

Chat Trans

Hello, I am your Ac

Visitor Details

#83344 Isabelle Reid

Email: sifinancial16@gmail.com **Phone:** 14789785345

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 26 Secs

City: MACON

State: Georgia

Country: UNITED STATES

Chat Transcript

Isabelle Reid	Hello, I am your Acebuddy
Acebuddy	Hello Isabelle Reid, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Isabelle Reid	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Isabelle Reid	I'd like to report an Issue
Acebuddy	Please select an option!
Isabelle Reid	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Isabelle Reid	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Isabelle Reid	There are 2 files missing from the server one for the bohemian salon and the other for ponderosa park that i need recover
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Abhay Kumar Saraswat accepted the chat transfer request.

Abhay Kumar Saraswat

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

I deeply apologize for the inconvenience caused to you.

I will be surely assisting you with this.

Isabelle Reid

and also i need the current version of both files, since originally it was showing that ponderosa was only a backup form Ja

Abhay Kumar Saraswat

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

Is this for account: **SI FINANCIAL GROUP INC ?**

Isabelle Reid

yes

Abhay Kumar Saraswat

Thanks for the confirmation !

Could you please confirm a few details so we can assist with the recovery?

1. Around what time or date did you last see the files on the server?
2. When did you first notice they were missing?
3. Do you recall the exact file names or paths (folder locations) for the Bohemian Salon and Ponderosa Park files?
4. Are you looking to recover them from a specific backup date or just the most recent available backup?

Once we have this information, we'll proceed with checking the backups and recovery options.

Isabelle Reid

they were most recently a few hours ago until we had to redo the files cause they hadn't ported over properly, i noticed t backup.

Abhay Kumar Saraswat

Thank you for the information.

Could you please allow me 5 minutes to check the same on server? (Edited)

Isabelle Reid

of course

Abhay Kumar Saraswat

Thank you.

Please stay with me, I'll update you.

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

I checked the **server** and the **backup** records. It appears that there are no previous backups of those files under your **Cli**

Could you please confirm when exactly you added or created those files on the server?

Are we still connected here?

Isabelle Reid

yes we are still connected and they should be is it possible to access the old server in order to get the files again

cause those are time sensitive and i cannot lose any of the information in them without it being a detriment to the busine

Abhay Kumar Saraswat

Could you please confirm me the old server name?

Isabelle Reid

Isabelle.NPRE.rdp

Abhay Kumar Saraswat	<p>Thank you for sharing this.</p> <p>Let me grab the details by this.</p> <p>Please stay with me.</p> <p>Sorry, it is taking a longer time. But I'm searching few details.</p> <p>Please stay with me.</p>
Isabelle Reid	<p>okay</p>
Abhay Kumar Saraswat	<p>Thank you for your patience.</p> <p>So, when I checked your old server, and as per the attached screenshot, it looks like you were accessing only these four files.</p> <p><i>1:23:54 AMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:17.91 KB)</i></p> <p>However, I couldn't find the two files you mentioned on the old server either.</p> <p>Could you please confirm if those files were ever saved there or if they might have been created only on the new server?</p>
Isabelle Reid	<p>they were on the old server i had worked in them</p> <p>Is there any backup from the old server that can be pulled at all?</p>
Abhay Kumar Saraswat	<p>Let me check.</p> <p>Ponderosa Park , is this the correct file name?</p> <p>Or is something missing from it?</p>
Isabelle Reid	<p>its ponderosa park, there isn't anything missing from the name</p>
Abhay Kumar Saraswat	<p>Just to confirm, are you sure about the file name?</p> <p>Could it possibly be "Perry Ponderosa Park" instead?</p>
Isabelle Reid	<p>yes thats the file</p>
Abhay Kumar Saraswat	<p>Okay.</p> <p>Please wait and let me check.</p>
	<p>Finally I got the files which I was searching for so long.</p> <p>Actually, it seems that when these files were created on the old server, they were not saved to the correct path. As a result, when I tried to access them, I couldn't find them.</p> <p>When the server was migrated from the shared server to the dedicated server, these files were not moved along with the migration.</p>
Isabelle Reid	<p>can they be moved over?</p> <p>also will y'all handle file backups or is that something me and my team are responsible for?</p>
Abhay Kumar Saraswat	<p>Yes.</p> <p>We can retrieve backups for the past 45 days, counting from today.</p>

Isabelle Reid	Not retrieving them but actually backing he files on the server? or will me and my team need to do manual backups ourse
Abhay Kumar Saraswat	I meant to say that we can provide you the backup of the files for past 45 days.
Isabelle Reid	So going forward aside from today will y'all backup files every 45 days?
Abhay Kumar Saraswat	Your backup has started today. We take a complete backup once a day.
Isabelle Reid	thank you for checking for me.
Abhay Kumar Saraswat	Are you on server now?
Isabelle Reid	no
Abhay Kumar Saraswat	Please login and check.
Isabelle Reid	logging in know
	*now
Abhay Kumar Saraswat	I've already put the missing files into the client data folder.
Isabelle Reid	i found them thank you so much for your help
Abhay Kumar Saraswat	Great.
	My pleasure to assist you.
	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)

Abhay Kumar Saraswat has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83599 hitesh

Email: hitesh@patel.cpa

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 29 Secs

City: GANDHINAGAR

State: Gujarat

Country: INDIA

Chat Transcript

hitesh	Hello, I am your Acebuddy
Acebuddy	Hello Hitesh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
hitesh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hitesh	I'd like to report an Issue
Acebuddy	Please select an option!
hitesh	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
hitesh	i am unable to connect my Ace Cloud Hosting Server
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Maurya accepted the chat transfer request.</i>	
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.
	<i>2:16:58 PM hitesh is sharing a file with you</i>
	<i>image.png - (Size:17.69 KB)</i>
hitesh	Please wait while we connect you to a Support Representative
Shubham Maurya	I will be surely assisting you with this. Kindly help me with your server name and user name?
hitesh	RDP_Hitesh_PPC
	Pradip Patel & Co
Shubham Maurya	Thank you for the information, please allow few minutes to check the same.

hitesh Hi server Connected ok thank you for your support

hitesh has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83807 Helen Yu

Email: helenyu@yuleseberg.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 36 Secs

City: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

Helen Yu Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Helen Yu Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Helen Yu I'd like to report an Issue

Acebuddy Please select an option!

Helen Yu QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Helen Yu	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution. Was that helpful?
Helen Yu	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>Anjainay Singh accepted the chat transfer request.</i>
Helen Yu	Hello Anjainay
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today. Hello Helen , how are you?
Helen Yu	I'm trying to log in to reote QB access and it won't connect. I've doen it 18 x with no connection It also skips the password entry stage each time *remote
Anjainay Singh	I understand your concern and assure you the best resolution possible. Could you please confirm whether you are the only one who is facing this issue?
Helen Yu	It happens on 3 machines in my office, but today each one but mine was able to log on after only 2 or 3 tries
Anjainay Singh	Could you please confirm whether you are able to login into the server?
Helen Yu	I haven't been able to. my other desks have
Anjainay Singh	No worries, Helen. May I take the remote access of your local computer?
Helen Yu	yes
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end. https://assist.acecloudhosting.com/join/2172464536 Please copy this URL at your local machine browser.
	Please download the remote file.
	Click on the downloaded file and select accept and continue.
Helen Yu	oh well i'm unable to share my own computer! thanks for trying. I'll call my tech guy
	Please send me a transcript of this conversation.
Anjainay Singh	Sure Helen, could you please share the screenshot of issue so that I can check it from backend.
Helen Yu	oh ok let me try
Anjainay Singh	Sure. Are we still connected here?

Helen Yu	tyes
	<i>7:51:10 AM Helen Yu is sharing a file with you Screenshot 2025-11-18 182038.jpg - (Size:73.24 KB)</i>
	Thanks for your help. Please email me, as I have to go.
Anjainay Singh	I would recommend you to try by rebooting the local machine.
	Sure.
	I will also share the ticket id with you over the mail once this chat is disconnected.
Helen Yu	I did reboot. no change. OK. Thanks Anjainay
Anjainay Singh	Please also share your positive feedback by clicking on smiling emoji.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83576 mark

Email: mark@ritepainting.com  12064064844

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

mark	Hello, I am your Acebuddy
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Acebuddy	Hello Mark, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mark	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mark	I'd like to raise a Request
Acebuddy	Please select your request type.
mark	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
mark	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
mark	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mark	I dont know what my server name and user. name is for downloads
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
mark	Hi
Abhay Kumar Saraswat	I will be surely assisting you with this.
	Hello Mark.
	Is this for account: Rite Painting?
mark	Yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	Thank you for your patience.
	As I can see in account: Rite Painting , there is only one user with name: Sandra Lane and username: SandyL@myre
	Are you looking the same information?
	And the server name is: RitePainting.myrealdata.net
mark	Let me try

Abhay Kumar
Saraswat

Sure.

Are we still connected here?

Mark , are we connected?

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)

Abhay Kumar Saraswat has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83310 itsupport

Email: itsupport@advancefinserv.com  918887771848

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: 28 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript

itsupport Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

itsupport Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
itsupport	I'd like to raise a Request
Acebuddy	Please select your request type.
itsupport	Application Update
Acebuddy	<p>Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.</p> <p>Typically, the application update is performed overnight.</p> <p>Do you need any further assistance on the topic?</p>
itsupport	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
itsupport	Hi I am Shashi
Anjainay Singh	Hello Shashi , how are you?
itsupport	Please check the ticket number: 792659
Anjainay Singh	Sure, please allow me two minutes so that I can check it at my end .
itsupport	Still, I have faced the same issue with QuickBooks 2023 Plus.
Anjainay Singh	I understand your concern , could you please share the screenshot for issue occurring at your end?
	<i>11:32:09 AMitsupport is sharing a file with you</i>
	<i>WhatsApp Image 2025-11-04 at 2.28.41 PM.jpeg - (Size:145.59 KB)</i>
	<i>Please check this error; it is still not working.</i>
	Thankyou for your confirmation.
	Could you please confirm your server name for me ?
itsupport	Advance Finserv
Anjainay Singh	Thankyou for your confirmation.
itsupport	<p>Dear Shahsi, Greetings from Ace Cloud! Ticket ID: 792659 Issue: Advance Finserv: QB license expire popup We have forwarded the issue to our developer team. They are currently investigating the matter. Additionally, the QuickBooks update has been scheduled for tonight after 8:00 PM IST as discussed. Please feel free to reach out if you require any further assistance or you may reach us on our instant chat support through Ace Cloud Hosting We would love to hear from you, please share the screenshot for the issue occurring at your end.</p> <p>But this issue still hasn't been resolved?</p>
Anjainay Singh	No worries , I am checking it at my end.
itsupport	Sure please check
	<i>11:36:48 AMAnjainay Singh is sharing a file with you</i>
	<i>image.png - (Size:12.63 KB)</i>

Could you please confirm the server name between below two

Advancefin.myrealdata.net

Anjainay Singh As I am also getting the same prompt for update.

So I am going to update the QuickBooks on your behalf now.

User is currently active on server , could you please confirm if I can logout the user to update the QuickBooks.

11:39:45 AM Anjainay Singh is sharing a file with you

[image.png](#) - (Size:9.25 KB)

itsupport yes

but he is not using the qb 2023 plus

Anjainay Singh Actually QuickBooks requires server reboot.

So I request you to inform user to save the work and logout so that I can update it now.

Are we still connected here?

itsupport yes

Anjainay Singh Thankyou.

While updating the QuickBooks I get an error

11:44:13 AM Anjainay Singh is sharing a file with you

[image.png](#) - (Size:4.74 KB)

itsupport can you reboot this update after 7 pm today, because all of the users are working now, so i can't say as well

Anjainay Singh We need to clean reinstall the application to resolve this issue.

itsupport we have more workload .

Anjainay Singh Sure, I can schedule the clean installation in night hours .

So when no users are logged into the server we can proceed ahead with the clean installation.

Please confirm if this works for you.

itsupport yes

Anjainay Singh Thankyou for your confirmation.

Is there anything else I may help you with ?

itsupport And please check my email, which I have sent to this email address, solutions@acecloudhosting.com, for the new QuickBo

Anjainay Singh Sure Shashi, please allow me two minutes.

As I checked with the ticket and found that License for Enterprise solution has been placed.

Once we get the license information we will proceed ahead with the installation.

Are we still connected here?

itsupport yes

Anjainay Singh The order for license has been placed.

itsupport	today?
Anjainay Singh	It has been placed yesterday.
itsupport	How can I use it?
Anjainay Singh	The other department will provide us the license details related to Enterprise Silver Edition and we will install it on server
itsupport	Thank you Anjainay and Please don't forget to resolved the issue with qb2023
Anjainay Singh	Yes Shashi , we will work promptly on this issue to get this resolve.
itsupport	Because of this issue, we have faced since Thursday
Anjainay Singh	Yes I too understand your concern Shashi , how concerning it is , so to resolve it we will work resolve it on priority basis. Is there anything else I may help you with ?
itsupport	no thank you
Anjainay Singh	I will also escalate this issue to senior engineers to get it resolve urgently. I will also share the ticket id with you over the mail once this chat is disconnected.
itsupport	yes please.
Anjainay Singh	I would appreciate if you could share the positive feedback for my assistance on this issue.
itsupport	Ace Cloud Hosting. All support representatives are good and provide us with excellent support. So I am satisfied with your
Anjainay Singh	Once I disconnect the chat, you will receive a survey. We would greatly appreciate it if you could click on the smiling emoji
itsupport	this is qb 2023 plus or other version?
Anjainay Singh	Could you please also confirm your time zone?
	This is QB 2023 Plus
itsupport	7PM IST
Anjainay Singh	Thankyou.
itsupport	you can log out the user at this time today, and it will resolve the issue
Anjainay Singh	Sure.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
itsupport	Thank you for your continued support. Have a nice day.

Anjainay Singh has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83634 Deborah Campbell

Email: campbell.deb@att.net  19498874321

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: TRABUCO CANYON

State: California

Country: UNITED STATES

Chat Transcript

Deborah Campbell	Hello, I am your Acebuddy
Acebuddy	Hello Deborah Campbell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Deborah Campbell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Deborah Campbell	I'd like to report an Issue
Acebuddy	Please select an option!
Deborah Campbell	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Deborah Campbell	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh email.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

Chat Trans

Hello, I am your Ac

Visitor Details

#83377 Shannon Hoffman

Email: sh@hrosscpa.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: WINCHESTER

State: Virginia

Country: UNITED STATES

Chat Transcript

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

Acebuddy Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at unforeseen circumstances.

If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com email.

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#83378 LESLIE STEPHENS

Email: stephenshardwood@highland.net ☎ 14236632564

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: 34 Secs

City: PINE KNOT

State: Kentucky

Country: UNITED STATES

Chat Transcript

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

LESLIE STEPHENS	I'd like to report an Issue
Acebuddy	Please select an option!
LESLIE STEPHENS	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
LESLIE STEPHENS	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
LESLIE STEPHENS	When opening QuickBooks today it says that our subscription has expired and we will lose access if we don't renew in 7 d
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 Les
	I will surely help you with this issue.
	Could you please share the screenshot of the same?
LESLIE STEPHENS	I can try to.
<i>8:59:16 PM LESLIE STEPHENS is sharing a file with you SCREENSHOT.docx - (Size:122.93 KB)</i>	
Shashwat Verma	Unfortunately the file type is not supported.
	May I take the remote access of your local computer?
	Will check from there
LESLIE STEPHENS	yES
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.aceclouddhosting.com/join/7462049440
	Kindly Click on the link and open the downloaded file.
	As checked on remote session, we have checked that the QB license owned by you hence we recommend you to connect
LESLIE STEPHENS	Okay.
Shashwat Verma	They will help you to renew the same, once done, they will share you the updated license details, you can share with us ir
LESLIE STEPHENS	Okay.
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 w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi

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

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

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83704 Kimberly Mallard

Email: kim@mallardcpa.com ☎ 2524122533

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 15 Secs

City: GREENVILLE

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kimberly Mallard	unable to log into my server
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Luv accepted the chat transfer request.</i>	
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.
How are you kimberly?	
Kimberly Mallard	good thank you
Luv	Okay, May I know what error are you getting while logging into the server? Is it limited to you only?
Kimberly Mallard	yes give me a minute
Luv	Sure
Kimberly Mallard	I'm sorry. nevermind. it seemed to work this time. Let me log out and log in one more time to make sure it's working
Luv	Sure, please try to use the red log off shortcut while logging off the server
Kimberly Mallard	It's working. Thank you! Sorry to bother you
Luv	Alright, glad its working fine, is there anything else i can help you with?
Kimberly Mallard	no thank you
Luv	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of	
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w	
I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi	
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.aceclou	
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	
<i>Luv has ended this chat session</i>	

Chat Trans

Hello, I am your Ac

Visitor Details

#83264 Abel Alemayehu

Email: abelalemayehu2515@gmail.com

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 57 Secs

City: ADIS ABEBA

State: Addis Ababa

Country: ETHIOPIA

Chat Transcript

Abel Alemayehu	Hello, I am your Acebuddy
Acebuddy	Hello Abel Alemayehu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Abel Alemayehu	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Abel Alemayehu	I'd like to raise a Request
Acebuddy	Please select your request type.
Abel Alemayehu	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Abel Alemayehu	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Abel Alemayehu	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Abel Alemayehu	Server Connectivity
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya. I will be assisting you today.

	I will be surely assisting you with this. Kindly help me with your server name and user name?
Abel Alemayehu	Please call me to this number +251900678185
Shubham Maurya	Yes, we can assist you over the call but if you want we can proceed over here on this chat, please let me know your account details.
Abel Alemayehu	Affordable Home Finance: CID74955
Shubham Maurya	Thank you for the information, please allow 2 minutes to check the same.
	Alright, please let me know the error message which you are receiving when trying to login?
Abel Alemayehu	can I share you my screen ?
Shubham Maurya	May I take the remote access of your local computer?
Abel Alemayehu	yes
Shubham Maurya	https://assist.acecloudhosting.com/join/5472523907
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
Abel Alemayehu	okay
	you can access my computer
Shubham Maurya	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in the queue for the support.
	Please open the mail where you have received your password.
Abel Alemayehu	okay
Shubham Maurya	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 Account Manager.

Visitor Details

#83386 Cody Stovall

Email: cstovall@stovall-associates.com **Phone:** 6512121770

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: 20 Secs

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Cody Stovall	Hello, I am your Acebuddy
Acebuddy	Hello Cody Stovall, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cody Stovall	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cody Stovall	I'd like to report an Issue
Acebuddy	Please select an option!
Cody Stovall	Password Reset
Acebuddy	Please select an option below
Cody Stovall	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
	Do you need any further assistance on the topic?
Cody Stovall	Yes
Acebuddy	Please wait while we connect you to our 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 Cody
Cody Stovall	Hello Shashwat - can you please change the password for Stovall1 immediately? We need to change password to cut acce
Shashwat Verma	I will surely help you with this issue.
Cody Stovall	thank you so much
Shashwat Verma	Kindly allow me two minutes to check the same.
	Have you tried to use myportal?

Cody Stovall	i have - and was unable to login and unfortunaly do not have time to figure out the issue i'm having as i need to make sur
Shashwat Verma	No problem, Cody, due to security reason we need an email on support@acecloudhosting.com from [Cstovall@stovall-ass
	Also we can help you on remote session in case you face any issue on myportal
	Let me know how you would like to proceed?
Cody Stovall	I just sent the email to support
Shashwat Verma	Let me check
	Got it
	Will share you the password in next 5 mins
	Do you need any further help regarding the myportal?
Cody Stovall	I think i'm good on the myportal as of now. when i have more time to reset or do what i need to do i will do that - just real
Shashwat Verma	Sure, allow me 2 mins
	We have just sent the email
	Kindly check
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here? (Edited)
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83291 shylesh viswanathan

Email: shylesh@rockstarbookkeeping.com  13108506091

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: REDONDO BEACH

State: California

Country: UNITED STATES

Chat Transcript

shylesh viswanathan	Hello, I am your Acebuddy
Acebuddy	Hello Shylesh Viswanathan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shylesh viswanathan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shylesh viswanathan	I'd like to report an Issue
Acebuddy	Please select an option!
shylesh viswanathan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shylesh viswanathan	Lacerte won't install 2024 tax program updates.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
	<i>Abhay Kumar Saraswat is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
shylesh viswanathan	Server name is RockStarBkk.myrealdatal.net, and user name is Shylesh Viswanathan
Yash Kalra	Kindly allow me two minutes to check the same.
shylesh viswanathan	Hello?
Yash Kalra	Shylesh, to update the application it will be requesting you for the admin access, will it be okay if we grant you the restric
shylesh viswanathan	Yes, how does restricted admin access work?
Yash Kalra	Shylesh, to update the application we have sign in to your Lacerte account and for the updating the application on the se

	May I take the remote access of your server to assist you with the update?
shylesh viswanathan	Yes.
Yash Kalra	Please login to the server as we can check only user named Vinay is currently logged in
shylesh viswanathan	Shylesh is logging in now.
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/1682050606
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat.
	Shylesh, please enter your password for the Lacerte 2024
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	Sir, we really want to help you with this issue but as we haven't got any response, we need to end this chat now.
	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)

Yash Kalra has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83226 Cindy Haden

Email: chaden@ascendmedie.com ☎ 913-344-1397

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 53 Secs

City: LAS VEGAS

State: Nevada

Country: UNITED STATES

Chat Transcript

Cindy Haden	Hello, I am your Acebuddy
Acebuddy	Hello Cindy Haden, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cindy Haden	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cindy Haden	I'd like to report an Issue
Acebuddy	Please select an option!
Cindy Haden	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Cindy Haden	Cannot Open Outlook successfully.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
Cindy Haden	Thank you
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this.
Cindy Haden	The message I receive when trying to open Outlook is "Cannot start Microsoft Outlook. Cannot open the Outlook window."
Abhay Kumar Saraswat	Could you please share the screenshot.
	<i>11:15:30 PMCindy Haden is sharing a file with you image.png - (Size:75.48 KB)</i>
Cindy Haden	Did the screenshot upload okay?
Abhay Kumar Saraswat	Yes.
	Thank you for sharing the screenshot with us.
	Is this for account: Ascend Media LLC?
Cindy Haden	Yes
Abhay Kumar	

Saraswat	Thanks for the confirmation !
	Is this issue occurring only for you, or are other users on the server also experiencing it?
Cindy Haden	I only have one other user and she is not having issues.
Abhay Kumar Saraswat	And since when have you been experiencing this issue?
Cindy Haden	I have been having trouble with Outlook for a while.
	This specific issue is new. I was on vacation last week, but was able to Open Outlook the week prior.
Abhay Kumar Saraswat	Thank you for the information.
	May I take the remote access of your local computer?
Cindy Haden	Yes
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
C Cindy Haden	I am working on the Remote Desktop. I don't access Outlook from my local computer.
Abhay Kumar Saraswat	So you mean that you're trying to open Outlook on your local PC and not on the *ACE serve*r, correct?
C Cindy Haden	No, I am trying to open Outlook on the Remote Desktop Connection, and not on my local PC. I do not open Outlook on my
Abhay Kumar Saraswat	I understood.
	Kindly allow me two minutes to check the same.
C Cindy Haden	Yes
Abhay Kumar Saraswat	I just need to confirm, do you have your own O365 license , correct?
C Cindy Haden	Correct
Abhay Kumar Saraswat	Okay.
	Is your Outlook working fine on your local PC with this license?
	Or have you ever tried opening Outlook on your local PC?
C Cindy Haden	I don't have it setup on my local PC.
	My local PC is set up for a different business and I don't like to mix them together.
Abhay Kumar Saraswat	Okay.
	No worries.
	Give me the remote session, let me check.
	https://assist.acecloudhosting.com/join/4732960433
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat.

Are we still connected here?

As you mentioned Cindy, It can't be possible for me without you on server.

You can come on chat again so we could continue the troubleshooting.

Are we still connected here?

Are we connected Cindy?

Are we connected?

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

Abhay Kumar Saraswat has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83503 tina

Email: tina@dejenetax.com ☎ 13105694895

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 37 Secs

City: WASHINGTON

State: Virginia

Country: UNITED STATES

Chat Transcript

tina Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

tina Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
tina	I'd like to report an Issue
Acebuddy	Please select an option!
tina	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
tina	Ticket ID 800074. WeTransfer won't let me upload more than 65536 files in a folder. I cannot do it in increments since its t
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Tina
tina	I tried sending the database to a zip, but there was not enough space in the D drive to do so so wasted 5 hours
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
	<i>1:58:38 PMtina is sharing a file with you</i>
	<i>Capture.PNG - (Size:56.91 KB)</i>
	<i>this is the message i get</i>
	Thank you for the screenshot.
	<i>1:59:27 PMtina is sharing a file with you</i>
	<i>Capture.PNG - (Size:62.2 KB)</i>
	<i>this shows how many files are in the folder</i>
	Thank you for your patience.
	Could you please confirm the folder name you are trying to transfer?
tina	I want to copy the "MGH2024DMSData" in D drive to our local machine as a backup before Ace does the archiving
	<i>2:03:19 PMtina is sharing a file with you</i>
	<i>Capture.PNG - (Size:2.93 KB)</i>
Sujeet Kumar Suman	Thanks for all of the information's.
	Sorry that it took a long time.
	May I take the remote access of your local computer?
tina	no i'm not at the office. its 12:30 am im using my laptop at home
Sujeet Kumar Suman	To help you, the data will be moved as quickly as possible.
tina	i am logged into to ace rdp user

i was able to transfer the database which was larger in january with wetransfer so not sure why i cannot do it now transfer as in use We Transfer

Sujeet Kumar Suman Thanks for the confirmation. Since you want to save the data of the folder on your local machine, we will need access to your local machine.

tina okay. today is a holiday but i will go to the office around 1pm PST and can enter chat to do this. is that okay?
i just want to make sure someone can help me since its a US holiday

Sujeet Kumar Suman Please provide us with a callback number so we can reach you and assist in real-time at **1 PM PST**.

tina 310-569-4895
that is my cell

Sujeet Kumar Suman We will be available 24/7 to fulfill your request and assist you.

Thanks for all of the information.

Is there anything else I may help you with ?

tina that's it. thank you so much

Sujeet Kumar Suman Most welcome Tina.

I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this message.
Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

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

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/>)

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Account Manager.

Visitor Details

#83455 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 21 Secs

City: ANAND

State: Gujarat

Country: INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Yash Ahi accepted the chat transfer request.</i>	
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Krisika. How are you doing today?
krisika	Quickbook not open in all users
Yash Ahi	I will surely help you with this issue.
<i>4:38:42 PMkrisika is sharing a file with you</i>	
<i>17627728974205165030570489471164.jpg - (Size:4.16 MB)</i>	
<i>This error</i>	
	Could you please help me with your server name or business name?
krisika	Priorware.myreldata.net

	Priorware
Yash Ahi	Thankyou for the information.
	May I take the remote access of your server?
krisika	U can proceed the server reboot
Yash Ahi	Alright Krisika.
	Just allow me 1 more minute.
	Alright, now you can login and check if it is working fine or not.
krisika	Quickbook working now in all users
	Thank you
Yash Ahi	You are welcome.
	Is there anything else I may help you with ?
krisika	No
	Thank you
Yash Ahi	You are welcome Krisika.
	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Ahi has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83477 Gretchen C Reeves

Email: gr@gretchenreevescpa.com  9706884829

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: 15 Secs

City: COLORADO SPRINGS

State: Colorado

Country: UNITED STATES

Chat Transcript

Gretchen C Reeves	Hello, I am your Acebuddy
Acebuddy	Hello Gretchen C Reeves, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gretchen C Reeves	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gretchen C Reeves	I'd like to report an Issue
Acebuddy	Please select an option!
Gretchen C Reeves	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Gretchen C Reeves	cannot log in to server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Hi gretchen
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Gretchen C Reeves	GCRCorp my real data
Shubham Kataria	Thank you for the information.
	Kindly confirm if you're the only user who is facing this issue.
Gretchen C Reeves	I think it is only me
Shubham Kataria	Alright, are you getting any error message while log onto the server?

	It seems that you had entered wrong password and the account got locked
	Could you please try to access now
Gretchen C Reeves	says it can't log in with the credentials
Shubham Kataria	As account has been unlocked by me
Gretchen C Reeves	ok so I should try again?
Shubham Kataria	yes please
Gretchen C Reeves	still no
Shubham Kataria	Alright, I will assist you
	May I take the remote access of your local computer?
Gretchen C Reeves	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Gretchen C Reeves	ok
Shubham Kataria	https://assist.aceclouddhosting.com/join/8722543897
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting chat.
	Thank you for your patience.
	As per our remote conversation your issue has been resolved
	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)

Shubham Kataria has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83336 BRYAN GIRGENTI

Email: bryan@cfltaxpro.com ☎ 14078801151

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: SANFORD

State: Florida

Country: UNITED STATES

Chat Transcript

BRYAN GIRGENTI	Hello, I am your Acebuddy
Acebuddy	Hello Bryan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
BRYAN GIRGENTI	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
BRYAN GIRGENTI	I'd like to raise a Request
Acebuddy	Please select your request type.
BRYAN GIRGENTI	Change in Users
Acebuddy	Please select your desired option!
BRYAN GIRGENTI	User Removal
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to the instructions provided in the link.
	Do you need any further assistance on the topic?
BRYAN GIRGENTI	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
BRYAN GIRGENTI	OK
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.

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

BRYAN GIRGENTI

OK

Custom Accounting

Bryan Girgenti

Bryan@CFLTaxPro.com

Abhay Kumar
Saraswat

Thanks for the confirmation, Bryan.

Can you please elaborate more regarding your request?

BRYAN GIRGENTI

I have two employees that are leaving the firm. How do I make sure I have any data that is under their user desktop before they leave?

Abhay Kumar
Saraswat

Thank you for the information.

Sure, you can check from your end as well.

Can I show you on remote?

BRYAN GIRGENTI

yes

Abhay Kumar
Saraswat

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

BRYAN GIRGENTI

should I log into their account?

Abhay Kumar
Saraswat

Do you know the login credentials for those users?

BRYAN GIRGENTI

yes

I just logged into User 1

you can show me on this one

Abhay Kumar
Saraswat

Sure.

Let me send you the request on server then.

Kindly allow me two minutes.

BRYAN GIRGENTI

ok

Abhay Kumar
Saraswat

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

Let me take you on remote via remote link.

<https://assist.acecloudhosting.com/join/8102503716>

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

BRYAN GIRGENTI

ok done

Abhay Kumar
Saraswat

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.

Thank you for your patience.

As we discussed during the remote session, I believe I've answered all your questions.

Are we connected here, Bryan?

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)

Abhay Kumar Saraswat has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83731 mike

Email: mike@backstoptax.com  6026867247

Department: Support(QB & App Hosting)

Operator: Karan Bhattacharya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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	Having trouble using all 3 monitors when remoting in. I know there must be a setting for this but I can't find it.
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Karan Bhattacharya accepted the chat transfer request.</i></p>	
Karan Bhattacharya	Thank you for contacting Ace Cloud Hosting. My name is Karan Bhattacharya. I will be assisting you today.
mike	Hello
Karan Bhattacharya	please let me know the issue?
mike	I know how to extend my main display to other monitors, but when remoting in I'm no longer able to use all three monitor
Karan Bhattacharya	ok,let me check
mike	This is a new laptop. It worked earlier today but doesn't after going to sleep when I stepped away.
Karan Bhattacharya	Select the rdp file through which you are accessing server or open it then select show options go to display tab and then select Use all my monitors for the remote session" .
mike	where do I find the rdp file?
Karan Bhattacharya	let me check please let me know your myrealdata id? Are we still connected?
mike	Yes, I don't know the id
Karan Bhattacharya	ok checking at backend
mike	Backstop Tax LLC is the company name
Karan Bhattacharya	Is Michael.me is your id?
mike	Yes
Karan Bhattacharya	ok Let me share the remote access request on your local machine. Before that please close all confidential documents ,data which are not related to request
mike	ok

ready

Karan Bhattacharya

<https://assist.acecloudhosting.com/join/3312013716>

<https://assist.acecloudhosting.com/join/6542612186>

please access it on your local machine

5:07:40 AMKaran Bhattacharya is sharing a file with you

[TextSize.bat.txt](#) - (Size:506 Bytes)

Hello

Are we still connected?

Are we still connected?

Are we still connected?

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

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 Trans

Hello, I am your Ac

Visitor Details

#83862 Irv Miller

Email: irv@jlsdp.com  3042582900

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 14 Secs

City: BERKELEY SPRINGS

State: West Virginia

Country: UNITED STATES

Chat Transcript

Irv Miller	Hello, I am your Acebuddy
Acebuddy	Hello Irv Miller, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Irv Miller	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Irv Miller	I'd like to report an Issue
Acebuddy	Please select an option!
Irv Miller	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>7:12:01 AM Irv Miller is sharing a file with you</i> <u>Screenshot 2025-11-19 203204.png</u> - (Size:515.34 KB)
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Irv Miller	Hard rive sparce on server
	Causing issue with worldship
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Irv
Irv Miller	Hi there
Sujeet Kumar Suman	How are you doing?
Irv Miller	well thanks for asking, hope you are well
	my user id CID75162
	we have a disk issue on the server it looks like
	its not local
Sujeet Kumar Suman	Yes, we are good.
	Thank you for the information and allow 2 minutes to check the same.
Irv Miller	ok thanks
Sujeet Kumar Suman	I will surely help you with this issue.
Irv Miller	I just realized the screen shot mentions PCloud which we have on the server but UPS Worldship is giving same error and v
Sujeet Kumar Suman	Please allow us a moment while we are checking from the backend and attempting to delete the temporary files and cach

Irv Miller	sure, was just giving you background
Sujeet Kumar Suman	Thank you for your patience.
	As checked on the server, only 2% space was available. We cleared temporary files and cache from the server, and the available space increased to 13 GB.
	However, to avoid further complications, we recommend additional action.
	As a best practice, maintaining at least 20–25% free space on the C drive helps ensure smooth performance.
	Low storage may lead to:
	Slower system performance
	Application errors or crashes
	Risks of data corruption during operations
	Failed backups
Irv Miller	I get it but I have no access to the C drive or what is on it
	how do we fix this?
Sujeet Kumar Suman	You can access the C drive on server. open the Run window from the search bar. Instructed the user to type C:\ and press Enter to access the C drive directly.
	To address this, you may either clean up unused files (Desktop, Documents, Downloads) or consider upgrading your storage. Storage Upgrade Plans: 200 GB - \$120/month 100 GB - \$60/month 80 GB - \$50/month 60 GB - \$40/month 40 GB - \$28/month
Irv Miller	is there a program sucking up space? Like Pcloud?
Sujeet Kumar Suman	However, please note that the application updates and user profile data continue to consume space on the C drive. Over time, applications store data on C by default. (Edited)
Irv Miller	is there a report you can run to tell me where this data is going? I looked at Pcloud and its not very large. It may be world
Sujeet Kumar Suman	Yes, we have the report. Please allow me a moment to share it with you.
Irv Miller	thank you
	<i>7:29:54 AM Sujeet Kumar Suman is sharing a file with you</i> <u>image.png</u> - (Size:27.29 KB)
	<i>Please find the screenshot attached showing the C drive space consumption.</i>
	it looks like Webgility is high. Any way to make it use Client Data? 13 GB should not be shutting things down. Windows is
Sujeet Kumar Suman	We completely understand your concern, but as previously informed, over time the application stores data and updates, which increases the C drive usage.
Irv Miller	More space does not help. I have been with you 4-5 months and this happens with 2 people using 3 programs. Is there a limit to the amount of data stored on the C drive?
	I own 15 computers now and never have seen anything like this. Not even when I had a server.
Sujeet Kumar Suman	We understand your concern. There has been no additional space allocation done. As mentioned earlier, apart from the Windows update, there is no other reason for the C drive space consumption.
Irv Miller	Kumar Windows is eating up more than 1/2 the drive space and I am not adding anything to it. Does this seem high to you?

Sujeet Kumar Suman	No, this does not seem unusually high. Compared to the applications installed on the server, along with their data and regular updates, the space used by Windo significant portion of the drive over time.
Irv Miller	Are we still connected here?
Sujeet Kumar Suman	YES SORRY give me a moment please Sure, please take your time.
Irv Miller	Hello Irv, please let us know if you need any more information yes I am wanting to escalate this.
	Before I continue going in circles on this, I want this ticket escalated to a supervisor. I've been very happy with Ace so far, undersized from the start. I did not know what I was getting into when I signed up. I trusted Ace to provision a server app on the C drive, and we've only been on your platform for 4-5 months. Windows + QuickBooks + Webgility eating up an 8G contract and I am not locked in, so I am not going to pay recurring monthly fees to fix a configuration that was too small & expanded as a one-time correction to bring the server up to proper standards, I'm fine with that. But I'm not paying \$40-\$ same price I'm already paying, I'd like to stay. If not, I will be seeking an alternative host in the next 60 days. Please escalate Windows "naturally fills up." Thanks.
Sujeet Kumar Suman	Sure, we will review the C drive and update you over email. Meanwhile, please check the Webgility backup data from you
Irv Miller	Thanks, have great evening
Sujeet Kumar Suman	Same to you Irv. Is there anything else I may help you with ?
Irv Miller	no, we are good for now.
Sujeet Kumar Suman	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 w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	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/)

Sujeet Kumar Suman has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83618 Sean McCarty

Email: sean@ferroarhayes.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: BRANDON

State: Florida

Country: UNITED STATES

Chat Transcript

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

Sean McCarty has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83572 Adriana Cortes Vargas

Email: amcortesauditores@gmail.com  + 506 8868 9370

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: ANSELMO LLORENTE

State: San Jose

Country: COSTA RICA

Chat Transcript

Adriana Cortes Vargas	Hello, I am your Acebuddy
Acebuddy	Hello Adriana Cortes Vargas, 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 Trans

Hello, I am your Ac

Visitor Details

#83401 itsupport

Email: itsupport@advancefinserv.com  918887771848

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript

itsupport	Hello, I am your Acebuddy
Acebuddy	Hello Shashi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
itsupport	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
itsupport	I'd like to raise a Request
Acebuddy	Please select your request type.
itsupport	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
itsupport	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
	Hello Shashi
itsupport	I would like to inform you to please check the ticket number: 797192. Please let me know what the status of our new QuickBooks Enterprise Silver Plan is.
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
itsupport	Please take your time.
Sujeet Kumar Suman	Thanks, Shashi.
	Thank you for your patience.
	As per this ticket: 797192, the credit card information has been updated, and we have already emailed Intuit to process the payment.
itsupport	Please let me know how much time it will take to complete this process.
Sujeet Kumar Suman	We have already initiated the process to purchase the QuickBooks Enterprise Silver Plan (one user). We are awaiting the confirmation from Intuit.
itsupport	Ok, sure. Thank you.

Sujeet Kumar Suman	Most welcome, Shashi.
	Is there anything else I may help you with ?
itsupport	Not now, Thank you for your support.
Sujeet Kumar Suman	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Sujeet Kumar Suman has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83537 Anita Scheiderer

Email: ams@acornbusinessassistance.com ☎ 260 342 1845

Department: Support(QB & App Hosting)

Operator: Luv

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 59 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

Anita Scheiderer	Hello, I am your Acebuddy
Acebuddy	Hello Anita Scheiderer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Anita Scheiderer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anita Scheiderer	I'd like to report an Issue
Acebuddy	Please select an option!
Anita Scheiderer	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Anita Scheiderer	I can't get to my files. I have spent the last 45 minutes just getting sign in to work and now Microsoft Edge will not close a
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Anita Scheiderer	The last month or two I have had to put in my password multiple times to even get the program to start
	<i>Luv accepted the chat transfer request.</i>
Luv	Thank you for contacting Ace Cloud Hosting. My name is Luv. I will be assisting you today.
Anita Scheiderer	Thank you.
Luv	Hello Anita
	Kindly allow me two minutes to check the same.
Anita Scheiderer	yes
Luv	may i know if you are able to access the server?
Anita Scheiderer	After multiple sign ins and having to unlock it again. The password was correct. I verified it each time. Lately it has been h
Luv	May I take the remote access of your local computer in order to resolve this issue? (Edited)
Anita Scheiderer	No. Everytime that happens I have ended up with more issues lately. I am telling you that Microsoft Edge will not let me ir
	I should just have a close button, correct?
	I just cleared it. Now can you fix the sign in issues?
	I am no longer able to just copy my password and paste to sign in. I also have to sign in multiple times each time to get it
	Not that I really do today either.
Luv	Thanks for letting us know. We can definitely look into the login issue for you. May we have your permission to access your system and make the necessary adjustments to resolve the sign-in problem?
Anita Scheiderer	You can get on the server there yes
Luv	Kindly allow me two minutes to check the same.

Anita Scheiderer	okay
Luv	Prior providing the access, I would suggest you to close any important documents at your end.
Anita Scheiderer	nothing is opened there as I literally just cleared the edge junk.
Luv	Also can you please show me exactly where you are facing the sign in issue now, I am remoted in your session
Anita Scheiderer	you mean you can see my computer and not just your screen? so you have a double screen up?
Luv	yes i am remoted into your server screen, and single screen right now No
Anita Scheiderer	How do I show you the sign in issue if I sign out it kicks you off double screen is Ace screen on one and my chat box is on the other.
Luv	Okay I am going to send you a zoho assist link on your email for your local session remote just follow the instructions and Kindly Click on the link and open the downloaded file.
Anita Scheiderer	That does let you have access to my personal computer?
Luv	Yes it will.
Anita Scheiderer	You do not have permission to make any changes on my personal computer. NONE. I have other businesses and this has j computer. Do you need to not have double screen for sharing?
Luv	I totally understand, but in order to assist you I will need remote access of your local device so I can check exactly what e share the screenshots and I will assist you with the same, thanks
Anita Scheiderer	I will sign out and sign back in with you watching.
Luv	I just wanted to let you know that if you sign out of the server, I'll no longer be able to view or access your screen, as I'm As I am able to check, I see you have accepted the remote session request on your device, may I proceed with the trouble
Anita Scheiderer	That time it wouldn't let me check it to make sure it was correct. I am careful. but this is par for the course. You may not make changes to my hard drive itself you may make changes to the server at ACe. I know you can currently see my screens as they are both blacked out.
Luv	Yes totally I will just troubleshoot the issue in hand, each session is recorded and we are not authorised as well to make ai
Anita Scheiderer	This is the other thing it does. Half open
Luv	Kindly allow me two minutes to check the same.
Anita Scheiderer	Do you want me to get one screen only open Check what?
Luv	The logon attempt issue, kindly enter the last known password.
Anita Scheiderer	I already did that and then it does what you currently see on the screen

Luv	Okay
Anita Scheiderer	Then we will keep cycling through that
Luv	I will surely help you with this issue.
Anita Scheiderer	Okay
Luv	Did you use the RDP shortcut or Ace connect application while accessing your server previously?
Anita Scheiderer	Ace Connect
Luv	Can you please go ahead and enter the password over the open dialog box?
Anita Scheiderer	That one is there in case my laptop does something strange so I can send it there to have the shortcut on it again. I have
Luv	I understand, I am just trying to cross check if the password is functional and is being synced.
Anita Scheiderer	I do not understand why you want me to sign in there instead of the main connect space. I should directly sign in to the re
	This is where I had to unlock my account last time today.
Luv	Kindly allow me a few, checking details on our end.
Anita Scheiderer	okay
Luv	Please enter the most recent password over here, thanks
Anita Scheiderer	So now I don't have to sign in at all anymore? How safe is the password sitting there?
Luv	Do you want to check again, Ace connect had old password, hence the error this should be resolved now
Anita Scheiderer	It worked also for me. I just have always had to put a password in. I was able to just do the copy password from my vault
Luv	it wont ask you for the password next time as I saved it in the configuration, if in future you have to change it again you c
Anita Scheiderer	Okay. Thank you. Have a great week. I am going to get busy to see if I can now get caught up.
Luv	no worries, have a nice rest of your day. Thank you for your patience on this.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Anita Scheiderer	You are welcome. Thank you for working around me not wanting my personal computer to be messed with.
Luv	Is there anything else I may help you with ?
Anita Scheiderer	Nothing else. Thank you.
Luv	totally fine, i understand this completely. Glad we were able to solve the issue.
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Luv has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83577 Joshua Pauley

Email: jpauley@lokring.com ☎ 216-272-4664

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: 13 Secs

City: WILLOUGHBY

State: Ohio

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Joshua Pauley	UNI Print not working
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p>	
<p><i>Gaurav kumar declined the transfer request.</i></p>	
<p><i>Shashwat Verma accepted the chat transfer request.</i></p>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
Hello Joshua	
I will surely help you with this issue.	
Joshua Pauley	ok
Shashwat Verma	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
Joshua Pauley	no it is not the first time. I beleive it is only mine.
Shashwat Verma	Okay, When was the last time you were able to print from the server?
Joshua Pauley	yesterday.
Shashwat Verma	Okay
May I take the remote access of your local computer?	
Joshua Pauley	Yes.
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
<p>https://assist.acecloudhosting.com/join/2712569848</p>	
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 you in the chat.	
As per the remote session, issue resolved by refreshing the uniprint license services	
Thank you for choosing ACE cloud Hosting, you have a wonderful day.	
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.	
I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.	
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)	
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83301 Jessika Dropiewski

Email: jessika@ml-wf.com ☎ 9893900387

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: 24 Secs

City: GAYLORD

State: Michigan

Country: UNITED STATES

Chat Transcript

Jessika Dropiewski	Hello, I am your Acebuddy
Acebuddy	Hello Jessika Dropiewski, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jessika Dropiewski	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jessika Dropiewski	I'd like to report an Issue
Acebuddy	Please select an option!
Jessika Dropiewski	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jessika Dropiewski	I am not able to access my remote desktop. When I try to log in i get an alert that says "Remote Desktop can't find the co
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.
Jessika Dropiewski	Hi Anjainay
Anjainay Singh	Hello Jessika, how are you?
Jessika Dropiewski	I am pretty well, how about yourself?
Anjainay Singh	I understand your concern. Please be assured that I will assist you in finding the right resolution. I am good.
	Could you please confirm since when you are facing this issue?
Jessika Dropiewski	Just now. I haven't logged in in a few days so I'm not sure when I was last able to access it.
Anjainay Singh	Thankyou for your confirmation. Could you please also confirm whether other user is also facing the same issue ?
	May I take the remote access of your local computer?
Jessika Dropiewski	Well I am the only other user working right now So I can't confirm that. But you can access it remotely
Anjainay Singh	Thankyou for your cooperation. Prior providing the access, I would suggest you to close any important documents at your end.
Jessika Dropiewski	Ok i think anything open is non-important
Anjainay Singh	https://assist.acecloudhosting.com/join/9192728601 Please paste above link in your local browser and download the remote file. Click on the downloaded file and select on Accept and Continue.
	We are connected.
Jessika Dropiewski	ok great
Anjainay Singh	Please stay connected. Stay connected.
	Thank you for your patience.
	As per discussion over the remote session, The issue is resolved.
	Is there anything else I may help you with ?
Jessika Dropiewski	No thank you you were very helpful I'm good have a great day!
Anjainay Singh	After I disconnect the chat please share your positive feedback by clicking on smiling emoji. Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83173 Chad J. Carr

Email: chad@carrproductionsinc.com ☎ 14025988577

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: BLAIR

State: Nebraska

Country: UNITED STATES

Chat Transcript

Chad J. Carr Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Chad J. Carr Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Chad J. Carr I'd like to report an Issue

Acebuddy Please select an option!

Chad J. Carr Other Issue

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

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 Trans

Route 89 ventures C

Visitor Details

#83297 Kevin saunders

Email: ksaunders@willsaccounting.com ☎ 4349777771

Department: Support(QB & App Hosting)

Operator: Yash Kalra

Website: https://www.acecloudhosting.com/contact-us/?utm_source=google&utm_medium=cpc&utm_campaign=Branded&utm_term=ace+hosting&utm_adgroup=Core_Brand_Terms&utm_device=c&gad_zFW9ae7gGX8tx1CmVEQYleT_FCOjdZY2cVuhrr7VNngns_-NbRYr6tuoaAjYoEALw_wCB

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 19 Secs

City: CHARLOTTESVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

Kevin saunders	Route 89 ventures CID74290
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.
Kevin saunders	i would like to deal with the 2019 Lacerte iussue again
<i>Dev Dubey is transferring the chat to Support(QB & App Hosting).</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.
	Kindly allow me two minutes to check the same.
Kevin saunders	thank you
Yash Kalra	Saunders, as I can check you have already reached out to twice for the same issue but still this issue is not resolved.
Kevin saunders	yes, its just gotten worse, i can't open the progaram at all now

Yash Kalra

Please stay connected while I am checking the settings from the backend.

Yash Kalra has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83788 mttjan2

Email: mttjan2@gmail.com  8185174658

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: GRAND TOWER

State: Mississippi

Country: UNITED STATES

Chat Transcript

mttjan2	Hello, I am your Acebuddy
Acebuddy	Hello Mttjan2, I'm your Ace Buddy. I'll be happy to assis
	Whom Would You Like to Connect With?
mttjan2	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mttjan2	I'd like to report an Issue
Acebuddy	Please select an option!
mttjan2	Password Reset
Acebuddy	Please select an option below
mttjan2	

Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@acecloudhosting.com password needs to be reset and we'll share an update on the same.

Do you need any further assistance on the topic?

mttjan2 No

Acebuddy Thank you for contacting Ace Support. Have a nice day

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Ace Buddy.

Visitor Details

#83415 Amy Cullen

Email: accounting@helias.com ☎ 12136055833

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: BEVERLY HILLS

State: California

Country: UNITED STATES

Chat Transcript

Amy Cullen Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Amy Cullen Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Amy Cullen	I'd like to raise a Request
Acebuddy	Please select your request type.
Amy Cullen	Password Reset
Acebuddy	Please select an option below
Amy Cullen	Restart
Acebuddy	Hello Amy Cullen, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?

Amy Cullen has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#83368 itsupport

Email: itsupport@advancefinserv.com 918887771848

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: 30 Secs

City: DELHI

State: Delhi

Country: INDIA

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
itsupport	I'd like to raise a Request
Acebuddy	Please select your request type.
itsupport	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade
itsupport	ProSeries
Acebuddy	Kindly download the ProSeries setup file from your app desktop.
	Once done, Please email us at support@acecloudhostir via email.
	Generally, application upgrades are completed during 1 do specify if you need the request processed at a speci
	Do you need any further assistance on the topic?
itsupport	Yes
Acebuddy	Please wait while we connect you to our Support Repr
	<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
itsupport	hi i am shashi
Anjainay Singh	Hello Shashi, how are you ?
itsupport	Please check the ticket number: 797192
Anjainay Singh	Please allow me two minutes so that I can check it at n
	As I have checked at my end and this ticket and found need correct Visa card provided has 17 digits instead o
	This ticket does not include Pro Series installation or up
itsupport	and what about our new license for qb enterprise silver
	?
Anjainay Singh	Please allow me two minutes to check the same.
itsupport	ok
Anjainay Singh	As I have checked and found that the payment for lice
itsupport	why?
Anjainay Singh	The credit card number shared by the client is incorrec

itsupport	be 16 digits; however, it's 17, so kindly connect with th
Anjainay Singh	sure, please allow me few time, i will check
	Sure Shashi.
	Please let me know if you get any update.
itsupport	Sure
Anjainay Singh	Thankyou.
	If you get correct credit card details , please send it to .
	I will send you the credit card detail form in which you
	We are asking it over an email for security reason.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the ch (1-888-415-5240) if any further assistance is required.

Anjainay Singh has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83746 soniboy481

Email: soniboy481@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: ROHAD

State: Haryana

Country: INDIA

Chat Transcript

soniboy481	Hello, I am your Acebuddy
Acebuddy	Hello Vishal Soni, I'm your Ace Buddy. I'll be happy to a
	Whom Would You Like to Connect With?
soniboy481	Hi...
Acebuddy	You have chosen an Invalid Option. Please try Again!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ac

Visitor Details

#83878 Medeleine

Email: medeleineangkasa@gmail.com  +62818220915

Department: Support(QB & App Hosting)

Operator: Sourav Chhikara

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: GANDASARI

State: Banten

Country: INDONESIA

Chat Transcript

Medeleine	Hello, I am your Acebuddy
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Acebuddy	Hello Medeleine, I'm your Ace Buddy. I'll be happy to as
	Whom Would You Like to Connect With?
Medeleine	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Medeleine	I'd like to report an Issue
Acebuddy	Please select an option!
Medeleine	Other Issue
Acebuddy	Please specify the issue you are facing before I connect
Medeleine	Restart
Acebuddy	Hello Medeleine, I'm your Ace Buddy. I'll be happy to as
	Whom Would You Like to Connect With?
Medeleine	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales R
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Dev Dubey accepted the chat transfer request.</i>
Medeleine	sorry if I pressed the wrong button please connect me to thank you
Dev Dubey	Sure, could you confirm your Business Name/ CID Num
Medeleine	ISTAXPro
	or ISTAX
Dev Dubey	Thank you.
	<i>Dev Dubey is transferring the chat to Support(QB & Ap</i>
	<i>Sourav Chhikara accepted the chat transfer request.</i>
Sourav Chhikara	Thank you for contacting Ace Cloud Hosting. My name
	Sure, I can help with that. Let me look into it for you. C
Medeleine	hey
	i got difficulty connect to cloud server
	but now i can
	thanks sourav
Sourav Chhikara	Is there anything else I may help you with ?
	Are we still connected?

Are we still connected?

Are we still connected?

As there was no response, we are disconnecting the ch
(1-888-415-5240) if any further assistance is required.

Thank you for choosing ACE cloud Hosting, you have a

Sourav Chhikara has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83607 Robert Zeigen

Email: rzeigen@szcpa.tax ☎ 15613920620

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: BOCA RATON

State: Florida

Country: UNITED STATES

Chat Transcript

Robert Zeigen

Hello, I am your Acebuddy

Acebuddy

Hello Robert Zeigen, I'm your Ace Buddy. I'll be happy t

Whom Would You Like to Connect With?

Robert Zeigen

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Robert Zeigen	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Zeigen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
Robert Zeigen	I am following up on ticket #779373
Acebuddy	Please wait while we connect you to a Support Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Maurya accepted the chat transfer request.</i>	
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya and I will be assisting you today.
Robert Zeigen	Since we haven't been able to coordinate a call between us, I will provide you with some information and you can let me know if it helps.
Robert Zeigen	At one point they said: Here is a link to update your internet connection settings: https://app.swaggerhub.com/apis/GetCanopy/API/2?_hstc=188327799.e1327b8d375d2ea7c1d9ddc529d86335120.357&_hssc=188327799.1.1706906698725&db94-45b5-b47b-411074467bd5%7C579b3bb5-c892-4
Robert Zeigen	Does that link mean anything to you?
Shubham Maurya	Thank you for the information, we can see that you do have a Canopy service running on your system.
Shubham Maurya	PLLC : Canopy restart service request.
Shubham Maurya	Kindly allow few minutes to go through this link and tick the checkbox to restart the service.
Robert Zeigen	Thank you for your patience. We've reviewed the link you provided and confirmed that the Canopy API tool is working correctly. To ensure everything is set up correctly and there are no further issues, we recommend having the Canopy support team review the configuration.
Robert Zeigen	I've been trying to work this out. I will get back to you once I have a solution.
Shubham Maurya	Could you please share a preferred date and time for a call to discuss the Canopy support?
Robert Zeigen	I cannot until they commit to a time.
Shubham Maurya	Alright, Robert, we completely understand your concern. Please let us know when you are available to speak with us back to us whenever you're ready to proceed with the call.
Shubham Maurya	Is there anything else I may help you with?
Robert Zeigen	No
Shubham Maurya	Thank you for choosing ACE cloud Hosting, you have a great day!
<i>Shubham Maurya has ended this chat session</i>	

Chat Trans

Hello, I am your Ac

Visitor Details

#83235 carol.vance

Email: carol.vance@agsolutions.us  352-748-2333

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 33 Secs

City: LAKE PANASOFFKEE

State: Florida

Country: UNITED STATES

Chat Transcript

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

carol.vance	No
Acebuddy	No issues, please wait while I connect you to one our s
<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 I will be surely assisting you with this. Kindly help me w
carol.vance	Server is stuck . can you please reset my server only
	CarolVa
	ASG Solutions
Yash Kalra	Kindly allow me two minutes to check the same.
carol.vance	ok
Yash Kalra	Carol, please try to login now and check if the issue is r
carol.vance	one moment
Yash Kalra	Sure, please take your time
carol.vance	all good thank you
Yash Kalra	Is there anything else I may help you with ?
	I would greatly appreciate if you could spare a minute t smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a
	You may end this chat now. Once you end this chat, yo conversation, along with a ticket number and survey fe
	I request you to kindly spare a moment to fill that out f working. I will appreciate that. or you may send your fe Thanks!
	Note: You may change/reset your server password on y (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://w

Yash Kalra has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83840 Stacy Ciolli

Email: wildfire1789@gmail.com **Phone:** 19702274435

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 47 Secs

City: ESTES PARK

State: Colorado

Country: UNITED STATES

Chat Transcript

Stacy Ciolli	Hello, I am your Acebuddy
Acebuddy	Hello Stacy Ciolli, I'm your Ace Buddy. I'll be happy to a
	Whom Would You Like to Connect With?
Stacy Ciolli	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stacy Ciolli	I'd like to report an Issue
Acebuddy	Please select an option!
Stacy Ciolli	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Stacy Ciolli	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect
Stacy Ciolli	I cannot get quickbooks to open. I have been having ar
	phone call from tech support
Acebuddy	Please wait while we connect you to a Support Represe

Acebuddy (bot) forwarded the chat request

Gaurav kumar declined the transfer request.

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name
	Hello Stacy
Stacy Ciolli	Hi
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Stacy Ciolli	ok
Shashwat Verma	Do you still facing the payroll prompt in the QB?
Stacy Ciolli	Yes but now I can't open the app at all. They want to have should update the software before talking to QB
	I pay annually for quickbooks and payroll but have mul
Shashwat Verma	Stacy, we have updated the application and the payroll the prompt have roots with user specific end.
Stacy Ciolli	It still says 2023 \
	It's not updating \
Shashwat Verma	Stacy 2023 is the version of the application that is Qb p
	However update patches came up within the app
Stacy Ciolli	2024 Premier contractor edition is what it says when I l
	I don't care what edition as long as I can run payroll. Ri a check for someone
	a vendor not a payroll
Shashwat Verma	Allow me 2 mins.
Stacy Ciolli	Okay
Shashwat Verma	May I take the remote access of your server?
Stacy Ciolli	yes
Shashwat Verma	Prior providing the access, I would suggest you to close
	Kindly login to server
Stacy Ciolli	I am, logged into the server
Shashwat Verma	Kindly accept
Stacy Ciolli	I don't see the prompt that usually pops up
Shashwat Verma	Try now
Stacy Ciolli	you will need to email the link

Shashwat Verma

<https://assist.acecloudhosting.com/join/9992744791>

Kindly Click on the link and open the downloaded file.

We are in

Stacy, looks we need an new service key for the license

Looks like we have to loop in them for the same (Edited)

That will best and sure shot solution for the issue.

As per the remote session, will connect on 3 way call

Thank you for choosing ACE cloud Hosting, you have a

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

I request you to kindly spare a moment to fill that out for us. We will be happy to help you with your issue. I will appreciate that. or you may send your feedback to us via email. Thanks!

Note: You may change/reset your server password on your control panel (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 Account Manager.

Visitor Details

#83592 Bobby

Email: rsachdej@aimws.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: BARRIGADA

State: Guam

Country: GUAM

Chat Transcript

Bobby	Hello, I am your Acebuddy
Acebuddy	Hello Bobby, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
Bobby	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bobby	I'd like to report an Issue
Acebuddy	Please select an option!
Bobby	Other Issue
Acebuddy	Please specify the issue you are facing before I connect
Bobby	As I login my system seems like it is about to work ther
Acebuddy	Please wait while we connect you to a Support Represe
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name today.
	Hello Bobby
Bobby	Hello
Sujeet Kumar Suman	How are you doing?
Bobby	I am having trouble connecting to the ace cloud hosting tries then gets cancelled.
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you
	Are you the only one experiencing this issue, or are oth
Bobby	I have checked my password and loged into my accour
	I am the only one.
Sujeet Kumar Suman	When was the last time you were able to access the se
Bobby	Maybe about 3 weeks now.
Sujeet Kumar Suman	Could you please share a screenshot of the prompt tha

*12:46:36 PM*Bobby is sharing a file with you
[image.png](#) - (Size:17.34 KB)

Thank you for the screenshot.

Thanks for all of the information's.

*12:47:17 PM*Bobby is sharing a file with you
[image.png](#) - (Size:419.02 KB)

Bobby and then screen goes blank or black...

Then I am back to my normal desktop.

Sujeet Kumar Suman Kindly allow me two minutes to check the same.

Thank you for your patience.

May I take the remote access of your local computer?

Bobby yes

Sujeet Kumar Suman Kindly close all important tabs and documents for not t

Kindly paste this link in the browser of local computer a
<https://assist.acecloudhosting.com/join/8632740703>

Bobby done

Sujeet Kumar Suman Thanks for letting us know.

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

Please stay connected; we are working on this from the

As you confirmed over the chat, you have an appointm

We will be disconnecting the chat now. Thank you!

Thank you for choosing ACE cloud Hosting, you have a

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

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

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

For self-help, check out our Knowledge Base (<https://ww>

Sujeet Kumar Suman has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83478 Brian Kotzmoyer

Email: xionusa1976@gmail.com ☎ 5706402468

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 31 Secs

City: TAMAQUA

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Brian Kotzmoyer	Hello, I am your Acebuddy
Acebuddy	Hello Xionusa1976, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
Brian Kotzmoyer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brian Kotzmoyer	I'd like to report an Issue
Acebuddy	Please select an option!
Brian Kotzmoyer	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brian Kotzmoyer	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect
Brian Kotzmoyer	i am receiving an error that i do not have enough drive drive that has almost 100GB of free space

Acebuddy

Please wait while we connect you to a Support Represe

Acebuddy (bot) forwarded the chat request

Abhay Kumar Saraswat accepted the chat transfer requ

Brian Kotzmoyer

ok

Abhay Kumar
Saraswat

Thank you for contacting Ace Cloud Hosting. My name today.

Brian Kotzmoyer

hi

Abhay Kumar
Saraswat

Hello

I apologize for the trouble you've experienced.

I will be surely look into this and assist you further.

Brian Kotzmoyer

ok

Abhay Kumar
Saraswat

Is this form account: **Wagner Industries** ?

Brian Kotzmoyer

yes

Abhay Kumar
Saraswat

Thanks for the confirmation !

Kindly allow me two minutes to check the same.

Thank you for your patience.

Upon checking the server, I found that only 1% free space you're receiving the low disk space pop-up notification.

11:51:08 PM Abhay Kumar Saraswat is sharing a file with [image.png](#) - (Size:5.88 KB)

Brian Kotzmoyer

and our D: drive has almost 100GB free

Abhay Kumar
Saraswat

Yes, you D drive is almost free.

That is for saving the company files and all.

But C: drive covers all your applications data, windows server.

Kindly allow me a minute, if I could free up some space

Brian Kotzmoyer

that would be great. I was unsure what I was able to m

Abhay Kumar
Saraswat

Please stay with me, I'm checking the temp files and fc you.

Brian Kotzmoyer

great

Abhay Kumar
Saraswat

I'll update you.

Brian Kotzmoyer

take your time

Abhay Kumar Saraswat	Thank you so much.
	<i>11:58:25 PMAbhay Kumar Saraswat is sharing a file with image.png - (Size:8.21 KB)</i>
	<i>Things are in process.</i>
Brian Kotzmoyer	good
Abhay Kumar Saraswat	It will take some time.
	I'll update you accordingly.
Brian Kotzmoyer	ok
Abhay Kumar Saraswat	I apologize for the delay, and thank you for your patience.
	This process is taking a bit longer than usual. Please stay patient until it is completed.
Brian Kotzmoyer	no problem
Abhay Kumar Saraswat	Thank you for your patience.
	<i>12:13:40 AMAbhay Kumar Saraswat is sharing a file with image.png - (Size:5.9 KB)</i>
	I've freed up enough amount of c: drive space on server.
Brian Kotzmoyer	great, thank you
Abhay Kumar Saraswat	Is there anything else I may help you with ?
Brian Kotzmoyer	that should be all for today. Thank you
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to fill that out for me. I am working on it.
	You may end this chat now. Once you end this chat, you can always start a new conversation, along with a ticket number and survey feedback.
	I request you to kindly spare a moment to fill that out for me. I am working on it. I will appreciate that. or you may send your feedback via email.
	Thanks!
	Note: You may change/reset your server password on your server control panel (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
	Thank you for choosing ACE cloud Hosting, you have a great day ahead.
<i>Abhay Kumar Saraswat has ended this chat session</i>	

Chat Trans

Hello, I am your Ac

Visitor Details

#83497 Trey Kropp

Email: trey@postranchinn.com

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 55 Secs

City: SAN JOSE

State: California

Country: UNITED STATES

Chat Transcript

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

Trey Kropp	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
Trey Kropp	Adobe install stuck on "trying to resume install"
Acebuddy	Please wait while we connect you to a Support Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sujeet Kumar Suman accepted the chat transfer request</i>	
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. How can I assist you today?
	Hello Trey
Trey Kropp	Hello. ACE just uninstalled Adobe for a user and put the files in the recycle bin. The user folder and asked us to install it. But it won't install. Just getting an error message.
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you. Could you please share a screenshot of the prompt that you are getting?
	<i>7:52:29 AM Trey Kropp is sharing a file with you</i> <u>Screenshot 2025-11-10 at 6.22.00 PM.png</u> - (Size:306.1 KB)
	<i>7:52:38 AM Trey Kropp is sharing a file with you</i> <u>Screenshot 2025-11-10 at 6.22.00 PM.png</u> - (Size:306.1 KB)
	Thank you for the screenshot.
	Let me look into it for you.
Trey Kropp	When we clicked the install file it said it was already running.
Sujeet Kumar Suman	May I take the remote access of your local computer?
Trey Kropp	yes
Sujeet Kumar Suman	Kindly close all important tabs and documents for now.
Trey Kropp	user: elsa
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and press enter. https://assist.acecloudhosting.com/join/7172511736
	We are connected on the remote session and will proceed with the task. Since it's late at night, I am putting the chat on hold, please do not contact me again until tomorrow morning. Kindly give your confirmation on this chat.
Trey Kropp	ok
	That is my remote access.
Sujeet Kumar Suman	Okay, Let me check (Edited)
	Thanks for all of the information's.
	The application is in process; once it's completed, we will let you know.
	<i>8:06:09 AMSujeet Kumar Suman is sharing a file with you</i>

[image.png](#) - (Size:219.69 KB)

Adobe is still installing on the server; once it's done, we

Thank you for your patience.

As per discussion over the remote session, The issue is

User confirmed on remote that the issue is resolved; he

Thank you for choosing ACE cloud Hosting, you have a

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

I request you to kindly spare a moment to fill that out for us. We would appreciate your feedback. I will appreciate that. or you may send your feedback to us via email.

Thanks!

Note: You may change/reset your server password on your own by visiting selfcare.acecloudhosting.com.

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

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Account Manager.

Visitor Details

#83762 Test Account

Email: test@test.com  +917878787878

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

Test Account	Hello, I am your Acebuddy
Acebuddy	Hello Test Account, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
Test Account	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Test Account	I'd like to report an Issue
Acebuddy	Please select an option!
Test Account	Other Issue
Acebuddy	Please specify the issue you are facing before I connect
Test Account	test
Acebuddy	Please wait while we connect you to a Support Represe

Acebuddy (bot) forwarded the chat request

Adarsh Singh accepted the chat transfer request.

Test Account has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83586 jpoundstone1

Email: jpoundstone1@yahoo.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: RALEIGH
State: North Carolina
Country: UNITED STATES

Chat Transcript

jpoundstone1	Hello, I am your Acebuddy
Acebuddy	Hello Jpoundstone1, I'm your Ace Buddy. I'll be happy to help you with anything you need.
	Whom Would You Like to Connect With?
jpoundstone1	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jpoundstone1	I'd like to report an Issue
Acebuddy	Please select an option!
jpoundstone1	Password Reset
Acebuddy	Please select an option below
jpoundstone1	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com if your password needs to be reset and we'll share an update once it's done.
	Do you need any further assistance on the topic?
jpoundstone1	Yes
Acebuddy	Please wait while we connect you to our Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat.
jpoundstone1	I have a ticket 801333.....need to access QB and login ,
Abhay Kumar Saraswat	I will be surely assisting you with this.
jpoundstone1	if you can give me a password now on here that be great
Abhay Kumar Saraswat	Thank you for sharing the ticket number. Kindly allow me to check on this.
jpoundstone1	thx
	or email to me please
	please

Abhay Kumar Saraswat	Thank you for your patience.
jpoundstone1	I just checked your ticket and found the password reset link. yes thx
Abhay Kumar Saraswat	I would be happy to guide you through the password reset process in a couple of minutes.
jpoundstone1	sure lets do it
Abhay Kumar Saraswat	Please copy this link and paste it into any browser: http://
	And then enter the username: CID60923
	If you forget your MyPortal password or have never logged in before, click on the 'Forgot Password' link.
jpoundstone1	im waiting on the code to be sent to phone
Abhay Kumar Saraswat	You can check your email as well: [john.poundstone@meridian-consult.com] (mailto:john.poundstone@meridian-consult.com)
	There you can also see the code.
	Is there any update?
jpoundstone1	I followed everything....still attempt failed ?????
Abhay Kumar Saraswat	Is there any error you are getting while login into MyPortal?
	Or may I take the remote access of your local computer?
jpoundstone1	please reset my password for myrealdata\JohnP.....can you do it
Abhay Kumar Saraswat	Sure.
	Allow me a minute to revert you on the same email without changing the password.
jpoundstone1	ok
	I have to leave my computer can you please email me the password?
	thank you so much
Abhay Kumar Saraswat	Thank you for your patience.
jpoundstone1	I just got an email it was reset.....but didnt say what it was.
Abhay Kumar Saraswat	I just sent you an email.
	Please check with the same ticket number: #801333
	Also, please download the RDP setup file and save it to your local computer.
	Are you able to login on server now?
jpoundstone1	I did just trying to figure how to change password

Abhay Kumar Saraswat	Okay.
jpoundstone1	I can show you on remote session if you allow me the c
Abhay Kumar Saraswat	I need to leave to go to airport.....I will figure it out
	No worries.
	Is there anything else I may help you with ?
jpoundstone1	you helped, thanks
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to chat.
	You may end this chat now. Once you end this chat, you can continue our conversation, along with a ticket number and survey feedback.
	I request you to kindly spare a moment to fill that out for us. We will use the information to better assist you while you are working. I will appreciate that. or you may send your feedback via email.
	Note: You may change/reset your server password on your control panel at https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
	Thank you for choosing ACE cloud Hosting, you have a great day!

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Account Manager.

Visitor Details

#83664 smallory

Email: smallory@patriotmfs.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: MOORESVILLE
State: North Carolina
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ac

Visitor Details

#83710 Larry S. Levine

Email: lslevine@msn.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NANTUCKET

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Larry S. Levine	Hello, I am your Acebuddy
Acebuddy	Hello Larry S. Levine, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Larry S. Levine	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Larry S. Levine	I'd like to raise a Request
Acebuddy	Please select your request type.
Larry S. Levine	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance
	If you are facing any issue/problem with your server, Pl
Larry S. Levine	Restart
Acebuddy	Hello Larry S. Levine, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Larry S. Levine	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Larry S. Levine	I'd like to raise a Request
Acebuddy	Please select your request type.
Larry S. Levine	Setup Ace Server
Acebuddy	If you would like to configure the server access link on Operating System
Larry S. Levine	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Genera on your Windows PC

Do you need any further assistance on the topic?

As we haven't got any response from your end, We are Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ac

Visitor Details

#83390 Sarah Gam Tran

Email: tthonggam@gmail.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 22 Secs

City: DESTREHAN

State: Louisiana

Country: UNITED STATES

Chat Transcript

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

Sarah Gam Tran	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
Sarah Gam Tran	I received an email regarding user creation. I registered another email coming with one more user ID for Tran C
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. How can I assist you today?
	I will be surely assisting you with this.
	Kindly allow me two minutes to check the same.
	I've found a ticket: #797366
	Please allow me 2 minutes to go through it and I'll be back to you.
	Thank you for your patience.
	Thank you for raising this.
	You can ignore that email.
	<i>1:01:58 AMAbhay Kumar Saraswat is sharing a file with the link: image.png - (Size:74.84 KB)</i>
	<i>You are assigned to Miriam Brown & Co account</i>
	Is there anything else I may help you with?
	Are we still connected here?
Sarah Gam Tran	YES
Abhay Kumar Saraswat	Are we still connected here?
	I've cleared your concern above.
Sarah Gam Tran	Thank you.
Abhay Kumar Saraswat	Please let me know if I can assist you further?
Sarah Gam Tran	I am good, just making sure I am not in any other LLC to avoid conflicts.
Abhay Kumar Saraswat	Yes, everything is in order.
Sarah Gam Tran	Thanks
Abhay Kumar Saraswat	You are now assigned to the correct account. I understand you created your profile under a different account but deleted it.
	Please accept our apologies for this. Rest assured, you are in the correct account.
	My pleasure to assist you.

Sarah Gam Tran	Great. Have a nice day!
Abhay Kumar Saraswat	You too.
	I would greatly appreciate if you could spare a minute to chat.
	You may end this chat now. Once you end this chat, you can continue the conversation, along with a ticket number and survey feedback.
	I request you to kindly spare a moment to fill that out for me. I am working. I will appreciate that. or you may send your feedback. Thanks!
	Note: You may change/reset your server password on your control panel (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).
	Thank you for choosing ACE cloud Hosting, you have a great experience with us.
	<i>Abhay Kumar Saraswat has ended this chat session</i>

Chat Transcript

Hello, I am your Accountant.

Visitor Details

#83612 pam.mayorshi

Email: pam.mayorshi@pmbookkeeping.co  5405215097

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: ROANOKE

State: Virginia

Country: UNITED STATES

Chat Transcript

pam.mayorshi	Hello, I am your Acebuddy
Acebuddy	Hello Pam.mayorshi, I'm your Ace Buddy. I'll be happy t
	Whom Would You Like to Connect With?
pam.mayorshi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
pam.mayorshi	I'd like to raise a Request
Acebuddy	Please select your request type.
pam.mayorshi	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance
	If you are facing any issue/problem with your server, Pl
pam.mayorshi	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day

Acebuddy has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83515 Aaron Burnley

Email: info@twoladiescleaninglc.com  3145967801

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: 42 Secs

City: ARNOLD

State: Missouri

Country: UNITED STATES

Chat Transcript

Aaron Burnley	Hello, I am your Acebuddy
Acebuddy	Hello Aaron Burnley, I'm your Ace Buddy. I'll be happy t
	Whom Would You Like to Connect With?
Aaron Burnley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Aaron Burnley	I'd like to report an Issue
Acebuddy	Please select an option!
Aaron Burnley	Other Issue
Acebuddy	Please specify the issue you are facing before I connect
Aaron Burnley	Just received a message that Drive C has only 9% mem
Acebuddy	Please wait while we connect you to a Support Represe
	<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
	Hello
	I will surely help you with this issue.
Aaron Burnley	Hi
Shashwat Verma	Kindly allow me two minutes to check the same.
	<i>8:24:50 PM Shashwat Verma is sharing a file with you image.png - (Size:3.63 KB)</i>
	<i>here is the current usage of the drive</i>
	Let me clean some temporary and unnecessary files fro
	Allow me 2 mins
Aaron Burnley	ok
Shashwat Verma	We are able to clean 8Gb of space
	<i>8:27:53 PM Shashwat Verma is sharing a file with you image.png - (Size:2.41 KB)</i>
	We recommend you to upgrade the space

	At least 25%
	To ensure server performance
Aaron Burnley	Tell me more
Shashwat Verma	We have plans to upgrade the space plans on the server. There are some problems, including: System Performance Degradation: Insufficient disk space or memory affecting applications and services. Application Failures: Applications may fail to start or stop due to temporary files and essential operations.
	To prevent further complications, we recommend taking one of the options below and let us know which option you would prefer: Plan 1: 200 GB - \$120/month Plan 2: 100 GB - \$60/month Plan 3: 80 GB - \$50/month Plan 4: 60 GB - \$40/month Plan 5: 40 GB - \$28/month
Aaron Burnley	Would this increase speed?
Shashwat Verma	It increases overall performance
Aaron Burnley	what is the current storage space
Shashwat Verma	Currently we have given you default plan of 70GB
	By default
	Adding space now will be charged at the price above
Aaron Burnley	Are there any specials on this happening in the next few days?
Shashwat Verma	You mean discount?
Aaron Burnley	yes
Shashwat Verma	If you go with plan 4 , we can get this only for you at \$40/month
	And Plan 3: 80 GB - \$45/month
Aaron Burnley	Let's do plan 3
Shashwat Verma	Sure, kindly email us on support@acecloudhosting.com or Info@twoladiescleaninglc.com as a authorization for the same
	Rest will be assured
Aaron Burnley	sent
Shashwat Verma	Got it
	Will do the same at the rate of Plan 3: 80 GB - \$45/month
	Is there anything else I may help you with ?
Aaron Burnley	So you added the 80GB correct?

Shashwat Verma

yes, will add in next 20 mins and let you know on emai

Is that work for you?

Aaron Burnley

perfect

Shashwat Verma

This message has been deleted

Thank you for choosing ACE cloud Hosting, you have a

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

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

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

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

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83309 shylesh viswanathan

Email: shylesh@rockstarbookkeeping.com  13108506091

Department: Support(QB & App Hosting)

Operator: Sujeet Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: REDONDO BEACH

State: California

Country: UNITED STATES

Chat Transcript

shylesh viswanathan	Hello, I am your Acebuddy
Acebuddy	Hello Shylesh Viswanathan, I'm your Ace Buddy. I'll be I
	Whom Would You Like to Connect With?
shylesh viswanathan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shylesh viswanathan	I'd like to report an Issue
Acebuddy	Please select an option!
shylesh viswanathan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect
shylesh viswanathan	Hi, I need to setup admin access for myself as I am not out to tech support to have the updates installed. The I need to confirm via email to obtain admin access?
Acebuddy	Please wait while we connect you to a Support Represe
	<i>Acebuddy (bot) forwarded the chat request</i>
shylesh viswanathan	I cannot use Lacerte now as an update is pending
	<i>Sujeet Kumar Suman accepted the chat transfer request</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name today.
	Hello Shylesh
shylesh viswanathan	Hi, need to switch my access to administrator so I don't thx
Sujeet Kumar Suman	Sure, we will assist you with that.
	For that, we need email authorization so we can provid
shylesh viswanathan	No problem. I can give the authorization now.
Sujeet Kumar Suman	Sure, please allow me a moment.
	We have just sent you the admin access disclaimer. Ple proceed with your request.
shylesh viswanathan	Done
Sujeet Kumar Suman	Thanks for the confirmation !
	Kindly allow me two minutes.
	Thank you for your patience.

	As checked, we found that you are already an admin on our system.
shylesh viswanathan	I am getting an error message that says I am not within the system.
Sujeet Kumar Suman	Could you please confirm your User ID ?
shylesh viswanathan	Shylesh_RSB
	<i>11:32:20 AMSujeet Kumar Suman is sharing a file with image.png - (Size:2.68 KB)</i>
Sujeet Kumar Suman	Thanks for of the information.
	Please do not try to open the Lacerte application, as we are still encountering some errors.
shylesh viswanathan	Ok
Sujeet Kumar Suman	Thanks for cooperating with us.
	Thank you for your patience.
	The Lacerte application has now been updated. Please still encountering any errors.
shylesh viswanathan	Ok. Looks like everything is working. Thx
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
shylesh viswanathan	No. thanks again for your help. I greatly appreciate it.
Sujeet Kumar Suman	Most welcome Shylesh.
	I would greatly appreciate if you could spare a minute to smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a great day!
	You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey feedback.
	I request you to kindly spare a moment to fill that out for us. We are working. I will appreciate that. or you may send your feedback to us. Thanks!
	Note: You may change/reset your server password on your self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

Sujeet Kumar Suman has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83757 brittany

Email: brittany@bbennettcpa.com ☎ 18134525404

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 5 Secs

City: VALRICO

State: Florida

Country: UNITED STATES

Chat Transcript

brittany	Hello, I am your Acebuddy
Acebuddy	Hello Brittany, I'm your Ace Buddy. I'll be happy to assi
	Whom Would You Like to Connect With?
brittany	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
brittany	I'd like to report an Issue
Acebuddy	Please select an option!
brittany	Other Issue
Acebuddy	Please specify the issue you are facing before I connect
brittany	My RDP link is not working
Acebuddy	Please wait while we connect you to a Support Represe
	<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

Hello Britany

I will surely help you with this issue.

When the last time you are able to access 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 ch
(1-888-415-5240) if any further assistance is required.

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83868 Theresia Beauchamp

Email: tbeauchamp@starchase.com ☎ 757-264-6519

Department: Support(QB & App Hosting)

Operator: Shubham Maurya

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 30 Secs

City: VIRGINIA BEACH

State: Virginia

Country: UNITED STATES

Chat Transcript

Theresia Beauchamp

Hello, I am your Acebuddy

Acebuddy

Hello Theresia Beauchamp, I'm your Ace Buddy. I'll be h

Whom Would You Like to Connect With?

Theresia Beauchamp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Theresia Beauchamp	I'd like to report an Issue
Acebuddy	Please select an option!
Theresia Beauchamp	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Theresia Beauchamp	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
Theresia Beauchamp	Good morning. When I logged into the remote server the company file is missing. My coworker is having the same issue.
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Maurya accepted the chat transfer request.</i>
Shubham Maurya	Thank you for contacting Ace Cloud Hosting. My name is Shubham Maurya and I am here to assist you today.
	I will be surely assisting you with this. Kindly help me with the details.
Theresia Beauchamp	StarChaseLLC.myrealdatal.net
	my user name should be tbeauchamp
Shubham Maurya	Thank you for the information, please allow few minutes for me to check.
	Thanks for the patience, when was the last time when you were able to log in? Also, can you tell me if we can see there is one open ticket for QB update #80
Theresia Beauchamp	We logged in just fine yesterday.
Shubham Maurya	Alright, possibly the recent file list is cleared. Though you can still see the QB icon in the recent file list. Can you tell me the exact location of the QB file on your local machine?
	Do you know the exact .QBW file location on server?
Theresia Beauchamp	It's not that I don't see the company file. I literally don't see it in the QB tool hub
	but no QB icon
Shubham Maurya	Thank you for the clarification. Please hold on while I quick check.
	It's done please check now.
Theresia Beauchamp	I see it now, thank you!
	Upon trying to login in still saying that QB needs to be updated.
Shubham Maurya	Please wait let me check for that too.

7:50:50 PM Shubham Maurya is sharing a file with you
[image.png](#) - (Size:100.11 KB)

It's under process please ask other users not

Theresa Beauchamp

Ok, thank you!

7:58:04 PM Shubham Maurya is sharing a file with you
[image.png](#) - (Size:136.0 KB)

Thanks for the patience, update is completed p

Shubham Maurya

Are we still connected here?

Are we still connected here?

Are we still connected here?

Theresa Beauchamp

yes, one second

I was able to login without issues. Thank you!

Shubham Maurya

You are most welcome Theresa ! Thanks for your patie

Is there anything else I may help you with ?

Theresa Beauchamp

Not at the moment, thank you very much!

Shubham Maurya

I would greatly appreciate if you could spare a minute to chat.

You may end this chat now. Once you end this chat, you can continue our conversation, along with a ticket number and survey feedback.

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

Note: You may change/reset your server password on your server (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 great day!

Shubham Maurya has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83791 allison capron

Email: allison.capron@gwtcpas.com

Department: Support(QB & App Hosting)

Operator: Adarsh Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: COSTA MESA

State: California

Country: UNITED STATES

Chat Transcript

allison capron	Hello, I am your Acebuddy
Acebuddy	Hello Allison Capron, I'm your Ace Buddy. I'll be happy t
	Whom Would You Like to Connect With?
allison capron	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
allison capron	I'd like to report an Issue
Acebuddy	Please select an option!
allison capron	Other Issue
Acebuddy	Please specify the issue you are facing before I connect
allison capron	Previously reported under Ticket 802512. When I try to direct the print job to my local computer. All other user I cannot copy files from ACE to my local laptop
Acebuddy	Please wait while we connect you to a Support Represe
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Adarsh Singh accepted the chat transfer request.</i>
Adarsh Singh	Thank you for contacting Ace Cloud Hosting. My name
allison capron	hello
	Previously reported under Ticket 802512. When I try to

direct the print job to my local computer. All other user I cannot copy files from ACE to my local laptop

Adarsh Singh

I will surely assist you with this issue please allow me 2

As i can check the case only Allison is facing the issue. print from server as well as unable to copy and paste it with the RDP file on Allison computer.

allison capron

yes

Adarsh Singh

As i have all the details is it ok if i take the remote sess

allison capron

yes. wifi is cutting in and out so sorry in advance

Adarsh Singh

No problem. Before connecting, please ask Allison to cl

and ask to open link <https://assist.acecloudhosting.com>

allison capron

ok

Adarsh Singh

Thanks Allison we are connected now.

allison capron

great

Adarsh Singh

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

Allison it seems that remote session is feezed could yo computer not on server.

As you do have intermittent Wi-Fi issue please let us kr we left off.

As there was no response, we are disconnecting the ch (1-888-415-5240) if any further assistance is required.

Adarsh Singh has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#83396 Patricia Gostyla

Email: pgostyla@maassagency.com ☎ 917-656-1855

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 14 Secs
City: FAR ROCKAWAY
State: New York
Country: UNITED STATES

Chat Transcript

Patricia Gostyla	Hello, I am your Acebuddy
Acebuddy	Hello Patricia Gostyla, I'm your Ace Buddy. I'll be h
	Whom Would You Like to Connect With?
Patricia Gostyla	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Patricia Gostyla	I'd like to raise a Request
Acebuddy	Please select your request type.
Patricia Gostyla	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com and mention your request and our technicians will connect with you.
	If you are facing any issue/problem with your service, please provide details below :
Patricia Gostyla	Restart
Acebuddy	Hello Patricia Gostyla, I'm your Ace Buddy. I'll be h
	Whom Would You Like to Connect With?
Patricia Gostyla	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Patricia Gostyla	I'd like to report an Issue
Acebuddy	Please select an option!
Patricia Gostyla	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you with a representative!

Patricia Gostyla	i need to talk to someone now
Acebuddy	Please wait while we connect you to a Support Rep
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Abhay Kumar Saraswat accepted the chat transfer</i>	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
Patricia Gostyla	i need tech support. no one is answering the phone.
Abhay Kumar Saraswat	I apologize for the trouble you've experienced.
Patricia Gostyla	i need someone to set me up on a new laptop.
Abhay Kumar Saraswat	I will be surely assist you.
Patricia Gostyla	can someone log me in etc and do this for me
Abhay Kumar Saraswat	Sure.
	Is this for account: Donald Maass Literary Agency ?
Patricia Gostyla	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
Patricia Gostyla	i will discontinue on the other computer once we've done this.
	i can't have a gap - i might have to pay a client etc.
Abhay Kumar Saraswat	Sure.
Patricia Gostyla	i can't be disconnected
Abhay Kumar Saraswat	Okay.
	Is this your username: PatriciaG_DMLA ?
Patricia Gostyla	yep
Abhay Kumar Saraswat	Ok.
	May I take the remote access of your new laptop ?
Patricia Gostyla	yes - set it up
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to end the session.
Patricia Gostyla	ok - there is nothing on here yet
	to close
Abhay Kumar Saraswat	Okay.

<https://assist.acecloudhosting.com/join/841237848>

Kindly paste this link in the browser of new laptop

We are connected on the remote session and will provide you with the remote. Till the time, I am putting the chat on hold. Once the issue is resolved, kindly give your confirmation on.

As we haven't got any response from your end, We will provide you with the assistance. Kindly re-initiate the chat.

Ended due to chat idle timeout