

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#73254 sseth

Email: sseth@mcco-us.com

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: 18 Secs

City: CHARLOTTE

State: North Carolina

Country: UNITED STATES

## Chat Transcript

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

*Sharath Kumar accepted the chat transfer request.*

sseth	Hi Sharath
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
sseth	I didn't work
Sharath Kumar	Hello Swati, sorry to hear that. Let me remote in once again and check some of the remote desktop setting on your comp  Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/4352322890">https://assist.acecloudhosting.com/join/4352322890</a>
	Swati, are we connected here?
	Swati, as discussed remotely, the issue appears to be with your Antivirus, please have the following unblocked from Local  Server: McFarland.myrealdata.net Gateway: RDG.myrealdata.net Port:443
	please let me know if you need any further assistance
	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

### Visitor Details

#### #71836 Test Account

**Email:** test@test.com  +917878787878

**Department:** Support(QB & App Hosting)

**Operator:** ACH Staging (Vishal)

**Website:** <https://vishaldharan.me/chatbot/chatbot.html>

**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
ACH Staging (Vishal)	Hello Test Readonly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Test Account	Chamber of Secrets
ACH Staging (Vishal)	Please describe your issue in a few words. (eg: QuickBooks Issue, Server not connecting, Password expired etc)
Test Account	how to update payroll in quickbooks
ACH Staging (Vishal)	Do you need any further assistance on the topic?
Test Account	No
ACH Staging (Vishal)	Thank you for contacting Ace Support. Have a nice day!

*ACH Staging (Vishal) has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #72530 Christie Morrison

**Email:** cmorrison@plastair.com  14503759129

**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:** 44 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Christie Morrison	Hello, I am your Acebuddy
Acebuddy	Hello Christie Morrison, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Christie Morrison	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christie Morrison	I'd like to report an Issue
Acebuddy	Please select an option!
Christie Morrison	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Christie Morrison	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Christie Morrison	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>Sharath Kumar accepted the chat transfer request.</i>
Christie Morrison	Hello Sharath
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Christie Morrison	I am having a very bad day in the Cloud today .... there is a lag, outlook and QB are very slow.
	Hi Sharath
Sharath Kumar	Hi Christie, sorry to hear that
	Could you let me know if this is an issue with just you or other experiencing the same issue?
Christie Morrison	All of us, but I use QB alot.
	When I send out an invoice or sales order by email through QB, if I go to change anything, it freezes and crashes Outlook.
	Makes my work very hard to do.
Sharath Kumar	could you also confirm if it is just QB that you are having issues with
Christie Morrison	Outlook is also very slow.
	Nothing is working as normally it does.
Sharath Kumar	

could you open this link on your remote desktop and share a screenshot of the result

[Speedtest by Ookla - The Global Broadband Speed Test](#)

Christie Morrison What does remote desktop mean? the cloud one or my local one?

Sharath Kumar remote desktop means cloud

Christie Morrison Sorry Sharath is that seemed like a dumb question.

Sharath Kumar but I will require for both actually

*3:05:03 AMChristie Morrison is sharing a file with you*

[Speed test.PNG](#) - ( Size:80.59 KB )

Christie Morrison that is cloud

Sharath Kumar this looks fine

Christie Morrison i am not able to paste the capture from my local.

the numbers are

Download: 94.75

Upload: 56.43

Sharath Kumar what about the ping

the numbers just below download and upload

Christie Morrison Ping:

Ping ms 17 179 27

Sharath Kumar that is odd

can you check once again

Christie Morrison sure, on the local?

Sharath Kumar correct

Christie Morrison download: 94.73 upload: 56.41 ping: 12 178 21

Sharath Kumar those numbers are too high

Christie Morrison how about you log into my local to see for yourself.

and what do you mean that they are too high? what problem does that cause?

Sharath Kumar <https://assist.acecloudhosting.com/join/2012121025>

use this link on your local

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

christie, the number shows that latency you are facing

it should be less than 50 ms

Christie Morrison i do not understand what that means. What am I to do please?

	And which number should be under 50 ms
Sharath Kumar	firstly you will need to check the same on others computers  if it reflects the same numbers that means it is an internet issue  you will need to speak to your internet provider
Christie Morrison	okay, understood. and if it is only on my computer, what does that mean?  And i check the other computers always from their local, correct?
Sharath Kumar	yes  you need to use the same site to check their speedtest
Christie Morrison	okay, thanks Sharath. That is useful. Does that explain why I cannot change an email leaving from QB?
Sharath Kumar	if the latency numbers are same then it is an internet issue, for which internet provider will need to intervene
Christie Morrison	understood.  is this the ping # that should be under 50?
Sharath Kumar	correct
Christie Morrison	okay, thanks very much for your help. have a good day ahead.
Sharath Kumar	I have ended the screen share  anything else that I may assist you with?  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 our Selfcare Portal. 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 <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . 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/>)

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

**#72129 Anais Dilger****Email:** ezrad@rortax.com**Department:** Support(QB & App Hosting)**Operator:** Yash Kalra**Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 42 Secs**City:** MINNEAPOLIS**State:** Minnesota**Country:** UNITED STATES**Chat Transcript**

Anais Dilger	Hello, I am your Acebuddy
Acebuddy	Hello Ezrad, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anais Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anais Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Anais Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Anais Dilger	Lacerte 2023 and 2024 need updates
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
Anais Dilger	Hi, Yash
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Anais Dilger	Server is RORTax Username is RT_Anais
Yash Kalra	Kindly allow me two minutes to check the same.
	Ezra, please stay connected while we are making some changes from the backend,
Anais Dilger	Ok!

Yash Kalra	Ezra, As we can see some users are currently active on the server, we kindly request all users to log out for a duration of <b>30-40</b> minutes. Alternatively, if it's more convenient, we can schedule the update during the night hours. Please confirm your preference.
Anais Dilger	Ok, I am checking with the group now
Yash Kalra	Sure, please take your time
Anais Dilger	Ok, please do the update now
Yash Kalra	Okay, I'll schedule the update after this chat ends and inform you once the update is complete.
	Is there anything else I may help you with ?
Anais Dilger	Will you notify me by email?
Yash Kalra	Yes, we will notify you via email. (Edited)
Anais Dilger	Thanks!
	Updates for 23 and 24 are all we need
Yash Kalra	Yes, we have noted your request.
Anais Dilger	Thank you!
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link below.  Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback and suggestions at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#73177 charles ezechukwu

**Email:** comsectralimited@yahoo.com  2348033337705

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Android

**Browser:** Mozilla Firefox

**Device:** Mobile

**City:** LAGOS

**State:** Ogun

**Country:** NIGERIA

## Chat Transcript

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

## Chat Transcript

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Hello, I am your Acebuddy

## Visitor Details

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**#73248 Fenil Shah**

**Email:** tax@sktaxaddison.com  8473508121

**Department:** Support(QB & App Hosting)

**Operator:** Rohit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** MUMBAI

**State:** Maharashtra

**Country:** INDIA

## Chat Transcript

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Kamlesh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fenil Shah	I'd like to report an Issue
Acebuddy	Please select an option!
Fenil Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Fenil Shah	Server Lagging
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohit Kumar accepted the chat transfer request.</i>	
Rohit Kumar	Hi Kamlesh
Fenil Shah	HI
Rohit Kumar	My name is Rohit Kumar. I will be assisting you today.
	I believe our other chat was disconnected
Fenil Shah	If we want to increase the space, than what are the option.
	So, we don't face the lagging issue
Rohit Kumar	You will have increase both RAM and space.
	I would like to inform you that your main server SKtaxaddison1 is also running low on space.
Fenil Shah	Can you please provide the existing ram and space
Rohit Kumar	Existing RAM on server SKTAXADDISON3 is 4 GB
Fenil Shah	If we want to go for 8 GB

	and Space?
Rohit Kumar	C Drive space is mentioned below:  <i>1:10:46 PM Rohit Kumar is sharing a file with you <a href="#">image.png</a> - ( Size:4.32 KB )</i>
Fenil Shah	If we want to increase 10 GB in space
Rohit Kumar	to upgrade RAM to 8 GB to server SKTAXaddison3 it will be 80 GB but you can get a discount of \$10/month so it will be \$7  sir 10 GB space is not an option you can go with 20 GB at \$15/month as this is the minimum
Fenil Shah	and what about space discount.
Rohit Kumar	For a better performance overall, we recommend to add space to Server 1 as well as that is the emain server.  if you add any higher amount of space like 40-40 GB each to Server 1 and 3 then total space amount will be \$50/month a  or you may split is like: 60 GB to server 1 and 20 GB to server 3  The space plans are as follows:
	<b>Plan1: 100GB: \$60/Month</b> <b>Plan2: 80 GB: \$50/Month</b> <b>Plan3: 60 GB: \$40/Month</b>  <b>Plan4: 40 GB: \$28/Month</b> <b>Plan5: 20 GB: \$15/Month</b>
Fenil Shah	Can you please let me know the space and RAM for Server 1?
Rohit Kumar	server 1 have 82 GB space in C Drive and only 7.57 GB is free  total RAM allocated to server 1 is 6 GB
Fenil Shah	Okay will get back to you. Thank you!
Rohit Kumar	I have already emailed you the information.
Fenil Shah	Thank you!

*Kamlesh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

**#71923 ricky pais**

**Email:** ricky@brannanhessel.cpa

**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:** 58 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

**Chat Transcript**

ricky pais	Hello, I am your Acebuddy
Acebuddy	Hello Ricky, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ricky pais	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ricky pais	I'd like to raise a Request
Acebuddy	Please select your request type.
ricky pais	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 :
ricky pais	Setback
Acebuddy	Please select your request type.
ricky pais	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
ricky pais	Setback
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 :
ricky pais	

	Yes, I'm facing issues with my server
Acebuddy	Do you need any further assistance on the topic?
ricky pais	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>
ricky pais	Hello, I need some help installing the Adobe TicTie Calculate add-on to our Adobe 64-Bit program on the remote server.
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Ricky, could you please help me with your server name
ricky pais	HSProSeries.myreldata.net
Sharath Kumar	allow me one moment while I look into your account
ricky pais	ok
Sharath Kumar	could you confirm that this request is for Heroic Solutions
ricky pais	it should be yes, Heroic Solutions is our parent company. HSProSeries.myreldata is our florida location server
Sharath Kumar	Got it, Ricky.
	Before we proceed with the integration of those applications, an email request is required from either Ian or Marci as they  Ian Hessel ian@heroic.cpa
	Marci Marci@heroic.cpa
ricky pais	ok, please email marci. Ian if necessary, but he is the CEO and very busy.
Sharath Kumar	I will ask them to approve this
ricky pais	thank you  i let her know to expect the email
Sharath Kumar	anything else that I can assist you with at this moment?
ricky pais	no, did you receive the attachment of the download?
Sharath Kumar	unfortunately, no! could you try sending it once again
ricky pais	resent. if it still does not come through could you provide me an email to send it as an attachment that way?  <a href="https://admin.tictiecalculate.com/activationComplete/c2hhcm9uQGJyYW5uYW5oZXNzZWwuY3Bh">https://admin.tictiecalculate.com/activationComplete/c2hhcm9uQGJyYW5uYW5oZXNzZWwuY3Bh</a>
Sharath Kumar	I got it this time
ricky pais	not sure if you can select the 64-bit acrobat download from the webpage without being the "user"

	ok good
Sharath Kumar	I was able to download the 64 bit version
ricky pais	perfect
Sharath Kumar	We'll send an email to Marci to approve this task and will proceed with the installation. We will let you know once that has been done or in case your assistance is required with the integration
ricky pais	if a server restart is needed please wait until 12am EST tonight to do so.
Sharath Kumar	noted!
	anything else that I may assist you with?
ricky pais	no this should be all, thank you!
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	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

#### #72078 CASIMIR JEUNE

**Email:** casimirjeune@reckonpro.com ☎ 19789146282

**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:** 7 Secs

**City:** HAVERHILL

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

CASIMIR JEUNE	Hello, I am your Acebuddy
Acebuddy	Hello Casimir Jeune, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
CASIMIR JEUNE	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
CASIMIR JEUNE	I'd like to raise a Request
Acebuddy	Please select your request type.
CASIMIR JEUNE	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
CASIMIR JEUNE	Drake
Acebuddy	Kindly download the Drake setup file from your application portal and save it on your server desktop.
	Once done, Please email us at support@acecloudhosting.com, and we will provide you with an update via email.
	Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you nee
	Do you need any further assistance on the topic?
CASIMIR JEUNE	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Casimir, how may I assist you today?
	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

### #73090 Nilay Patel

**Email:** nilay@priorware.com ☎ 12294570732

**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:** 30 Secs

**City:** PATERSON

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Nilay Patel	Hello, I am your Acebuddy
Acebuddy	Hello Nilay, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Nilay Patel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nilay Patel	I'd like to report an Issue
Acebuddy	Please select an option!
Nilay Patel	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Nilay Patel	MS office license not working
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Anurag Sharma accepted the chat transfer request.*

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Nilay
	Are we still connected here?
Nilay Patel	hi
	yes
Anurag Sharma	Thanks for the confirmation !
Nilay Patel	Hello Aurag
	I have issue while creating ms office license
	<i>5:04:41 AMNilay Patel is sharing a file with you <a href="#">image.png</a> - ( Size:51.01 KB )</i>
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?
Nilay Patel	if you can let malkeet know
	or sailesh know this
	it will be gr8
	this is Nilay from Priorware solutions
Anurag Sharma	Okay
	Kindly allow me 2-3 minutes.
	Please stay connected. I am checking with the escalation team regarding this issue.
	Nilay, I just checked with the escalation team regarding this.
	Please let us know how many licenses you want to issue for the users. We will do that from our end.
	And will update you via email once it is done.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #72952 Glynda

**Email:** glynda@yourgolfpackage.com  843-743-6084

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** THOMASVILLE

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

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# Chat Transcript

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Hello, I am your Acebuddy

## Visitor Details

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### #72820 Test Account

**Email:** test@test.com +917878787878  
**Department:** Support(QB & App Hosting)  
**Operator:** ACH Staging (Vishal)  
**Website:** <https://vishaldharan.me/chatbot/chatbot.html>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** NEW DELHI  
**State:** Delhi  
**Country:** INDIA

## Chat Transcript

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Test Account	Hello, I am your Acebuddy
ACH Staging (Vishal)	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Test Account	Chamber of Secrets
ACH Staging (Vishal)	Please describe your issue in a few words. (eg: QuickBooks Issue, Server not connecting, Password expired etc)
Test Account	quickbooks frozen
ACH Staging (Vishal)	Do you need any further assistance on the topic?
<i>test has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #72730 Jackie Marin

Email: jmarin@cadre-usa.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: 36 Secs

City: AUSTIN

State: Texas

Country: UNITED STATES

## Chat Transcript

Jackie Marin Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jackie Marin Managed IT

Acebuddy Please wait while we connect you to an available Representative.

*Acebuddy (bot) forwarded the chat request*

*Suneetha Barre accepted the chat transfer request.*

Suneetha Barre Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?

Jackie Marin Gaurav Kumar has been trying to reach me about ticket # 629064. I need assistance with the SQL Server Configuration M

Suneetha Barre Thank you for providing details with us

Kindly allow me to transfer this chat to concerned team.

*Suneetha Barre is transferring the chat to Support(QB & App Hosting).*

*Manish Singh accepted the chat transfer request.*

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

Hii Suneetha

Jackie Marin	Hi Manish. Thank you. In Sage Contractor 100, they told me to get the IT support to change a box in the SQL Server Mana
Manish Singh	Checking please wait.
	May I take the remote access of your local computer?
	So that I can check the issue.
Jackie Marin	Yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/9392393811">https://assist.acecloudhosting.com/join/9392393811</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti Once the issue is resolved, kindly give your confirmation on this chat.
	We will arrange a callback accordingly.
	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)

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72660 n.ahmed**

**Email:** n.ahmed@innercircle.cpa ☎ 9901023289

**Department:** Support(QB & App Hosting)

**Operator:**

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 43 Secs

**City:** BANGALORE

**State:** Karnataka

**Country:** INDIA

## Chat Transcript

n.ahmed	Hello, I am your Acebuddy
Acebuddy	Hello N.ahmed, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
n.ahmed	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
n.ahmed	I'd like to report an Issue
Acebuddy	Please select an option!
n.ahmed	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
n.ahmed	Ultra tax not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
n.ahmed	I was talking to Malkeet Nagpal
	<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.
n.ahmed	Can u connect me to him
Sharath Kumar	certainly, but could you let me know the ticket number for reference
n.ahmed	641723
Sharath Kumar	thank you
	I checked and found that Malkeet has already shared with you a new user account credentials with you
n.ahmed	Yes we need to login to new rdp?
Sharath Kumar	that it correct
	Please let me know if you need any help with signing into the new account
n.ahmed	Password shared in link is not working for RDP
Sharath Kumar	I see
n.ahmed	Can u better call 9890597987 (Indian mobile no) this is of Atul who was on call with your team for 2 hours
	It will be quick

	You have taken our entire day to fix it but yet we do not have the solution
Sharath Kumar	I can have someone reach out to you as soon as they are available.
n.ahmed	Sharath please understand it's very urgent. We have client call in sometime we need to give update Vikranth had called me so ask him atleast to connect atul
Sharath Kumar	I understand your urgency, however, the ticket is already with a higher team and the best I can do is take remote of your
n.ahmed	Will u help with RDP password as well
Sharath Kumar	absolutely
n.ahmed	Ok how to proceed
Sharath Kumar	let me send you the link for remote session, one moment please  here you go  <a href="https://assist.acecloudhosting.com/join/2162284304">https://assist.acecloudhosting.com/join/2162284304</a>  Prior providing the access, I would suggest you to close any important documents at your end.
n.ahmed	Ok  Done
Sharath Kumar	thank you, we are connected.  We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting Once the issue is resolved, kindly give your confirmation on this chat.  we helped you sign into the server with your new credentials  anything else that I can help you with?  Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Sharath Kumar has ended this chat session*

## Chat Transcript

I just got my quickbooks onto another computer but all my aren't showing up. what do i need to do?

**#72138 jhofstetter0905****Email:** jhofstetter0905@gmail.com ☎ 3028582342**Department:** Support(QB & App Hosting)**Operator:** Shashwat Verma**Website:** [https://www.acecloudhosting.com/?](https://www.acecloudhosting.com/)

utm\_source=Bing&amp;utm\_medium=cpc&amp;utm\_campaign=Ace\_Cloud\_Hosting\_Branded&amp;utm\_term=Ace%20Cloud%20Hosting&amp;utm\_adgroup=Primary&amp;i

**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 19 Secs**City:** RICHMOND**State:** Virginia**Country:** UNITED STATES**Chat Transcript**

jhofstetter0905 I just got my quickbooks onto another computer but all my entries aren't showing up. what do i need to do?

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

Could you please confirm your Business Name or CID Number?

jhofstetter0905 Liberty Arms

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

*Shashwat Verma accepted the chat transfer request.*

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

Hello

jhofstetter0905 Hi

Shashwat Verma I will surely help you with this issue.

jhofstetter0905 You helped me just a little bit ago

Shashwat Verma Yes

jhofstetter0905 but now that i have it on my computer all the entries aren't showing current

Shashwat Verma What entries do you referring?

QB files or any other data?

jhofstetter0905 all my bank entries. my checks and my deposits.

Shashwat Verma So you earlier you can access this information from server or old pc?

jhofstetter0905 only back from 2020 and I have entries all the way to 2022

Shashwat Verma Okay

May I take the remote access of your local computer?

jhofstetter0905

yes

Shashwat Verma

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

<https://assist.acecloudhosting.com/join/7632037638>

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

as per remote session, we have suggested you connect with Intuit for Company file issue

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](mailto: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

**#72795 Angela Thompson**

**Email:** angie@sabsinc.com  19317640049

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** CUMBERLAND FURNACE

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Angela Thompson	Hello, I am your Acebuddy
Acebuddy	Hello Angie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Angela Thompson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Angela Thompson	I'd like to raise a Request
Acebuddy	Please select your request type.
Angela Thompson	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address. Mention the reason for server reboot and the support team will be happy to update you on the task.
	Do you need any further assistance on the topic?
Angela Thompson	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

**#71817 Kendall DuFour**

**Email:** faithwayfinancial@gmail.com **Phone:** 5154086237

**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:** WIXOM

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

Kendall DuFour	Hello, I am your Acebuddy
Acebuddy	Hello Kendall Dufour, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kendall DuFour	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kendall DuFour	I'd like to raise a Request
Acebuddy	Please select your request type.
Kendall DuFour	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
Kendall DuFour	Setback
Acebuddy	Please select your request type.
Kendall DuFour	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 op
	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

**#73168 Robert Zeigen**

**Email:** rzeigen@szcpa.tax  15613920620

**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:** BOCA RATON

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Robert Zeigen	Hello, I am your Acebuddy
Acebuddy	Hello Rob Zeigen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. If you still need help Kindly re-initiate the chat.

*Ended due to chat idle timeout*

### Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72978 Asif Ali**

**Email:** admin@qscpa.com  16145587724

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

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

**#72847 Mohita Chadha**

**Email:** mohita@kaurtax.com **Phone:** 19097099000

**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:** LAS VEGAS  
**State:** Nevada  
**Country:** UNITED STATES

### Chat Transcript

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

**#72712 Fenil Shah**

**Email:** tax@sktaxaddison.com **Phone:** 8473508121

**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

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fenil Shah	I'd like to raise a Request
Acebuddy	Please select your request type.
Fenil Shah	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Fenil Shah	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

#72238 christi.hard

Email: christi.hard@squyres.cpa

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: 20 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

## Chat Transcript

christi.hard	Hello, I am your Acebuddy
Acebuddy	Hello Christi.hard, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
christi.hard	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
christi.hard	I'd like to report an Issue
Acebuddy	Please select an option!
christi.hard	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
christi.hard	I cannot open Lacerte 24. Please reset it.
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 Christi, give me one quick moment to sign into the server
	could you please try the application once again and let me know if it works now
	Are we still connected here?
christi.hard	yes
Sharath Kumar	great! Please let me know if the issue still persists for you

christi.hard	Yes,m I cannot open Lacerte 23
Sharath Kumar	There is no display
	I see, no worries
	let me reset it for you
	done
	Try Lacerte 23 again
christi.hard	still no luck. I tried using the Lacerte Hub to reset the display, but I cannot select a sp
Sharath Kumar	let me check once again
	may I take remote control of your screen
christi.hard	yes
Sharath Kumar	Prior providing the access, I would suggest you to close any important documents at :
	taking remote now
	that is strange
	I think the services are not loading for your account
	could you quickly sign out and sign back in
christi.hard	okay
Sharath Kumar	use the log off option on the desktop
	am disconnecting from the remote session now
	hopefully, when you sign back in to your profile all the services for Lacerte must start
	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

Hello, I am your Acebuddy

## Visitor Details

**#72649 n.ahmed**

**Email:** n.ahmed@innercircle.cpa ☎ 9901023289

**Department:** Support(QB & App Hosting)

**Operator:** Manish Singh

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 1 Min 28 Secs

**City:** BANGALORE

**State:** Karnataka

**Country:** INDIA

## Chat Transcript

n.ahmed	Hello, I am your Acebuddy
Acebuddy	Hello N.ahmed, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
n.ahmed	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
n.ahmed	I'd like to report an Issue
Acebuddy	Please select an option!
n.ahmed	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
n.ahmed	Setback
Acebuddy	Please select an option!
n.ahmed	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
n.ahmed	Ultra tax is not working
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assist
n.ahmed	Yes Manish i spoke to you sometime back

	U took the access as well. What next
Manish Singh	Yes, I am still active on your server.
n.ahmed	It got closed on our screen
Manish Singh	I request to login again and test again. Also, I have one further solution to try it at you
n.ahmed	Ok
	We have logged in
Manish Singh	May I take the remote access of your local computer?
	I need to setup the new profile to test.
n.ahmed	I need to check with our IT team on that
	Give me a min
Manish Singh	Alright
n.ahmed	Which profile?
	I'm on call with our IT team so please answer the queries. We can move forward acco
Manish Singh	Alright, we need to try using new profile if the application is working fine with other p reset your profile if the issue is with yours.
	If the issue is not with your profile need to reinstall the application.
	For that we need the access of your local computer.
	The application is working fine now.
	Kindly check.
n.ahmed	Sure go ahead
	But how will u take the access
Manish Singh	Kindly check your screen, Nawaz.
	Application is working.
n.ahmed	You mean ultra tax is working?
Manish Singh	Yes
n.ahmed	Same screen
	If u are there u will see
Manish Singh	Alright
	<a href="https://assist.acecloudhosting.com/join/2012495203">https://assist.acecloudhosting.com/join/2012495203</a>
	Kindly join this link on your local computer.
	Prior providing the access, I would suggest you to close any important documents at :
n.ahmed	1min

5:48:52 PMn.ahmed is sharing a file with you  
[1739794706844854483463708729887.jpg](#) - ( Size:491.25 KB )

It's not downloading

Manish Singh

Let me arrange a callback for you, as I have already cleared the temporary files on your system and repaired the application. I'll have my Senior assist you further.

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 call (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

**#73058 David Weinstein**

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

**Department:** Support(QB & App Hosting)

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 24 Secs

**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	On the DavidWein VPS, firefox and chrome isn't working. Can you fix that?
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you with your issue.
	I will be surely assisting you with this. Kindly help me with your server name and user details.
David Weinstein	DavidWein David@davidweinsteincpa.com
	THank you
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	David as I can check on back end. The applications are working.
	Can you please let me know what issues are you facing ?
	Are we still connected here?
David Weinstein	when I log into <a href="https://getcanopy">https://getcanopy</a> it says the browser isn't compatible
Shubham Yadav	Kindly allow me two minutes to check the same.
	David can you please confirm if link is correct ? It is not working on our end.
	You can also check opening it on your Local computer.
	David are we still connected here?
	Are we still connected here?
David Weinstein	Yes
	I had to log out, my vps was frozen, I'm logging back in
Shubham Yadav	Alright David, please confirm once you are logged in again.
David Weinstein	Ok I'm logged in
	The problem is when I log into https://getcanopy.com
Shubham Yadav	David this is link is not working anywhere. I checked it.

David Weinstein	The vps is frozen
	nothing is working
	Please fix
Shubham Yadav	Let me check
	David do you want me to sign out if you are facing freezing issue ?
	Please confirm
	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 Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73253 sseth**

**Email:** sseth@mcco-us.com

**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:** 39 Secs

**City:** CHARLOTTE

**State:** North Carolina

**Country:** UNITED STATES

### Chat Transcript

sseth	Hello, I am your Acebuddy
Acebuddy	Hello Swati Seth, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
sseth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sseth	I'd like to raise a Request
Acebuddy	Please select your request type.
sseth	Password Reset
Acebuddy	Please select an option below
sseth	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username fc 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?
sseth	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 today.
sseth	Hi Sharath
Sharath Kumar	Hi Swati, How may I assist you today
sseth	I recently joined this company and got access but I am unable to login
Sharath Kumar	No worries, let me help you with that. Could you let me know what is the error message you receive while signing in.
	Do you have the username, password and the RDP file (to sign into the server)
sseth	Yes I do have Username and Password set up but it's not letting me login
	Regarding RDP, idk
Sharath Kumar	RDP is the remote desktop file where you put the credentials
sseth	Ok, I have that
Sharath Kumar	Is this the first time that you are signing into the server?
sseth	Yes
Sharath Kumar	Let me quickly check your account and make sure you have the appropriate access to the system.
sseth	Sure

Sharath Kumar	Thank you for your patience. I found your account was in a locked status. I have unlocked it. could you please try signing in again with the same credentials that you have.
	Do let me know the result.
sseth	Ok, let me try
Sharath Kumar	sure, take your time
sseth	Still not working
	I can share my screen if that helps
Sharath Kumar	sure, let me send you the link for the same!
	Prior providing the access, I would suggest you to close any important documents at this point.
sseth	Ok
Sharath Kumar	<a href="https://assist.acecloudhosting.com/join/2922911319">https://assist.acecloudhosting.com/join/2922911319</a>
	Swati, as discussed remotely, Please restart your computer and reinitiate the chat if the issue still persists (Edited)
	as you restarting the computer, I am disconnecting the chat for now
	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

**#72258 Nicholas Gagon**

**Email:** nick@dpgnpf.com

**Department:** Support(QB & App Hosting)

**Operator:** Shubham Yadav

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** LEHI

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Nicholas Gagon	Hello, I am your Acebuddy
Acebuddy	Hello Nicholas Gagon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nicholas Gagon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nicholas Gagon	I'd like to raise a Request
Acebuddy	Please select your request type.
Nicholas Gagon	Change in Users
Acebuddy	Please select your desired option!
Nicholas Gagon	User Replacement
Acebuddy	Kindly email us at support@acecloudhosting.com from your registered email address existing username that needs to be replaced along with the new user's Full Name.
	Do you need any further assistance on the topic?
Nicholas Gagon	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be ass
Nicholas Gagon	Thank you.
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user
Nicholas Gagon	myrealdatalokelso
Shubham Yadav	Thanks for the confirmation
Nicholas Gagon	NPFTax.myrealdatal.net
Shubham Yadav	Nicholas can you please specify the issue ?
Nicholas Gagon	The previous manager of our account is no longer with our company, and never expla manager our account(s)/user(s). I'd like to see which users are in place, and add 2 mc
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
Nicholas Gagon	how we manage*

Shubham Yadav	Nicholas you can use My Portal to add new users and manage them.
Nicholas Gagon	Where do I access "My Portal"?
Shubham Yadav	<a href="http://myportal.acecloudhosting.com/">http://myportal.acecloudhosting.com/</a>
	You can use the following link to use My Portal.
	Enter username as your CID70387
	You can tap on forget password if you don't have the password.
Nicholas Gagon	I don't and it just sent to the registered Email ID. I'm unsure of the email address that registered admin.
	We have deactivated his company email addresses, which I'm afraid is the one that is tied to.
Shubham Yadav	Alright Nicholas if that's the case we can change the email address for My Portal.
	We need a mail for that stating to change My Portal email address.
	Please send us an email from the registered email address at support@acecloudhosti we could proceed further with the request.
	Nicholas are you there ?
Nicholas Gagon	Yes, just sent the request from admin@bpsg.com
Shubham Yadav	Mr. Jeremy Gao jgao@npftax.com (626) 898-1892 Oliver Kelso okelso@npftax.com (808) 225-0917
	Nicholas these are the registered contacts with us.
	Please send the mail from these mail.
Nicholas Gagon	Jeremy Gao is still with us. Oliver is no longer with us. We need to change the register Kelso. I will do that now
Shubham Yadav	Sure please also mention that on the mail.
	For changing POC
	Nicholas are you there ?
Nicholas Gagon	Yes working on it
Shubham Yadav	Thanks for the confirmation
	Nicholas have you sent the mail?
Nicholas Gagon	I'm on the phone with Jeremy working on this.
Shubham Yadav	Alright please confirm when it's done
Nicholas Gagon	He's sending email now
Shubham Yadav	

	Sure Nicholas
Nicholas Gagon	He sent that email just now to support@acecloudhosting.com
Shubham Yadav	Thanks for the confirmation Nicholas
	We will be proceeding with your request and will update you on the mail
	Is there anything else I may help you with ?
Nicholas Gagon	Yes, how long before I will have the manager access? Also, will there be instructions for login/passwords?
Shubham Yadav	Yes Nicholas once the mail changes we will send you instructions to use My Portal
Nicholas Gagon	Okay, when should I expect that?
Shubham Yadav	Nicholas we will be updating you up to 2 hours.
	Is there anything else I may help you with ?
Nicholas Gagon	Thank you, that is all.
Shubham Yadav	Welcome Nicholas
	I would greatly appreciate if you could spare a minute to give your valuable feedback on 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 summarizing 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 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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72375 Saurav**

**Email:** saurav.raval@datastub.in

**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:** GOTHVA

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Saurav	Hello, I am your Acebuddy
Acebuddy	Hello Saurav, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Saurav	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Saurav	I'd like to raise a Request
Acebuddy	Please select your request type.
Saurav	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 op
Saurav	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Saurav	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Saurav	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?
Saurav	Yes

Acebuddy

I'm glad to hear that! Should you need further assistance, please do not hesitate to re

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71782 Kara Abram**

**Email:** abramsglassinc@gmail.com  4797500042

**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:** ROGERS

**State:** Arkansas

**Country:** UNITED STATES

## Chat Transcript

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

**#73204 Bhavin**

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

**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:** 31 Secs

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

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

help you with resolving the issue

Was that helpful?

Bhavin

No

Acebuddy

No issues, please wait while I connect you to one our support engineers who'd assist you.

*Acebuddy (bot) forwarded the chat request*

*Anurag Sharma accepted the chat transfer request.*

Anurag Sharma

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

Hello Bhavin

Bhavin

Hi Anurag

When i try to open one of the QB file QB showing this error

*10:52:08 PMBhavin is sharing a file with you*

[1\\_image.png](#) - ( Size:7.48 KB )

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 credentials.

Bhavin

Username: myrealdata\ShubhamJarecha

Anurag Sharma

Thanks for the confirmation !

May I take the remote access of your server?

Bhavin

Okay

Anurag Sharma

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

Bhavin

Okay

Anurag Sharma

Before that, could you please try to log off and re-login again on the server?

Bhavin

okay

Anurag Sharma

As I have made some changes at the backend. And I believe it should resolve your issue.

Please login and confirm if the issue is now resolved.

Bhavin, Is it working now?

Bhavin

Yes , It is working

Anurag Sharma

Thanks for the confirmation !

Is there anything else I may help you with ?

Bhavin

Yes, I am facing the same issue with other QB file

Can you please assist me with the same?

Anurag Sharma

Okay, I will surely assist you with that. May I take the remote access of your local computer?

Bhavin

Yes Please

Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at :
Bhavin	okay
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/2932702138">https://assist.acecloudhosting.com/join/2932702138</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting or 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 have rebooted the server in order to resolve this issue.
	I believe it will resolve your issue. But in case the issue still persist. I would request you us again.
	And we will be happy to assist you with the issue.
	Is there anything else I may help you with ?
Bhavin	No Thanks
Anurag Sharma	Thanks for the confirmation !
	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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71821 krisika**

**Email:** krisika@hkidata.com ☎ 7383092838

**Department:** Support(QB & App Hosting)

**Operator:** Varun Bisht

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 41 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Varun Bisht accepted the chat transfer request.</i>	
krisika	Hi
Varun Bisht	Thank you for contacting Ace Cloud Hosting. My name is Varun Bisht. I will be assisting you with your issue.
	please confirm your business name that is registered with ACE.
krisika	Quickbook not open in all pc
	U can proceed the server reboot
Varun Bisht	Kindly help us with the business name please

krisika	Priorware
Varun Bisht	Kindly allow me two minutes to check the same.
krisika	Ok
	U can proceed the server reboot
Varun Bisht	Thank you for your patience.
	we have rebooted the server
krisika	Okay
Varun Bisht	Server is up and running now, kindly try to open QuickBooks now
	Are we still connected here?
krisika	Quickbook now working in all pc
	Thank you
Varun Bisht	Thanks for the confirmation !
	Is there anything else I may help you with ?
krisika	No
	Thank you
Varun Bisht	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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*Varun Bisht has ended this chat session*

## Chat Transcript

I need to have a program uninstalled and re-installed on ou

## How do I go about getting this done?

### Visitor Details

**#72432 dave**

**Email:** dave@vlsusa.com **Phone:** 18016764983

**Department:** Support(QB & App Hosting)

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** SALT LAKE CITY

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

dave I need to have a program uninstalled and re-installed on our server. How do I go about done?

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

*Rishabh Gogia is transferring the chat to Support(QB & App Hosting).*

*Shashwat Verma accepted the chat transfer request.*

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

Hello Dave

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

dave The server name is VehicleLS.myrealdatal.net

Shashwat Verma Thanks for the confirmation !

Kindly allow me two minutes to check the same.

Kindly confirm the Application you want to Re-install.

dave Pioneer Designer

Shashwat Verma Okay. Kindly email us on support@acecloudhosting.com authorizing the same from dave.

dave Will do, thank you.

Shashwat Verma We usually do the installation task in night hours, we have noted your request, will do the same after authorization.

Are we still connected here?

dave I just sent an email. I actually just need to program removed. The new version is an update.

Shashwat Verma	Okay, noted
	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 (1-888-415-5240) if any further assistance is required.
	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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )
<i>Shashwat Verma has ended this chat session</i>	

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71838 Matthew Bell**

**Email:** matt.bell@southjerseycpas.com  16093509776

**Department:** Support(QB & App Hosting)

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** JUPITER

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Matthew Bell	Hello, I am your Acebuddy
Acebuddy	Hello Matt.bell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Matthew Bell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Matthew Bell	I'd like to report an Issue
Acebuddy	Please select an option!
Matthew Bell	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Matthew Bell	ticket ID 633409
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you with your issue.
	I will be surely assisting you with this. Kindly help me with your server name and user details.
Matthew Bell	I am on hold, on phone for support, i cant run updates on lacerte and i am an admin can you share screen
	DolanbellMCPA
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Matt can you please confirm the version of Lacerte application ?
Matthew Bell	2024
Shubham Yadav	Thanks for the confirmation
Matthew Bell	Can you just share my screen ill show you the error you can also call me at 609-350-9776
Shubham Yadav	Matt I am checking the update from the back end. Kindly allow me 2 minutes
	Matt as I can check, users are logged in to the server. For update users need to log out for 15-20 minutes.

Matthew Bell	no one is in lacerte, you need everyone off the entire server??
Shubham Yadav	Alright let me check
Matthew Bell	why for so long? Update should only take a couple minutes and we never have to get someone finally picked up phone
	i am going to go ahead and work with them so i can show him the error
Shubham Yadav	Yes matt you are now connected with one of our engineer.
	He will be helping you troubleshoot the problem.
	Is there anything else I may help you with ?
	Are we still connected here?
Matthew Bell	I will work with him. All set thank you!
Shubham Yadav	Thanks for the confirmation
	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@acecloudhc Thanks!
	Note: You may change/reset your server password on your own by registering on our ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/know">https://www.acecloudhosting.com/know</a> )

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#72472 Cesar Diaz

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

**Department:** Support(QB & App Hosting)

**Operator:** Gurwinder Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 53 Secs

**City:** ?

**State:** Honduras

**Country:** HONDURAS

## Chat Transcript

Cesar Diaz	Hello, I am your Acebuddy
Acebuddy	Hello Cesar.diaz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cesar Diaz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cesar Diaz	I'd like to raise a Request
Acebuddy	Please select your request type.
Cesar Diaz	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address and mention the reason for server reboot and the support team will be happy to update you on the task.
	Do you need any further assistance on the topic?
Cesar Diaz	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gurwinder Singh accepted the chat transfer request.</i>
Cesar Diaz	please reboot both servers intercentro and intercentnew
Gurwinder Singh	Thank you for contacting Ace Cloud Hosting. My name is Gurwinder Singh. I will be assisting you.
	Sure Cesar, give me 2-3 mints. I will be rebooting your servers.
Cesar Diaz	thanks
Gurwinder Singh	Cesar, I can see there are few users login on both servers. Let me ask them to logout from the server.

Cesar Diaz	i ready told that to log off but the servers is ready reboots?
Gurwinder Singh	We have rebooted both servers, both servers are up and running as well. Kindly try to confirm if you are able to login.
Cesar Diaz	can i try to access
Gurwinder Singh	Sure try to access now please.
Cesar Diaz	now it working thanks
	can u send a email to telvir@intercentrohn.net with price to increase space from the current 100GB to 200GB
Gurwinder Singh	Sure Cesar, however the final approval would require to come from your email ID only
	Cesar, Is there anything else I may help you with?
Cesar Diaz	nothing else
	thanks so much
	I appreciate it, your help
Gurwinder Singh	Once this chat ends, I will be sharing a separate email to Telvir and you will be in cc on that email regarding the space requirement.
	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 summarizing 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 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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*cesar.diaz has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72578 Phil Barnett**

**Email:** pbarnett@stonebrookmedia.com **Phone:** 15019844150

**Department:** Support(QB & App Hosting)

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 53 Secs

**City:** NASHVILLE

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Phil Barnett	Hello, I am your Acebuddy
Acebuddy	Hello Pbarnett, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Phil Barnett	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Phil Barnett	I'd like to report an Issue
Acebuddy	Please select an option!
Phil Barnett	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Phil Barnett	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Phil Barnett	Ticket 641734
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 with your issue.
	Hello
	Kindly allow me two minutes to check the same.
	I will surely help you with this issue.

Phil Barnett	thanks
Shashwat Verma	Do you want us to initiate the Qb update right now or schedule it for night hours as it get log off?
Phil Barnett	Now please
	I am the only user.
	I just signed off
Shashwat Verma	sure, we'll update you on email once we are done in 10 min max.
	Is that work for you?
Phil Barnett	yes. If this does not repair the problem should I reopen the chat?
Shashwat Verma	Sure, you can but we assure you that we'll do that complete
Phil Barnett	I do not doubt that you will complete it. Im just not sure that the process will fix my u connecting to Regions and Chase banks.
	I trust your team more than the banks or Quickbooks :)
Shashwat Verma	Okay, thanks for the trust, let me do the needful over the chat only.
	It might take 10mins.
Phil Barnett	I'll be here.
Shashwat Verma	Okay
	We are trying to do that but your C drive is very low for the update.
	Let me clear some un-necessary files
Phil Barnett	I've been getting that notice and am unable to find what is causing the bloat.
Shashwat Verma	To check that, open RUN, type c:, you'll get in C drive and you can check that.
Phil Barnett	There is a program called Tax ? that will only operate with files on the C drive. That cc problem.
Shashwat Verma	let me check
	Your both drive are running low
	<i>12:42:52 AM Shashwat Verma is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:10.06 KB )
Phil Barnett	I know how to reduce the D drive. I need to remove some of the dropbox files.
Shashwat Verma	Okay.
Phil Barnett	I will work on that later today.
Shashwat Verma	Yes, there is application called Tax act 2023
Phil Barnett	Tax Act 2023, 2024, etc.
Shashwat Verma	I can see that there is only 2022 and 2023 version with different flavor of taxact on th

	Shall I share you the list?
Phil Barnett	they need to stay on there. Can we increase the size of C:?
Shashwat Verma	Yes, we can, let me share the packages price
	Plan1 : 200GB : \$120/Month Plan2 : 100GB : \$60/Month Plan3 : 80 GB : \$50/Month Plan4 : 60 GB : \$40/Month Plan5 : 40 GB : \$28/Month
	Here are prices for the packages
Phil Barnett	Plan 5 should be enough.
Shashwat Verma	Okay, just drop an email from philbarnett2@gmail.com or pbarnett@stonebrookmedia.com, support@acecloudhosting.com, to authorize the same
	We 'll do the needful now only.
	Kindly mention the Plan5 : 40 GB : \$28/Month
Phil Barnett	I just authorized the plan 5.
Shashwat Verma	Got it.
	Kindly allow me 2 mins to do the needful
	We have initiated the update, might take 4-5 mins.
	Thank you for your patience.
Phil Barnett	yes
Shashwat Verma	QB got updated.
	Kindly login and check now.
Phil Barnett	ok
	standby
Shashwat Verma	Yes, you can check if the bank feed issue is still there?
Phil Barnett	checking
Shashwat Verma	Sure, please take your time
Phil Barnett	we have success!!! Even the Chase account that hasn't work for 18 months!
Shashwat Verma	Great!
Phil Barnett	thank you
Shashwat Verma	Is there anything else I may help you with ?
Phil Barnett	That is all! I appreciate the help!
Shashwat Verma	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.

Phil Barnett

sure

Shashwat Verma

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@acecloudhc 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>)

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72474 lauro lopez**

**Email:** laurojr@me.com  19567237245

**Department:** Support(QB & App Hosting)

**Operator:** Manish Singh

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 1 Min 6 Secs

**City:** LAREDO

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

lauro lopez

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

lauro lopez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lauro lopez	I'd like to report an Issue
Acebuddy	Please select an option!
lauro lopez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
lauro lopez	Ace Cloud is hosting SAGE 50 Accounting for our firm. Recently, last couple of days, my computer online has been lagging when I click my mouse to respond. In other words I do not get a response when entering in a number or enter key
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you with your issue.
lauro lopez	Thank you
Manish Singh	I will surely help you with this issue.
	As I can check Sage 50 is working fine on the server.
	Okay, Is this the first time you are facing this issue and is the issue faced by other users as well?
lauro lopez	I faced this issue around September 2024. I contacted Ace Cloud and was told my memory limit on the server needed to be increased. This was done for an extra fee. I had no trouble with the issue until a few days ago.
	I do not know if this is happening with other machines. I have only noticed it on computers connected to the same network changes to my computer
Manish Singh	Alright
	let me check once.
lauro lopez	356.52
	my bad, sorry
Manish Singh	What is it?
lauro lopez	I typed something by mistake.
Manish Singh	Try to access now.
	We have made some changes.
lauro lopez	It seems to be working better. Let me try it during the day and see if it operates well.
Manish Singh	Sure, please let us know if the issue persists.

Is there anything else I may help you with ?

lauro lopez

no that is all. I appreciate your time. have a good day

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 can work. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!

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

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

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #71952 info

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

**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:** 19 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

info

Hello, I am your Acebuddy

Acebuddy	Hello Daniel Han, 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	I am getting Bank feeds error non-printable characters in quickbook names
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 with your issue.
	Hello Daniel
info	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 credentials.
info	myrealdatalDaniel_BK and the server name is Bongryong.myrealdatalnet
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your server?
info	Can you wait a little bit
Anurag Sharma	Okay
	Please let me know once you are ready.
info	Now you can
Anurag Sharma	Thanks for the confirmation !
	Prior providing the access, I would suggest you to close any important documents at this time.
info	ok
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting or resolution of the issue at the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will inform you.

	give your confirmation on this chat.
info	sorry could you resend that
	oh I thought i hit no nvm
Anurag Sharma	Yes
	<a href="https://assist.acecloudhosting.com/join/2292578086">https://assist.acecloudhosting.com/join/2292578086</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
info	How do I end the session?
Anurag Sharma	The bank feed issue seems to be an application specific issue which we can't resolve kindly request you to please contact the intuit support regarding this issue. They can with this issue.
	I am ending the session.
	Is there anything else I may help you with ?
info	no
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers ca working. I will appreciate that. or you may send your feedback at quality@acecloudhc Thanks!
	Note: You may change/reset your server password on your own by registering on our ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/know">https://www.acecloudhosting.com/know</a> )

*Anurag Sharma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72929 Zach Hollman**

**Email:** zach@alphaprimeusa.com  19547565945

**Department:** Support(QB & App Hosting)

**Operator:** Tushar Pharswan

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 1 Min 6 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Zach Hollman	Hello, I am your Acebuddy
Acebuddy	Hello Zach Hollman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Zach Hollman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Zach Hollman	I'd like to report an Issue
Acebuddy	Please select an option!
Zach Hollman	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Zach Hollman	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Zach Hollman	SPS Connection and installation
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be as
	I will be surely assisting you with this. Kindly help me with your server name and user
Zach Hollman	AlphaPrime.myrealdatal.net

Tushar Pharswan	This message has been deleted
	Kindly allow me two minutes to check the same.
Zach Hollman	I am trying now
Tushar Pharswan	As I can see SPS Commerce sync manager is already installed on the server.
	May I know what the actual issue is ?
Zach Hollman	Can we install the latest SPS commerce app
Tushar Pharswan	Sure we can do that.
Zach Hollman	Or reinstall it? It's in the download folder
Tushar Pharswan	Kindly allow me a minute to check if it is possible to update directly from the applicat
	You have the latest updated setup file in download folder?
Zach Hollman	Ok, there is a downloaded file in the download folder
Tushar Pharswan	May I know the user profile name on which the file is stored in download folder.
Zach Hollman	Autologin
	This has to be installed on the Autologin and always running
Tushar Pharswan	I found it I will install it as it is the latest updated one.
	You will have to log off from the server so that I can proceed with the reinstallation, w once its completed.
	Is there anything else I may help you with ?
Zach Hollman	Loging off now
Tushar Pharswan	Yes
Zach Hollman	I am off the server
Tushar Pharswan	Okay we will proceed with the reinstallation and also as we can see there is a QuickB request which will take around 20 -25 to update.
Zach Hollman	ok thank you just email me once its complete
Tushar Pharswan	Sure.
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It mea
	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@acecloudhc Thanks!
	Note: You may change/reset your server password on your own by registering on our ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73013 Glen Wolgemuth**

**Email:** glen@drdcf.ca ☎ 16136392226

**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:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

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

Glen Wolgemuth

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

**#72499 Becky Kenworthy**

**Email:** bkenworthy@raderandrader.com

**Department:** Support(QB & App Hosting)

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 37 Secs

**City:** AVON

**State:** Indiana

**Country:** UNITED STATES

### Chat Transcript

Becky Kenworthy

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Becky Kenworthy

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Becky Kenworthy

I'd like to report an Issue

Acebuddy	Please select an option!
Becky Kenworthy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Becky Kenworthy	when trying to access Sage , it repeatedly freezes and won't allow progress and requires multiple times
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.
	Could you please confirm me your server name and your user name
Becky Kenworthy	this is new to us, so i'm not sure - this is a remote desktop connection - how do i find out what our RDP is called "NewJeremiahRDP"
	rader.myrealdata.net
Sharath Kumar	got it, allow me a moment to look into your account
	Thank you for your patience, Becky
	Am on the server and tried accessing Sage 50
	There appears to be payroll update that is pending
	this could be causing the issues
Becky Kenworthy	so i should run the payroll update?
	i'm in sage and just clicked Sage 50 Subscription Updates and it said it's up to date - in which place i should be looking?
Sharath Kumar	one moment
	<i>11:54:59 PM Sharath Kumar is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:13.66 KB )
	This is what I am seeing
Becky Kenworthy	i logged out and went back in - i don't see that, but i was able to open my company, connect to it without it freezing...
	maybe something updated? not sure.
Sharath Kumar	must be a glitch or could be possible that it may happen again
	would you like to get the payroll update done tonight during after hours
Becky Kenworthy	sure, thank you. not sure why it's working now, but i tried opening several different companies and was fine.
	thanks for your help,
Sharath Kumar	glad to know that

	Is there anything else I may help you with ?
Becky Kenworthy	no thank you!
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 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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )
	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

**#72946 amy.crowell**

**Email:** amy.crowell@carymso.com

**Department:** Support(QB & App Hosting)

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** CARY

**State:** North Carolina

**Country:** UNITED STATES

### Chat Transcript

amy.crowell

Hello, I am your Acebuddy

Acebuddy	Hello Amy.crowell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
amy.crowell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
amy.crowell	I'd like to report an Issue
Acebuddy	Please select an option!
amy.crowell	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
amy.crowell	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
amy.crowell	Setback
Acebuddy	What type of QuickBooks Issue are you facing?
amy.crowell	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we regularly perform application updates at the backend and apply the necessary patches as and when issues arise, they might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it with us at support@acecloudhosting.com. Our engineers will manually check and implement the fix and share a confirmation via email.
	Do you need any further assistance on the topic?
amy.crowell	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 today.
amy.crowell	Good morning
Sharath Kumar	Hello Amy, How may I assist you today
amy.crowell	This morning our QB files are being updated and now I cannot perform bank feeds and reconcile transactions. When I try to do so, there were errors that were released, there was an error with "the location set for the shared download folder".
Sharath Kumar	Understood. Allow me a moment to look into this for you. I am connecting to the server to check if this is a widespread issue.
	In the meantime, could you confirm if this is happening with your particular account or if other users are also facing the same issue
amy.crowell	This is happening with all our QB files

Sharath Kumar	there appears to be QB update that did not install properly, we will have to reinstall it again
	could you sign back in an hour and I will update QB by then
amy.crowell	Ok...that will work....does that also fix the bank feed issue that I am having?
Sharath Kumar	yes, I have seen other instances where updating QB has fixed this. I will email you as update is complete and then you can confirm whether your concern is resolved or rec assistance
amy.crowell	ok thank you
Sharath Kumar	Is there anything else I may help you with ?
amy.crowell	No thank you...I am out of QB as well as my co-worker
Sharath Kumar	Noted! Starting the update now.
	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@acecloudhc Thanks!
	Note: You may change/reset your server password on your own by registering on our ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/know">https://www.acecloudhosting.com/know</a> )
	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

**#72084 Erika Collins**

**Email:** [ecollins@roottechconsulting.com](mailto:ecollins@roottechconsulting.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:** 40 Secs

**City:** ST LOUIS

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

Erika Collins	Hello, I am your Acebuddy
Acebuddy	Hello Erika Collins, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Erika Collins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erika Collins	I'd like to report an Issue
Acebuddy	Please select an option!
Erika Collins	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Erika Collins	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Erika Collins	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>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 with this issue.
	I will surely help you with this issue.
Erika Collins	My QBS is frozen again
	okay
Manish Singh	Is the issue faced by other users too?
Erika Collins	no
	just me
	keeps saying my ace needs updated too and wont update'

Manish Singh	Are you using any specific company file which is causing this freezing issue?
Erika Collins	I need to force quite QBs this happened yesterday im unsure
	just need it closed so i can re open it
Manish Singh	Kindly try to access now.
Erika Collins	Okay
	I think it works so how to i update my ace connect?
Manish Singh	Great!
	Is there anything else I may help you with ?
	Onboarding team can assist you regarding this case.
Erika Collins	I asked how I can update my Ace
	it keeps prompting me but wont let me update

*Erika Collins has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72811 Avinandan**

**Email:** abctaxavinandan@gmail.com **Phone:** 12025319519

**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:** 33 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

Avinandan	Hello, I am your Acebuddy
Acebuddy	Hello Avinandan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Avinandan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Avinandan	I'd like to raise a Request
Acebuddy	Please select your request type.
Avinandan	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
Avinandan	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Avinandan	Setback
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
Avinandan	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Avinandan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Avinandan	agent
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you with your issue.
Avinandan	Hi, I'm trying to extend my screen but it doesn't give me to extend
Manish Singh	I will surely help you with this issue.
	May I take the remote access of your local computer?
Avinandan	sure
Manish Singh	<a href="https://assist.acecloudhosting.com/join/8102231894">https://assist.acecloudhosting.com/join/8102231894</a>

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

Avinandan	THIS DOESNOT GIVE ME TO DOWNLOAD
Manish Singh	Are you using MAC, Avinandan?
Avinandan	NO, ITS DESKTOP RIGHT NOW
Manish Singh	May I know which Windows version you are using because it will take some time to lo
Avinandan	Edition Windows 11 Home Version 24H2
Manish Singh	Let me share you with the new link.
	<a href="https://assist.acecloudhosting.com/join/1652398826">https://assist.acecloudhosting.com/join/1652398826</a>
Avinandan	CONTINUOUSLY SAYING UNVERIFIED DOWNLOAD BLOCKED
	I DID
Manish Singh	Maybe it's with the firewall restriction issue, this link is legitimate.
Avinandan	PREVIOUSLY I'M IN CLOUD, I DID FROM LOCAL COMPUTER
Manish Singh	Try accessing and send us with the Screenshot of the issue.
Avinandan	YOU ARE ALREADY IN
Manish Singh	Yes
Avinandan	I'M WAITING
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting or the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
	Is there anything else I may help you with ?

*Avinandan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72552 Tony Lee**

**Email:** support@claccounting.tax  19097189780

**Department:** Support(QB & App Hosting)

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 47 Secs

**City:** EL MONTE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Tony Lee	Hello, I am your Acebuddy
Acebuddy	Hello Tony Lee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tony Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tony Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Tony Lee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Tony Lee	Lacerte needs to be updated and it says I am not admin and cannot do it
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be as
	I will be surely assisting you with this. Kindly help me with your server name and user
Tony Lee	Lacerte says "the current user, tonylee, is not within the adminstrators group. Only us administrator equivalent may iinstall lacerte programs
	TonyLee
	CLAccounting.myrealdatal.net
Tushar Pharswan	I will updated the application for you it will take around 10-15 minutes kindly log of til confirm the Lacerte version is it 23 or 24.
Tony Lee	ok
	25

14

sorry i mean 24

Tushar Pharswan

Thank you for the details I will email you once it is updated.

Is there anything else I may help you with ?

Tony Lee

thats it

thanks

Tushar Pharswan

Kindly share your feedback by clicking the smiley icons at the end of this chat. It mea

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@acecloudhc 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>)

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73149 KEITH**

**Email:** ks.partsfast@gmail.com ☎ 7133203009

**Department:** Support(QB & App Hosting)

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 24 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

KEITH	Hello, I am your Acebuddy
Acebuddy	Hello Keith, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
KEITH	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
KEITH	I'd like to report an Issue
Acebuddy	Please select an option!
KEITH	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
KEITH	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we application updates at the backend and apply the necessary patches as and when iss might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message support@acecloudhosting.com. Our engineers will manually check and implement the be and share a confirmation via email.
	Do you need any further assistance on the topic?
KEITH	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting
	I will be surely assisting you with this. Kindly help me with your server name and user
KEITH	SERVER IS : PARTSFAST,MYREALDATA.NET
Yash Kalra	Kindly allow me two minutes to check the same.
KEITH	SALESp
	UPDATE IS NOT WORKING ON QUICKBOOKS. LAST TIME I HAD TO GET WITH YOU AND BACK END

ITS WORKING. SOME UPDATES WENT IN, SHOWS 2 DID NOT GO IN

ERROR CODE 15202

Yash Kalra

Keith,

As we can see from the backend, some users are currently logged into the server. For QuickBooks, we'll need to reboot the server once.

Could you please ask the users to log out for **15-20 minutes**? Alternatively, we can task for **night hours** if that's more convenient. Let us know your preference!

KEITH

LETS DO IT NOW. I AM TROUBLESHOOTING OTHER ISSUES ABND NEED UPDATES TO B

KINDLY GIVE ME 2 MINUTES TO GET EVERYONE OFF

Yash Kalra

Sure, please take your time

KEITH

EVERYONE IS LOGGED OUT EXC3EPT FOR ME

LOGGING OUT NOW

Yash Kalra

Please stay connected in this chat while I am making some changes from the backend

Are we still connected here?

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72959 Michael Hutchinson**

**Email:** michael@chinsonsgrillshack.com  16494326543

**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:** 42 Secs

**City:** BOCA RATON

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Michael Hutchinson	Hello, I am your Acebuddy
Acebuddy	Hello Michael Hutchinson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Hutchinson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Hutchinson	I'd like to raise a Request
Acebuddy	Please select your request type.
Michael Hutchinson	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Hutchinson	I'd like to report an Issue
Acebuddy	Please select an option!
Michael Hutchinson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Michael Hutchinson	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?
Michael Hutchinson	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>Vignesh Arul accepted the chat transfer request.</i>
	<i>Vignesh Arul is transferring the chat to Shubham Kataria.</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.
Michael Hutchinson	Hello
	I am trying to open a premier file in enterprise and it is saying i need administrative rights
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user details.
Michael Hutchinson	MyrealdatalAdmin_PT

Shubham Kataria

Thank you for the information

I'm transferring your chat to the concerned person, who will be able to assist you with

*Shubham Kataria is transferring the chat to Sharath Kumar.*

*Sharath Kumar accepted the chat transfer request.*

Sharath Kumar

Hello Michael, sorry we got disconnected earlier. Let me quickly sign into the server to see what's happening

Michael Hutchinson

ok thanks

Sharath Kumar

You're accessing QuickBooks 23, is that correct?

Michael Hutchinson

yes

Sharath Kumar

I found the services for QuickBooks were in a stopped state, I have made the appropriate changes so that it automatically starts whenever QuickBooks is started

This should hopefully resolve your concern, could you please try application once again and let me know if this

Michael Hutchinson

let me try now

thanks

its all good now thanks

Sharath Kumar

My pleasure, anything else that you need assistance with

Michael Hutchinson

this was done for all the sessions right?

Sharath Kumar

yes sir, it is

Michael Hutchinson

ok thanks

Sharath Kumar

You're welcome

You may end this chat now. Once you end this chat, you will receive an email from us summarizing 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 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>).

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

**#73005 megan**

**Email:** megan@martinenterprisesheatingandac.com **Phone:** 8474381203

**Department:** Support(QB & App Hosting)

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** LAKE ZURICH

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

megan	Hello, I am your Acebuddy
Acebuddy	Hello Megan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
megan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
megan	I'd like to report an Issue
Acebuddy	Please select an option!
megan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
megan	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?
megan	No

Acebuddy No issues, please wait while I connect you to one our support engineers who'd assist you.

*Acebuddy (bot) forwarded the chat request*

*Yash Ahi accepted the chat transfer request.*

Yash Ahi Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you.

Hi Megan. How are you doing today?

megan Hello. Good, thanks.

There was a login created for my accountant under Brian Daly recently and he's unable to log in.

Yash Ahi I will surely help you with this issue.

Could you please help me with your server name or business name?

megan Thank you.

Martin Enterprises Heating and AC

There is one user, Martin2

Then there is a temp login under BrianD

That is supposed to be active for one month.

Yash Ahi So, BrianD is not able to login. Correct?

megan Yes

Yash Ahi Do you have his login information?

megan He's telling me he can get into the remote but Quickbook's is telling him someone else has it.

Maybe can you reset Quickbooks?

Yash Ahi Okay let me access the server

Kindly allow me 2-3 minutes.

Thank you for your patience.

Please ask him to check now.

megan I asked him, please stand by.

Yash Ahi Sure Megan.

megan He's in, thank you very much.

Yash Ahi You're welcome.

Is there anything else I may help you with ?

megan Nope, all good.

Thanks again.

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

After this chat you will get the reference ticket ID

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

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

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

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

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

*Yash Ahi has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72739 ryan**

**Email:** ryan@aspenvalleypropane.com  15096848877

**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:** COLVILLE

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

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

Whom Would You Like to Connect With?

ryan Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

ryan I'd like to report an Issue

Acebuddy Please select an option!

ryan Password Reset

Acebuddy Please select an option below

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72423 Jason Knickerbocker**

**Email:** jason@taxscoutusa.com ☎ 14803305885

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

Jason Knickerbocker Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
Jason Knickerbocker	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jason Knickerbocker	I'd like to report an Issue
Acebuddy	Please select an option!
Jason Knickerbocker	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
	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

#### #73047 Remote

**Email:** remote@momiitras.com

**Department:** Support(QB & App Hosting)

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** KUWAIT

**State:** Al Ahmadi

**Country:** KUWAIT

### Chat Transcript

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

	Whom Would You Like to Connect With?
Remote	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Remote	I'd like to report an Issue
Acebuddy	Please select an option!
Remote	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Remote	I have already raised a ticket 646634 Cant able to open the lacerte after updating the backend
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Chat request was not picked up by the operators</i>
Remote	ok

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72124 Daniel Twait**

**Email:** dtwait@acmealliance.com  18476569601

**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:** 52 Secs

**City:** LINCOLNSHIRE

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Daniel Twait	Hello, I am your Acebuddy
Acebuddy	Hello Dtwait, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Daniel Twait	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Daniel Twait	I'd like to report an Issue
Acebuddy	Please select an option!
Daniel Twait	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support re
Daniel Twait	Unable to connect to server
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 assi
Daniel Twait	Hi Sharath
Sharath Kumar	Hello, coul you please let me know the server name that you are having issues with
Daniel Twait	It looks like it just went through...similar to the last instance of this issue (unable to co once I reached out to start a chat, it was successful
	Other than starting a support chat, is there anything I can do from a self-support pers am next unable to connect?
Sharath Kumar	Could you let me know how often does this happen?
Daniel Twait	It last occurred last Friday. 2/2 of my last attempts
Sharath Kumar	I see, and once you are signed into the server are there any lags or disconnections?
Daniel Twait	no
	at least none that I've noticed
Sharath Kumar	and when you close your session do you simply X of the server or you log off from the on the desktop?
Daniel Twait	log off from the icon
Sharath Kumar	that's good
Daniel Twait	thanks

	so...anything I can do when the next instance arises?
Sharath Kumar	I still have to figure out why it is taking so long for you to sign in
Daniel Twait	its not a sign in, so much as it fails trying to find the server
Sharath Kumar	It has to be either the unstable internet connection or your previous instance is in disstatus
	Oh, understood
	what is the error message that you receive?
Daniel Twait	I didn't save it
Sharath Kumar	It could be possible that the authentication might not be going through the first time, multiple tries to let you in
	We still need to make sure about this, therefore, I request you to send in a screenshot message next time that happens
	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

Hello, I am your Acebuddy

### Visitor Details

#### #72184 David Garza

**Email:** david@davidgarza.net  15627167160

**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:** WHITTIER

**State:** California

**Country:** UNITED STATES

## Chat Transcript

David Garza	Hello, I am your Acebuddy
Acebuddy	Hello David Garza, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Garza	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Garza	I'd like to report an Issue
Acebuddy	Please select an option!
David Garza	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
David Garza	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The steps might help you with resolving the issue
	Was that helpful?
David Garza	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist further.
	<i>Acebuddy (bot) forwarded the chat request</i>
David Garza	636982
	<i>Shashwat Verma accepted the chat transfer request.</i>
	<i>Shashwat Verma is transferring the chat to Manish Singh.</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 available today.
David Garza	636982
	please review my case
Manish Singh	We have arranged a call back
	But you didn't answered, David.
David Garza	I thought it was a fake call

we get lots of those fake calls here

Manish Singh

Let me arrange a callback now.

Kindly pick up the call.

As you are connected over the call with Gaurav Kumar he will assist you further with issue.

Disconnecting this session for now.

This message has been deleted

We are disconnecting the chat now. You may re-initiate the chat or call us at (1-855-5240) if any further assistance is required.

*Manish Singh has ended this chat session*

