

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74501 Pearl Nartey

Email: pearl@wgengineering.com **Phone:** 14042715990

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

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Pearl Nartey Hello, I am your Acebuddy

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73526 steven

Email: steven@lynncpas.com **Phone:** 17204703581

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 19 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

steven	Hello, I am your Acebuddy
Acebuddy	Hello Steven, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
steven	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
steven	I'd like to report an Issue
Acebuddy	Please select an option!
steven	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
steven	Cannot access lacerte 2020
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
steven	ket
	ticket number 651825
	<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 Steven
	Kindly allow me two minutes to check the same.
	I will surely help you with this issue.
	May I take the remote access of your local computer?
steven	yeah
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
steven	ok
Shashwat Verma	https://assist.acecloudhosting.com/join/3592606321
	Kindly Click on the link and open the downloaded file.

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.

Lacerte 2020 issue resolved on remote session and for Lacerte 2021 update, will let you know on email.

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 with the 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/>)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73735 Tony Lee

Email: support@claccounting.tax  19097189780

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: 53 Secs

City: EL MONTE

State: California

Country: UNITED STATES

Chat Transcript

Tony Lee

Hello, I am your Acebuddy

Acebuddy	Hello Support, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tony Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tony Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Tony Lee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tony Lee	I need to update my 2024 Lacerte
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>
	<i>Shivam is transferring the chat to Ashutosh.</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.
Tony Lee	thanks
Ashutosh	I will surely help you with this issue.
Tony Lee	thanks
Ashutosh	Please elaborate on the concern to isolate the issue.
Tony Lee	i need to update my 2024 lacerte software it needs to restart in order to update
Ashutosh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Tony Lee	tonylee CLaccounting.myrealdatal.net
Ashutosh	Kindly allow me two minutes to check the same. I will reboot the server now.
Tony Lee	ok
Ashutosh	I have rebooted the server, please check if the update has executed. Are we still connected here?
	Are we still connected here?

Are we still connected here?

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

Ashutosh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73538 jonathan

Email: jonathan@ripccord.us

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: 57 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

jonathan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

jonathan Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

jonathan I'd like to report an Issue

Acebuddy Please select an option!

jonathan QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
jonathan	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jonathan	need to restore a backup
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
jonathan	i have an open ticket 652651
	file path is D:\Client data\Little Bear\QB Data\Little Bear Inc
	<i>Shashwat Verma accepted the chat transfer request.</i>
	<i>Shashwat Verma is transferring the chat to Ashutosh.</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.
jonathan	hi thanks. i want to see what my options are to roll back to a previous version from a backup of my QBW file
Ashutosh	Kindly allow me two minutes to check the same.
jonathan	thanks
Ashutosh	Do you want to restore yesterday's version of the QuickBooks file?
jonathan	Can you tell me what time the backup was made? is there a backup from over the weekend? actually yes, yesterday will be fine
Ashutosh	The backup version for yesterday is timed at 3/4/2025 4:35 AM
jonathan	that's fine, thank you
Ashutosh	Please note that if restored the current version will be replaced by the yesterday's version. Should I proceed with restore?
jonathan	yes please
Ashutosh	The file has been successfully restored. Kindly check if it is working fine now at your end?
jonathan	ok thank you
Ashutosh	Is there anything else I may help you with ?
jonathan	i am logging in right now
Ashutosh	Sure, please take your time
jonathan	we're good, thank you very much

Ashutosh	<p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>
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Ashutosh has ended this chat session

Chat Transcript

Sorry lost connection

Visitor Details

#74184 paulphil777

Email: paulphil777@mailfence.com ☎ 6179994984

Department: Support(QB & App Hosting)

Operator: Rohan

Website: <https://www.acecloudhosting.com/quickbooks-hosting-live-demo/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 30 Secs

City: WINCHESTER

State: Massachusetts

Country: UNITED STATES

Chat Transcript

paulphil777 Sorry lost connection

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

paulphil777 I just lost a support chat want to reconnect

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

Rohan Prajapati accepted the chat transfer request.

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

No Problem

Please login back to the server

Please allow me 6-7 mins

paulphil777 ok, I have an older qbw file that we can load. Nancy had the current one presently.

Rohan Prajapati Okay But i need few more mins to fix this issue

paulphil777 ok

Rohan Prajapati May I know if you need Retail Version of QuickBooks Enterprise 2023 ?

paulphil777 I know that it was version 2023 and I believe it was retail I should be able to boot it locally if you wish
look at the screen

Rohan Prajapati Yes but on this server things work differently

paulphil777 OK, we were ready to abandon the project but your email gave me hope :)

We were told by the retailer that it would not work on ace but I didn't believe him, necessarily.

Rohan Prajapati Paul, I'm trying my best to resolve it However its not working.

Will that be okay if we Update you via email once its fixed ?

paulphil777 sure thing. I am happy to assist you of course.

Rohan Prajapati Thank you for understanding

We will let you know via email once this is fixed

paulphil777 I got the email from you that says you can use your license. I will await your response.

Shall I disconnect now?

Rohan Prajapati Yes, I'm trying to activate it through our license

Yes Paul, you can disconnect the chat but do not sign out from the server

paulphil777 I can stay here if you like. Do you want me to leave the server up on my end?

Rohan Prajapati It's not required. I just need access to your Server session which I already have

paulphil777 ok, I will disconnect the chat. Do you still need remote access?

Rohan Prajapati Yes I would still need remote access of your server session

paulphil777 ok

Rohan Prajapati However you can disconnect the chat

Is there anything else I may help you with ?

paulphil777 Thats all. When should I expect to hear from you?

Rohan Prajapati Paul, Please allow us 1-2 hours to work on it

paulphil777	ok, I will leave my computer as is.
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 regarding this conversation, along with a copy of this transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation 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/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73361 Cynthia Wren

Email: cluw@austin.rr.com

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: 15 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Cynthia Wren	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cynthia Wren	I'd like to report an Issue
Acebuddy	Please select an option!
Cynthia Wren	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Cynthia Wren	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Cynthia Wren	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>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.
	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?
Cynthia Wren	I am now on the telephone with another person. Thanks!
Anurag Sharma	Okay, thank you so much for informing.
	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

#74359 ksapp

Email: ksapp@rosefeltlaw.com  727-241-4488

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 35 Secs

City: ST PETERSBURG

State: Florida

Country: UNITED STATES

Chat Transcript

ksapp	Hello, I am your Acebuddy
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
ksapp	Hello Manish
Manish Singh	Hii Kelley
ksapp	I just spoke to Drake support, and they informed me you will need to correct the permissions for Dee so she can access th Not sure if this will assist you - can you mirror her permissions to mine with Drake (ksapp@rosefeltlaw.com) this is in regards to ticket ID 661695
Manish Singh	Provided the folder permission again kindly check now.
ksapp	I am waiting on her to confirm she received a message "kindly ask admin of Drake to re... Re, what ?
Manish Singh	Reset the password for her.
ksapp	I jsut reset the password for her
Manish Singh	Issue resolved now.
ksapp	Thank you !!!
Manish Singh	Is there anything else I may help you with ?
ksapp	No thnank you - appreciate your assistance
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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

#74899 Avromi Oratz

Email: ao@farberplastics.com  15163784860

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: 36 Secs

City: FREEPORT

State: New York

Country: UNITED STATES

Chat Transcript

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

Avromi Oratz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Avromi Oratz	I am trying to connect and it says that Remote Desktop can't find the Computer "FarberPlastics.myrealdatal.net"
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hi Avromi, sorry to hear about the issue
	could you please let me know the last time that you were able to sign into the server
Avromi Oratz	Friday 3/28
Sharath Kumar	thank you for the information, allow me a few minutes to look into your concern
	I can see the server is up and running and also see Nicole signed into it at the moment
	May I take a remote session of your local computer and check the settings on the RDP file
Avromi Oratz	Now it is working. I tried 5 times and got that error message. Now it worked
Sharath Kumar	I see, good to know that you got connected without any assistance from us
	May I ask if this issue happens often or it was this particular task
Avromi Oratz	This is the first time I got this error message
Sharath Kumar	Understood, it should be taking a little longer to connect to the server this time. Should not happen again but do let us know
	Is there anything else I may help you with ?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

#74207 sharath.kumar

Email: sharath.kumar@myrealdata.in

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

sharath.kumar	Hello, I am your Acebuddy
Acebuddy	Hello Sharath.kumar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sharath.kumar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sharath.kumar	I'd like to raise a Request
Acebuddy	Please select your request type.
sharath.kumar	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
sharath.kumar	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
sharath.kumar	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
sharath.kumar	testing
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>sharath.kumar has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73342 Ronald Laughlin

Email: ronald.laughlin.law@gmail.com **Phone:** 15032578105

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: 22 Secs

City: FOREST GROVE

State: Washington

Country: UNITED STATES

Chat Transcript

Ronald Laughlin	Hello, I am your Acebuddy
Acebuddy	Hello Ronald Laughlin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ronald Laughlin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ronald Laughlin	I'd like to report an Issue
Acebuddy	Please select an option!
Ronald Laughlin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ronald Laughlin	Ticket ID: 650107 Issue: CID70524
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 Ronald
	Kindly allow me two minutes to check the same.
Ronald Laughlin	ok
Shashwat Verma	I will surely help you with this issue.
	Do you have the access of myportal?
Ronald Laughlin	no
	I am running Win 11
Shashwat Verma	No problem
	Do you have the access of ronald.laughlin.law@gmail.com?
Ronald Laughlin	yes
Shashwat Verma	May I take the remote access of your local computer?
Ronald Laughlin	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/7272204447
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	<i>The visitor's phone number was changed to 15032578105.</i>
	issue resolved on remote session by correcting the RDP file and password reset from user end
	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 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/)
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73653 Ryan Perrone

Email: ryan@nautilus-homes.com ☎ 1-941-809-5989

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: 31 Secs

City: SARASOTA

State: Florida

Country: UNITED STATES

Chat Transcript

Ryan Perrone	Hello, I am your Acebuddy
Acebuddy	Hello Ryan Perrone, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ryan Perrone	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ryan Perrone	I'd like to raise a Request
Acebuddy	Please select your request type.
Ryan Perrone	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Ryan Perrone	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
Ryan Perrone	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Anjainay Singh accepted the chat transfer request.

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

Ryan Perrone I have an RDP icon on my desktop, and when i click it it requetss a password, eeven though i have indicated multiple time from requirng a password each time i need to login?

Anjainay Singh Thank you for the information and allow 2 minutes to check the same.

We need to take remote access of your local to assist you in better way

<https://assist.acecloudhosting.com/join/9512620836>

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

You may also follow these steps in order to resolve issue

Go to the "Remote Desktop Connection" settings.

Click on "Show Options" > "Advanced" > "Settings" > "Use my credentials for remote connection to this computer."

Make sure the correct credentials are entered here.

Are we still connected here?

Are we still connected here?

Are we still connected here?

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73736 caroline

Email: caroline@integritybp.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 57 Secs

City: WYLIE

State: Texas

Country: UNITED STATES

Chat Transcript

caroline	Hello, I am your Acebuddy
Acebuddy	Hello Caroline, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
caroline	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
caroline	I'd like to report an Issue
Acebuddy	Please select an option!
caroline	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
caroline	I am unable to open Excel on the server. It says it needs to be installed. While I had it open earlier I had gotten a memory
Acebuddy	Please wait while we connect you to a Support Representative
	<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.
caroline	Thank you.
Ashutosh	I will be surely assisting you with this. Kindly help me with your server name and user name?
caroline	IntegrityBooks
	caroline
Ashutosh	Do you have any existing ticket open for this issue?
caroline	No, I do not.
Ashutosh	May I take the remote access of your server?
caroline	Yes
Ashutosh	Prior providing the access, I would suggest you to close any important documents at your end.
caroline	ok
Ashutosh	Please perform the task that resulted in error so we can identify issue.
caroline	I just heard that another employee is having the same problem btw

Her name is Kristen

Ashutosh Kindly allow me two minutes to check the same.

Thank you for your patience.

We are still making changes from backend.

caroline Jason is also having the same issue now.

It is every user in our group.

Ashutosh Kindly check as we have made required changes, and it should work now.

caroline I'm able to open the file.

Please allow me to open qb and see if I can download to excel as that also gave me a memory issue.

Ashutosh Sure, please take your time

caroline Not sure what is happening, but I can't open the folder to get to the qb client I'd like to open

Ashutosh Kindly try now.

caroline Got it

Looks like it is working. Thank you!

Ashutosh Is there anything else I may help you with ?

caroline Is everyone in our group fixed as well?

Ashutosh The fix should work for everyone.

caroline Thanks!

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

caroline You too

Ashutosh 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 has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74649 kkingsley

Email: kkingsley@travelerschampionship.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 25 Secs

City: PROVIDENCE

State: Connecticut

Country: UNITED STATES

Chat Transcript

kkingsley	Hello, I am your Acebuddy
Acebuddy	Hello Kkingsley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kkingsley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kkingsley	I'd like to report an Issue
Acebuddy	Please select an option!
kkingsley	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
kkingsley	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?
kkingsley	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today. Hello, How are you doing today ? I will surely help you with this issue. Could you please elaborate on the issue once?
kkingsley	Hello, when logging into QB it comes up with an error message saying This action requires Windows administrator permissions. I am not able to fix this issue.
Rohan Prajapati	Thank you for all the informations Please note that since both QuickBooks Enterprise 2023 and QuickBooks Accountant 2023 are installed on the server, and they provide restricted admin rights to all users. This is because the services conflict when one version is opened by one user and another by a different user.
kkingsley	How do I go about fixing this?
Rohan Prajapati	We kindly request that you accept the disclaimer, which I will share with you via email, in order to grant restricted admin rights to all users simultaneously. I need the account owner to accept the disclaimer, which I will share with them via email.
	<i>9:20:05 PM Rohan Prajapati is sharing a file with you image.png - (Size:6.04 KB)</i>
	<i>This is current account owner registered with us under this account</i>
kkingsley	Ok I will reach out the account holder now
Rohan Prajapati	Sure and I'm sending the email as well
kkingsley	ok thank you
Rohan Prajapati	Thank you for your patience. Please be informed that we have sent the email to the account owner. Kindly ask them to accept the disclaimer as soon as possible. We will provide the restricted admin rights to all users once we receive the approval.
	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)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74517 kathydunn

Email: kathydunn@beckcohen.com

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: CHARLOTTESVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

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

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

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

kathydunn Good afternoon :)

My QB keeps freezing & I am unable to disconnect it.

Manish Singh I will surely help you with this issue.

1:02:24 AM Manish Singh is sharing a file with you

[image.png](#) - (Size:1.76 KB)

You can use QBReset icon to resolve the issue.

Okay, Is this the first time you are facing this issue and is the issue faced by other users too?

Try now.

kathydunn I have tried that & it still did not disconnect. However it finally just disconnected.

Manish Singh I have removed the QuickBooks session from the task manager kindly try to access now.

Are we still connected here?

kathydunn Yes I am in QB but waiting to see if the batch actually exports.

Manish Singh Alright, please take your time.

kathydunn I received the unrecoverable error message again & QB aborted

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

kathydunn yes

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

kathydunn I already cancelled the sync

sync

Manish Singh Kindly try once.

kathydunn I just want to verify you want me to try the export again?

Manish Singh Yes

kathydunn Got a message unable to connect to QB?

Manish Singh I've noticed that there are pending updates for QuickBooks. I will proceed with updating QuickBooks and will email you or to export again to see if it works.

kathydunn ok thank you,

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

kathydunn should i just leave the remote desk top up until I hear back from you?

Manish Singh I have disconnected the remote session this update will take 20-25 minutes.

	I will inform you via email once this is done.
kathydunn	ok thank you
Manish Singh	<p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p> <p>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.</p> <p>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!</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74878 John F Sklavounos

Email: techsupport@lbnscorp.com  17862809593

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Chrome OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 41 Secs

City: HALLANDALE

State: Florida

Country: UNITED STATES

Chat Transcript

John F Sklavounos	Hello, I am your Acebuddy
Acebuddy	Hello John F Sklavounos, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
John F Sklavounos	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
John F Sklavounos	I'd like to raise a Request
Acebuddy	Please select your request type.
John F Sklavounos	Password Reset
Acebuddy	Please select an option below
John F Sklavounos	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?
John F Sklavounos	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>
	<i>Rohan Prajapati is transferring the chat to Anurag Sharma.</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello John
John F Sklavounos	Hello, can you please escalate ticket 669620? The end user needs access quickly.
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
	Thank you for your patience.
	I am sending you a new password right away.
John F Sklavounos	Thank you very much
Anurag Sharma	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
John F Sklavounos	Yes
	I'm good. Thanks for your help. Have a nice day!
Anurag Sharma	Thanks for the confirmation !

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

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

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

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

#74829 cheryl

Email: cheryl@ld-designs.net

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

cheryl Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

cheryl Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
cheryl	I'd like to report an Issue
Acebuddy	Please select an option!
cheryl	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
cheryl	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
cheryl	ERROR MESSAGE WHEN OPENING
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
cheryl	QB DETECTED THAT A COMPONENT REQUIRED TO CREATE PDF FILES IS MISSING. THEN THERE ARE NO PRINTERS INSTALL
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Cheryl
cheryl	Thanks, I tried to print out of quickbooks but its telling me there are no printers installed.
Manish Singh	I will surely help you with this issue.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
cheryl	I am the only one using this server
Manish Singh	May I take the remote access of your local computer?
cheryl	yes
	do I need to log off?
Manish Singh	https://assist.acecloudhosting.com/join/4852015776
	No
	Prior providing the access, I would suggest you to close any important documents at your end.
cheryl	I have nothing open
Manish Singh	Kindly access this link on your local
cheryl	are you in?
Manish Singh	This message has been deleted
cheryl	yes
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.

<https://assist.aceclouddhosting.com/join/2522723405>

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74820 Irzad Zamal

Email: irzad@zamcorpgy.com  17073356636

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 29 Secs

City: QUEENSTOWN

State: Demeraramahaica

Country: GUYANA

Chat Transcript

Irzad Zamal Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Irzad Zamal Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Irzad Zamal	I'd like to report an Issue
Acebuddy	Please select an option!
Irzad Zamal	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Irzad Zamal	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?
Irzad Zamal	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Irzad Zamal	Hi kindly assist with ticket ID668743
Ashutosh Mishra	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Irzad Zamal	ok
Ashutosh Mishra	I was trying to install updates however the space is very low on the server. 0% free space on the server as of now
Irzad Zamal	ok I'm freeing up space
Ashutosh Mishra	Sure, it is highly suggested to free up space on the server. We recommend at least 20% free space in C drive since it contains application folders, Windows files, cache data, updates, and application-specific data Please let me know once you have freed space so to continue with the update.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74651 brinkhilar

Email: brinkhilar@gmail.com  2094031471

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: BECKLEY

State: Alabama

Country: UNITED STATES

Chat Transcript

brinkhilar	Hello, I am your Acebuddy
Acebuddy	Hello Brinkhilar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brinkhilar	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
brinkhilar	I'd like to report an Issue
Acebuddy	Please select an option!
brinkhilar	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
brinkhilar	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
brinkhilar	Computer says Remote desktop cant find the computer cerrifarms.myrealdatal.net
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
brinkhilary	Good morning
Ashutosh Mishra	Good morning to you too. I will surely help you with this issue.
	May I take the remote access of your local computer?
brinkhilary	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
brinkhilary	ok
Ashutosh Mishra	Please click on following link to start session. https://assist.acecloudhosting.com/join/1232183422
	Are we still connected here?
brinkhilary	yes it says smart screen cant be reached right now
Ashutosh Mishra	I see that remote session has started.
brinkhilary	yes
Ashutosh Mishra	Please login again. As the issue has been resolved over the remote session and there is no response on this chat section hence, I will be closing this session.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74841 maya

Email: maya@yourvirtualasset.biz ☎ 17708152465

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: 53 Secs

City: SNELLVILLE

State: Georgia

Country: UNITED STATES

Chat Transcript

maya	Hello, I am your Acebuddy
Acebuddy	Hello Maya Sims, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
maya	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
maya	I'd like to report an Issue
Acebuddy	Please select an option!
maya	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
maya	There seems to be a pretty significant lag in my machine between when i click on something and when it responds.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Maya
maya	hello
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?
maya	virtualasset.myreldata.net
	maya sims
Anurag Sharma	Thanks for the confirmation !
	Maya could you please confirm that do you face this issue regularly?
maya	No, actually. It seems like it just started doing this.
	I only really noticed it today.
Anurag Sharma	Okay, then I think we should try a server reboot.

maya	Please give me like 3 minutes to close down what I am working on.
Anurag Sharma	Sure, please take your time
	Please confirm if I can proceed now?
maya	yes i'm done
Anurag Sharma	Thanks for the confirmation !
	I have successfully rebooted the server.
maya	OK
Anurag Sharma	I would request you to please login again on the server and check if there is any improvement.
maya	I'm logging back in
Anurag Sharma	Okay
maya	it is still booting up.
	Ok, I'm in. I'm logging back into the app I was using. one moment.
Anurag Sharma	Okay
maya	It is still responding very slow
Anurag Sharma	Yes, I can also see that your RAM utilization is very high on the server.
maya	It's also doing this weird thing where sometimes the whole image doesn't come in.
Anurag Sharma	Which is causing this slowness on the server.
maya	I don't understand why. I'm only using one app
Anurag Sharma	I can fully understand you Maya. But as I can check you have three active users on the server. And the RAM you have is o
	Which is why it is causing slowness on the server.
maya	OK, please advise.
	what can be done to fix.
Anurag Sharma	As per my analysis adding 2 GB of RAM will be sufficient for your working.
maya	so is this an additional costs?
Anurag Sharma	Yes, 1 GB of RAM will cost you additional \$20 of cost per month.
	So for 2 GB it is \$40 per month.
	Your RAM utilization on the server is around 90% .
	<i>5:43:50 AM Anurag Sharma is sharing a file with you image.png - (Size:3.39 KB)</i>
	Are we still connected here?
maya	yes, i'm just looking over my contract. I guess I was under the impression that when I made a request to add people then increased as well to accommodate the additional user.

Anurag Sharma	Okay
maya	I am looking at my contract and I don't see where it specifies the ram assigned. I only see where it says the upload speed
Anurag Sharma	I am so sorry Maya, I don't have the access to your agreements.
maya	please advise who I should call/contact
Anurag Sharma	I can just advice you the best according to the problem you are facing. It is always your wish to take the decision. Okay give me two minutes to check the same.
	Maya, I just checked this with my senior.
maya	OK
Anurag Sharma	I would like to inform you that we do provide sufficient resources when there is a new user addition on the server. Since you have three active users on the server right now. We have already provided you with the 6 GB RAM.
maya	So then I'm confused. I originally had 2 users. I have not had any issues. I just recently added another user. You indicated strain. We only have a few apps that we use. Why is it that this problem just started once we added the new user. At least that is the impression you gave me when you made the comment that the strain is coming from having 3 users o
Anurag Sharma	Okay Maya. Since you are facing this issue after the new user addition. I will be adding 2 GB of RAM as a complimentary f It will definitely make the improvement on the server working.
maya	Thank you. I really do appreciate it. I'm not trying to give you a hard time I just don't really understand how this is supposed to be running that are causing the issue or that we are not properly shutting down? I want to be sure that we are not doing something wrong. Or is there one user that seems to have high usage due to some issue with the apps? Do I need to log out?
	Do I need to have my team log out?
Anurag Sharma	I can really understand your concern Maya. Devices face high RAM utilization due to various reasons. I would suggest you to please use the log off button present on the desktop to log yourself out from the server. It will close all the applications running at your backend.
maya	is this the same as the disconnect? I don't see a logoff.
Anurag Sharma	Additionally, I am also adding 2 GB of RAM on the server right now. You will definitely observe the improvement.
maya	nevermind. I just disconnected.
	<i>6:14:44 AM Anurag Sharma is sharing a file with you image.png - (Size:4.77 KB)</i>
	<i>This is the button, which you can use to log off from the server.</i>
Anurag Sharma	Meanwhile I request you to please log off from the server.
	So that I can add the RAM on the server right now.
maya	I'm already out
Anurag Sharma	Thank you

	Please stay connected for a while
maya	ok
Anurag Sharma	Please login back into the server now And please check if you observe any improvement now.
maya	ok yes that is significantly better. Thank you.
Anurag Sharma	Thank you so much for the confirmation. Is there anything else I may help you with ?
maya	No, that was all. Thank you again and pray you have a good weekend.
Anurag Sharma	Thank you so much Maya. 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 and a link to review it. 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 and suggestions 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

How to setup RDP for new client

Visitor Details

#74943 Denise

Email: denise@lawcenter-ss.com  4054014312

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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&utm_content=New%20Client%20Setup](https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&utm_content=New%20Client%20Setup&utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&utm_content=New%20Client%20Setup)

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 49 Secs

City: OKLAHOMA CITY

State: Oklahoma

Country: UNITED STATES

Chat Transcript

Denise	How to setup RDP for new client
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further. Hi Craig!
	How are you?
Denise	I'm good. thanks for asking I'm trying to get a new user connected. This is for The Law Center for Social Security Disability just looking for instructions
Vatsal	Right! So would you like to add a user?
Denise	Yes. I think they already purchase a license.
Vatsal	Craig, I am transferring you to support. <i>Vatsal is transferring the chat to Support(QB & App Hosting).</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
	<i>Rohan Prajapati is transferring the chat to Shivam Singh.</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.
Denise	hello
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Denise	the user is Denise Scott, denise@lawcenter-ss.com
	I'm not sure what hte server name is
Shivam Singh	Is your Account name - The Law Center for SSD
Denise	yes
Shivam Singh	Could you please tell me what your issue is?
	So that I can assist you with it .
Denise	We're just trying to get her connected. She's nev er been connected.

Shivam Singh	Okay is she a new user.
Denise	Probably just need a welcome email and/or server name and login credentials. I think they purchased the license about a month ago, but she's never been setup.
Shivam Singh	Could you please tell me, when it was created, or the ticket number associated with it.
Denise	I don't have that information handy. Can you not look it up?
Shivam Singh	Could you please tell me the user name ?
Denise	I believe that would be her email address, denise@lawcenter-ss.com
Shivam Singh	Okay
Denise	Denise Scott
Shivam Singh	I can surely look it up, allow me 2 minutes.
	Denise Scott user was created on Mar 18, 2025.
	You can ask account owner for downloading the RDP and share the password using the MYPORTAL app.
Denise	That's what we're trying to figure out.
	Nothing in her inbox with an RDP file
Shivam Singh	If you want us to help you with the password, please share the approval of the Account owner over the email that I will be sending.
	No issues, I will send you an email right after we end this chat.
	Anything apart from the Login credential you require ?
Denise	RDP server
Shivam Singh	Surely, I will include that in it.
	rest assured anything apart from RDP and password you need?
Denise	i think that's it
	an article with instructions would be nice
Shivam Singh	Rest assured; I will share all requisite information with the email once the POC approval is received
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
Denise	I'm chatting with you on her computer while she watches.
	She approves
Shivam Singh	I understand that completely. However, we would still require an authorization email just to be sure.
Denise	ok
	please send it
Shivam Singh	sure
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.

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

#74833 fazrin.firous

Email: fazrin.firous@mgvinc.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: DUNCAN

State: British Columbia

Country: CANADA

Chat Transcript

fazrin.firous Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

fazrin.firous Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

fazrin.firous	I'd like to report an Issue
Acebuddy	Please select an option!
fazrin.firous	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
fazrin.firous	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
fazrin.firous	there are few 4 trays in our printer, qb only detects a tray, i believe, we need to re install it
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you with your issue.
	I will be surely assisting you with this. Kindly help me with your server name and usage details.
fazrin.firous	Hey there, i am not sure, how to get there
	where can i find the server name
Shivam Singh	Can you provide me your username ?
fazrin.firous	fazrin
	WS78
Shivam Singh	Okay
	Allow me 2 minutes to check the same.
fazrin.firous	sounds good
Shivam Singh	Is Market Group Ventures Inc your company name
	please confirm ?
fazrin.firous	yes
Shivam Singh	great
	Could you please provide more details about the issue you're experiencing? Any additional information you can share will help us better understand the situation and assist you more effectively.
fazrin.firous	there four trays in my printer, each tray has different sizes of papers, i have access to the first three, that is the regular A4 sized tray
	i need access to other trays as well
	??
Shivam Singh	okay
	Could you please let me know if you could access all the printer locally ?
fazrin.firous	just checked, no

Shivam Singh Please check with the printer company about it.

fazrin.firous okay, sorry to bother you!

Thanks for the help

Shivam Singh that's alright

Fazrin Firous has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73890 Dimitri Karhu

Email: dkarhu@contour-tech.com **Phone:** 12817488073

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 48 Secs

City: MALAKOFF

State: Texas

Country: UNITED STATES

Chat Transcript

Dimitri Karhu Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Dimitri Karhu Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Dimitri Karhu I'd like to raise a Request

Acebuddy	Please select your request type.
Dimitri Karhu	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
Dimitri Karhu	Disk Space
Acebuddy	Please be informed that we have automated junk/temp cleaning and residual file erasure enabled on all our servers by default.
	This ensures that the disk space on the servers do not get used up by unnecessary temporary files and you won't have to manually do a cleanup.
	If you wish to free up additional disk space or want to explore our Disk Space Plans & refer to the below links :
	Do you need any further assistance on the topic?
Dimitri Karhu	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you with your request.
Dimitri Karhu	Thanks
	This is regarding CID71455
	Non Ferrous Threaded Products
Sharath Kumar	Could you please let me know more about your concern
Dimitri Karhu	Just got an email that we are low on disk space. Can you please upgrade us to 100GB
	I just don't want any issues, so the sooner the better on this.
	I understand it is extra cost
Sharath Kumar	looking into it, one moment please
	Yes, I do see your email reply. I will get the disk space added within an hour, would that be acceptable?
Dimitri Karhu	Yes please
Sharath Kumar	I will inform you via email as soon as the disk space is added.
	Is there anything else I may help you with ?
Dimitri Karhu	That is all, thank you!
Sharath Kumar	Alright, In that case I wish you have a good rest of your day.
	You may end this chat now. Once you end this chat, you will receive an email from us with a summary of the 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 on it. 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 self-care 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

#74234 Alex Flores

Email: alexflores2002@yahoo.com **Phone:** 2409384563

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: 51 Secs

City: ROCKVILLE

State: Maryland

Country: UNITED STATES

Chat Transcript

Alex Flores Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Alex Flores Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Alex Flores I'd like to report an Issue

Acebuddy Please select an option!

Alex Flores Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an available support representative

Alex Flores I have no access to the cloud, did you change my credential?

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anjainay Singh accepted the chat transfer request.

Anjainay Singh Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you with your issue.

Alex Flores I have no access to the cloud, did you change my credential?

Anjainay Singh According to me you are not able to login into the server is it right ?

Could you please share the screenshot of error you are facing while logging into server?

Alex Flores Yes, I'm not able to login to the server (cloud). I entered my password already and no error message is showing.

Sure

9:50:52 PMAlex Flores is sharing a file with you

[1_image.png](#) - (Size:3.01 MB)

I'm in now, thank you!

Anjainay Singh Thankyou for your assistance , please allow me two minutes so that I can observe the issue and resolve it accordingly

Alex Flores I was able to login already, no need to do anything else.

Anjainay Singh Are you able to login into the server?

Alex Flores Yes, I'm in the server already.

Thank you

Anjainay Singh It means your issue has been resolved isn't it

Alex Flores Yes, resolved.

For some reason is slow though.

Anjainay Singh If your issue has been resolved , you may close this ticket

We are also glad to here that your issue has been fixed within proper time

Alex Flores Yes, close the ticket.

Anjainay Singh Please provide us with your valuable feedback by clicking on Smile so it will encourage us to serve you better.

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74614 Rob Stein

Email: rob@mandmincorporated.com  13104159913

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 48 Secs

City: WEST HILLS

State: California

Country: UNITED STATES

Chat Transcript

Rob Stein Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Rob Stein Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Rob Stein I'd like to report an Issue

Acebuddy Please select an option!

Rob Stein Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an available support representative

Rob Stein Error code: 0x5000004

Acebuddy Please wait while we connect you to a 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
	I will be surely assisting you with this. Kindly help me with your server name and use
Rob Stein	server is mmccorp.myreldata.net i believe i am RR1.....im the only user on the account
	I'm getting an "unable to connect" message: We couldn't connect to the Remote Des because the connection to the remote PC failed. If this keeps happening, contact you administrator for assistance.
	Error code: 0x5000004
Shivam Singh	Thanks for the information
	Allow me two minutes to check the same.
	May I take the remote access of your local computer?
Rob Stein	yes
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at
	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/7222452915
Rob Stein	ok. closing everything. i have multiple monitors - do you need me to do anything with also, I have multiple servers with you guys for different clients I have. Please ONLY w M&M (mm1_mmccorp@myreldata.net). That is the only one I am having issues with. please confirm before we proceed.
Shivam Singh	You could simply allow this download to install and let the session start we will take it
Rob Stein	no problem - please just confirm that you understand to work on the M&M one only - clients one.
Shivam Singh	We will be joining to your local session from there we will be taking the screen and w troubleshooting needed.
	We will only require the mmccorp.myreldata.net server access.
	We're currently connected through the remote session and will start troubleshooting placing the chat on hold while we work on the issue, so please don't disconnect. Once everything, just let me know here in the chat.
	Is there anything else I may help you with ?
Rob Stein	nope - thanks for your help!
Shivam Singh	Rest assured about the fix.

rob has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74489 sharath.kumar

Email: sharath.kumar@myrealdata.in

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

sharath.kumar Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

sharath.kumar Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

sharath.kumar I'd like to report an Issue

Acebuddy Please select an option!

sharath.kumar Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an available support re

sharath.kumar testing chat

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

sharath.kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74410 cyndi goddard

Email: cyndi@clgoddardfinancial.com ☎ 14158882222

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 36 Secs

City: GLENDALE

State: California

Country: UNITED STATES

Chat Transcript

cyndi goddard Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

cyndi goddard Sales & Solutions

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

Acebuddy (bot) forwarded the chat request

Dev Dubey accepted the chat transfer request.

Dev Dubey Hello Cyndi, how may I assist you today?

cyndi goddard I'm not sure who I need to speak to. I was just notified that a user on my account was the self-help today but didn't enable that user.

Dev Dubey Understood, Cyndi.

Dev Dubey is transferring the chat to Sales & Solutions.

cyndi goddard

I have just accessed the portal and I see the user was active. I removed the user but or how it was activated. And I want to be sure we aren't billed for the user

The visitor's phone number was changed to 14158882222.

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

Anurag Sharma accepted the chat transfer request.

Anurag Sharma

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

Hello Cyndi

cyndi goddard

Hello.

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 use

cyndi goddard

Buttah Enterprises LLC (CID69762)

Cyndi

Anurag Sharma

Thankyou so much for the information.

Could you please share the username of the user which is enabled on the user without permission?

cyndi goddard

I just found an email from your support team that thought I was requesting that Jack They enabled him and I have just replied and disabled him

Anurag Sharma

Don't worry Cyndi

The billing doesn't get effect immediately. You will not be charged for the user Jack if disabled him from the portal.

cyndi goddard

Thank you! I guess I wasn't clear. I appreciate the help.

Anurag Sharma

No problem Cyndi

Is there anything else I may help you with ?

cyndi goddard

No, that was it.

Thank you and goodbye

Anurag Sharma

Thank you so much for such a wonderful chat session.

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.

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/know>

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74879 Jacob LaCour

Email: jacob@expertbookkeeping.net  13372703513

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: 2 Mins 44 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please select an option!
Jacob LaCour	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Jacob LaCour	May need to reboot server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Jacob LaCour	Good afternoon.
Shubham Kataria	Good afternoon Jacob
	I will be surely assisting you with this. Kindly help me with your server name and usage details.
Jacob LaCour	The server is running very slow and keeps kicking me off. My current internet is running at 120bps
	Jacob_EB
Shubham Kataria	Could you please confirm if you're the only user facing this issue
Jacob LaCour	That I don't know as I am the only one working today.
Shubham Kataria	Okay, I'm rebooting the server and let's check after the reboot
Jacob LaCour	Is there a way to check that speed on my end or not really?
Shubham Kataria	Yes
	May I take the remote access of your server?
Jacob LaCour	yes sure
Shubham Kataria	Prior to providing the access, I would suggest you to close any important documents at this time.
Jacob LaCour	All programs are closed.
Shubham Kataria	We are connected on the remote session and will proceed with the troubleshooting once the issue is resolved. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly re-login on to the server and give your confirmation on this chat.
Jacob LaCour	ok
Shubham Kataria	Thank you for your patience.
	Kindly re-login on to the server
Jacob LaCour	ok
	I'm in
	you want to request access again?
Shubham Kataria	

	yes please, accept the request
	We are connected on the remote session and will proceed with the troubleshooting on the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
Jacob LaCour	It seems to be very choppy and freezing up now.
Shubham Kataria	I'm currently connected to the remote session and working on it. Please allow me a few moments.
	Thank you for your patience.
Jacob LaCour	thank you.
Shubham Kataria	As per our remote conversation your issue has been resolved.
	You're welcome
	Is there anything else I may help you with ?
Jacob LaCour	i am fine thanks
Shubham Kataria	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us with a summary of our 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 review it. 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 self-care portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74398 marymcalpine

Email: marymcalpine@gmail.com **9048199782**

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: 42 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

marymcalpine	Hello, I am your Acebuddy
Acebuddy	Hello Marymcalpine, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
marymcalpine	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
marymcalpine	I'd like to raise a Request
Acebuddy	Please select your request type.
marymcalpine	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
marymcalpine	QuickBooks
Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com, provide you with an update via email.
	<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code
	Generally, application upgrades are completed during the night hours to avoid any disturbance. Please do specify if you need the request processed at a specific time.
	Do you need any further assistance on the topic?
marymcalpine	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 ass

	Hello Marymcalpine
marymcalpine	my clients cannot open their QB Files. See ticket 661728 for what the problem was
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me 2-3 minutes to check the same.
	<i>1:51:08 AMmarymcalpine is sharing a file with you image.png - (Size:912 Bytes)</i>
	<i>This is the one trying to get in now. I have now spent well over an hour trying to get in.</i>
	Please confirm the user name who is not able to access the above file.
marymcalpine	Azalea City Brewing Co
	<i>1:54:28 AMAnurag Sharma is sharing a file with you image.png - (Size:30.43 KB)</i>
	<i>Please confirm the username who is facing issue.</i>
	Andrea Conover
Anurag Sharma	Thanks for the confirmation !
	Please stay connected for a while.
	May I take the remote access of your server?
marymcalpine	ok
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at this time.
	We are connected on the remote session and will proceed with the troubleshooting once the 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.
	.
	As per our conversation over the remote session. Please ask the other users to follow the steps shared to you to access the QB files on their end.
	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 by calling us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
<i>Anurag Sharma has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74317 Becky Rivard

Email: becky@beckyrivardcpa.com ☎ 15304489276

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: 34 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Becky Rivard Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Becky Rivard Hi

Acebuddy You have chosen an Invalid Option. Please try Again!

Whom Would You Like to Connect With?

Becky Rivard Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Becky Rivard I'd like to raise a Request

Acebuddy Please select your request type.

Becky Rivard Application Update

Acebuddy Please send us an email at support@acecloudhosting.com and we will provide you wi once the task has been completed.

Typically, the application update is performed overnight.

Do you need any further assistance on the topic?

Becky Rivard Yes

Acebuddy Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

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

Becky Rivard Hi

Manish Singh Hii Becky

Becky Rivard My 2024 lacerete software just closed out and now I can't open it as it says there is a
that needs to be installed. I cannot work until this is complete. Can you log on and in
have very time sensitive work that I am in the middle of.

I also submitted a ticket which is number 661234.

Manish Singh I will surely help you with this issue.

Let me update the Lacerte 2024 once and reboot will be needed.

Becky Rivard Okay. I will log off. It will disconnect us on this chat.

Manish Singh Do not log off now

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

#74573 Elizabeth Llamas

Email: ellamas@archwestcapital.com **Phone:** 19495779315

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74148 Shannon Rubin

Email: beachstacc@gmail.com **Phone:** 13862670531

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: 54 Secs

City: MIMS

State: Florida

Country: UNITED STATES

Chat Transcript

Shannon Rubin	Hello, I am your Acebuddy
Acebuddy	Hello Beachstacc, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Shannon Rubin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Shannon Rubin	I'd like to report an Issue
Acebuddy	Please select an option!
Shannon Rubin	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Shannon Rubin	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps will help you with resolving the issue
	Was that helpful?
Shannon Rubin	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you
<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 with your issue.
Shannon Rubin	Our quickbook will not allow us to open any files it keeps asking for an admin password
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user details.
Shannon Rubin	BeachStreet.myrealdatal.net

Shivam Singh	Thank you for the information and allow 2 minutes to check the same.
	May I take the remote access of your local computer?
Shannon Rubin	sure
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at
	Kindly paste this link in the browser of local computer and join the session.
	https://assist.acecloudhosting.com/join/8032179188
	We're currently connected through the remote session and will start troubleshooting placing the chat on hold while we work on the issue, so please don't disconnect. Once everything, just let me know here in the chat.
Shannon Rubin	ok
Shivam Singh	just allow me sometime.
	please check now
	we have made changes from the backend and restarted the server
	Are we still connected here?
Shannon Rubin	I am still getting the same error
Shivam Singh	thank you for letting me know, please allow me to look into this for you
	please try now
	and let me know
Shannon Rubin	ok
	i sec
Shivam Singh	sure, take your time
Shannon Rubin	ok the error has gone away
Shivam Singh	that's great
	please try to open the files that you were opening
Shannon Rubin	I check a couple files and they are were allowed in
Shivam Singh	and let me know if everything is fine
Shannon Rubin	looks good
Shivam Singh	Is there anything else I may help you with ?
Shannon Rubin	no that was the only issue
Shivam Singh	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 smileys at the end of this chat.
	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 on it while I am 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 self-care portal (<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

#74078 Cesar Diaz

Email: cesardiaz98776@gmail.com **Phone:** 150499420028

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: ?

State: Honduras

Country: HONDURAS

Chat Transcript

Cesar Diaz Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Cesar Diaz Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Cesar Diaz	I'd like to raise a Request
Acebuddy	Please select your request type.
Cesar Diaz	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option
Cesar Diaz	No, That'll be all!
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

#73707 Test Account

Email: test@test.com ☎ +917878787878

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Test Account Hello, I am your Acebuddy

Test Readonly has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73399 Rachel Stietzel

Email: rachel@ourhousellc.com  12037940304

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: THOMASTON

State: Connecticut

Country: UNITED STATES

Chat Transcript

Rachel Stietzel	Hello, I am your Acebuddy
Acebuddy	Hello Rachel Stietzel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rachel Stietzel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rachel Stietzel	I'd like to raise a Request
Acebuddy	Please select your request type.
Rachel Stietzel	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your Operating System
Rachel Stietzel	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Hosting on your Windows PC

Do you need any further assistance on the topic?

The visitor's phone number was changed to 12037940304.

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

#73401 jgao

Email: jgao@npftax.com ☎ 16263228826

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 55 Secs

City: IRVINE

State: California

Country: UNITED STATES

Chat Transcript

jgao Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

jgao Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

jgao I'd like to raise a Request

Acebuddy	Please select your request type.
jgao	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option.
jgao	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
jgao	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
jgao	Can't open the app
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
jgao	Hi, this is my server: NPFTaxCA.myrealdatal.net
	I couldn't open the Lacerte (only app installed) on my server
Shubham Kataria	I will be surely assisting you with this.
	Could you please confirm which version of Lacerte you're unable to open
jgao	All of them
Shubham Kataria	okay
	May I take the remote access of your server?
jgao	Sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at this time.
jgao	No document is opened
Shubham Kataria	Okay
	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, kindly provide me with your confirmation on this chat.
jgao	Noted
	Sure
	Rebooting the server might help
Shubham Kataria	Yes, Let me reboot it once.
jgao	

	it was fine two days ago
Shubham Kataria	I've rebooted the server and will let you know once it's up and running.
jgao	Got it
Shubham Kataria	Could you please try now
jgao	Sure
Shubham Kataria	Thank you
jgao	Sure
	It seems to be all good now. Thanks
Shubham Kataria	You're welcome
	Is there anything else I may help you with ?
jgao	That's it. Thank you for your help!
Shubham Kataria	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.
	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 website (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73904 Katherine Perez

Email: info@serficonbusinessservices.com  15624167837

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: SAN PEDRO SULA

State: Cortes

Country: HONDURAS

Chat Transcript

Katherine Perez	Hello, I am your Acebuddy
Acebuddy	Hello Katherine J Perez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Katherine Perez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Katherine Perez	I'd like to raise a Request
Acebuddy	Please select your request type.
Katherine Perez	Change in Applications
Acebuddy	Please select your desired option!
Katherine Perez	Application Addition
Acebuddy	Please select your Application
Katherine Perez	Drake Tax
Acebuddy	Please send us an email from your registered email address to support@acecloudhos following information :
	<ul style="list-style-type: none">• Drake Version/Year• Account Number• Serial Number <ul style="list-style-type: none">• Please download the latest Drake Tax Setup/Installer file from the Application Portal your server Desktop.
	We will update you via email once the installation is complete.
	Application Addition usually takes 1-2 Hour(s)
	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 help Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74493 Tasha Schuj

Email: tschuj@patrolley.org  07242289256

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: 45 Secs

City: WASHINGTON

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Tasha Schuj	I cannot log into Ace account - the email you have on file is incorrect
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you with your issue.
	Hello Tasha, Could you please confirm whether you are signing into the server or is it the portal to manage your user account?
Tasha Schuj	portal to manage the account
Sharath Kumar	I see, what is the username that you are signing in with?
Tasha Schuj	CID73906
Sharath Kumar	Alright, and are you clicking on the forgot password option?
Tasha Schuj	yes, when it says sending a code the phone number and the email address is not correct. I am not receiving a code
Sharath Kumar	tschuj@patrolley.org - This is the email address that we have for you. Could you send in a screenshot of the email address that the portal shows you?
Tasha Schuj	OTP sent to *****9256 and ts*****@ta***.org. Resend after 10 minutes. It says "ta***.org"
Sharath Kumar	Noted! Let me quickly check with the appropriate team regarding this.
Tasha Schuj	its patrolley.org not ta
	tschuj@patrolley.org is what it should be
Sharath Kumar	Got it!
	Thank you for your patience.
Tasha Schuj	thank you
Sharath Kumar	I have checked and found that the team is already working on this and will reach out once the email address has been updated.
Tasha Schuj	do you know how long, we need to get another added and cannot until I am able to get access to the account
Sharath Kumar	No worries, since you are not able to access MyPortal, we will create the user account for the time being.
	I do need this to be requested over email so I will be sending you an email shortly and provide you with the account details.
	Is there anything else I may help you with?

Are we still connected here?

Tasha Schuj	if I cannot access the account, how will we be able to put it on her computere, makin fine, however I still wont be able to load the website onto her computer
Sharath Kumar	I'm not sure what you are referring to. We will be creating the user account, provide you credentials and the RDP file that is needed to sign into the server.
Tasha Schuj	okay, thanks
	please send email to tschuj@patrolley.org
Sharath Kumar	absolutely, anything else that I may assist you with in the meantime?
Tasha Schuj	no thank you
Sharath Kumar	alright, in that case, I wish you have a wonderful day ahead
Tasha Schuj	you also
Sharath Kumar	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)

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74714 Margie Rivera

Email: natures-manager@outlook.com **Phone:** 15208205111

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: 47 Secs

City: TUCSON

State: Arizona

Country: UNITED STATES

Chat Transcript

Margie Rivera	Hello, I am your Acebuddy
Acebuddy	Hello Margie Rivera, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Margie Rivera	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Margie Rivera	I'd like to raise a Request
Acebuddy	Please select your request type.
Margie Rivera	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you wi once the task has been completed. Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Margie Rivera	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 ass igned to your ticket.
	Hello Margie
Margie Rivera	Hello, I need to escalate my Ticket ID: 666276
	QB is freezing with huge update and I have payroll pending.
	Its not freezing it is just stuck with the window open
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me 2-3 minutes to check the same.
Margie Rivera	Last night QB asked that I send them company files to see why my bank feed was no t working.

morning all I needed to do was do payroll and now the updates seem to not be pushing it be pending because of some security restrictions.

Anurag Sharma I can understand your concern Margie.

As of now I can see that there is a QB update pending on the server.

After this chat I will send you an email regarding the QB update completion.

Margie Rivera Ok

Anurag Sharma Please recheck the issue again after that and if the issue persists then we will need to support as the issue is from Intuit's end.

Escalation Team can also not help you out with this issue.

I hope you understand.

Is there anything else I may help you with ?

Margie Rivera I just need this done. I have payroll to do. Any by the email I was sent that this will take not acceptable. I will contact Intuit as well

Anurag Sharma Don't worry Margie, I have initiated the QB update process it will take around 10-15 minutes to receive the email from our end within 20 minutes. Please recheck the issue again. I will update fixes your bank feed issue.

I can understand the urgency of the work. You will get the update in 20 minutes.

Is there anything else I may help you with ?

I would request you to please stay logged off from the server till then.

Margie Rivera I was backing up my files and was logged off. Now upset. Thank you for that. Have a nice day.

Anurag Sharma I am so sorry for the inconvenience caused. But we have not logged you off from the server.

Maybe due to some technical glitch it happened at your end. I deeply apologize for this.

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 (1-888-415-5240) if any further assistance is required.

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

#74119 info

Email: info@brkimcpa.com ☎ 9729724930

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 57 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Annie, 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	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
info	Taxes don't calculated
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	

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 with your issue.
	I will surely help you with this issue.
	Is this issue occurring only for you, or are other users on the server also experiencing the same?
info	all other users
	as well
	well
Manish Singh	Kindly allow me two minutes to check the same.
	Need to update QuickBooks
info	What should I Do?
Manish Singh	Kindly logout all user or we can schedule this update in night hours.
info	how long is gonna take time?
Manish Singh	20-25 minutes, Annie
info	give me one sec
	I'll ask it
	we'll all out in 5mins
Manish Singh	Alright!
info	we'll be off in 1min.
	how we can know is the updated done?
Manish Singh	I will email you regarding the matter
info	could you send me the email to info@brkimcpa.com
	?
Manish Singh	Sure
info	thank you.
Manish Singh	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 by calling 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

#74233 Elaine Cadman

Email: elaine@winewise.biz

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: OAKLAND

State: California

Country: UNITED STATES

Chat Transcript

Elaine Cadman	Hello, I am your Acebuddy
Acebuddy	Hello Elaine Cadman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Elaine Cadman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Elaine Cadman	I'd like to raise a Request
Acebuddy	Please select your request type.
Elaine Cadman	Change in Users
Acebuddy	Please select your desired option!
Elaine Cadman	User Removal
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the owner, Please refer to the following link for a detailed guide on how to manage users here
	Do you need any further assistance on the topic?

Elaine Cadman	Yes
Acebuddy	Please wait while we connect you to our 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 assi
Elaine Cadman	thanks
	I need to remove a user tomorrow morning but I have never signed into MyPortal anc away in Italy
Sharath Kumar	Hi Elaine, let me quickly check your account
	Thank you for your patience.
	As I can see, there are multiple authorized contact for your account, could you please into MyPortal and deactivate the user account
Elaine Cadman	Am I authorized? I have never signed in
Sharath Kumar	Yes, you are. Let me share with you the link to access MyPortal
	http://myportal.acecloudhosting.com/
Elaine Cadman	do I sign in with my RDC credentials?
Sharath Kumar	Username - CID62771 For password -- select forgot password
	Password will be sent to your email - elaine@winewise.biz
Elaine Cadman	great, thanks!
	no, it says it's sending my password reset to mark
Sharath Kumar	I see
	We typically encourage our customers to sign into MyPortal in order to manager their but this time I can remove the user account on your behalf
	You'll have to reply to my email with the user account name
Elaine Cadman	OK thanks, but I will need this done tomorrow morning not today
Sharath Kumar	Noted, do let us know the time you want us to it on the same reply
Elaine Cadman	Ok, thank you very much.
Sharath Kumar	Is there anything else I may help you with ?
Elaine Cadman	No, actually Mark just got back to me so we may be able to handle it tomorrow.
Sharath Kumar	great to hear that!
	You may also check your billing related info in there as well
Elaine Cadman	ok

Sharath Kumar	I will keep the ticket open that you raised earlier today and you can let me know if you want to remove the account or incase our assistance is required
Elaine Cadman	perfect, thank you.
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us summarizing this 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 review it once you are done 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 self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
	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

#73557 David Weinstein

Email: david@davidweinsteincpa.com ☎ 19149071180

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

David Weinstein	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?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
David Weinstein	I requested yesterday, Roxanne.E@myrealdata.net get admin access. I haven't received an email yet. Can you get it sent!
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you.
	Hi David, please allow me a moment to look into this
	Thank you for your patience. As I can see, the disclaimer for admin access was already shared with you.
	But let me share that with you once again on david@davidweinsteincpa.com
David Weinstein	I fired Sean Weiss, so I need one just for Roxanne
	I know its only a day. The man was a snowflake
Sharath Kumar	I understand, I have just shared the disclaimer once again with you. Could you please confirm?
David Weinstein	ty
Sharath Kumar	My pleasure, Sir
	Anything else that I may assist you with right now?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73558 Joseph Revier

Email: joe.revier@bouldercrest.org

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: BLUEMONT

State: Virginia

Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74927 accounting

Email: accounting@gulfpetroservices.com  13467157121

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 28 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

accounting	Hello, I am your Acebuddy
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
accounting	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
accounting	I'd like to report an Issue
Acebuddy	Please select an option!
accounting	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
accounting	We use ACE to host our QB Desktop, its running so so slow, and can't not copy and past

Acebuddy

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Gaurava Tyagi declined the transfer 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 assi

accounting

Hi Sharath

Sharath Kumar

Hello there, could you please allow me a couple minutes to check some server settin

accounting

OK

Sharath Kumar

Thank you for your patience.

May I ask since when you are experiencing this issue

accounting

lask week and this week

this issue comes and goes, happened a lot

Sharath Kumar

I see, it appears that today there is an ongoing issue with on of our datacenters

Our team is already working on it and the issue is expected to be resolved in 2 hours

accounting

ok, thank you . And I can't copy files from Remote to my computer

can you take a look into this as well?

Sharath Kumar

Sure, how exactly are your doing it?

accounting

click the file, ctrl C, to my computer destination folder, ctrl v

I do this all the time, sometime its not working

weird

Sharath Kumar

understood! That has to be due to the server slowness issue as it will take a lot of tim
file that needs to copied from the server

are you familiar with the wetransfer link that we have?

accounting

I have no idea about it, what is it for?

Sharath Kumar

to transfer files from and to the server, however, what it does is upload your files to a
which you can access on your local computer afterwards

accounting

can you let me know how to set up the link pls?

10:06:31 PM Sharath Kumar is sharing a file with you

[File Transfer SOP \(WeTransfer\) 3.pdf](#) - (Size:849.73 KB)

Sharath Kumar

this is detailed document on how you can transfer files

the limit is 200 GB

accounting

ok, thanks a lot!

can you restart our server by any chance?

	does it help boosting the slowness?
Sharath Kumar	unfortunately, no! A workaround would be to logout from the server using the log off the desktop
	and then sign back in
accounting	OK, THANKS FOR LETTING ME KNOW
Sharath Kumar	This is not a permanent fix and may not resolve your issue as I mentioned earlier the ongoing issue. We are working to resolve the slowness issue in a while
accounting	ok
Sharath Kumar	Is there anything else I may help you with ?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the (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

Having trouble getting a code to get into input form

Visitor Details

#74815 John & John Copeland

Email: aacjac@comcast.net  5408692528

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: <https://www.acecloudhosting.com/knowledgebase/how-to-recover-the-password-for-your-intuit-account>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: WINCHESTER

State: Virginia

Country: UNITED STATES

Chat Transcript

John & John Copeland	Having trouble getting a code to get into input forms
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
<i>Akash 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
	Hii John
John & John Copeland	This is Ann; we file jointly as we did with Turbo Tas last. Have this year's return, can't in to return,
Manish Singh	I am not able to understand what this is in reference too.
	Can you please explain?
John & John Copeland	I'll try again
Manish Singh	Sure, Is it regarding Billing?
John & John Copeland	No, its ID. Asking for License #
Manish Singh	Which ID is it related to any application?
	May I know your account name?
	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

#73949 Nathan Urry

Email: techs@cr-t.com **13853251678**

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: 42 Secs

City: DRAPER

State: Utah

Country: UNITED STATES

Chat Transcript

Nathan Urry	Hello, I am your Acebuddy
Acebuddy	Hello Nathan.urry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nathan Urry	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nathan Urry	I'd like to report an Issue
Acebuddy	Please select an option!
Nathan Urry	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Nathan Urry	Microsoft 365 account
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Nathan Urry	hello
Shubham Kataria	Hello Nathan
	Kindly elaborate more, how may I assist you for MS 365 account
Nathan Urry	I am one of two global administrators on the account
	I own the business
	The other global administrator is an IT support firm
	They changed the password and I am locked out of the account
	I need them removed from the account

	I need my access restored
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and use
Nathan Urry	Nathan.U@myrealdata.net need anything else?
Shubham Kataria	Could you also confirm your business name or CID number which is associated with u
Nathan Urry	Clearwater Landscaping Bahama Blue LLC
Shubham Kataria	For which account you're looking for the assistance
	Clearwater Landscaping or Bahama Blue LLC
Nathan Urry	it's the same thing Bahama Blue LLC is the legal name. We do business as Clearwater Landscaping
	I believe the account name you have is Bahama Blue LLC
Shubham Kataria	We have clearwater Landscaping
Nathan Urry	great
Shubham Kataria	Kindly confirm if you're unable to access office 365 account or the My portal (aceclo to manage billings or users)
Nathan Urry	unable to access the office 365 account for mxadmin
Shubham Kataria	okay, let me check if your Office 365 accounts are associated with us or not
Nathan Urry	thank you
Shubham Kataria	Please allow me 2 minutes to check the same Thank you for your patience.
	We found that on your account there are two admin accounts- CTSAdmin and MxAdm which account you would like to remove
Nathan Urry	Please remove the CTSAdmin
Shubham Kataria	Okay sure, we will remove it but we require your approval over the email to proceed Could you please email us for this on support@acecloudhosting.com
	Once we will receive your email, we will remove this account actively and inform you Additionally, you were asking for the password as well
Nathan Urry	I cannot access the mxadmin account Will you please reset that password for me as well?
Shubham Kataria	Sure, we will provide you the password as well Kindly email us on support@acecloudhosting.com from the registered email nathan.urry@wholdllc.com

Are you sending the email now?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73899 Test Account

Email: test@test.com ☎ +917878787878

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 5 Secs

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Test Account Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Test Account Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
Test Account	I'd like to report an Issue
Acebuddy	Please select an option!
Test Account	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Test Account	test
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vishal Dharan declined the transfer request.</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you with your issue.
	<i>test has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74303 Jamie Graham

Email: j.graham@premiergroupmgmt.com  17862365364

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: NEW BRAUNFELS

State: Texas

Country: UNITED STATES

Chat Transcript

Jamie Graham	Hello, I am your Acebuddy
Acebuddy	Hello Jamie Graham, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jamie Graham	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jamie Graham	I'd like to report an Issue
Acebuddy	Please select an option!
Jamie Graham	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jamie Graham	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue
	Was that helpful?
Jamie Graham	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist
<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 assis
	<i>10:12:23 PM Jamie Graham is sharing a file with you image.png - (Size:16.3 KB)</i>
	<i>we are getting this error whenever we try to log into quickbooks</i>
Jamie Graham	it happened last week and support was able to fix it but it happened again this week keeps happening
Manish Singh	Kindly allow me two minutes to check the same.
	Is this issue occurring only for you, or are other users on the server also experiencing
Jamie Graham	for other users as well
Manish Singh	May I take the remote access of your server?
Jamie Graham	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at
	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.
	<i>10:31:51 PM Manish Singh is sharing a file with you</i>

[image.png](#) - (Size:6.97 KB)

Need to clean install the application as getting this error while repai

Jamie Graham	ok
Manish Singh	Please wait for 5 minutes.
	Kindly try to access now.
	Are we still connected here?
	Are we still connected here?
Jamie Graham	yes sorry- ill will log in now
Manish Singh	Same error after clean installing kindly provide me with your contact number and pre that I can arrange a callback with my senior team member.
Jamie Graham	786-236-5364 (Anytime is ok with me today)
Manish Singh	Sure, I will arrange a callback accordingly.
	Is there anything else I may help you with ?
Jamie Graham	no thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us 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@acecloudh 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 -----

#74881 Angelo Bocacao

Email: info@clmqbp.com **Tel:** 639157602689

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: KAPITOLYO

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Angelo Bocacao	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?	
Angelo Bocacao	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Angelo Bocacao	I'd like to report an Issue
Acebuddy	Please select 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

#74341 Doug Merker

Email: dmerker@meretusa.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: ARRINGTON
State: Tennessee
Country: UNITED STATES

Chat Transcript

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

#74893 Karoliina Kiviniemi

Email: k.kiviniemi@eimermacher.de

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 8 Secs

City: NORDWALDE

State: Nordrheinwestfalen

Country: GERMANY

Chat Transcript

Karoliina Kiviniemi	Hello, I am your Acebuddy
Acebuddy	Hello Karoliina Kiviniemi, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Karoliina Kiviniemi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Karoliina Kiviniemi	I'd like to report an Issue
Acebuddy	Please select an option!
Karoliina Kiviniemi	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Karoliina Kiviniemi	Excel shows no licence and is asking key
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>	
Karoliina Kiviniemi	ticket ID "#649859
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be with you today.
	Hi Karoliina, please allow me a few minutes to check your ticket

	apologies for the delayed response, am still checking with the team regarding the issue
	<i>5:52:07 PM Karoliina Kiviniemi is sharing a file with you 1_image.png - (Size:39.74 KB)</i>
	since when is this happening?
Karoliina Kiviniemi	at least February 28th but there was the same problem last year as well
Sharath Kumar	understood, am checking to see if you have the appropriate access for this
	apologies for taking this long
	but still working on it
	could you please confirm that you are signing into the server with this username Karo.Kiviniemi
Karoliina Kiviniemi	Yes I'm
Sharath Kumar	thank you!
	may I take remote of your server session
Karoliina Kiviniemi	yes you can
Sharath Kumar	Prior providing the access, I would suggest you to close any important document end.
Karoliina Kiviniemi	is okay
Sharath Kumar	could you please close the excel that you were using earlier and reopen it
	There you go! Your account was not signed in correctly.
Karoliina Kiviniemi	it works now. I hope it will stay like it is now
Sharath Kumar	Once we signed you in with your office credentials that did the trick
Karoliina Kiviniemi	okay. Thank you very much.
Sharath Kumar	I have closed the remote session, anything else that I may assist you with?
	Are we still connected here?
Karoliina Kiviniemi	no all is good now 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 ticket number and survey feedback for us.
	I request you to kindly spare a moment to fill that out for me so that my manager can see how I am 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 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