

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74159 krisika

Email: krisika@hkidata.com 7383092838

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 10 Secs

City: ANAND

State: Gujarat

Country: INDIA

Chat Transcript

Chat

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>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.

	Hello Krisika
krisika	Quickbook not open in all pc
Shashwat Verma	I will surely help you with this issue.
krisika	Yes
	I can proceed the server reboot
Shashwat Verma	Okay
	We have just rebooted the server
	Is there anything else I may help you with ?
krisika	No
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
krisika	Thank u
Shashwat Verma	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 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our 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

#73689 Long Doan

Email: accounting@realtygroupmn.com  19522049081

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: 5 Mins 10 Secs

City: SAN JOSE

State: Cavite

Country: PHILIPPINES

Chat Transcript

Chat I

Long Doan	Hello, I am your Acebuddy
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Long Doan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Long Doan	I'd like to report an Issue
Acebuddy	Please select an option!
Long Doan	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Long Doan	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>4:58:39 AM Long Doan is sharing a file with you <u>QB DPX issue.JPG</u> - (Size:68.21 KB)</i>
	<i>We are getting this error message when trying to access DPX</i>
	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.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Long Doan	one moment please
Yash Kalra	Sure, please take your time
Long Doan	RealtyGroupLLC.myrealdatal.net
Yash Kalra	Kindly help me with your username as well?
Long Doan	myrealdatal.LesterCruz

Yash Kalra	May I take the remote access of your server?
	Are we still connected here?
Long Doan	yes
Yash Kalra	May I take the remote access of your server?
Long Doan	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
Long Doan	will do
	Go ahead
	ok please let me know once you are done updating Quickbooks
Yash Kalra	Yes, will update you once the update is completed, please stay connected.
Long Doan	Thank you!
Yash Kalra	It's taking more than expected please stay connected

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73670 paul

Email: paul@neotechnetworks.com ☎ 8887268138

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: MARACAIBO

State: Zulia

Country: VENEZUELA

Chat Transcript

paul	Hello, I am your Acebuddy
Acebuddy	Hello Paul, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
paul	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
paul	I'd like to report an Issue
Acebuddy	Please select an option!
paul	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
paul	I have an issue with AndreR_NNL user on NeoTechNL.myrealdatal.net the user cannot log in
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.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
paul	NeoTechNL.myrealdatal.net
	AndreR_NNL
Yash Kalra	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
paul	we cannot do that the user is sensitive just pls check the user is ok and not blocked in any way
Yash Kalra	Is there any Error pop up error the user is encountering while trying to login?
paul	yes the connection was refused , login fail
Yash Kalra	Can you please share us the screen shot of that error?
paul	sure give me a sec
Yash Kalra	Sure, please take your time
	<i>1:28:52 AM paul is sharing a file with you</i>
	<i>1_image.png - (Size:23.03 KB)</i>
paul	it must be that the account is not active
	the same happened early with another account from the same client

Yash Kalra	Let me check it from the backend, please allow me some time.
	Please try to login now, we have made some changes from the backend.
	Please confirm if the issue is resolved.
paul	sure let me see
Yash Kalra	Please confirm if the issue is resolved.?
paul	still checking
Yash Kalra	Sure, please take your time
paul	all good thks
Yash Kalra	Is there anything else I may help you with ?
	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.
	Smilies.
	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 your 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74351 Daniel Ayzenberg

Email: daniel@cpa-esq.com  7184313193

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: 34 Secs

City: BROOKLYN

State: New York

Country: UNITED STATES

Chat Transcript

Chat I

Daniel Ayzenberg	Hello, I am your Acebuddy
Acebuddy	Hello Daniel, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Daniel Ayzenberg	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Daniel Ayzenberg	I'd like to report an Issue
Acebuddy	Please select an option!
Daniel Ayzenberg	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Daniel Ayzenberg	Cannot log in into Drake hosted
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Daniel Ayzenberg	Hi. I have Drake hosted but cannot log in. I am getting error messages
Sharath Kumar	Could you please help me with a screen shot of the error message
Daniel Ayzenberg	Sure
	how can I send it to you
	it says: Thee are currently no log serviers available to servive the log on request
Sharath Kumar	understood, and just to confirm, this appears whilst signing into the server, is that correct?
Daniel Ayzenberg	yes
Sharath Kumar	And this is the server name that you are trying to connect to - AyzenbergCLLC.myrealdatal.net
Daniel Ayzenberg	yes

Sharath Kumar	Thank you for the confirmation, I am on the server and able to connect to it
Daniel Ayzenberg	i normally use the same app to double click and connect right away
Sharath Kumar	Let me try quickly restarting the server and lets see that resolves your concern
Daniel Ayzenberg	ok
	let me know when I can come back and try to log in
Sharath Kumar	Sure, just 1 more minute
	In the meantime, could you let me know if you are on a Windows computer or on a Mac
Daniel Ayzenberg	microsoft
	Windows i mean
Sharath Kumar	Ok, The server is up and running now
	try signing into it now
Daniel Ayzenberg	still the same error
Sharath Kumar	understood, could you right click on the RDP file and click on edit
Daniel Ayzenberg	yes
	says computer: AyzenbergCLLC.myrealdata.net
Sharath Kumar	alright, do you see the delete option under your credentials
Daniel Ayzenberg	yes
Sharath Kumar	great!
	I need you to click on it, but before that could you confirm that you know the password for your account
Daniel Ayzenberg	I think I do
	so, click delete?
Sharath Kumar	Yes, sir
	It will prompt you to put in the password again and hopefully with the correct password the server should let you in
Daniel Ayzenberg	done
Sharath Kumar	try connecting now
Daniel Ayzenberg	same message
Sharath Kumar	Strange
	let me take a remote session of your local computer to check some settings
Daniel Ayzenberg	ok
Sharath Kumar	https://assist.acecloudhosting.com/join/4712535499
	Prior providing the access, I would suggest you to close any important documents at your end.
Daniel Ayzenberg	you got access?

Sharath Kumar	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
Daniel Ayzenberg	what may be the issue?
	let me know if you need me to do something
Sharath Kumar	Let me test my credentials to logon on the server.
Daniel Ayzenberg	ok
Sharath Kumar	Kindly allow me 2-3 minutes
Daniel Ayzenberg	i am here
Sharath Kumar	Thank you for your patience.
	The issue appears to be from the backend, could you allow me 30 minutes
Daniel Ayzenberg	I just have to wait around 30 min?
Sharath Kumar	I will keep you posted via email as soon as the server is up and running
Daniel Ayzenberg	anything I have to do in the meantime?
	I will get an email once resolved?
Sharath Kumar	not really, since your account is active and enabled
	I need to make some changes to the server and as that gets done you should be able to remote into the server afterward
	this is correct
Daniel Ayzenberg	ok. do you need me here or i can step aside for 15/20 min?
	you said I will get an email notification once resolved?
Sharath Kumar	I have disconnected from the remote session
Daniel Ayzenberg	o
	ok
Sharath Kumar	Correct, this is the email address that I will be responding to daniel@cpa-esq.com
Daniel Ayzenberg	ok
	I will wait for the email
	Do you think this can be fixed in the next 30/45 min? I have work calls coming up
Sharath Kumar	absolutely, I am trying my best to get this resolved at the earliest
	30 minutes tops
Daniel Ayzenberg	thanks
Sharath Kumar	Is there anything else I may help you with in the meantime?
Daniel Ayzenberg	I will step aside and wait for the email
	all good. just waiting

Sharath Kumar

Alright, I will keep you informed as soon as I am done

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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 know how I am working. I will appreciate that, or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74728 Claire Speake

Email: corporate@sgwfresno.com ☎ 15593479965

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: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

Chat

Claire Speake

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73775 Debbie

Email: debbie@itdistributorsinc.com  15164571439

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 40 Secs

City: LAKE WORTH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat

Debbie	Hello, I am your Acebuddy
Acebuddy	Hello Debbie, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Debbie	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Debbie	I'd like to raise a Request
Acebuddy	Please select your request type.
Debbie	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co

with you for further assistance.

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

Debbie Yes, I'm facing issues with my server

Acebuddy Please select an option!

Debbie Other Issue

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

Debbie I was changed to a new server and have no idea how to access it

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

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

Hello Debbie

Debbie my CID # 72391

I was changed to a new server and i have no instructions how to access it - I only know the old one

Shashwat Verma I will surely help you with this issue.

Kindly allow me two minutes to check the same.

Debbie this is the old one DebbieD.NPRO (DebbieD.NPRO@myrealdata.net) and this is the new one DebbieD.NEN1 (DebbieD.NEN1@myrealdata.net)

Do i access it the same way?

Shashwat Verma Yes, I'll help you out

Kindly allow me two minutes to check the same.

Debbie ok

Shashwat Verma May I take the remote access of your local computer?

Debbie yes

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

Debbie ok

Shashwat Verma <https://assist.acecloudhosting.com/join/4842976890>

Kindly Click on the link and open the downloaded file.

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

Debbie are you in?

Shashwat Verma As per remote session, our team will soon contact you with new credentials and related details as migration under process within 30 mins.

Debbie ok

Shashwat Verma I apologize for any delay. Thank you for your patience.

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 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 know how I am working. I will appreciate that, or you may send your feedback at quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by registering on our 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

#73834 Nconsalvo

Email: nconsalvo@ps.edu **Phone:** 6024294915

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: SCOTTSDALE

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat I

Nconsalvo Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
Nconsalvo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nconsalvo	I'd like to raise a Request
Acebuddy	Please select your request type.
Nconsalvo	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Nconsalvo	Setback
Acebuddy	Please select your request type.
Nconsalvo	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
Nconsalvo	Setback
Acebuddy	Please select your request type.
Nconsalvo	Change in Applications
Acebuddy	Please select your desired option!
Nconsalvo	Application Addition
Acebuddy	Please select your Application
Nconsalvo	Other Application
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address ai will update you via email. <ul style="list-style-type: none"> • Application name and version • Setup/Installer download link (if any) • Activation Code / License information • Any other info/guide needed to install the application.
	We will update you via email once the installation is complete.
	Application Addition usually takes 1-2 Hour(s)
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74315 Sean Oliver

Email: sean.oliver@britecity.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 2 Secs

City: SANTA ANA

State: California

Country: UNITED STATES

Chat Transcript

Chat

Sean Oliver Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Sean Oliver Sales & Solutions

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

Acebuddy (bot) forwarded the chat request

Riten accepted the chat transfer request.

Riten Hi Sean, How may I help you today?

Sean Oliver Hello, we got an email that the c drive is running out of space

can we go with Plan2: 100GB: \$60/Month

to upgrade?

We currently using 60 but want to go up to 100GBs

Riten Sure Sean, could you help me with your company name associated with ACE?

Sean Oliver	All American Crane Maintenance
	Client ID - CID71055
Riten	Thanks for the details Sean, I shall patch you through to support to get you started with the added storage.
	<i>Riten is transferring the chat to Support(QB & App Hosting).</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	Please share ticket number
Sean Oliver	ok
	oh for the email?
	one moment
	Ticket ID: 659422
Ashutosh Mishra	Thanks for the confirmation !
	I will add the space and inform you over the email for the same.
	Please also confirm this over the email as we require authorization email from account holder.
Sean Oliver	in the email thread that has already been done
	Bret colt: Mon Mar 17 @ 09:35 PM
	He is the president of the company
Ashutosh Mishra	I understand, however i cannot find any approval email in the ticket number provided.
	I will send you an email, you can reply to the mail and approve and i will quickly proceed with the space addition.
Sean Oliver	how do we reply to the ticket?
	cause we just get an email
	he replied to me asking for approval
Ashutosh Mishra	I am sending email to all the account holders, just reply to that and i will take care of the rest.
Sean Oliver	who is on that list?
Ashutosh Mishra	michael.trivison@britecity.com peebles@aacm.net and help@britecity.com
	I am sending email to following email addresses, anyone of them can approve to proceed with the request.
	I have sent the email, please let me know if you have received it.
Sean Oliver	ok
Ashutosh Mishra	Is there anything else I may help you with ?
Sean Oliver	one moment
	ok please check if you got that reply

Ashutosh Mishra	Kindly allow me two minutes to check the same.
	I have received the approval, kindly allow me a minute to add space.
	I am adding Plan2: 100GB: \$60/Month.
Sean Oliver	Thank you!
	have a great day
Ashutosh Mishra	Is there anything else I may help you with ?
	I have added the space.
Sean Oliver	That is all
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73663 Nilay Patel

Email: nilay@priorware.com  12294570732

Department: Support(QB & App Hosting)

Operator: Dharmendra Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: PATERSON

State: New Jersey

Country: UNITED STATES

Chat Transcript

Ch@

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	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Nilay Patel	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Nilay Patel	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

12:38:13 AM Nilay Patel is sharing a file with you

[1_image.png](#) - (Size:207.08 KB)

Yash Kalra accepted the chat transfer request.

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

Nilay Patel Hello Yash

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

Nilay Patel I need quick help on above

all users are not able to access qb

and keep getting above message

12:39:01 AM Nilay Patel is sharing a file with you

[image.png](#) - (Size:207.08 KB)

can you please fix this asap

	?
Yash Kalra	Yes, I can sure help you out to fix this issue.
	Kindly help me with your server name and user name?
Nilay Patel	Priorware Solutions and main server
Yash Kalra	Kindly allow me two minutes to check the same.
Nilay Patel	sure thanks
Yash Kalra	May I take the remote access of your server? Are we still connected here?
Nilay Patel	Hi yes connected
Yash Kalra	May I take the remote access of your server?
Nilay Patel	ok 1 min
Yash Kalra	Prior providing the access, I would suggest you close any important documents at your end. Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/9672070044
Nilay Patel	you can connect to dipti pc come to dipti user are you in ? are we connected ? Hello
Yash Kalra	Yes , we are connected
Nilay Patel	oh ok can you come to dipti user ?
Yash Kalra	Please ask user dipti to click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/9672070044
Nilay Patel	I cant you have to come to dipti user sir
Yash Kalra	You can copy the link and send it to her.

Nilay Patel can you do this
?
I cant give you ourside access
outside access
can you have makeet to call me
asap
or shailesh to call me

Yash Kalra Nilay, both the supervisor Malkeet and Shailesh are not the shift right now.

Nilay Patel then who do I talk to get this fix

?

your phone no also not working

Yash Kalra I am making some changes from the backend you can conifrm if those changes resolve the issue.

Nilay Patel your means support

it is done or you making changes ?

Yash Kalra please allow me some time while I am making changes from the backend.

Nilay, allow me to transfer this chat to our head, who will assist you further. (Edited)

Yash Kalra is transferring the chat to Dharmendra Kumar.

Dharmendra Kumar accepted the chat transfer request.

Dharmendra Kumar Hello Nilay,

I will be assisting you from here.

Nilay Patel Sir, is our issue fixed ?

12:56:45 AM Nilay Patel is sharing a file with you

1_image.png - (Size:207.08 KB)

Yash was workign on it and made some changes from backend

as per yash's last update

Dharmendra Kumar I have got your email & server is open right infront of me. I am working on it.

Nilay Patel should I tell all user to go back to work

?

Dharmendra Kumar Allow me 2-4 more minutes.

Nilay Patel how we looking

?

Dharmendra Kumar I have taken the remote access of user Rajvi

	This user's QuickBooks is working fine, user is logged into the company file.
Nilay Patel	oh was user logged in ?
Dharmendra Kumar	Yes, i asked the permission before taking the remote session.
Nilay Patel	let me knwo before you do this as users are not allowd to do so
Dharmendra Kumar	Oh Sorry, i wanted to check the issue in real time & permission on the file. Nilay, please give me a user name, who is getting the error pop-up.
Nilay Patel	already gave yash all details not sure why he did not pass to you
Dharmendra Kumar	Ok, the user name is Dipti, allow me to take the remote session of this user.
Nilay Patel	no not dont take it
Dharmendra Kumar	noted,
Nilay Patel	I am out of her computer now
Dharmendra Kumar	By the way, i have restarted QuickBooks DataBase permission. You can ask the users to re-check the issue. Waiting for your response Nilay, I you want, i can give a call as well. Sir, are we connected.
	Nilay, please revert, I am waiting for the response.
	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) further assistance is required.

Dharmendra Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73990 Darla Berman

Email: dberman@chesta.com  16148334165

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 3 Secs

City: COLUMBUS

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat 

Darla Berman	Hello, I am your Acebuddy
Acebuddy	Hello Dberman, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Darla Berman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Darla Berman	I'd like to raise a Request
Acebuddy	Please select your request type.
Darla Berman	Change in Users
Acebuddy	Please select your desired option!
Darla Berman	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the following link for a detailed guide on how to manage users via MyPortal! Do you need any further assistance on the topic?
Darla Berman	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	

Rohan Prajapati

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

Hello Dberman, How are you doing today ?

May I know if you would like to add a new user to the server ?

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) further assistance is required.

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74691 Amin Sajwani

Email: amin.sajwani@gmail.com  +1-(901) 881-1265

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 10 Secs

City: KARACHI

State: Sindh South

Country: PAKISTAN

Chat Transcript

Chat I

Amin Sajwani Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Amin Sajwani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amin Sajwani	I'd like to report an Issue
Acebuddy	Please select an option!
Amin Sajwani	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Amin Sajwani	i am unable to connect my RDP
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Amin Sajwani	user AminS
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today. I will surely help you with this issue.
	Kindly provide your business name or server name
Amin Sajwani	ras
Shubham Kataria	Thank you for the information. Could you please confirm if you're receiving any error while login
	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) further assistance is required.
	<i>Shubham Kataria has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73884 audiobookadmin

Email: audiobookadmin@johnmarshallmedia.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 35 Secs

City: DAR ES SALAAM

State: Daressalaam

Country: TANZANIA

Chat Transcript

Chat I

audiobookadmin	Hello, I am your Acebuddy
Acebuddy	Hello Audiobookadmin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
audiobookadmin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
audiobookadmin	I'd like to report an Issue
Acebuddy	Please select an option!
audiobookadmin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
audiobookadmin	Ticket ID: 656581
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Kindly allow me two minutes to check the ticket.
	Thank you for your patience, I was working with Cynthia on this ticket and couldn't get her remote access to configure the server on her Mac
	<i>7:45:14 PM audiobookadmin is sharing a file with you</i>
	<i>Screenshot 2025-03-11 at 5.15.05 PM.png - (Size:218.14 KB)</i>
audiobookadmin	

Hi Sharath, I'm using another internet provider. I still can't login

Sharath Kumar
Oh hello, Cynthia. The latency appears to be much better however I can say the same about the internet speed
But I can still provide you with the remote link, let's give it a try
one moment please

Here you go
<https://assist.acecloudhosting.com/join/4112351888>

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

Are we still connected here?

audiobookadmin
yes

Sharath Kumar
great, like earlier, simply click on the link and accept the prompts for remote access
Please let me know the progress

audiobookadmin
It's still trying to establish connection
I think it's connected to

Sharath Kumar
Okay! could you run the speedtest again and check whether the speed has improved
yes, it is taking some time to load your screen

7:56:47 PM audiobookadmin is sharing a file with you
[Screenshot 2025-03-11 at 5.27.35 PM.png](#) - (Size:267.02 KB)

It is getting better, but I still don't see your screen
you're sure about accepting the prompts, right?

audiobookadmin
yes
I think

Sharath Kumar
let me send you another link for remote access

audiobookadmin
ok

Sharath Kumar
<https://assist.acecloudhosting.com/join/6242905666>

audiobookadmin
the link won't open
it says failed to open page

Sharath Kumar
try this - **<https://assist.acecloudhosting.com/join/>**

audiobookadmin
same issue

Sharath Kumar
what about this one = <https://assist.acecloudhosting.com/join/8782745689>

audiobookadmin
doesn't work
Sharath Kumar
strange that it won't open at all

I have workaround, please let me know your next availability for today

	I will have someone reachout to you with a teams meeting link
audiobookadmin	Preferably now
Sharath Kumar	They will be able to help you over the call
audiobookadmin	how will they send the team link, via email?
Sharath Kumar	that is correct
audiobookadmin	ok, thanks
Sharath Kumar	I have informed the appropriate team about your concern and they will be reaching out to you shortly
	Could you please let me know your phone number
	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) 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

#74246 SUSAN E REGEV

Email: sueregev@gmail.com ☎ 9548574975

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: 28 Secs

City: FT LAUDERDALE

State: Florida

Country: UNITED STATES

Chat Transcript

SUSAN E REGEV	Hello, I am your Acebuddy
Acebuddy	Hello Susan E Regev, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
SUSAN E REGEV	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
SUSAN E REGEV	I'd like to report an Issue
Acebuddy	Please select an option!
SUSAN E REGEV	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
SUSAN E REGEV	i sent an email about making me the only point of contact. I am trying to get this resolved Quickly, so that i can get back Intuit and set up a merchant account for this business
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Susan
SUSAN E REGEV	hi
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?
SUSAN E REGEV	Susann
	server name?
	Licence Number 8841-5486-6541-858
Anurag Sharma	Please confirm if your server name is K9WEBOPS.myrealdatal.net?
SUSAN E REGEV	yes
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	Thankyou Susan for the patience.
SUSAN E REGEV	i need to be made as the point of contact so that when i call intuit i have the AUTHORITY To add or make changes to the account. I am only looking to set a merchant account with them , and they wont talk to me.
Anurag Sharma	Susan, as I can check we have one more person as the primary contact in our records.

	You want to remove dustin@k9webops.com as a primary contact right?
SUSAN E REGEV	I pay the bill i should be the only one on the account.
Anurag Sharma	Okay
	No problem
SUSAN E REGEV	OMG THANK YOU!
Anurag Sharma	We will surely help you with this request. As we have received your email. I will be forwarding your request to the concerned department. (Edited)
	They will surely help you with this request.
	Is there anything else I may help you with ?
SUSAN E REGEV	how long will this take to do?
Anurag Sharma	I will mention to them to work on this on priority. You please don't worry.
SUSAN E REGEV	Please. I need to collect money from people and need to get this completed
Anurag Sharma	I can totally understand your urgency Susan. I have already mentioned to the team to work on your request in priority.
SUSAN E REGEV	thank you.. i will patiently wait for the email
Anurag Sharma	Thank you so much Susan for understanding.
	Is there anything else I may help you with ?
SUSAN E REGEV	no have good day
Anurag Sharma	Thanks for the confirmation Susan. I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74118 Daniel Chavarria

Email: dan@cms-miami.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: HIALEAH

State: Florida

Country: UNITED STATES

Chat Transcript

Chat [

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74455 Wade Lemke

Email: nh@nautilus-homes.com **Phone:** 18596197831

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: SARASOTA

State: Florida

Country: UNITED STATES

Chat Transcript

Chat I

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74918 Nathan Urry

Email: techs@cr-t.com  13853251678

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 49 Secs

City: DRAPER

State: Utah

Country: UNITED STATES

Chat Transcript

Chat [

Nathan Urry Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Nathan Urry Managed IT

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

Acebuddy (bot) forwarded the chat request

Janardan Mishra accepted the chat transfer request.

Janardan Mishra Thank you for choosing ACE cloud Hosting. My name is Janardan. How may I help you today?

Nathan Urry We setup multi-factor authentication on Friday afternoon

I have 4 team members that cannot currently access the cloud as they "were not set up for MFA." Please advise

Janardan Mishra Your server is Clearwater.myrealdata.net. Right?

Nathan Urry	Yes
Janardan Mishra	<p>It seems you selected wrong team at start of the chat. We are unable to access your account details.</p> <p>We will transfer your chat to concerned team. Is that okay?</p>
Nathan Urry	<p>Those team members are: Reli Mansfield, Santy Valencia, Megan Behr, and Kirk McGee</p> <p>Yes please</p>
	<p><i>Janardan Mishra is transferring the chat to Support(QB & App Hosting).</i></p>
	<p><i>Rohan Prajapati accepted the chat transfer request.</i></p>
Rohan Prajapati	<p>Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.</p>
	<p>Hello Nathan, how are you doing today ?</p>
Nathan Urry	<p>good</p> <p>you?</p>
Rohan Prajapati	<p>That's Great. I'm good too, thanks for asking</p>
Nathan Urry	<p>We setup multi-factor authentication on Friday afternoon. I have 4 team members that cannot currently access the cloud "were not set up for MFA." Those team members are: Reli Mansfield, Santy Valencia, Megan Behr, and Kirk McGee. Please</p>
Rohan Prajapati	<p>I will surely help you with this issue.</p>
	<p>Kindly allow me 5-6 minutes to check the same.</p>
Nathan Urry	<p>thank you</p>
Rohan Prajapati	<p>Thank you for your patience.</p>
	<p>I'm checking if this has been set up or not, and if they are enrolled in the Self-Care Portal.</p>
Nathan Urry	<p>thank you</p>
	<p>Please advise</p>
Rohan Prajapati	<p>Nathan. I'm disenrolling the few users as they are Partially enrolled</p>
Nathan Urry	<p>thank you</p>
	<p>Please do so and then advise on next steps</p>
Rohan Prajapati	<p>Nathan, please note that Megan Bortz is already enrolled in the Self-Care Portal, and the registered email address is mbortz@clearwaterlandscaping.com.</p>
Nathan Urry	<p>thank you</p>
	<p>what does the self-care portal allow Megan to do?</p>
Rohan Prajapati	<p>Please note that the users you mentioned are not enrolled in the Self-Care Portal, which means they need to enroll themself in the portal to activate TFA.</p>
	<p>Also, Megan Bortz is already enrolled in the Self-Care Portal and can use TFA without any issues. All she needs to do is select email as the method for receiving the code and enter the code once she receives it to access the server.</p>
Nathan Urry	<p>Megan Bortz is fine</p>

	Megan Behr does not have access
	How do these users enroll themselves in the portal?
Rohan Prajapati	Kindly allow me two minutes to check the same.
	<i>9:37:34 PM Rohan Prajapati is sharing a file with you</i> <u>SelfCare Portal.pdf</u> - (Size:848.54 KB)
	<i>This document contains the step-by-step instructions to enroll in the Self-Care Portal. Please share it with the user.</i>
	Yes, this user is also not enrolled in the Self-Care Portal.
	Please ask all these users to follow the instructions and enroll on the selfcare Portal
	This message has been deleted
	Is there anything else I may help you with ?
Nathan Urry	yes
	Once they have set up access in the self-care portal, what do they need to do next for MFA?
Rohan Prajapati	All set once they are enrolled on the selfcare Portal.
Nathan Urry	ok thank you
	all done
Rohan Prajapati	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Nathan Urry	you too
Rohan Prajapati	Thanks for the confirmation !
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with your 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74170 Sunita Karamchandani

Email: sunita@skcpallc.com  14198823599

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: SYLVANIA

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat I

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74426 Chetan

Email: seastaraccountant@davidweinsteincpa.com

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: 52 Secs

City: FULLERTON

State: New York

Country: UNITED STATES

Chat Transcript

Chat

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

Acebuddy (bot) forwarded the chat request

Tushar Pharswan accepted the chat transfer request.

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today. I will be surely assisting you with this. Kindly help me with your server name and user name?
Chetan	wait Chetan.C@myrealdata.net chetan
Tushar Pharswan	Thank you for the details. May I know if the application is opening or not?
Chetan	application is opeing but i am aunable to login could you asist me in login
Tushar Pharswan	I can have a look and see if server end is causing any issue or not if still the application does not let you login then you wi to contact cch support for the same. May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important documents at your end.
Chetan	there is no isuue form server end how could i contach to cch support
Tushar Pharswan	You can go to their website and there must be a section for support just like ours for chat or call session. Is there anything else I may help you with ?
Chetan	thank you
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w 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 know how I am working. I will appi 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 Selfcare Portal (https://selfcare.acecloudhosting.com). For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Tushar Pharswan has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73630 jon

Email: jon@sundackcpa.com ☎ 6314999437

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 5 Secs

City: FARMINGDALE

State: New York

Country: UNITED STATES

Chat Transcript

Cha

jon Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

jon Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

jon I'd like to raise a Request

Acebuddy Please select your request type.

jon Setback

Acebuddy Welcome to Ace Support.

Please chose an option :

jon I'd like to report an Issue

Acebuddy Please select an option!

jon Other Issue

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

jon	cant type in chrome or edge
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
jon	hi Anjainay
	one of our team members is unable to use any internet applications
	can you connect in to her server instance
Anjainay Singh	Kindly allow me two minutes to check the same.
	Please let me know the username who is facing an error
jon	Dale
Anjainay Singh	I am signing into the server to take the Dale remote session to assist him in better way
jon	ok thank you will you communicate with her directly?
Anjainay Singh	We request you to please be on chat if we require your assistance
jon	ok but you will contact her through chat in her instance?
Anjainay Singh	I am connected with Dale to assist him and we need to give you acknowledgement that issue is resolved
jon	are you connected?
Anjainay Singh	Yes we trouble shooting the issue from our end on remote session
jon	ok just making sure because she cant see anything going on
Anjainay Singh	We request you to please inform Dale to logout and login back into the server to resolve issue
jon	ok she is doing now
	ok she has done that
Anjainay Singh	Please let me know if issue is resolved at her end
jon	not resolved
	she still having issues
	same issue
Anjainay Singh	Okay we are looking into it and discussing it with team to provide best resolution
jon	do you have timeline?
Anjainay Singh	We have timeline of 2 hours
	We will reinstall the chrome and Microsoft Edge on server and we will inform you over an email and will prioritise this issue
jon	yes she cant work right now so please asap
Anjainay Singh	yes we will prioritise this issue and will resolve this asap

	We deeply understand your concern so we will help you on priority
	Please let us know whether this issue occurring at other users end also
jon	not that i am aware of
Anjainay Singh	Please confirm so that we can provide you exact resolution
jon	no other useres are experienceing
Anjainay Singh	Thankyou for confirmation
	We request you to please ask client to reboot the local machine as it may be hardware fault
jon	ok she did
Anjainay Singh	Thanks for the confirmation !
	I need to take the remote of local PC (laptop/desktop) of the impacted user
	Prior providing the access, I would suggest you to close any important documents at your end.
	Please click on the link and open the downloaded file, and follow the instruction to connect with us.
	https://assist.acecloudhosting.com/join/1332392153
	Please follow the above steps at impacted user's machine
jon	ok doing now
Anjainay Singh	Thankyou Jon for confirmation
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	As we accessed the chrome on server and tried to type in chrome and we were able to type
jon	are you able to chat with the user
Anjainay Singh	yes
jon	ok please chat with them
Anjainay Singh	Issue is resolved
jon	thank you much appreciated
Anjainay Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
jon	yes i will
	thank you
Anjainay Singh	It was really good talking you and pleasure to assist you
jon	i appreciate your prompt assistance
Anjainay Singh	You may end this chat if issue is resolved

jon has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73450 Arif Agloria

Email: aagloria@hotmail.com ☎ 13213032799

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: ORLANDO

State: Florida

Country: UNITED STATES

Chat Transcript

Chat I

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

Arif Agloria	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Arif Agloria	i have been trying to call since morning and the phone is coming busy . i need to update to the new server which you'll have uploaded
	please can someone call me
<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.
Arif Agloria	can you please call me so we can setup
Manish Singh	May I know what issue you are facing?
	As you have recently been migrated from QBlivepre2 to INSTYLE.myrealdatal.net
Arif Agloria	your company has upgraded my server so I need to install
Manish Singh	May I know what you need to install?
	So, that I can assist you.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hi! I need help with my QB, I keep getting an error when I log in saying I need to 'download the latest file doctor'

Visitor Details

#73830 Ali Wynn

Email: ali.wynn@montesanogroup.com  18056981608

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: <https://www.acecloudhosting.com/>?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=acehosting&utm_adgroup=Primary&gad_source=BhDRARIsACD6-fXPSymhYnbv53Vkt3v9E4d9hpkIKF5KKoYeHfKRDZMyspEXHPLO6cMaAqp8EALw_wcB

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: SANTA BARBARA

State: California

Country: UNITED STATES

Chat Transcript

Ali Wynn	Hi! I need help with my QB, I keep getting an error when I log in saying I need to 'download the latest file doctor'
Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you further.
	Hi Ali, how are you doing today?
Ali Wynn	Good thank you!
Mohit	Do you already have an account with ACE?
	<i>11:51:43 PM Ali Wynn is sharing a file with you image.png - (Size:12.89 KB)</i>
	<i>I keep getting this error message when trying to log in</i>
Ali Wynn	yes I do!
Mohit	Sure, may I confirm the registered business name please
Ali Wynn	Montesano Group
Mohit	Okay, transferring your chat to our support team for further assistance
	<i>Mohit is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Ali
	I will surely help you with this issue.
Ali Wynn	thank you!
Shashwat Verma	Kindly confirm the QuickBooks version you are facing issue with?
Ali Wynn	enterprise solutions 24.0
	remote desktop
Shashwat Verma	Thanks for the confirmation !
	We have checked and found that your QuickBooks is pending with an update.

	We'll do the same and most probably issue will be resolved, once we are done, we'll update you on email.
	Is that work for you, will do the needful in 10 mins
Ali Wynn	yes thank you!
Shashwat Verma	Kindly logoff from server
	Also ask other users to also logoff from server.
	We'll soon update you on email.
Ali Wynn	ok thank you
Shashwat Verma	Is there anything else I may help you with ?
Ali Wynn	no
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.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our 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

5 Mar,

#73550 Fenil Shah

Email: tax@sktaxaddison.com  8473508121

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 51 M 5 ↴

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Fenil Shah, 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	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Fenil Shah	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Fenil Shah	yes
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Fenil Shah	Okay
	I will Share You Screen Shot what we are facing
Shubham Kataria	Yes, please share the screen shot
Fenil Shah	Ya just a minute
Shubham Kataria	Sure, take your time
	<i>12:42:07 PM Fenil Shah is sharing a file with you</i>
	<i>IMG-20250305-WA0005.jpg - (Size:108.0 KB)</i>
	I will be surely assisting you with this. Kindly help me with your server name and user name?

Fenil Shah	darshak
Shubham Kataria	And could you please confirm on which server you're receiving this error
Fenil Shah	sktaxaddison1
Shubham Kataria	Thank you for the information
Fenil Shah	you just check in all server space installed and what is available
Shubham Kataria	Sure, please allow me two minutes to check the same
	Thank you for your patience
	<i>12:48:16 PM Shubham Kataria is sharing a file with you image.png - (Size:1.96 KB)</i>
	<i>There are 0% space left in D drive</i>
Fenil Shah	so now
	<i>12:48:52 PM Shubham Kataria is sharing a file with you image.png - (Size:2.28 KB)</i>
	<i>And in C drive you have only 7% left</i>
	advice to increase the space
Shubham Kataria	Yes,
Fenil Shah	you check all server
Shubham Kataria	We recommend upgrading your disk space to resolve this and ensure uninterrupted operation. Below are our available Disk Space plans designed to meet your needs:
	Plan1 : 200GB : \$120/Month Plan2 : 100GB : \$60/Month Plan3 : 80 GB : \$50/Month Plan4 : 60 GB : \$40/Month Plan5 : 40 GB : \$28/Month
	Sure, let me check
	please allow me few minutes to get the data for all servers
Fenil Shah	sure
	<i>12:53:31 PM Shubham Kataria is sharing a file with you image.png - (Size:2.54 KB)</i>
	<i>On SKTaxAddison5, you have only 1% left in C drive</i>
	ok
	now offer solution to resolve space issue
Shubham Kataria	To resolve the issue, you will need to upgrade the disk space on the servers.
Fenil Shah	

	ok great
	which option you suggest from list of and how it will be for all server space iuuse
Shubham Kataria	If you'd like, I can send you the server utilization details. You can review them and select the plan based on your needs.
	Because C drive contains critical components such as user profiles, application folders, Windows files, cache data, updates, and application-specific data.
Fenil Shah	you suggest
Shubham Kataria	If your utilization is high on the server, you may consider selecting Plan 1 for all servers. This will resolve your space issues for the long term.
Fenil Shah	like if we decide to go for 80GB space who it will help us in space of all server? will it solve issue right now? for all i need to take?? better you tell which server are short of space
Shubham Kataria	If you would like I can send you a detailed report over email Or if you prefer Can I send you the screenshots here?
Fenil Shah	that you do but i want to sort issue now do share SS here
Shubham Kataria	Sure, please allow me two minutes. let me fetch the data yes, upgrade will resolve the issue
Fenil Shah	k Thanks
	<i>1:02:37 PM Shubham Kataria is sharing a file with you image.png - (Size:5.47 KB)</i> <i>SKTaxAddison7</i>
	<i>1:03:47 PM Shubham Kataria is sharing a file with you image.png - (Size:2.58 KB)</i> <i>SKTaxAddison8</i>
	<i>1:04:30 PM Shubham Kataria is sharing a file with you image.png - (Size:2.36 KB)</i> <i>SKTaxAddison6</i>
	<i>1:05:13 PM Shubham Kataria is sharing a file with you image.png - (Size:2.16 KB)</i> <i>SKTaxAddison4</i>

*1:06:00 PMShubham Kataria is sharing a file with you
[image.png](#) - (Size:2.67 KB)*

SKTaxAddison2

*1:06:47 PMShubham Kataria is sharing a file with you
[image.png](#) - (Size:2.17 KB)*

SKTaxAddison3

ok and 1

*1:08:03 PMShubham Kataria is sharing a file with you
[image.png](#) - (Size:1.94 KB)*

0 % space left in D drive

*1:08:27 PMShubham Kataria is sharing a file with you
[image.png](#) - (Size:2.27 KB)*

And 7% on C drive on server 1

D drive of which server

Shubham Kataria The D drive on Server1 is the only drive being used by all server users to access client data.

Fenil Shah ok then increase itspace to new 40GB

Shubham Kataria The rest of the servers are on low space on the C drive.

to all servers?

Fenil Shah and server 1 C drive 20 GB

no the one with zero space

how cost will be charge for this 40+20

Shubham Kataria We apologize, but we do not have a 20GB plan available. Kindly refer to the following plans:

Plan 1 : 200GB - \$120/Month

Plan 2 : 100GB - \$60/Month

Plan 3 : 80GB - \$50/Month

Plan 4 : 60GB - \$40/Month

Plan 5 : 40GB - \$28/Month

Fenil Shah The space plans are as follows: Plan1: 100GB: \$60/Month Plan2: 80 GB: \$50/Month Plan3: 60 GB: \$40/Month Plan4: 40 GB: \$28/Month Plan5: 20 GB: \$15/Month

plan offered already to me from Rohit kumar

say if i take 100GB i will be charge 60\$ and that 100GB will be distributed as i want?

Shubham Kataria Yes you can do that. But I want to inform you that server 1 will still face issues if you only add 20 GB space to the C Drive on server 1

Because server 1 is the main server and is responsible for updating all application on the other servers.

server 1 C Drive and D Drive both are low on space

Fenil Shah add 30 gb to c drive and 30 gb to d drive and

	will it be ok?
Shubham Kataria	you can add 20 GB each to secondary servers and 40 to 60 GB to server 1 in each D and C Drive.
Fenil Shah	it come a lot
Shubham Kataria	we recommend you to go with this configuration if that is fine otherwise you can let us know
Fenil Shah	rest server are with 10% plus space so i dont want to distrub that part
Shubham Kataria	However your servers are performing slow and RAM also need to be upgraded.
Fenil Shah	for current issue lets change server 1
	20 gb c and 20 gb d drive
Shubham Kataria	what about the RAM on server 1
Fenil Shah	total 40 GB right
Shubham Kataria	you mentioned 30 GB to C and 30 GB to D Drive
Fenil Shah	ok
	make like that
	RAM cost ??
Shubham Kataria	May I know if you want to change RAM
	1 GB at \$20/month
Fenil Shah	so right now new cost is 60GB 40\$ right?
Shubham Kataria	yes this is for space
Fenil Shah	and 2 gb ram
Shubham Kataria	we recommended 3 GB RAM at least for server 1
Fenil Shah	so now whats discount are offering
Shubham Kataria	discount will be applicable when we make changes like 2 GB RAM to multiple servers and 40 GB (Space) plan for multiple servers.
Fenil Shah	ok
	then do as decided
	this
	this
	ok?
Shubham Kataria	for now you want to add 60 GB space (30 + 30) and 3 GB RAM on server 1
Fenil Shah	then new cost will b?
Shubham Kataria	\$100/month
Fenil Shah	ok go for it

Shubham Kataria	we need your approval on email for that.
Fenil Shah	how long it will take to come into effect
	send email
	will approve
Shubham Kataria	the moment you reply to our email. We will make changes in 10-15 minutes.
Fenil Shah	done
	Have you send email?
	and on which email it will go?
Shubham Kataria	Yes, after this chat. we will send you email for this and immediately add the resources on server 1
Fenil Shah	ok thanks you please go ahead
	bye
Shubham Kataria	tax@sktaxaddison.com on this email we will send the email
	Are we still connected here?
	As you're disconnected from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Mar,

#74475 ted

Email: ted@goquickbase.com ☎ 15132386775

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: TUCSON

State: Arizona

Country: UNITED STATES

Chat Transcript

Chat Duration : 39

ted Hello, I am your Acebuddy

21

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Transcript

technical support

Visitor Details

11 Mar,

#73848 Ganesh

Email: infocothenassociates@gmail.com ☎ +91 8447018372

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 27 Secs

City: GAUTAM BUDDHA NAGAR

State: Uttar Pradesh

Country: INDIA

Chat Transcript

Chat Duration : 33

Ganesh technical support

11

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

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

Ashutosh accepted the chat transfer request.

Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.
Ganesh	cohenassociates.myrealdata.net our server is running very slow
Ashutosh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Ganesh	bookkeeper 1
Ashutosh	Kindly allow me two minutes to check the same.
Ganesh	sure and one of our qb file is not opening
Ashutosh	Are other users also facing the issue?
Ganesh	yes also try GeorgeWI not opening
Ashutosh	Do you have any existing ticket for the reported issue?
Ganesh	no plz come on my screen, if possible,
Ashutosh	May I take the remote access of your server?
Ganesh	sure on BK1
Ashutosh	Prior providing the access, I would suggest you to close any important documents at your end.
Ganesh	ok
Ashutosh	I will send you a prompt on the screen please accept that to connect with remote session.
Ganesh	ok
Ashutosh	Please perform the task with QB file to identify the error.
Ganesh	its not working see no error there
Ashutosh	I understand the QB never opens and just stays in loading phase, is that correct?
Ganesh	yes
Ashutosh	Kindly allow me few minutes to check from the backend.
Ganesh	ok
Ashutosh	What is the QB version/year you are using primarily?
Ganesh	may be 2023

Ashutosh	Thank you for your patience. We are working on the issue.
Ganesh	ok
Ashutosh	Are other users also using QB 2023 version?
Ganesh	yes
Ashutosh	Need to reboot the server, kindly inform all users to log out from the server.
Ganesh	plz msg to users
Ashutosh	Sure, I am sending the message.
Ganesh	thank you
	need 5 minutes, iam comming
Ashutosh	We have rebooted the server, kindly login and let me know if the issue persists.
Ganesh	ok
	yes
	its working
Ashutosh	Is there anything else I may help you with ?
Ganesh	plz wait
Ashutosh	Sure, we are still connected.
Ganesh	ok
	thank you
	bye
Ashutosh	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 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Ashutosh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Mar

#74581 CHAI

Email: chai@storageblue.com 2017054536

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: FT LEE

State: New Jersey

Country: UNITED STATES

Chat Transcript

Chat Duration : 39 M

CHAI

Hello, I am your Acebuddy

24

Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Mar

#74357 Jana Yawn

Email: lakeviewbax@gmail.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 38 Secs

City: BAXLEY

State: Georgia

Country: UNITED STATES

Chat Duration : 16 M

Chat Transcript

Jana Yawn Hello, I am your Acebuddy 19

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

Whom Would You Like to Connect With?

Jana Yawn Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jana Yawn I'd like to report an Issue

Acebuddy Please select an option!

Jana Yawn QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Jana Yawn QuickBooks Update

Acebuddy Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.

If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via email.

Do you need any further assistance on the topic?

Jana Yawn Yes

Acebuddy Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Jana Yawn Ticket 659990

Anjainay Singh accepted the chat transfer request.

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

Jana Yawn	After update I am unable to locate the correct file to download
Anjainay Singh	I am looking into the issue please allow me two to three minutes so that I can assist you better
	Could you please help us with your company file name so that we can locate it on server
Jana Yawn	Arlene Boatright
Anjainay Singh	Thankyou for your assistance
	May I take the remote access of your server?
Jana Yawn	Of course
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/6782040328
	Please copy the URL on any browser so that I can access your server
	As there is no response from your end we are disconnecting the session

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

28 Mar,

#74788 mike

Email: mike@backstoptax.com **Phone:** 6026867247

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat Duration : 20 M

mike	Hello, I am your Acebuddy
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mike	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mike	I'd like to report an Issue
Acebuddy	Please select an option!
mike	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mike	Explorer is not responding
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
mike	Hello
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
mike	Backstop Tax LLC mike@backstoptac.com
Shivam Singh	Thanks for the information
	Please allow me 2 minutes to check the server end.
mike	ok
Shivam Singh	We have made some changes can we sign you off.
mike	ok
Shivam Singh	After 2 minutes you can back sign in
	To check if it is working
	Thanks for the confirmation
mike	Are you signing me off?
Shivam Singh	yes
	please confirm if "Michael.Me@myrealdatal.net" is your username ?
mike	Yes
Shivam Singh	thanks, we are signing you off
	We will let you know when you have to sign in.

mike	ok
Shivam Singh	Could you try now to access your explorer, we have not signed you off yet.
mike	ok
	It opens but nothing can be accessed.
	Spinning
Shivam Singh	well then, Thank you for the confirmation.
	We will be signing you off in 5 seconds.
mike	ok
Shivam Singh	We have signed you off now.
	Please sign in after 2 minutes
	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) if any further assistance is required.

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

23 Mar

#74557 sbinstock

Email: sbinstock@hsfems.org

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 12 Secs

City: JERUSALEM

State: Hamerkaz

Country: ISRAEL

Chat Duration : 57 M

Chat Transcript

sbinstock Hello, I am your Acebuddy 23

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

Whom Would You Like to Connect With?

sbinstock Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

sbinstock I'd like to report an Issue

Acebuddy Please select an option!

sbinstock Other Issue

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

sbinstock I cant log in to the new account

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

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

Hello

I will surely help you with this issue.

sbinstock thsnk you

Hatzalah South Florida Emergency Medical Services Inc (CID71951)

this is our account number

CID: CID71951 Account Name: CID71951 User added: SHELBY BINSTOCK (SHELBY.B@myrealdatal.net)

it wont let me log in

6:30:30 PM sbinstock is sharing a file with you

[image.png](#) - (Size:6.73 KB)

Shashwat Verma Kindly allow me two minutes to check the same.

sbinstock thanks

Shashwat Verma May I take the remote access of your local computer?

sbinstock sure

Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
sbinstock	everything is closed
	thank you
Shashwat Verma	Let me share you the link
sbinstock	ok
Shashwat Verma	Shelby, allow me 2 mins, we are facing some technical difficulties.'
sbinstock	ok thanks
	just want to make sure everything is ok
Shashwat Verma	Yes
	Thanks for the patience
	https://assist.acecloudhosting.com/join/5912930202
	Kindly Click on the link and open the downloaded file.
	Shelby, are we connected here?
sbinstock	i believe so
Shashwat Verma	Yes, sorry for the delay
	Kindly Click on the link and open the downloaded file.
sbinstock	i did
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Issue resolved by configuring the RDP file
	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 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our 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

17 Mar

#74223 ANDREW LEWIS KLEIN

Email: burro7777@aol.com ☎ 15034903553

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 7 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Chat Duration : 28 M

ANDREW LEWIS KLEIN	Hello, I am your Acebuddy	17
Acebuddy	Hello Burro7777, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
ANDREW LEWIS KLEIN	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
ANDREW LEWIS KLEIN	I'd like to report an Issue	
Acebuddy	Please select an option!	
ANDREW LEWIS KLEIN	QuickBooks Issue	
Acebuddy	What type of QuickBooks Issue are you facing?	
ANDREW LEWIS KLEIN	QuickBooks is Frozen	
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks	
	Was that helpful?	

ANDREW LEWIS KLEIN	Setback
Acebuddy	What type of QuickBooks Issue are you facing?
ANDREW LEWIS KLEIN	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ANDREW LEWIS KLEIN	Webconnector is frozen
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>	
<i>Shashwat Verma is transferring the chat to Ashutosh Mishra.</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
ANDREW LEWIS KLEIN	Hi Ashutosh. Can you unfreeze webconnector please
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
ANDREW LEWIS KLEIN	AndrewKI.NENT1
Ashutosh Mishra	Kindly allow me two minutes to check the same.
ANDREW LEWIS KLEIN	ok
Ashutosh Mishra	May I take the remote access of your server?
ANDREW LEWIS KLEIN	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
ANDREW LEWIS KLEIN	done
Ashutosh Mishra	We are connected now on remote session, please perform the task that led to the issue.
	Kindly allow me two minutes to check the same.
	Kindly try now.
ANDREW LEWIS KLEIN	ok
Ashutosh Mishra	It appears the issue is resolved as it's not getting stuck anymore.
	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) if any further assistance is required.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

18 Mar

#74281 Ravi Shah

Email: ravi@yourtaxadvisor.com ☎ +1 9739609951

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: 34 Secs

City: LAS VEGAS

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat Duration : 16 M

Ravi Shah	Hello, I am your Acebuddy	18
Acebuddy	Hello Ravi, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Ravi Shah	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Ravi Shah	I'd like to raise a Request	
Acebuddy	Please select your request type.	
Ravi Shah	Other Request	
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	

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

Ravi Shah	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Ravi Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ravi Shah	space issue
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Sharath Kumar accepted the chat transfer request.</i></p>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Ravi Shah	Hi
	I am facing space issue in my server
	is there any way that i can take the back up of my some data and remove it from cloud?
Sharath Kumar	Absolutely, You can use WeTransfer for this purpose.
	<i>3:26:42 PM Sharath Kumar is sharing a file with you</i> <i>File Transfer SOP (WeTransfer) 3.pdf - (Size:849.73 KB)</i>
Ravi Shah	can you help me for the same?
Sharath Kumar	Here is a detailed document regarding the same
Ravi Shah	ok
	let me try with the same
Sharath Kumar	Please note that the documents says that you can only upload data upto 2GB which is now outdated, You can upload data upto 100 GB
Ravi Shah	ok
	thanks
Sharath Kumar	I am also on the server checking if there is anything that we can remove to free up some space
	Thank you for your patience.
	As of now there is 15 GB of free space on C drive out of 160 GB
	D drive space is lesser than that only 3% (4 GB) space is available
	I have also checked and cleared some cache files but that did not make an impact since the file size was tiny
Ravi Shah	OK
Sharath Kumar	The only option as of now is to either buy more space or get the data off from the server but that would mean if you have to use that file it won't be readily available to all the users, they will have to import it from another device

	This process will take time and could affect the internet bandwidth on both the local device and server
Ravi Shah	I will let you know.
	Thanks for your help
Sharath Kumar	sure, 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 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details 20 Mar,

#74403 jordan.tucker

Email: jordan.tucker@taxsamaritan.com ☎ 7754550964

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: LADERA RANCH

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 M

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

4 Mar,

#73515 Karen Kropf

Email: karen.bythebooks@gmail.com ☎ 16074374988

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 58 Secs

City: COLORADO SPRINGS

State: Colorado

Country: UNITED STATES

Chat Transcript

Chat Duration : 1 h
4 ↴

Karen Kropp	Hello, I am your Acebuddy
Acebuddy	Hello Karen.bythebooks, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Karen Kropp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Karen Kropp	I'd like to report an Issue
Acebuddy	Please select an option!
Karen Kropp	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Karen Kropp	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue
	Was that helpful?
Karen Kropp	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>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Karen, How are you doing today ?
Karen Kropp	Hello. I am unable to open QuickBooks files on the server. It tells me Administrator Permissions Needed.
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 3-4 minutes to check the same.
	Kindly close the QuickBooks Session on your end.
Karen Kropp	ok done
Rohan Prajapati	Thank you for your patience.
	Kindly check now and let us know the status

Karen Kropp	Same error message. Administrator Permissions Needed. This action requires Windows Administrator permissions.
Rohan Prajapati	Okay Karen, I would need to reboot the server once
	May I proceed with the same ?
Karen Kropp	yes
Rohan Prajapati	Kindly login back to the server in 3 mins
Karen Kropp	ok
Rohan Prajapati	Please check now
Karen Kropp	Same error message
Rohan Prajapati	May I take the remote access of your server?
Karen Kropp	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
Karen Kropp	done
Rohan Prajapati	Kindly accept the Remote session request once you see it on your server screen.
	Karen, Please show me the issue once
Karen Kropp	The same thing happens with any company file I tried
Rohan Prajapati	Kindly allow me 5-6 minutes to check the same.
	Karen, Kindly close the QB and try to login back
Karen Kropp	Same thing
Rohan Prajapati	I'm logging you off from the server, and I will need remote access to your local PC through the Zoho Assist link, as the current screen is not displaying properly.
Karen Kropp	ok
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
Karen Kropp	done
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session:
	https://assist.aceclouddhosting.com/join/1782918678
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

21 Mar,

#74461 Shannon EVans

Email: 7screations@gmail.com ☎ 7274305612

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: DUNEDIN

State: Florida

Country: UNITED STATES

Chat Transcript

Chat Duration : 7 M 21

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

Please select your request type.

Shannon EVans Setback

Acebuddy Welcome to Ace Support.

Please chose an option :

Shannon EVans I'd like to report an Issue

Acebuddy Please select an option!

Shannon EVans QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Shannon EVans QuickBooks Login Issue

Acebuddy I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue

Was that helpful?

Shannon EVans 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

Shannon EVans ticket ID 662826

Ashutosh Mishra accepted the chat transfer request.

ticket ID 662826

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

Shannon EVans Thank you, Im trying to login to QB, but it says Im already logged in

Ashutosh Mishra I will surely help you with this issue.

Shannon EVans thank you

I found the issue!

My business partner just logged in and used my login

Ashutosh Mishra I understand, is there anything else i can help with?

Shannon EVans no, thank you

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com.
Thanks!

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

31 Mar,

#74933 jon

Email: jon@sundackcpa.com  6314999437

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 50 Secs

City: FARMINGDALE

State: New York

Country: UNITED STATES

Chat Transcript

Chat Duration : 26 M

jon	Hello, I am your Acebuddy	31 M
Acebuddy	Hello Jon, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
jon	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
jon	I'd like to report an Issue	
Acebuddy	Please select an option!	

jon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jon	latency
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Gaurava Tyagi declined the transfer request.</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
jon	thank you
	experienceing latency on my server instaance
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
jon	Jonsun1
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.
	We sincerely apologize for the inconvenience caused by the server slowness issue you reported.
	Please be assured that our team has escalated the case to the highest level and is working promptly to resolve it.
	Your patience and cooperation are greatly appreciated. You will be informed over the email about the updates.
jon	when do you expect resolution
Shivam Singh	Jon, as the team is already working on the issue, I would say that you can expect an update from us in 1 to 2 hours. However, if there would be any changes in the resolution sooner or later, I will keep you posted on that.
jon	i put a ticket in earlier today and was told to restart my computer
	so i did that and still have same issues
	please expedite a solution
Shivam Singh	You can be assured, Jon, that the team is prioritizing this issue.
	I will be updating you over the mail to about any latest updates we receive from the team.
	Jon, Is there anything else I may help you with?
jon	thast all
Shivam Singh	Thanks for understanding, we will keep you updated on the latest updates.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Mar,

#73358 Michael Dolan

Email: medolan@dolanlife.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

City: EL SEGUNDO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 8 Mon

Michael Dolan	Hello, I am your Acebuddy	1
Acebuddy	Hello Michael Dolan, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Michael Dolan	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Michael Dolan	I'd like to report an Issue	
Acebuddy	Please select an option!	
Michael Dolan	QuickBooks Issue	
Acebuddy	What type of QuickBooks Issue are you facing?	

Michael Dolan	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Michael Dolan	QB License phone support
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Michael Dolan	I'm waiting for ACE support to call me and INTUIT to get INTUIT to solve a problem for ticket number Ticket ID: 646237. This was planned for 5:30pm tonight and no one has called.
	hello
<i>Chat request was not picked up by the operators</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Mar,

#74248 Kodzo AlphaSN

Email: admin@alphasn100.com ☎ 14705622005

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 45 Secs

City: LAWRENCEVILLE

State: Georgia

Country: UNITED STATES

Chat Transcript

Chat Duration : 31 M

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

Kodzo AlphaSN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kodzo AlphaSN	I'd like to raise a Request
Acebuddy	Please select your request type.
Kodzo AlphaSN	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Kodzo AlphaSN	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
	Do you need any further assistance on the topic?
Kodzo AlphaSN	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	
Kodzo AlphaSN	Hi
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
Kodzo AlphaSN	I have to set up the Ace Cloud. Could you help me out?
Rohan Prajapati	Hello Nayeong, how are you doing today?
Kodzo AlphaSN	I'm good, how are you?
Rohan Prajapati	That's Great. I'm good too, thanks for asking.
	I will surely help you with this.
	Kindly allow me 5-6 minutes to check the same.
Kodzo AlphaSN	Awesome!
	Sure, take your time :)
	<i>10:49:41 PM Rohan Prajapati is sharing a file with you image.png - (Size:5.42 KB)</i>
	<i>May I know the username that you use to access the server ?</i>
	Please give me a sec, I will check soon
Rohan Prajapati	Sure take your time
Kodzo AlphaSN	It's first one
Rohan Prajapati	Thanks for the confirmation !

Kodzo AlphaSN	AlphaSN2@myrealdata.net
Rohan Prajapati	May I know which OS you are using Windows Computer or Mac PC? (Edited)
Kodzo AlphaSN	It's Windows
Rohan Prajapati	Thanks for the confirmation !
Kodzo AlphaSN	For sure!
Rohan Prajapati	Kindly allow me 3-4 minutes to check the same.
Kodzo AlphaSN	Okay
Rohan Prajapati	Please use below link to download the RDP file on your Laptop https://we.tl/t-IJ7H4Q89gD and use your existing Password to access the server
Kodzo AlphaSN	the ID from Ace Cloud??
Rohan Prajapati	Please copy and Paste the above link in any browser of your Local PC and download the RDP file
Kodzo AlphaSN	Yep <i>10:59:21 PMKodzo AlphaSN is sharing a file with you Screenshot 2025-03-17 132905.png - (Size:10.16 KB)</i>
Rohan Prajapati	This is not the correct one
Kodzo AlphaSN	I'm not sure for the username and password, sorry
Rohan Prajapati	May I take the remote access of your local computer?
Kodzo AlphaSN	Sure
Rohan Prajapati	Are you not sure about the Password ?
Kodzo AlphaSN	Let me check.. I will try again
Rohan Prajapati	Sure Are you still getting the same Prompt ?
Kodzo AlphaSN	Yes.. I'm trying I add my PC on Remote Desktop and i typed right password and it's saying incorrect p
Rohan Prajapati	May I take the remote access of your local computer? <i>The visitor's email address was changed to admin@alphasn100.com.</i>
	Please confirm so that we can help you with this
Kodzo AlphaSN	Sure I don'

	I don't know how to approve the access
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session https://assist.acecloudhosting.com/join/6242495967
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
Kodzo AlphaSN	Okay
Rohan Prajapati	Is there anything else I may help you with ?
Kodzo AlphaSN	All done, it works well thank you!
Rohan Prajapati	Thanks for the confirmation !
	I would request you to please give your Valuable feedback after ending the chat.
Kodzo AlphaSN	:)
Rohan Prajapati	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 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73692 Long Doan

7 Mar,

Email: accounting@realtygroupmn.com  19522049081

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 49 Secs

City: SAN JOSE

State: Cavite

Country: PHILIPPINES

Chat Duration : 17 M

Chat Transcript

Long Doan	Hello, I am your Acebuddy
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Long Doan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Long Doan	I'd like to report an Issue
Acebuddy	Please select an option!
Long Doan	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Long Doan	I'd like to report an Issue
Acebuddy	Please select an option!
Long Doan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Long Doan	Our previous chat got disconnected
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.
	I believe we are connected in another chat session as well?
Long Doan	Yes our chat got disconnected

	<p>5:51:26 AM Yash Kalra is sharing a file with you image.png - (Size:24.49 KB)</p> <p><i>Update is in process; it's taking more than expected please stay connected.</i></p>
	Will do, thank you
Yash Kalra	Please login now
Long Doan	on it
	Please call us at (952) 204-9081
Yash Kalra	Please share a good time to reach you along with time zone. (Edited)
Long Doan	best time to call is 8am-5pm CST
Yash Kalra	Thank you for your patience. Our senior engineer will be giving you a callback at the scheduled time to assist you further.
	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 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Kalra has ended this chat session

Chat Transcript

Error code when trying to login to remote desktop

Visitor Details

31 Mar

#74917 Ashley Zani

Email: ashley@goldenpaws.org ☎ 2399441029

Department: Support(QB & App Hosting)

Operator:

Website: <https://www.acecloudhosting.com/knowledgebase/how-to-resolve-the-logon-attempt-failed-with-ace-server/>

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 58 Secs

City: NAPLES

State: Florida

Country: UNITED STATES

Chat Duration : 25 M

Chat Transcript

Ashley Zani Error code when trying to login to remote desktop 31

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

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

Sharath Kumar accepted the chat transfer request.

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

Ashley Zani Receiving error code 0x3000008

Sharath Kumar Hi Ashley, could you please let me know when was the last time you were able to access the server

Ashley Zani The end of last week. Either Thursday or Friday.

Sharath Kumar understood, would you able to delete your credentials from the RDP tool

Ashley Zani How do i do that?

Sharath Kumar let me know if you are on a Mac or on a Windows computer

Ashley Zani Windows

Sharath Kumar alright, so right click on the icon you use to access the server and select edit option

Ashley Zani i have done that

Sharath Kumar do you see the option to "delete" under your username

Ashley Zani yes

Sharath Kumar great! and just to confirm, you do remember your password, right?

Ashley Zani yes

Sharath Kumar great! simply click on "delete" and then sign into the server

the connection should prompt you to put in your credentials this time

Ashley Zani I'm still getting the error message

Sharath Kumar I see, let me take a remote session of your local computer

Ashley Zani ok

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

<https://assist.acecloudhosting.com/join/5742626737>

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

one moment, let me quickly check your user account settings

Ashley Zani

ok

I have another password i could try

that password worked

Sharath Kumar

alright, glad to know that

may I logout once again so that you can sign back in

just to confirm that the server connection works

Ashley Zani

ok

yes it works now

Sharath Kumar

that should do it for now, Ashley. we are actually experiencing with the server connection. So it may be take a few tries to sign into the server today

Ashley Zani

Ok thank you

Sharath Kumar

I will keep you posted on email once this issue is resolved

Ashley Zani

i appreciate your help

Sharath Kumar

Is there anything else I may help you with ?

Ashley Zani

No thank you

Sharath Kumar

Alright, Ashley. I have disconnected from the remote session and closing the chat now

Ashley Zani

thank you

Sharath Kumar

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

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 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 Selfcare Portal (<https://selfcare.acecloudhosting.com>).

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

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

17 Mar

#74236 angela

Email: angela@maineyacht.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 25 Secs

City: PORTLAND

State: Maine

Country: UNITED STATES

Chat Transcript

Chat Duration : 13 M

angela Hello, I am your Acebuddy

17

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

Whom Would You Like to Connect With?

angela Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

angela I'd like to report an Issue

Acebuddy Please select an option!

angela QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

angela Other QB related issue

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

9:55:15 PMangela is sharing a file with you

[image.png](#) - (Size:11.99 KB)

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

angela I can't open two companies. I get an error.

Rohan Prajapati accepted the chat transfer request.

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

Hello Anegla, How are you doing today ?

angela good. Thank you

Rohan Prajapati That's Great

angela I am unable to open two QB companies at the same time

Rohan Prajapati No, it is not possible to open two company files simultaneously in the same version of QuickBooks (QB) Desktop. QuickBooks only allows you to open one company file at a time within the same instance of the application.

angela I have always been able to do this.

I am not on Desktop

I am on Enterprise

Rohan Prajapati May I access your server remotely so that I can see exactly what you're trying to achieve?

angela yes

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

Kindly accept the remote session request once you see it on your server screen

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

angela The issue appears to be resolved. Thank you

Rohan Prajapati Is there anything else I may help you with ?

angela No, thank you

Rohan Prajapati 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 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1 Mar,

#73346 Mohita Chadha

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

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 51 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 M

Mohita Chadha	Hello, I am your Acebuddy	1
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 report an Issue	
Acebuddy	Please select an option!	
Mohita Chadha	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
Mohita Chadha	Hello - I have updated Lacerte and now it is saying to reboot my computer, which I have done. Please	

let me know what needs to be done next.

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shivam accepted the chat transfer request.

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

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

Mohita Chadha Kaur Tax PC

KTPC_Accountant is the admin

Shivam Kindly allow me two minutes to check the same.

Mohita Chadha ok

Shivam Kindly stay connected we are making some changes from the backend to ensure everything stays updated.

Mohita Chadha thank you

Shivam Please allow me 4-5 minutes to make the necessary changes, as it is taking a bit more time than expected

Mohita Chadha okay no problem

please let me know when it is done

Shivam Mohita, As the downloaded updates will be installed after the restart, could you kindly confirm if we can restart now to apply the updates.

Mohita Chadha yes

please restart

Shivam Are we still connected here?

Mohita Chadha yes, we are

can we please restart

Shivam Make sure no one has any unsaved data on the system as we will be restarting the

Mohita Chadha thank you, please restart when possible

Shivam Thanks for the confirmation.

Mohita Chadha no problem

Shivam Mohita, thank you for your patience, Kindly check and confirm if you are able to access the Lacerte application now as the changes have been made.

Mohita Chadha thank you! ill check now

Shivam Sure, please take your time.

Mohita Chadha it is working now

Shivam

That's great, is there anything else that I can assist 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) if any further assistance is required.

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

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 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 Selfcare Portal (<https://selfcare.acecloudhosting.com>).

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

Shivam has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

24 Mar

#74582 Drew Hyatt

Email: drew.hyatt@bisobnvalve.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: ERIE

State: Colorado

Country: UNITED STATES

Chat Transcript

Drew Hyatt	Hello, I am your Acebuddy	24
Acebuddy	Hello Drew Hyatt, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Drew Hyatt	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Drew Hyatt	I'd like to raise a Request	
Acebuddy	Please select your request type.	
Drew Hyatt	Other Request	
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	
	If you are facing any issue/problem with your server, Please select the appropriate option below :	
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.	

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

16 Mar,

#74176 Paul Wutzke

Email: bewutzke@gmail.com 17012202598

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 28 Secs

City: BISMARCK
State: North Dakota
Country: UNITED STATES

Chat Transcript

Chat Duration : 33 M 16

Paul Wutzke	Hello, I am your Acebuddy
Acebuddy	Hello Bewutzke, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Paul Wutzke	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Paul Wutzke	I'd like to report an Issue
Acebuddy	Please select an option!
Paul Wutzke	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Paul Wutzke	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue
	Was that helpful?
Paul Wutzke	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>
Paul Wutzke	Ticket 659536
	<i>Harsh Bhardwaj accepted the chat transfer request.</i>
	<i>Harsh Bhardwaj is transferring the chat to Rohan Prajapati.</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello, how are you doing today ?
Paul Wutzke	Hello. My phone number is 701-220-2598
	I am well. I had created 2 new checking accounts within our QBs on 2/17/25. The passwords I created for these are not working.
	I am the admin
Rohan Prajapati	I will surely help you with this issue.

	May I take the remote access of your server?
Paul Wutzke	The accounts are Belinda Wutzke and the other is Paul Wutzke
Rohan Prajapati	Thanks for the confirmation !
Paul Wutzke	yes. what do you need me to do?
Rohan Prajapati	Kindly login back to the server and Provide remote access of your server ! (Edited)
	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 putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	I'm not able to Type anything on your NoteBad
	Kindly show me the issue once
Paul Wutzke	okay. I'm logging into QBS now and then I will show you
	This is our main account which is Wutzke Electric
	This is the window I get when using the p/w I created last month
Rohan Prajapati	Thanks for the confirmation !
Paul Wutzke	I previously had older versions of accounts named the same but these new ones were created in Jan or Feb of 25
Rohan Prajapati	Please set a new Admin Password for this file
Paul Wutzke	why am I being asked all this. I have already set up this account
Rohan Prajapati	I'm not sure about this However you can re-setup it
Paul Wutzke	This is not the correct file
	the one I created in Jan or Feb 25 only has entries for 2025
Rohan Prajapati	Kindly select the company file for which you need the Password reset
	Shall I reset the Password for this ?
Paul Wutzke	yes please
	Great that worked. Not sure what the difference was I still used that same password.
	I must have two Intuit user names and passwords though which is strange
	the other one I cant log into is Paul Wutzke or PWutzke - whichever one was created in 2025 is the correct one
Rohan Prajapati	Please select the file again
Paul Wutzke	im not sure but I believe it is the 1/27 one
Rohan Prajapati	Please try to login with the same Password
Paul Wutzke	I thought I had hid the ones I didn't want to show

	This is the old one.... sorry
	i believe this one is the correct one
Rohan Prajapati	This is one Paul Wutzke right ?
Paul Wutzke	yes
Rohan Prajapati	Are we good now ?
Paul Wutzke	Yes. Thank you. I obviously wrote down the p/w incorrectly when I created these files
	Thank you for your help
Rohan Prajapati	Is there anything else I may help you with ?
Paul Wutzke	No that is all. thanks again
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

29 Mar, 11:15 AM

#74827 accounting

Email: accounting@podumentertainment.com  14153020689

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: NEWMARKET

State: Ontario

Country: CANADA

Chat Transcript

Chat Duration : 1

accounting

Hello, I am your Acebuddy

29 ↴

Acebuddy

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

accounting

Whom Would You Like to Connect With?

accounting

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

accounting

Please chose an option :

accounting

I'd like to raise a Request

Acebuddy

Please select your request type.

accounting

Reboot your Server

Acebuddy

Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboot and the support team will be happy to update you on the task's completion.

accounting

Do you need any further assistance on the topic?

accounting

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

1 Mar,

#73352 Eric Berg

Email: cchalfin@mocproducts.com  18187943544

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 21 Secs

City: SAN FERNANDO

State: California

Country: UNITED STATES

Chat Duration : 31

Chat Transcript

Eric Berg	Hello, I am your Acebuddy	1
Acebuddy	Hello Cchalfin, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Eric Berg	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Eric Berg	I'd like to raise a Request	
Acebuddy	Please select your request type.	
Eric Berg	Change in Applications	
Acebuddy	Please select your desired option!	
Eric Berg	Application Replacement	
Acebuddy	To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of the current application that needs to be uninstalled, such as its name and version.	
	Additionally, please provide us with the name and version of the new application along with any license details that may be necessary for the installation (for example, in case of QuickBooks).	
	We request you to download the setup file for the new application from its respective website or portal and save it on your server desktop.	
	Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the installation of the new application at our end.	
	Do you need any further assistance on the topic?	
Eric Berg	Yes	
Acebuddy	Please wait while we connect you to our Support Representative	

Acebuddy (bot) forwarded the chat request

Eric Berg	Ticket Number is: 650357
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
Eric Berg	Ticket Number is: 650357
	we cant get this application going
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Eric Berg	now the shortcut points to the wrong application
Shashwat Verma	Okay
	Kindly confirm the application name you are facing issue with?
Eric Berg	on server autoedge.myreldata.net
	Zed Axis version 2025
Shashwat Verma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
Eric Berg	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/9282864829
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	We'll inform you when we are done with installation
	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 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
<i>Shashwat Verma has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

19 Mar,

#74324 DR RICHARD J SPEAD

Email: office@speadtax.com  6032798252

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 3 Secs

City: NEW HAMPTON

State: New Hampshire

Country: UNITED STATES

Chat Transcript

Chat Duration : 27 M

DR RICHARD J SPEAD	Hello, I am your Acebuddy	19
Acebuddy	Hello Dr Richard J Spead, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
DR RICHARD J SPEAD	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
DR RICHARD J SPEAD	I'd like to report an Issue	
Acebuddy	Please select an option!	
DR RICHARD J SPEAD	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
DR RICHARD J SPEAD	While I was working in the cloud this morning, I received a message that windows was shutting down my access due to a security breach. I no-longer can log in to my main computer; and I do not have	

	access information available so that I can log into Ace
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
DR RICHARD J SPEAD	were you guys hacked today?
	I need my login information
<i>Rohan Prajapati accepted the chat transfer request.</i>	
	My entire main computer system is locked up
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Richard, How are you doing today ?
DR RICHARD J SPEAD	Not well
Rohan Prajapati	Richard, I understand the severity of this matter, and I will certainly look into it. Please allow me 5-6 minutes to check on this.
DR RICHARD J SPEAD	Thank you
	I am screwed
	Are you sending me a message?
Rohan Prajapati	Richard, firstly, I would like to assure you that we have CrowdStrike installed on our server. If anything were to happen, the security team would be notified and would address the issue immediately. It seems that the message you received appeared on your local PC, not on the server. Please be informed that your server is up and running.
	We can share the new RDP file with you so that you can access your server again. (Edited)
DR RICHARD J SPEAD	My server may be up and running, I cannot tell if it is or not, I am not able to access it; BitLock was enabled somehow.
	I need my login information sent to me via text message at 603.279.8252
Rohan Prajapati	Richard, don't worry. Kindly allow me a few minutes to generate a new RDP file for you.
DR RICHARD J SPEAD	How it is the ransom got into my system is beyond me, I have three security, virus, ransom ware systems going on my computer at all times.
Rohan Prajapati	Richard, we are managing your server, so we recommend that you reach out to your local IT team regarding this issue. It might be a malicious website pop-up, but for safety, please consult with your local IT team.
DR RICHARD J SPEAD	Why do I need a new RDP File, can't I access Ace from my other computer?
Rohan Prajapati	Richard, you can access our server from any computer you wish. However, you will need the RDP file to access the server if you don't currently have it on other computers.
DR RICHARD J SPEAD	okay, put it on this one
Rohan Prajapati	Richard, I have uploaded your RDP file to the link below. All you need to do is copy and paste the link into any browser on your local PC from which you want to access the server and download the RDP

file.

Once its downloaded then you can access the Server using your existing Password

<https://we.tl/t-1kh24Y8FFI>

I hope I was able to help you with your request. (Edited)

Is there anything else I may help you with ?

DR RICHARD J SPEAD NO thank you

Rohan Prajapati Thanks for the confirmation !

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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 know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

5 Mar,

#73578 jsis

Email: jsis@pcworks-inc.com ☎ 14106279840

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: 41 Secs

City: DEALE
State: Maryland
Country: UNITED STATES

Chat Transcript

Chat Duration : 29

jsis	Hello, I am your Acebuddy
Acebuddy	Hello John Sis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jsis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jsis	I'd like to report an Issue
Acebuddy	Please select an option!
jsis	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jsis	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jsis	the bank feeds hang when adding Chase Bank - All - you told me it was an issue with quickbooks but I called quickbooks and they had me go to a new qb installation and adding Chase bank to the bank feed worked fine so it is an issue with your quickbooks
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 today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
jsis	pcworks.myreldata
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	John can you please let me know if you still facing the issue ?
	Are we still connected here?
jsis	yes
Shubham Yadav	John can you please let me know if you are using multiple company files ?
jsis	yes I am but not at the moment
	the biggest issue is happening on the main duco file

Shubham Yadav	Let me check on the back end
jsis	if you open quickbooks and go to bank feeds and add chase bank - all you will see it just spins and hangs
Shubham Yadav	Sure let me check
	John as I can check QB needs an update.
jsis	I talked with your support group yesterday and they already did all the updates
Shubham Yadav	John can you please let me if the Quick Books is re installed on the server ?
jsis	reinstalled? who did that? I don't have admin rights to install any programs on the server so it wasn't me.
Shubham Yadav	Thanks for the confirmation
	John we can do a clean re installation of the Quick Books to resolve this issue.
	Is that okay ?
jsis	yes
Shubham Yadav	Thanks for the confirmation
	John can we do this re installation in night hours for smooth process ?
jsis	yes
Shubham Yadav	Thanks for the confirmation
	We will re install the application and will update you over the mail.
	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) if any further assistance is required.

Shubham Yadav has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details**#74477 david.cook.mpa****Email:** david.cook.mpa@outlook.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:** PROVIDENCE**State:** Utah**Country:** UNITED STATES

Chat Duration : 8 M

Chat Transcript

david.cook.mpa	Hello, I am your Acebuddy	21
Acebuddy	Hello David Cook, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
david.cook.mpa	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
david.cook.mpa	I'd like to raise a Request	
Acebuddy	Please select your request type.	
david.cook.mpa	Other Request	
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.	
	If you are facing any issue/problem with your server, Please select the appropriate option below :	
david.cook.mpa	Yes, I'm facing issues with my server	
Acebuddy	Please select an option!	
david.cook.mpa	Other Issue	
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	
david.cook.mpa	Remote desktop	
Acebuddy	Please wait while we connect you to a Support Representative	
	<i>Acebuddy (bot) forwarded the chat request</i>	
david.cook.mpa	Hi, I would like to set up a remote desktop to access another work station.	
	<i>Gurwinder Singh has not responded for the transfer request.</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

11 Mar,

#73919 Ingrith Serrato

Email: admin@zebrarecovery.com ☎ 9199092364

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: 13 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Duration : 48 M

Ingrith Serrato	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?
Ingrith Serrato	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ingrith Serrato	I'd like to report an Issue
Acebuddy	Please select an option!
Ingrith Serrato	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ingrith Serrato	remote desktop conection 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

Are we still connected here?

Ingrith Serrato

yes

Anurag mi remote conection is not working

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?

Ingrith Serrato

Zebra Recovery

12 ↴

IngrithS

admin@zebrarecovery.com

Anurag Sharma

Thanks for the confirmation !

May I take the remote access of your server?

Ingrith Serrato

yes

Anurag Sharma

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

<https://assist.acecloudhosting.com/join/7862665506>

Kindly paste this link in the browser of local computer and join the session.

Are you able to connect?

Ingrith Serrato

yes

Anurag Sharma

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

Please stay connected

Please stay connected

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) if any further assistance is required.

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

22 Mar,

#74525 Bernard Louise Datuin

Email: bernard@newfoundrentals.com ☎ 2392882816

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 13 Secs

City: PASO DE BLAS

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Chat Duration : 1 h

Bernard Louise Datuin	Hello, I am your Acebuddy	22
Acebuddy	Hello Bernard Louise Datuin, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Bernard Louise Datuin	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Bernard Louise Datuin	I'd like to raise a Request	
Acebuddy	Please select your request type.	
Bernard Louise Datuin	Password Reset	
Acebuddy	Please select an option below	
Bernard Louise		

Datuin	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Bernard Louise Datuin	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Bernard Louise Datuin	hi! can you help me to reset my password in self care portal and so i can reset my pw in myrealdata.net?
Shivam Singh	please help with the information so that I can check it on my end ?
Bernard Louise Datuin	here is my email bernard@newfoundrentals.com
	<i>3:14:41 AM Bernard Louise Datuin is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:15.9 KB)</i>
	i forgot my security questions and the email verification, i do not have an access.
Shivam Singh	Thanks for the information. let me check at my end
	Allow me 2 minutes.
	Bernard, I'm checking configuration at my end, and it is taking longer than usual. Stay connected
Bernard Louise Datuin	sure
Shivam Singh	Thanks for understanding.
	Bernard could you please tell me your username
	it would have "/myrealdata.net" on it
Bernard Louise Datuin	Myreadlodata\NFR_BriggsD
	server name is NFR_myrealdata.net
Shivam Singh	Bernard, after thoroughly checking, I found that you are not enrolled in the SelfCare portal. To make changes, you will need to be enrolled in the portal.
Bernard Louise Datuin	oh okay
	can you assit me with that?
Shivam Singh	sure
Bernard Louise Datuin	where i can register in self care portal?

Shivam Singh	I will send you an email to get yourself enrolled after the chat
	For now, if you would like me to reset the password, I can do so after receiving approval from the account owner via email. Additionally, to help you get familiar with the SelfCare portal, I will send you an article.
Bernard Louise Datuin	okay.
Shivam Singh	You will be able to enroll yourself in the SelfCare portal, and in the future, you will be able to reset the password on your own without requiring any approval from the account owner.
	Are we still connected here?
Bernard Louise Datuin	yes
	im waiting for your email
Shivam Singh	I will send you an email after the chat.
	Anything else I can help you with ?
Bernard Louise Datuin	okay none
	thanks
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will send you email after the chat
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

12 Mar, 12:48

#73927 Andrea Kaplan

Email: andreackaplan@gmail.com ☎ 17322299400

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

Chat Duration : 39 Mins ↗

Andrea Kaplan	Hello, I am your Acebuddy	12 Mar, 12:48
Acebuddy	Hello Andrea Kaplan, I'm your Ace Buddy. I'll be happy to assist you!	12:48
	Whom Would You Like to Connect With?	12:48
Andrea Kaplan	Technical Support (QB & App Hosting)	12:48
Acebuddy	Welcome to Ace Support.	12:48
	Please chose an option :	12:48
Andrea Kaplan	I'd like to raise a Request	12:48
Acebuddy	Please select your request type.	12:48
Andrea Kaplan	Change in Applications	12:48
Acebuddy	Please select your desired option!	12:48
Andrea Kaplan	Application Replacement	12:48
Acebuddy	To request replacement of an application, please send us an email at support@acecloudhosting.com with the details of the current application that needs to be uninstalled, such as its name and version.	12:48
	Additionally, please provide us with the name and version of the new application along with any license details that may be necessary for the installation (for example, in case of QuickBooks).	12:48
	We request you to download the setup file for the new application from its respective website or portal and save it on your server desktop.	12:48
	Once this is done, kindly inform us by sending an email to support@acecloudhosting.com, and we will proceed with the installation of the new application at our end.	12:48

Do you need any further assistance on the topic?

12:48

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

1:28

Ended due to chat idle timeout

1:28