password since I have unlocked the account.
	I will also follow up with you on email to make sure you were able to sign in
jolai.clover	Pop up: there was a problem connecting to the remote resource.
Sharath Kumar	Yes, that is expected for another 15 minutes as the changes I have made will take time to reflect
jolai.clover	ok

Sharath Kumar	Is there anything else I may help you with ?
	Are we still connected here?
jolai.clover	No more. Thank you.
Sharath Kumar	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 at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

I cant log into the server

Visitor Details

#73588 Trinity Leady

Email: trinity@aabs.tax 7198200159

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 30 Secs

City: WEST UNITY

State: Ohio

Country: UNITED STATES

Chat Transcript

	I cant log into the server
Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you further.
Trinity Leady	and i dont knw my password
Mohit	Hi Trinity, may I know if you already have an account with ACE?
Trinity Leady	yes.. AABS.myreldata.net
Mohit	Perfect, let me transfer this chat to our support team for your assistance.
	<i>Mohit is transferring the chat to Support(QB & App Hosting).</i>
Trinity Leady	thank you'
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Trinity
Trinity Leady	hello
	I installed it on my computer but wont let me login and i dont know my password
	can you remote into my computer
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your user name? (Edited)
Trinity Leady	AABS.myreldata.net
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 3-4 minutes to check the same.
Trinity Leady	okay
Anurag Sharma	Thank you for your patience.
	Trinity, after this chat I will send you an email. You can just revert back to that email with an approval from the primary contact.
	Once we will receive the approval, we will share you the new password and a RDP which you can use to login into the server.
Trinity Leady	what approval? this is Samona Pheils owner of AABS
Anurag Sharma	Please ask scott@aabs.tax (Primary contact) to approve the request for password reset for the user myreldata\TrinityLe
	Trinity, to make sure this request is from the genuine source. We ask for the approval from the primary contact. As per our policy,
	Is there anything else I may help you with ?
Trinity Leady	i guess not im the owner and you wont help
Anurag Sharma	I hope you will understand. You are not registered with us as an primary contact.
	If you want to get added as a primary contact. Then kindly send us an email at support@acecloudhosting.com so that we can add you.
	Are we still connected here?
	Are we still connected here?

Are we still connected here?

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74299 Alexmckean

Email: alexmckean@supplylinesales.com  19096389398

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: VALENCIA

State: California

Country: UNITED STATES

Chat Transcript

Alexmckean Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Alexmckean Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Alexmckean I'd like to raise a Request

Acebuddy Please select your request type.

Alexmckean Other Request

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

Chat Transcript

I am having a problem logging into my remote desktop. Can you please assist

Visitor Details

#74462 Tim

Email: tim@metromechanical.co 7573907602

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: VIRGINIA BEACH

State: Virginia

Country: UNITED STATES

Chat Transcript

Tim I am having a problem logging into my remote desktop. Can you please assist

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

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

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?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

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

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73347 Nick Gagon

Email: nick@npftax.com ☎ 16268981892

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: 4 Mins 9 Secs

City: LEHI

State: Utah

Country: UNITED STATES

Chat Transcript

Nick Gagon

Hello, I am your Acebuddy

Acebuddy

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

	Whom Would You Like to Connect With?
Nick Gagon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nick Gagon	I'd like to report an Issue
Acebuddy	Please select an option!
Nick Gagon	Restart
Acebuddy	Hello Nick Gagon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nick Gagon	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Priyanshu accepted the chat transfer request.</i>	
Nick Gagon	I have added multiple emails to the list of users for our firm. One email in particular gets the following error message whe the remote computer for one of these reasons: 1-remote access to the server is not enabled. 2- the remote computer is tu the network. Make sure the remote computer is turned on and connected to the network, and that remote access is enabl I can no longer add users either.
Priyanshu	Thank you for contacting Ace Cloud Hosting Please allow me a minute to go through the details you shared Please let me transfer your chat to the concerned team so that they can better assist you on this.
<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>	
<i>Ashutosh accepted the chat transfer request.</i>	
Nick Gagon	Hello?
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.
Nick Gagon	I have added multiple emails to the list of users for our firm. One email in particular gets the following error message whe the remote computer for one of these reasons: 1-remote access to the server is not enabled. 2- the remote computer is tu the network. Make sure the remote computer is turned on and connected to the network, and that remote access is enabl
Ashutosh	My apologies for the delay in response, kindly let us know the username of the user who is not able to access the server.
Nick Gagon	Pabsprep.T@myrealdata.net
Ashutosh	Kindly allow me two minutes to check the same.
Nick Gagon	Ok.
Ashutosh	May I take the remote access of your local computer?
Nick Gagon	It's not mine, it's a remote employee who cannot gain the access.

Ashutosh Nick, can you please ask that user to come on chat with us or call us on **1-888-415-5240** for the better assistance.

Is there anything else I may help you with ?

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

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 has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73396 Ralph Crivello

Email: eragourmetllc@gmail.com ☎ 17722227463

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Ralph Crivello Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ralph Crivello Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Ralph Crivello	I'd like to report an Issue
Acebuddy	Please select an option!
Ralph Crivello	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ralph Crivello	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at when issued by Intuit, It might get delayed due to 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 to implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Ralph Crivello	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	Hey Ralph
Ralph Crivello	Hello Shubham I believe the file was created ok but the main Quickbooks file now says a FileDoctor need to run I cannot open the main Quickbooks files
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
Ralph Crivello	certainly of course I cannot download and install the Quickbook Doctor program so an update likely needs to be performed
Shubham Yadav	Sure allow me 2 minutes.
Ralph Crivello	absolutely also is there a way to remove the server password expired we reset the password and do not wish to reset again haha
Shubham Yadav	Ralph please check now
Ralph Crivello	sure
Shubham Yadav	Ralph we would like to inform you that it is security measure and it is applicable for all.
	<i>1:00:38 AM Ralph Crivello is sharing a file with you</i>
	<i>Screen Shot 2025-03-02 at 1.30.11 PM.png - (Size:15.03 KB)</i>

	Is it downloading ?
Ralph Crivello	well I downloaded it to the desktop but cannot install it
Shubham Yadav	Let me check
Ralph Crivello	give me a secnd
	I was getting an error opening Quickbooks
	that went away but I still get the File Doctor prompt
Shubham Yadav	Is file opening after clicking on cancel ?
Ralph Crivello	it was not originally
Shubham Yadav	It's not opening ?
Ralph Crivello	no
	it is not
	it takes me back to No Company Open when I click cancel
Shubham Yadav	Please allow me 2 minutes
Ralph Crivello	sure I will close
	sad face
Shubham Yadav	Ralph please check now
Ralph Crivello	ok
	nope same error
Shubham Yadav	Alright let me make some changes
Ralph Crivello	sure
Shubham Yadav	Ralph can you please log off and log in again
	and check again to login in company file ?
Ralph Crivello	sure
	hmm still same error
	I am also getting this error when I open Quickbooks
	<i>1:11:48 AM Ralph Crivello is sharing a file with you</i>
	<i><u>Screen Shot 2025-03-02 at 1.41.09 PM.png</u> - (Size:18.71 KB)</i>
Shubham Yadav	May I take the remote access of your server?
Ralph Crivello	that was the error that went away but now has returned
	sure
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
Ralph Crivello	ok, ready

	I already downloaded that file on the desktop
Shubham Yadav	I am checking from back end
Ralph Crivello	10-4 if you need to create a ticket and work on it that is ok we will need access to the file this week but it is not imperative to have it right now
Shubham Yadav	Thanks for the confirmation Ralph. We will make changes and resolve this issue. This will resolve after a QB update most QB update will be done in night hours.
Ralph Crivello	no issues if you can create a ticket and check on it tomorrow after the update that everything is working that would be gr
Shubham Yadav	Sure Ralph we will update you over the same ticket for QB accountant copy.
Ralph Crivello	ok
Shubham Yadav	Thank you for your patience. Is there anything else I may help you with ?
Ralph Crivello	nope that is all
Shubham Yadav	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 appri quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acec)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74088 Alexia Steneck

Email: office.erc.5@gmail.com ☎ 14356595911

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Chrome OS

Browser: Google Chrome

Device: Desktop

City: COALVILLE

State: Utah

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74017 Ernesto Raices

Email: ernesto@austinaccountant.net  15126929841

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 54 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Ernesto Raices	Hello, I am your Acebuddy
Acebuddy	Hello Ernesto Raices, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ernesto Raices	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ernesto Raices	I'd like to report an Issue
Acebuddy	Please select an option!
Ernesto Raices	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ernesto Raices	If your issue is critical and requires immediate assistance, don't hesitate to give us a call at +1 (888) 415-5240 or hop on and we'll prioritize your request.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Ernesto, How are you doing today ?
Ernesto Raices	Im well and yourself?
Rohan Prajapati	I'm good too, thanks for asking.
	May I know How i can help you today ?
Ernesto Raices	I was using MS world earlier today and it asked me to renew my license. I did and now I cannot use it. it did an update and Word or Excell

4:14:38 AM Ernesto Raices is sharing a file with you
[MS Office error message.PNG](#) - (Size:9.06 KB)

When I click Ok, it closes the software

Rohan Prajapati Thank you for Providing Error Code

May I know which type of Office 365 subscription you have?

Ernesto Raices Welcome to Microsoft 365 Thank you for subscribing to Microsoft 365 Family. Your plan can be used by up to six people (one person), powerful productivity and creativity apps with AI, advanced security for your data and devices, and ongoing cus
I got this on an email

Rohan Prajapati Please note that the following Office 365 subscriptions are compatible with Terminal Server:

MS Office 365 Apps for Enterprise

MS Office 365 E3

MS Office 365 E5

Ernesto Raices They had the one for one person and the one I purchased. I will call them to get a refund.

Can you uninstall the new one so that at least I can continue working with the old version?

Rohan Prajapati Kindly allow me two minutes to check the same.

I'm trying to access your server. Kindly please allow few more minutes

Ernesto Raices Thank you

Rohan Prajapati Thank you for your patience.

Ernesto,

Upon checking, I found that all the MS Office versions installed on your server are no longer compatible with Terminal Server. Please let us know once you've done so, and we will proceed with installing Office 365 so

Ernesto Raices ouch

Rohan Prajapati Ernesto, Please let us know once you purchase it so that we can proceed with installing the Office 365

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73787 deepakt

Email: deepakt@myrealdata.in ☎ 8884155240

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74684 Lindsey Huberts

Email: lindsey@sandlothomes.com  18184574847

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: WOODLAND HILLS

State: California

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Lindsey Huberts	I'd like to report an Issue
Acebuddy	Please select an option!
Lindsey Huberts	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lindsey Huberts	I need to upgrade space on my C drive
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 Lindsey
Lindsey Huberts	I have a ticket open 663878
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Lindsey Huberts	Thank you
Shashwat Verma	Kindly confirm the plan you want to move forward with, as shared on email? (Edited)
Lindsey Huberts	apologies, I don't see a plan in the email
Shashwat Verma	Let me share you the same
	Plan1: 200GB: \$120/Month
	Plan2: 100GB: \$60/Month
	Plan3: 80 GB: \$50/Month
	Plan4: 60 GB: \$40/Month
	Plan 5: 40 GB - \$28/month
Lindsey Huberts	Great, thank you. Which plan did Dharmveer Singh recommends?
	recommend
Shashwat Verma	As per your number of user, you can go ahead with plan5
Lindsey Huberts	Yes, confirm upgrade to plan 5
Shashwat Verma	Kindly confirm the same on the email for the authorization.
	Rest will be assured by us.
	Is there anything else I may help you with ?
Lindsey Huberts	Just to be clear, I replied to the email with text that read confirm plan 5. There isn't a button I missed?
Shashwat Verma	Yes, we got it.
Lindsey Huberts	Great, thank you for your help
Shashwat Verma	

Will do the needful and will let you know, when we are done.

It would be great if you could share your feedback after this chat ends. Thanks in advance!

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

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 quality@acecloudhosting.com. Thanks!

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74464 Ezra Dilger

Email: reception@rortex.com ☎ 7633189052

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Ezra Dilger Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ezra Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ezra Dilger	I'd like to raise a Request
Acebuddy	Please select your request type.
Ezra Dilger	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?
Ezra Dilger	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Ezra Dilger	Hello Manish, I need to update Lacerte 24
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	We are in process of Lacerte update.
Ezra Dilger	Thank you
	Are you able to tell me about how long it should take?
Manish Singh	We have successfully updated Lacerte 2024 kindly check.
	Are we still connected here?
Ezra Dilger	yes, I'm having everyone on my team log in to see if it worked. We just updated like an hour ago and when people started using it so I want to be sure everyone is good.
Manish Singh	Sure, please take your time.
Ezra Dilger	okay, it seems like it was successful. Thank you for your help!
Manish Singh	Is there anything else I may help you with ?
Ezra Dilger	No that is all, thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73828 susanromo999

Email: susanromo999@gmail.com ☎ 512-848-4970

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: 41 Secs

City: HUTTO

State: Texas

Country: UNITED STATES

Chat Transcript

susanromo999	Hello, I am your Acebuddy
Acebuddy	Hello Susanromo999, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
susanromo999	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
susanromo999	I'd like to report an Issue
Acebuddy	Please select an option!

susanromo999	Password Reset
Acebuddy	Please select an option below
susanromo999	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?
susanromo999	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Susan
susanromo999	hello, I was informed my password expired today, so I changed it and it WAS accepted. however it will not recognize it now am not able to
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?
susanromo999	myrealdatalSusanRomo.ENT CID 71373 I think user name is Susan Romo
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me 2-3 minutes to check the same.
susanromo999	ok
Anurag Sharma	Thank you for your patience.
	Please allow me one more minute. I am still working on it.
susanromo999	ok
Anurag Sharma	Susan, please try to login again on the server.
susanromo999	Logon attempt failed
Anurag Sharma	May I take the remote access of your local computer?
susanromo999	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/4562521870
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	The issue seems to be resolved.
	Is there anything else I may help you with ?

susanromo999	What was the issue?
Anurag Sharma	We have just refreshed the session from the backend and it seems to be working.
susanromo999	I Do not want to have to enter my password to log on every time
Anurag Sharma	Okay
	Susan I would like to inform you that while entering the password in the RDP. You can find a checkbox named as remember my password.
	It will then save your password in your system for future logins.
susanromo999	Ok I just logged off and logged back on and did that. Thank you
Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
susanromo999	No Thank YOu
Anurag Sharma	Thank you so much Susan for such a wonderful session.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

I need help accessing my virtual server. For some reason it's not letting me in. It's asking for my password, but it's not working.

Visitor Details

#73929 Kimberly Mallard

Email: kim@mallardcpa.com **Phone:** 2524122533

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary-BhB5EiwAd5YbXm4iGrPHA9CtibzK0mUoJVkkwb9k8oQUNxAPKx2OJK_Z6EpMkod_QxoC9zsQAvD_BwE

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: GREENVILLE

State: North Carolina

Country: UNITED STATES

Chat Transcript

Kimberly Mallard I need help accessing my virtual server. For some reason it logged me out and the password I'm trying is not working.

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

Kimberly Mallard great thank you

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

can you help me reset my password for my virtual server

Anurag Sharma accepted the chat transfer request.

Anurag Sharma is transferring the chat to Manish Singh.

Manish Singh accepted the chat transfer request.

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

Kimberly Mallard okay. thanks. can you help me access my virtual server. for some reason it logged me out and the password i have is not
are you there?

Manish Singh I will surely help you with this issue.

Kindly allow me two minutes to check the same.

Kindly try to access now.

Kimberly Mallard okay. its asking for password

Manish Singh Try now.

Kimberly Mallard it's still asking for password. do you want me to enter the password I think it may be. uncertain if i have the right password

Manish Singh May I take the remote access of your local computer?

Kimberly Mallard yes

Manish Singh <https://assist.acecloudhosting.com/join/2462252404>

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

Kimberly Mallard can you see it?

Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Kim, Is there anything else I may help you with?
Kimberly Mallard	Thank you so much for your help.
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our interaction.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73432 GREG SWICK

Email: gswick@alonovus.com  3308270144

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: MASSILLON

State: Ohio

Country: UNITED STATES

Chat Transcript

GREG SWICK	Hello, I am your Acebuddy
Acebuddy	Hello Greg Swick, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
GREG SWICK	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
GREG SWICK	I'd like to report an Issue
Acebuddy	Please select an option!
GREG SWICK	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
GREG SWICK	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?
GREG SWICK	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>
GREG SWICK	Re:[## 651715 ##] log in problem
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
GREG SWICK	Hi. I have an open case - Re:[## 651715 ##] log in problem I got an email saying there was an attempt to fix it but when Kumar
Manish Singh	I will surely help you with this issue.
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
GREG SWICK	This is what I sent by email earlier: We have three users Greg , Cynthia and Michael. When I try to get into the Quickbooks his id to do a different company on a different computer) tries to get into a different company I can get on your server, but "Cannot communicate with the company file. It appears that the Quickbooks software on COMPUTERALONOVSUSCORP is se the Quickbooks software on your computer is unable to communicate with it. The communication problem could be cause network, you may need to reconfigure the firewall software. For more information about firewalls, click the help button. Pl download the Quickbook Connection Diagnostic Tool, which can assess and possibly correct the problem." The same thing Please help.
Manish Singh	May I take the remote access of your server?
GREG SWICK	Yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
GREG SWICK	The one you requested access to is the one that worked ok.
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti

the issue is resolved, kindly give your confirmation on this chat.

Kindly ask Michael to login once.

GREG SWICK I am logged in as Michael

Manish Singh Ok

Seems to be working now.

Is there anything else I may help you with ?

GREG SWICK We're not done. We need to fix Cynthia's. Give me a minute and I'll log in as Cynthia

Manish Singh Alright

Please login once.

GREG SWICK When I tried Irish Acorn I got the message again

I need all the companies listed

Manish Singh Try now.

With Irish Acorn

GREG SWICK Irish Acorn was ok. Axis failed

Manish Singh Try now.

GREG SWICK Axis OK. 83 storage failed

Manish Singh Please try now.

GREG SWICK 83 ok Mimi failed

Manish Singh Please check

Is everything working fine?

Are we still connected here?

GREG SWICK Still connected. Just a couple of minutes

Manish Singh Alright

Is it working fine?

GREG SWICK I had a problem but seems ok give me just another couple of minutes

Manish Singh Sure, Please take your time.

GREG SWICK Looks like we're good. Thanks

Manish Singh Is there anything else I may help you with ?

GREG SWICK Not right now. I'll let you know if I have any more problems.

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

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

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

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

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74524 Gretchen Carol Reeves

Email: gr@skygroupacct.com  9706884829

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: 17 Secs

City: DENVER

State: Colorado

Country: UNITED STATES

Chat Transcript

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

	Please chose an option :
Gretchen Carol Reeves	I'd like to report an Issue
Acebuddy	Please select an option!
Gretchen Carol Reeves	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Gretchen Carol Reeves	It seems that I now need to change my password every week. Is this correct? I do not wish to do this if I don't have to
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
<i>Manish Singh is transferring the chat to Ashutosh Mishra.</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	Please allow me to inform you do not have to change password every week, there is no such update from Ace.
Gretchen Carol Reeves	ok thank you
Ashutosh Mishra	Is there anything else I may help you with ?
Gretchen Carol Reeves	not at this time
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73845 Jennifer McKinney

Email: jennifer@austinboatshow.com ☎ 512-921-3461

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: MERRIFIELD

State: Virginia

Country: UNITED STATES

Chat Transcript

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

Hello, I am your Acebuddy

Visitor Details

#73623 davidDavid kirchenbaum

Email: david@robkellermd.com  9548503656

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 51 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

davidDavid kirchenbaum	Hello, I am your Acebuddy
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
davidDavid kirchenbaum	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
davidDavid kirchenbaum	I'd like to report an Issue
Acebuddy	Please select an option!
davidDavid kirchenbaum	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
davidDavid kirchenbaum	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
davidDavid kirchenbaum	Yes

Acebuddy

Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

Sharath Kumar

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

davidDavid
kirchenbaum

hello

I believe this is the same issue I recently had with another company, It was solved by your reporting on your end.

rebooting

Sharath Kumar

Understood, could you please provide me with the ticket number so that I can refer

davidDavid
kirchenbaum

648255

Sharath Kumar

thank you, one moment while I look into it

Thank you for your patience. I see the issue was with the bankfeed

if you could let me know the server name, I can restart the server and you can let me know if that resolves your concern

davidDavid
kirchenbaum

davidkirchenbaum@myrealdata.net

or RDGNV.myrealdata.net

NOT SURE

Sharath Kumar

my apologies, but I couldn't find anything with that

what is the company name

davidDavid
kirchenbaum

EXENOM IS THE COMPANY i AM HAVING THE ISSUE WITH

Sharath Kumar

unfortunately, I could only find [Vitimmune LLC](#)

If you may check the server name from RDP file, that will be really helpful

davidDavid
kirchenbaum

that's fine that's the main account. Exenom is one of the companies in that account

how do I locate the server name?

vitimmune,myrealdata.net

Sharath Kumar

The RDP file that you use to connect to the server has the information

alright! thank you for that

davidDavid
kirchenbaum

it's a period not a comma after vitimmune

Sharath Kumar

got it, am in the server now

also, see that you are signed in

may I log you off before I restart the server

davidDavid
kirchenbaum

yes

Sharath Kumar	just restarted the server, I will let you know once it is back up and running
davidDavid kirchenbaum	You may sign in now
	signing in now
	working now thanks
Sharath Kumar	glad to hear that, anything else that I may assist you with?
davidDavid kirchenbaum	no good for now
Sharath Kumar	alright, in that case I wish you have a good day ahead
	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 quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74242 inverteccasv

Email: inverteccasv@gmail.com  78566846

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 6 Secs

City: SANTA ELENA

State: La Libertad

Country: EL SALVADOR

Chat Transcript

inverteccasv	Hello, I am your Acebuddy
Acebuddy	Hello Adrian Rivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
inverteccasv	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
inverteccasv	I'd like to report an Issue
Acebuddy	Please select an option!
inverteccasv	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
inverteccasv	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution.
	Was that helpful?
inverteccasv	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
<i>Shashwat Verma is transferring the chat to Shivam Singh.</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
inverteccasv	soy Adrian de Hannah Distributor LLC, ID de cliente: CID73235.
	soy Adrian de Hannah Distributor LLC, ID de cliente: CID73235.
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	Thank you for the information and allow 2 minutes to check the same.
inverteccasv	Nice to meet you, I can't get into any service.
<i>10:39:36 PM inverteccasv is sharing a file with you</i>	
<i>Imagen de WhatsApp 2025-03-17 a las 10.46.10_b7731932.jpg - (Size:44.4 KB)</i>	
Shivam Singh	May I take the remote access of your local computer?
inverteccasv	Yes, one minute please
	because it would be half

	?
Shivam Singh	Prior providing the access, I would suggest you close any important documents at your end.
inverteccasv	ok
Shivam Singh	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/9492089957
inverteccasv	ready
Shivam Singh	We're currently connected through the remote session and will start troubleshooting right away. I'll be placing the chat on disconnect. Once we've resolved everything, just let me know here in the chat. Anything else I can assist you with ?? I have closed the remote session. Is there anything else I may help you with? Are we still connected here? Are we still connected here? Are we still connected here? As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74571 himanshu

Email: himanshu@erufinlaw.com

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: NIMRI

State: Delhi

Country: INDIA

Chat Transcript

himanshu	Hello, I am your Acebuddy
Acebuddy	Hello Himanshu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
himanshu	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
himanshu	I'd like to report an Issue
Acebuddy	Please select an option!
himanshu	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
himanshu	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution Was that helpful?
himanshu	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
himanshu	i'am not able to login in quickbooks
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
himanshu	Dogra CPA advisors
Shubham Kataria	Thank you for the information
	Could you please confirm if you're unable to access the QuickBooks application only or unable to access server itself (Edit mode)?
himanshu	Access the server
Shubham Kataria	May I know the error message which you're receiving while login
himanshu	server name is DograCPALLC
Shubham Kataria	May I take the remote access of your local computer?
himanshu	Remote Access to the is not enable

	hm
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/5282421441
	Kindly join this link.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation 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 chat.
	<i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73858 Ralph Crivello

Email: eragourmetllc@gmail.com  17722227463

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ralph Crivello	I'd like to report an Issue
Acebuddy	Please select an option!
Ralph Crivello	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ralph Crivello	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times when issued by Intuit, It might get delayed due to 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. We will implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Ralph Crivello	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Ralph Crivello	hello
Anurag Sharma	Hello Eragourmetllc
Ralph Crivello	I have a ticket id: 650824 my name is Ralph Crivello I have been working with Shubham Yadav we created an accounting file in QB ever since the main file will not open says it needs File Doctor I do not have user permissions to install and run that program
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me 3-4 minutes to check the same.
Ralph Crivello	ok I can let remote into the server and take a look looks like my wife is calling me to dinner can I allow you to remote into and attempt to repair the file?

Anurag Sharma	Okay
	May I take the remote access of your local computer?
Ralph Crivello	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/4292498667
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
Ralph Crivello	let me open the file this is the issue I already have the File Doctor downloaded on the desktop
Anurag Sharma	Okay I am working on the backend to resolve the issue Please stay connected
Ralph Crivello	no issue sorry for the delay I am stepping away from the computer please continue to work I will check in 5 min
Anurag Sharma	ok Please enter the company file password on the screen.
Ralph Crivello	great thank you
Anurag Sharma	Could you please try again? The issue seems to be fixed now. Is there anything else I may help you with ?
Ralph Crivello	yes that is all thank you for your help
Anurag Sharma	Thank you so much for such a wonderful session. I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Ralph Crivello	yes
Anurag Sharma	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the feedback you provided.

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 help at quality@acecloudhosting.com. Thanks!

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74540 Scott Itri

Email: scott.itri@elitetaxpros.com  18015714011

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: SALT LAKE CITY

State: Utah

Country: UNITED STATES

Chat Transcript

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

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74713 jennifer

Email: jennifer@nokomisenergy.com  16086376544

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: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

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

	I'd like to report an Issue
Acebuddy	Please select an option!
jennifer	Password Reset
Acebuddy	Please select an option below
jennifer	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-processed.
	Do you need any further assistance on the topic?
jennifer	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74941 Trish Cox

Email: tcox@cemicservices.com  15714396992

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

City: RESTON

State: Virginia

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Trish Cox	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Trish Cox	I'd like to report an Issue
Acebuddy	Please select an option!
Trish Cox	Password Reset
Acebuddy	Please select an option below
Trish Cox	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-processed.
	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

#73584 Bhavin

Email: bookkeeping@sandiegocpasteve.com ☎ +1 646 661 2865

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: 49 Secs

City: BIDADA

State: Gujarat

Country: INDIA

Chat Transcript

Bhavin	Hello, I am your Acebuddy
Acebuddy	Hello Bhavin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bhavin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bhavin	I'd like to report an Issue
Acebuddy	Please select an option!
Bhavin	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Bhavin	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?
Bhavin	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh accepted the chat transfer request.</i>
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.
Bhavin	Hi Ashutosh
	When I am try to open QB file it is showing the below error.
	<i>11:58:25 PM Bhavin is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:8.3 KB)</i>
	Can you please help me with the same?
Ashutosh	I will surely help you with this issue.
	Kindly help me with your server name and user name?
Bhavin	Username: myreldata/ShubhamJarecha
Ashutosh	Please also share the server name.
Bhavin	Server Name: SAC.myreldata.net
Ashutosh	Kindly allow me two minutes to check the same.
Bhavin	Sure

Ashutosh	May I take the remote access of your server?
Bhavin	Sure
Ashutosh	Prior providing the access, I would suggest you to close any important documents at your end.
Bhavin	Done
	Please proceed
Ashutosh	Please accept the prompt on your screen.
	I have made some changes from backend, kindly login again.
Bhavin	Should I close the remote and restart it gain or just QB File?
Ashutosh	Restart QB file only.
Bhavin	Ok
	It works
	Thank you!
Ashutosh	Is there anything else I may help you with ?
Bhavin	No Thank you
Ashutosh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Bhavin	Have a great day!
Ashutosh	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a link to download the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

#74126 Jen Quinn**Email:** jenq@aeropress.com**Department:** Support(QB & App Hosting)**Operator:** Shivam Singh**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 45 Secs**City:** BOISE**State:** Idaho**Country:** UNITED STATES**Chat Transcript**

Jen Quinn	Hello, I am your Acebuddy
Acebuddy	Hello Jen Quinn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jen Quinn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jen Quinn	I'd like to report an Issue
Acebuddy	Please select an option!
Jen Quinn	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jen Quinn	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution.
	Was that helpful?
Jen Quinn	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>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?
Jen Quinn	AeroPress.myreldata.net and Jen.Q@myreldata.net
Shivam Singh	thanks for the information, kindly allow two minutes to check the same

	Please tell me the concern that you have right now
Jen Quinn	I am trying to access my QuickBooks remote desktop and I have been able to log in every day but today it is showing me something you can help me with?
	<i>11:09:15 PM Jen Quinn is sharing a file with you</i> <u>image (2).png</u> - (Size:471.93 KB)
	<i>11:09:15 PM Jen Quinn is sharing a file with you</i> <u>image (1).png</u> - (Size:310.51 KB)
Shivam Singh	Kindly allow me 2 minutes.
	May I take the remote access of your local computer?
Jen Quinn	Yes!
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Jen Quinn	Sounds good I have done so
Shivam Singh	thanks
	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/4782160081
	We're currently connected through the remote session and will start troubleshooting right away. I'll be placing the chat on disconnect. Once we've resolved everything, just let me know here in the chat.
	jen
Jen Quinn	I had to hop as I had a meeting to go to.
Shivam Singh	we are things at our end, allow me 2 minutes
	okay
	you could just give us a call at 888-415-5240
	or initiate the chat session again once you at leisure.
	I will be sending you an email after the call as this need to be troubleshooted on your end.
	Please share your call back number and a good time to reach you along with time zone
	Are we still connected here?
Jen Quinn	Yes sorry
	208-724-3146 and call at 12:40pm MST
Shivam Singh	okay, noted
	Is there anything else I may help you with ?
	Are we still connected here?
Jen Quinn	yes and no I am good just this one issue
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 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 at quality@acecloudhosting.com. Thanks!

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73634 Mary Zuchowski

Email: maryzuchowski79@gmail.com ☎ 408 859 7497

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 22 Secs

City: NAMPA

State: Idaho

Country: UNITED STATES

Chat Transcript

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

Mary Zuchowski	I'd like to report an Issue
Acebuddy	Please select an option!
Mary Zuchowski	Password Reset
Acebuddy	Please select an option below
Mary Zuchowski	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?
Mary Zuchowski	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Mary, How are you doing today?
Mary Zuchowski	I am trying to log onto the Server and it typically is automatic from my desktop. It is now asking for my password and when I click on the link but when it sends the code it does not send to cell but sends to the email that is on the server that I'm trying to connect to.
Rohan Prajapati	I will surely help you with this issue.
Mary Zuchowski	Thanks
Rohan Prajapati	May I know the username through which you access the server ?
Mary Zuchowski	JoelF but my CID is CID63808
Rohan Prajapati	Kindly allow me 5-6 minutes to check the same.
Mary Zuchowski	ok thank you!
Rohan Prajapati	Yes you are enrolled on the Selfcare Portal but you mentioned that you don't have access to this email "mez@acresearch.com".
Mary Zuchowski	correct. can they use my cell number?
	or maryzuchowski79@gmail.com
Rohan Prajapati	If this was not setup initially then it wouldn't work.
	Mary, we would need an approval from this email address "maryzuchowski79@gmail.com" to reset this user's Password for the server.
Mary Zuchowski	I am the one who is the approver. I think my gmail address is the address ACE has as the approver email.
Rohan Prajapati	Please send us an email from this email address maryzuchowski79@gmail.com to support@acecloudhosting.com and me " JoelF"
Mary Zuchowski	oh ok, I re-read your response. I will send a request now
Rohan Prajapati	Thank you
Mary Zuchowski	I just sent the email and mentioned that we are in a chat session as well

Rohan Prajapati	Thanks for the confirmation !
Mary Zuchowski	Will I get a response here or via email?
Rohan Prajapati	Kindly allow me two minutes to check the same.
Mary Zuchowski	ok thaks
	thanks
Rohan Prajapati	I have sent the Password
	Is there anything else I may help you with ?
	Are we still connected here?
Mary Zuchowski	Yes, I'm in another meeting too
	I will check my email now, hold on for a minute
Rohan Prajapati	Sure take your time
Mary Zuchowski	I was able to update the password and get onto the server. THANK YOU!! Rohan you are the best!
Rohan Prajapati	Is there anything else I may help you with ?
Mary Zuchowski	That is it!!
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Mary Zuchowski	Have a great day!
Rohan Prajapati	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 quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73745 Blake Reid

Email: itadmin@americanirrigation.com  14786279730

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: AILEY

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Hello, I am your Acebuddy

Visitor Details

#74388 jessica.ward.cpa

Email: jessica.ward.cpa@outlook.com ☎ 435-294-2769

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: 55 Secs

City: HERRIMAN

State: Utah

Country: UNITED STATES

Chat Transcript

jessica.ward.cpa	Hello, I am your Acebuddy
Acebuddy	Hello Jessica.ward.cpa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jessica.ward.cpa	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Moin Latief accepted the chat transfer request.</i>
Moin Latief	Thank you for contacting Ace Cloud Hosting. My name is Moin. How may i assist you?
jessica.ward.cpa	When opening my server my screen is black
	It is this way for 2 of us in this office
	CID: CID72915 Account Name: CID72915 User added: Jessica Ward (Jessica.W@myrealdatal.net)
Moin Latief	I apologize for the inconvenience
	Kindly allow me a moment so that i can transfer your chat to the concerned department.
jessica.ward.cpa	thank you
	<i>Moin Latief is transferring the chat to Support(QB & App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh is transferring the chat to Ashutosh Mishra.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.

jessica.ward.cpa	thank you
Ashutosh Mishra	I understand you are getting black screen when connecting to server. Kindly allow me two minutes to check the same.
jessica.ward.cpa	perfect
Ashutosh Mishra	Please also let me know the username for the other user who is facing the issue.
jessica.ward.cpa	Aroberts
Ashutosh Mishra	Please login again. Are you still getting black screen?
jessica.ward.cpa	I think you fixed it. thank you
Ashutosh Mishra	Is there anything else I may help you with ?
jessica.ward.cpa	actually i need a ne qr code for my 2023 and 2022 drake software. I haven't been able to log into those
Ashutosh Mishra	Kindly allow me two minutes to check the same. May I take the remote access of your server?
jessica.ward.cpa	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
jessica.ward.cpa	got it
Ashutosh Mishra	Please, let me know when we can start the remote session.
jessica.ward.cpa	go ahead
Ashutosh Mishra	I have sent you prompt please accept that.
jessica.ward.cpa	i just tried
Ashutosh Mishra	We are connected now.
jessica.ward.cpa	thank you
Ashutosh Mishra	It shows username and password is incorrect, please recheck for the password.
jessica.ward.cpa	i did its not working? can i reset it
Ashutosh Mishra	Are all the users facing same issue? Sure, you can reset it.
jessica.ward.cpa	i dont know about that i tried and it hasnt worked
Ashutosh Mishra	Can you login with the credentials of any other user just to check if issue is with application or not.
jessica.ward.cpa	no i don't know thier information
Ashutosh Mishra	Please confirm with other users once, if issue is with everyone than we can clean reinstall the application.

jessica.ward.cpa	everyone is down
Ashutosh Mishra	Do you get same issue with Drake 2023? Are we still connected here?
jessica.ward.cpa	yes and yes to 2023
Ashutosh Mishra	Angelee has confirmed that Drake is working for her, so it doesn't appear to be a server or application specific issue.
jessica.ward.cpa	I understand. I just need to log in for 2022 and 2023 and I cannot. 24 works fine oh maybe you don't deal with the apps inside ace?
Ashutosh Mishra	It does appear to be a specific user related issue, I would suggest checking with Drake support. Since we don't have advanced technical expertise with Drake itself and server side is working fine. Is there anything else I may help you with ?
jessica.ward.cpa	nope
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day. I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcript

What Microsoft license is each user of this required to have?

Visitor Details

#74577 Nathan Greene

Email: ngreen@jettbt.com  16783875715

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

Website: https://www.acecloudhosting.com/hosting/quickbooks/?utm_source=google&utm_medium=cpc&utm_campaign=QB_Bottom_Funnel_Search_USA&utm_term=quickbooks%20host&utm_adgroup=QuickBoo

ftB4OapgZL3_0H1fRQzX_uhO6eFUKl04z42Q5KLm7i7FnNdKMaAhYjEALw_wcB

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: KENNESAW

State: Georgia

Country: UNITED STATES

Chat Transcript

Nathan Greene	What Microsoft license is each user of this required to have?
Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.
Nathan Greene	Hi Amit
Amit Raina	Hello There.
	Can I have your name and contact number in case we get disconnected.
	Disconnected.
Nathan Greene	Nathan Greene 678-387-5715
	<i>Amit Raina updated the name and phone number of the visitor.</i>
Amit Raina	Thank you for the details, Nathan.
	May I ask along side Microsoft which application would you like to run on the cloud.
Nathan Greene	QuickBooks
Amit Raina	Any idea about the year of QB?
Nathan Greene	2024 probably
Amit Raina	Is it pro, premier or enterprise.
Nathan Greene	I think enterprise
Amit Raina	Excellent.
	Starting with your first question, the compatible version on the cloud are Business Premium, Apps for enterprise, E3 and E
	In case you have any one of them we can have it installed alongside your QBES on our dedicated server platform.
Nathan Greene	Ok great, thank you. That is all the questions I have for now.
Amit Raina	Are you not looking for hosting services. Just to know about Microsoft version.
	So that I can take the notes here.
Nathan Greene	I have a client that is having issues signing in to Microsoft on Ace hosted system, and I figured the license is probably the

	so that solves it
Amit Raina	Sure.
Nathan Greene	Have a great day Amit.
Amit Raina	Same to you and have a wonderful day ahead.
Nathan Greene	One more question....the users are being blocked from signing into Microsoft on the Ace servers because it shows it is from Canada. Can you please unblock so they can sign in?
Amit Raina	Let me transfer you to our technical team.
Nathan Greene	thank you
<i>Amit Raina is transferring the chat to Support(QB & App Hosting).</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.
Nathan Greene	Hi Anjainay.
Anjainay Singh	May I know your issue please so that I can assist you accordingly.
Nathan Greene	We have users that are being blocked from signing into Microsoft on the Ace servers because it shows it is from Canada. Can you please unblock so they can sign in?
Anjainay Singh	Please allow me two minutes so that I can assist you accordingly.
Nathan Greene	ok no problem, thanks
Anjainay Singh	Could you please share the screenshot of error while accessing the O365 on server
	Because no outbound request is blocked on ACE server
<i>7:31:08 PMNathan Greene is sharing a file with you</i>	
	<u>1_image.png</u> - (Size:20.54 KB)
Nathan Greene	It's just a general sign in error on the server with error code 53003...it's being blocked in their Office 365 tenant because it is from Canada. Instead of unblocking Canada in Office 365 completely we would rather just unblock specific IP addresses.
Anjainay Singh	Please allow me two minutes as I am discussing it with my senior team member
Nathan Greene	ok, thanks
Anjainay Singh	In meanwhile could you please share the CID number or Account name
Nathan Greene	FPD Solutions
Anjainay Singh	Thankyou for your patience and assistance
	We are still discussing this with team
Nathan Greene	ok
Anjainay Singh	As O365 license is not leased from ACE so we request you to please contact your O365 account administrator
	They will assist you in better way
Nathan Greene	So you do not have static IPs for your servers, or you do not know if you do?

Anjainay Singh	We are discussing it with another department please be patient with us
Nathan Greene	ok
Anjainay Singh	As this is your server IP and we will reserve this IP We will make it static and will inform you over an email as this may take sometime
Nathan Greene	that is great thank you ngreene@jetbt.com The other technician verified that these are the licenses required for QB Enterprise 2024, but I see they use 2023, are the Business Premium, Apps for enterprise, E3, E5
Anjainay Singh	Yes you can use O365 E3 , E5 and Apps for Enterprise for QB 2023 as well
Nathan Greene	Ok cool. So the IP address they are using now will be set as static, 38.15.187.81, and you will email me once this is compl
Anjainay Singh	Yes you are right
Nathan Greene	Ok great. Thank you for your help today Anjainay!
Anjainay Singh	If your issue is resolved and addressed properly and there is nothing else left to assist you with you may end this chat
Nathan Greene	Have a great day,
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Nathan Greene	ok I will
Anjainay Singh	You may end this chat Have a great day

Nathan Greene has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74025 Munehiro Tanaka

Email: tanakamune@gmail.com ☎ 12062290117

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 20 Secs

City: HONOLULU

State: Hawaii

Country: UNITED STATES

Chat Transcript

Munehiro Tanaka	Hello, I am your Acebuddy
Acebuddy	Hello Mune Tanaka, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Munehiro Tanaka	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Munehiro Tanaka	I'd like to raise a Request
Acebuddy	Please select your request type.
Munehiro Tanaka	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Munehiro Tanaka	I'd like to report an Issue
Acebuddy	Please select an option!
Munehiro Tanaka	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Munehiro Tanaka	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when issue might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it with us at support@acecloudhosting.com. Our engineers will manually check and implement the fix and share a confirmation via email.
	Do you need any further assistance on the topic?
Munehiro Tanaka	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Shivam Singh accepted the chat transfer request.

Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assis
Munehiro Tanaka	Hello Shivam
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and use
Munehiro Tanaka	The server name is MunehiroT.q1
Shivam Singh	Could you please let me know of your concern that you are facing?
Munehiro Tanaka	Two issues. I use QuickBooks Desktop Pro 2023. I believe this is subscribed annually. asked to renew it, and I can use it. Do I need to do anything?
	Another issue is about the billing. I am using the ACH payment from my bank account to change the bank account. How do I go about it?
Shivam Singh	thanks
	Kindly allow me two minutes to check the same.
Munehiro Tanaka	Sure
Shivam Singh	Firstly, regarding QuickBooks Desktop Pro 2023, there is nothing you need to do at this time. As for your second query, our Billing team is currently unavailable. I will be generating a ticket and forwarding it to the Billing team, who will contact you directly.
Munehiro Tanaka	Ok. I sent an email a couple of days ago, but I haven't heard back.
Shivam Singh	Could you please share the ticket number so that I can check it on my end?
	Are we still connected here?
	Are we still connected here?
Munehiro Tanaka	Sorry I was on the phone
Shivam Singh	No issues
	Please let me know if I can assist you anything.
Munehiro Tanaka	656901
	Ticket number
Shivam Singh	thanks, let me check
Munehiro Tanaka	Thank you.
Shivam Singh	Okay, we will inform the billing team to process your request.
Munehiro Tanaka	Great. Thank you so much for your help.
Shivam Singh	Right now, we have no point of contact with them
	really appreciated
	Is there anything else I may help you with ?
Munehiro Tanaka	

No. That is all for now.

Shivam Singh

I would greatly appreciate if you could spare a minute to give your valuable feedback chat.

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

Munehiro Tanaka

Ok.

Shivam Singh

You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.

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

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73607 Bright Tax Solutions LLC

Email: cathleenmanning@gmail.com **Phone:** 12142436574

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: PROSPER

State: Texas

Country: UNITED STATES

Chat Transcript

Bright Tax Solutions LLC	Hello, I am your Acebuddy
Acebuddy	Hello Cathleen Manning, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bright Tax Solutions LLC	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bright Tax Solutions LLC	I'd like to raise a Request
Acebuddy	Please select your request type.
Bright Tax Solutions LLC	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bright Tax Solutions LLC	Setback
Acebuddy	Hello Cathleen Manning, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bright Tax Solutions LLC	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 help Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----

#73605 Ian Rahilly

Email: ian@toucan.fi ☎ 19809992625

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: CHARLOTTE
State: North Carolina
Country: UNITED STATES

Chat Transcript

Ian Rahilly	Hello, I am your Acebuddy
Acebuddy	Hello Ian Rahilly, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Ian Rahilly	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 help Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74538 Aimee
Email: aimee@siegelsolutions.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: DOVER

State: New Hampshire

Country: UNITED STATES

Chat Transcript

Aimee	Hello, I am your Acebuddy
Acebuddy	Hello Aimee Garneau, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Aimee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Aimee	I'd like to raise a Request
Acebuddy	Please select your request type.
Aimee	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your Operating System
Aimee	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud on your Windows PC
	Do you need any further assistance on the topic?
Aimee	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Aimee	need to reset password
	<i>Gurwinder Singh has not responded for the transfer request.</i>
	<i>Aimee Garneau has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73893 David Weinstein

Email: david@davidweinsteincpa.com **Phone:** 19149071180

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: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

David Weinstein

Hello, I am your Acebuddy

Acebuddy

Hello David W, 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 help Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73727 info

Email: info@brkimcpa.com **Phone:** 9729724930

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 43 Secs

City: FULLERTON

State: New York

Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
info	outlook issue
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shivam accepted the chat transfer request.</i>	
info	hello, my outlook is weird
	i want to show you the screen
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you with your issue.
	I will be surely assisting you with this. Kindly help me with your server name and user details.
info	Server name : Bongryong.myrealdatal.net. User name : Donna_BK
Shivam	Thanks for the confirmation !
	Prior providing the access, I would suggest you to close any important documents at your end.
	please confirm have you closed any important documents at your end ?
info	嗯 好
	okay
Shivam	Kindly paste this link in the browser of local computer and join the session.

info	which link?
Shivam	https://assist.acecloudhosting.com/join/2292748360
info	By the way, I do not understand why we have keeping issue even though we start to can you see the screen?
	I will show you what is the issue
Shivam	yes we are connected on remote
info	As you can see my Outlook, there is no additional email coming
Shivam	Sure let me move to remote screen
info	But!
	<i>11:45:38 PM info is sharing a file with you image.png - (Size:63.37 KB)</i>
Shivam	we are connected.
	we are connected.
	we are connected.
	we are connected
info	I am back to here
	all problems are solved. thanks
Shivam	thanks

info has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74060 Brittany

Email: accountant@universalaccounting.com ☎ 8013601669

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 57 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Brittany	Hello, I am your Acebuddy
Acebuddy	Hello Brittany, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brittany	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brittany	I'd like to raise a Request
Acebuddy	Please select your request type.
Brittany	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your issue and we will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option from the list below.
Brittany	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Brittany	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Brittany	I need to download SaaSant application to my server to work with QB
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
<i>Sharath Kumar is transferring the chat to Anjainay Singh.</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 with your request.
	Please confirm if you want to install the Saansant Application on server.
Brittany	yes
Anjainay Singh	

	Are we still connected ?
Brittany	I have already downloaded it
	I just need it installed
Anjainay Singh	Please submit your request to support@acecloudhosting.com and provide authorisat address "JenniferC@universalaccounting.com" so that we can proceed with installatic
	Please also share the path of setup file where you have downloaded it
	Are we still connected?
Brittany	Yes\
	The other day Jennifer added me to the account so I could do stuff like this without h her
Anjainay Singh	You have been added as a login user, but Jennifer is the only one authorized to requ installations on the server. Please submit your request via email to support@aceclou provide authorization from Jennifer so we can proceed.
	Please let us know further so that we can proceed accordingly
Brittany	Thanks, I just sent the email.... Including Jennifer for authorization
Anjainay Singh	We appreciate you for your assistance and we have received an email and once Jenn authorisation we will proceed with installation and will inform you over an email
	You may end this chat as we have received your request over an email
	Are we connected?
	Are we connected?
	Are we still connected?
	As we are not hearing any response from your end so we are closing this chat

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74070 asst.audiobookadmin

Email: asst.audiobookadmin@johnmarshallmedia.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: NEW BACLAYON

State: Bukidnon

Country: PHILIPPINES

Chat Transcript

asst.audiobookadmin	Hello, I am your Acebuddy
Acebuddy	Hello Grace Agbalog, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
asst.audiobookadmin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
asst.audiobookadmin	I'd like to raise a Request
Acebuddy	Please select your request type.
asst.audiobookadmin	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your Operating System
asst.audiobookadmin	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud service on your MacOS computer.
	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

#74044 Paul Sherman

Email: paul@scs.com ☎ 17814834467

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: SHARON

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Paul Sherman	Hello, I am your Acebuddy
Acebuddy	Hello Paul, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Paul Sherman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Paul Sherman	I'd like to report an Issue
Acebuddy	Please select an option!
Paul Sherman	Password Reset
Acebuddy	Please select an option below
Paul Sherman	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need any further assistance kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74301 Irina Jandieri

Email: irina@jkaccountinggroup.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: RALEIGH

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
Irina Jandieri	Hi Rohan
Rohan Prajapati	Hello Irina, How are you doing today ?
Irina Jandieri	good, thanks
	I am having issues with app updates
Rohan Prajapati	That's Great
	May I know which application you are trying to update ?
Irina Jandieri	ATX 2024
Rohan Prajapati	Thanks for the confirmation !
	May I take the remote access of your server?
Irina Jandieri	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at this time.
Irina Jandieri	ok
Rohan Prajapati	May I know the username through which you are logged in on the server ?
Irina Jandieri	IrinaJandieri
	GeneringTax JKTX2
Rohan Prajapati	Thanks for the confirmation !
	We are connected on the remote session and will proceed with the troubleshooting of the issue. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, please give your confirmation on this chat.
Irina Jandieri	ok
Rohan Prajapati	Please log off and login back
	Please login back and try again
Irina Jandieri	ok
Rohan Prajapati	Please login back one more time
Irina Jandieri	ok
Rohan Prajapati	Do you have Admin credentials for ATX 2024 ?
	Is there anything else I may help you with ?
Irina Jandieri	no
	working, thanks
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us.

conversation, along with a ticket number and survey feedback form.

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

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73842 Maribel Driskill

Email: maribel@strategictaxsolutionsllc.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: 21 Secs

City: ST PAUL

State: Minnesota

Country: UNITED STATES

Chat Transcript

Maribel Driskill

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Maribel Driskill

Managed IT

Acebuddy

Please wait while we connect you to an available Representative.

Acebuddy (bot) forwarded the chat request

Pradeep Kumar accepted the chat transfer request.

Pradeep Kumar

Thank you for contacting acecloudbhosting. My name is Pradeep how may I help you f

Maribel Driskill

Hi! I just contacted you a bit ago and got my RDP set up. I realized I still need ATX 20 log into ATX 2023

Pradeep Kumar

Alright, let me connect you with the concerned team.

Maribel Driskill

Thanks!

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

Shashwat Verma accepted the chat transfer request.

Shashwat Verma

Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be a

Hello Maribel

Maribel Driskill

Hi!

Shashwat Verma

I will surely help you with this issue.

May I take the remote access of your local computer?

Maribel Driskill

Yes!

Shashwat Verma

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

<https://assist.acecloudbhosting.com/join/8682592372>

Kindly Click on the link and open the downloaded file.

We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.

As per remote session, we have asked you to send an email with serial number and s POC for ATX 24 and payroll 23 installation, however ATX 23 issue resolved on remote connecting the database

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 conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudb Thanks!

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73969 jon

Email: jon@sundackcpa.com ☎ 6314999437

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 1 Sec

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

Sharath Kumar

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

jon

Hi Sharath- experiencing a ton of latency

on every application

cant work

Sharath Kumar

Sorry to hear about that Jon, Please allow me a few minutes to check certain settings

In the meantime, could you confirm if other users on the server are also experiencing

jon

they are not

Sharath Kumar

thank you for the confirmation, have you also tried logging out of the server from the provided on the desktop and signing back in

jon

no

Sharath Kumar

That is fine because I just logged into the server and am experiencing the same issue

the CPU usage is way too much

just checking to see what is consuming this much CPU utilization

It was One Drive that is taking up 25%

could you confirm if that is an application that you use frequently

Are we still connected here?

since we are connected on a different chat, am closing this one

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74288 Andrew Wood

Email: andy@awoodelectric.com ☎ 8052596225

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: SANTA BARBARA

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74906 srinivas

Email: srinivas@taxgeeks.com ☎ 2252847776

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: 25 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

srinivas	Hello, I am your Acebuddy
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
srinivas	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Amit accepted the chat transfer request.</i>	
srinivas	transfer the call t support
Amit	Hello Sri.
srinivas	hi amit
	we are having very bad experience
	as you are here
<i>Amit is transferring the chat to Support(QB & App Hosting).</i>	
	in moving the server
	just letting you know
	FYI
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be ass
	Hello Sir, could you please let me know your concern

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate the call (1-888-415-5240) if any further assistance is required.

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73462 Amy Strong

Email: strongbookkeepers@gmail.com **Phone:** 12172594792

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: VILLA GROVE

State: Illinois

Country: UNITED STATES

Chat Transcript

Amy Strong Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Amy Strong Sales & Solutions

Acebuddy Please wait while we connect you to one of our Sales Representative.

Acebuddy (bot) forwarded the chat request

Dikshant Yadav accepted the chat transfer request.

Dikshant Yadav	Hello Amy
Amy Strong	Good afternoon.
Dikshant Yadav	How may I assist you today?
Amy Strong	I was wondering if we could please discontinue the additional 20GB of space that I pr on my account?
Dikshant Yadav	Sure. Lets me transfer you to the support team
Amy Strong	Thank you.
<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting).</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assis
Amy Strong	Hello
	I was wondering if we could please discontinue the additional 20GB of space that I pr on my account?
Manish Singh	Hii
	I will surely help you with this issue.
	Please send us an email from the registered email address at support@acecloughost we could proceed further with the request.
Amy Strong	I will do that. Thank you.
Manish Singh	Is there anything else I may help you with ?
Amy Strong	nothing now. Thank you so much.
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can working. I will appreciate that. or you may send your feedback at quality@acecloudb Thanks!
	Note: You may change/reset your server password on your own by registering on our (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/know

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74193 Laura Hood

Email: laurah@alliedrentshomes.com ☎ 19097948284

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 48 Secs

City: SAN BERNARDINO

State: California

Country: UNITED STATES

Chat Transcript

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

Acebuddy

Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Laura Hood

Ticket #659744

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati is transferring the chat to Manish Singh.

Manish Singh accepted the chat transfer request.

Manish Singh

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

I will surely help you with this issue.

Laura Hood

please respond, we need to work on the program. We need to reset user DebbieR

Manish Singh

Kindly allow me two minutes to check the same.

Kindly check the email with the new Password.

Laura Hood

Thank you I will look

Manish Singh

Is there anything else I may help you with ?

Are we still connected here?

As there was no response and chat get disconnected, we are disconnecting the chat
re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74725 Jared Weinstock

Email: license@thecalidagroup.com ☎ 13105079045

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 5 Secs

City: VAN NUYS

State: California

Country: UNITED STATES

Chat Transcript

Jared Weinstock	Hello, I am your Acebuddy
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assis
	I will be surely assisting you with this. Kindly help me with your server name and use
Jared Weinstock	I was already in a session with another engineer
Shivam Singh	This message has been deleted
Jared Weinstock	Is Shashwat Verma available?
Shivam Singh	Is windows update completed ?
	Shashwat is here with me to assist.
Jared Weinstock	yes and rebooted
	i reconnected to the session
Shivam Singh	Have you tried to connect with RDP now?
Jared Weinstock	Yes and it disconnects again
Shivam Singh	Okay, I would like to inform you that all possible troubleshooting with regards to this done.
	Yet we are still not able to get the issue resolved.
	Rest assured. we are escalating this concern to our escalation department, and they on the issue and will soon connect with you
Jared Weinstock	Ok. To confirm, ace connect uses mstsc.exe so it's not a workaround that we can use printers mapped
Shivam Singh	To get the printer service to run, we need RDP functionality up and running
	As the constraint is with RDP itself
	I would suggest you wait for the escalation to get back with an update. Really apprec understanding (Edited)
	Are we still connected here?
Jared Weinstock	yes
	what method of contact will they use to get back to me?
Shivam Singh	They would call you after the doing the scrutiny of the issue. Could you please provic number to reach you.
Jared Weinstock	3109846946 ext 1115

Shivam Singh	Really appreciated.
Jared Weinstock	my email is daniel@feedwire.com
Shivam Singh	We will arrange a callback accordingly.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can work. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our website (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase).

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74805 Donna Meier

Email: dmeier@ei3.com  12019257489

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: 21 Secs

City: WESTWOOD

State: New Jersey

Country: UNITED STATES

Chat Transcript

Donna Meier

Hello, I am your Acebuddy

Acebuddy	Hello Donna Meier, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Donna Meier	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Donna Meier	I'd like to report an Issue
Acebuddy	Please select an option!
Donna Meier	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Donna Meier	my authentication window is blank wont let me put in the code?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be connecting you today.
	Hi Donna, could you please provide me with a screenshot of your issue
Donna Meier	i figured it out
	<i>Donna Meier has ended this chat session</i>

