

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78966 Iguyer**

**Email:** Iguyer@4unitedsystems.com

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** QUINCY

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Iguyer	Hello, I am your Acebuddy
Acebuddy	Hello Iguyer, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Iguyer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Iguyer	I'd like to report an Issue
Acebuddy	Please select an option!
Iguyer	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Iguyer	unable to launch sage again
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Iguyer	Ticket ID: 725544 this is yesterday's ticket number
	same thing happened, unable to launch sage

*Sujeet Kumar Suman accepted the chat transfer request.*

Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. I will be assisting you today.
Iguyer	Ticket ID: 725544 ticket number from yesterday  unable to launch sage
Sujeet Kumar Suman	Don't worry, I am looking into it now (Edited)  Kindly allow me two minutes to check the same.
Iguyer	ok  thanks
Sujeet Kumar Suman	Thank you for your patience.
Iguyer	ok
Sujeet Kumar Suman	Could you please try accessing Sage application again?
Iguyer	hang on okay
Sujeet Kumar Suman	Sure, please take your time
Iguyer	I got in  Thank you
Sujeet Kumar Suman	Thanks for the confirmation !  Is there anything else I may help you with ?
Iguyer	no but thanks  Have nice day
Sujeet Kumar Suman	same to you  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. If you have any further questions or need assistance in the future, please don't hesitate to contact us at quality@acecloudhosting.com. Thanks!
	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 ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Sujeet Kumar Suman has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79391 michael Gardner

**Email:** michael@rayswine.com  +14142589821

**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:** 31 Secs

**City:** MILWAUKEE

**State:** Wisconsin

**Country:** UNITED STATES

## Chat Transcript

michael Gardner	Hello, I am your Acebuddy
Acebuddy	Hello Michael Gardner, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
michael Gardner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
michael Gardner	I'd like to report an Issue
Acebuddy	Please select an option!
michael Gardner	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
michael Gardner	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
michael Gardner	Miicrosoft is locking me out of the company files.
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.
michael Gardner	Is this for account: <b>Rays Wauwatosa Inc</b> ?
Abhay Kumar Saraswat	Yes
	Thanks for the confirmation !
	I will be surely assisting you with this.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
michael Gardner	I am the only one on server at this time.
Abhay Kumar Saraswat	Okay.
	Has this issue occurred only today, or has it been happening repeatedly?
michael Gardner	This is the third time in 2.5 weeks.
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	Let me check the previous tickets.
	Could you please allow me 4-5 minutes to check the same?
michael Gardner	ok
Abhay Kumar Saraswat	Thank you and please stay online with me.
	I'm checking previous tickets.
	Thank you for your patience.
	Please allow me 2 more minutes.
michael Gardner	ok
Abhay Kumar Saraswat	I apologize for any delay. Thank you for your patience.
michael Gardner	i am doing other work.
Abhay Kumar Saraswat	So, I just checked all previous tickets and found the same issue as you just mentioned.
	Okay, would you like me to inform you the further action on this?
michael Gardner	Yes
Abhay Kumar Saraswat	Great.
	After reviewing your previous tickets and consulting with my supervisor, we've determined that a <b>clean reinstallation</b> o
	We suspect there may be an issue with the current installation. We would like to proceed with this after your working hour
	And as of now, we need to restart the QB services, so you could continue your work today with the QuickBooks files.
michael Gardner	

	Yes, I will be done for the day at 4:00 pm CDT (Chicago).
Abhay Kumar Saraswat	Okay.
michael Gardner	Can you clear the issue so i can work till then?
Abhay Kumar Saraswat	Yes, definitely.
	Please allow me a minute or two.
michael Gardner	ok
Abhay Kumar Saraswat	Thank you for your patience.
	Could you please check with <b>QuickBooks</b> now?
	I've just restarted the service of <b>QB</b> .
michael Gardner	let me know when i can try it again.
Abhay Kumar Saraswat	You may go ahead and try now. I've already made the necessary changes from my end.
michael Gardner	issue is still there.
Abhay Kumar Saraswat	Okay.
	I apologize for the inconvenience.
	May I take the remote access of your server?
michael Gardner	yes
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
michael Gardner	ok
Abhay Kumar Saraswat	Please accept the remote session request.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it resolved, kindly give your confirmation on this chat.
	Are we still connected here?
michael Gardner	yes
Abhay Kumar Saraswat	As mentioned during our remote session, I have restarted the server to temporarily resolve the issue.
	Let me send you the remote request again.
	But first, please login to the server.
michael Gardner	in
Abhay Kumar Saraswat	Please accept.
	Yes, I'm connected.
michael Gardner	here

Abhay Kumar Saraswat	<p>Thank you for your time on remote session.</p> <p>I'm scheduling the QB reinstallation from my end.</p> <p>I will email you once this chat session ends.</p>
michael Gardner	Good, hopefully this will solve the issues.
Abhay Kumar Saraswat	Yes, definitely. However, if the issue persists, we will escalate it to our escalation team for further investigation.
michael Gardner	thank you.
Abhay Kumar Saraswat	My pleasure to assist you.
	Is there anything else I may help you with ?
michael Gardner	not at this time
Abhay Kumar Saraswat	No worries.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Abhay Kumar Saraswat has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79694 Kayla**

**Email:** kayla@rexdalemobilewash.ca  6475357335

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

**Operator:** Yash Kalra

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** ORANGEVILLE

**State:** Ontario

**Country:** CANADA

## Chat Transcript

Kayla	Hello, I am your Acebuddy
Acebuddy	Hello Kayla, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kayla	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kayla	I'd like to report an Issue
Acebuddy	Please select an option!
Kayla	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kayla	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at by Intuit, It might get delayed due to unforeseen circumstances.  If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Kayla	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
	<i>Manish Singh 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?

Kayla	Yes, it's KaylaTelford
Yash Kalra	Kindly allow me two minutes to check the same.  We are planning to conduct a QuickBooks update on the server to ensure optimal performance and functionality. To facilitate this, we will need you to log out from the server for a duration of 30-40 minutes. Alternatively, if it's more convenient for everyone, we can schedule the update during the night hours. Please confirm your preference. Your cooperation in this matter is highly appreciated.
Kayla	Let me check with the other users, please allow 2 mins.
Yash Kalra	Sure, please take your time
Kayla	Okay you can proceed with the update now
Yash Kalra	We have scheduled the QuickBooks update and will inform you via email once the update is completed. Is there anything else I may help you with ?
Kayla	Will this automatically update the payroll tax table in QuickBooks?  This was the main thing that needed updating and I wasn't able to do it on my own.
Yash Kalra	Kayla, thank you for bringing this to our attention. We will update it from the backend as well.
Kayla	Great, thank you.
Yash Kalra	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 and suggestions at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#79833 Dawn Carlton

**Email:** dcarlton323@gmzil.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 9 Secs

**City:** SIGNAL MOUNTAIN

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Dawn Carlton	Hello, I am your Acebuddy
Acebuddy	Hello Dawn Carlton, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dawn Carlton	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dawn Carlton	I'd like to report an Issue
Acebuddy	Please select an option!
Dawn Carlton	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Dawn Carlton	[Window Title] Remote Desktop Connection [Content] Remote Desktop can't find the computer "QBLIVEpro.myrealdatalne" belong to the specified network. Verify the computer name and domain that you
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Dawn Carlton	for LarryC.pro log in above message was received
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Dawn
Dawn Carlton	Hello
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
Dawn Carlton	LarryC.Pro
Anurag Sharma	Thanks for the confirmation !

Dawn Carlton	Admin QB user name
Anurag Sharma	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
Dawn Carlton	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.acecloudhosting.com/join/8432930982">https://assist.acecloudhosting.com/join/8432930982</a>  Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it resolved, kindly give your confirmation on this chat.
	The issue seems to be resolved.
	Is there anything else I may help you with ?
Dawn Carlton	no thank you.
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79614 gabriella**

**Email:** gabriella.gallo@lamborghini.us  9144630799

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** RIDGEFIELD

**State:** Connecticut

**Country:** UNITED STATES

## Chat Transcript

gabriella Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

gabriella Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

gabriella I'd like to report an Issue

Acebuddy Please select an option!

gabriella QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

gabriella Other QB related issue

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

gabriella While I was saving an invoice, the system crashed and now it asks me to send report. Even if I do, It keeps giving me the

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*8:34:59 AM gabriella is sharing a file with you*

*[Capture.PNG](#) - ( Size:18.59 KB )*

gabriella please fix asap

I cannot create invoices

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #79229 Kimberly

**Email:** kim@seattlecfo.com

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** MOSES LAKE

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Kimberly	Hello, I am your Acebuddy
Yash Kalra	May I take the remote access of your server?
Kimberly	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
Kimberly	i need you to change the display settings back please
Yash Kalra	Sure, please take your time
Kimberly	i need YOU to change back the display settings.
	i can't
Yash Kalra	Please provide access so we can proceed with the necessary adjustments. (Edited)
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it resolved, kindly give your confirmation on this chat.
	Kimberly, we assisted you with your QuickBooks file and font issue.
	Is there anything else I can help you with? (Edited)
Kimberly	everything seems to be in order
	thanks for your help
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link provided below.

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

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

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

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

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

*Yash Kalra has ended this chat session*

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## Chat Transcript

I am setting up as a new employee with Standard Industrial and I need help connecting to our printer

### Visitor Details

#### #79610 deselms

**Email:** garth@standardus.com  6302054504

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

**Operator:** Anurag Sharma

**Website:** [https://www.acecloudhosting.com/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=ace%20cloud%20hosting&utm\\_adgroup=Primary%20Cloud%20Hosting&utm\\_content=Standard%20Industrial&gclid=EAIAIQobChMIh6fKpJfHjgMVWDjUAR0fEDKEEAYASAAEglbdvD\\_BwE](https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary%20Cloud%20Hosting&utm_content=Standard%20Industrial&utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud%20hosting&utm_adgroup=Primary%20Cloud%20Hosting&utm_content=Standard%20Industrial&gclid=EAIAIQobChMIh6fKpJfHjgMVWDjUAR0fEDKEEAYASAAEglbdvD_BwE)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

deselms

I am setting up as a new employee with Standard Industrial and I need help connecting to our printer

Rishabh Gogia

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

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

deselms	great thank you
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Deselms
deselms	hello
	I need help setting our printer to your server
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
deselms	Im new to the company and we are trying to get me set up
	SIAAEI.myrealdatal.net
	Garth
	username
Anurag Sharma	Okay
	Are you able to login into the server?
deselms	I think I already am logged into the server
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
deselms	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
deselms	ok were good go ahead
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/2332990994">https://assist.acecloudhosting.com/join/2332990994</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it resolved, kindly give your confirmation on this chat.
	Please log off from the server once
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79320 Kelly**

**Email:** kelly@dixxon.com

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

**Operator:** Sujeeet Kumar Suman

**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:** GILBERT

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

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

Kelly	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kelly	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The help you with resolving the issue
	Was that helpful?
Kelly	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd
	<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. today.
	Hello Kelly
Kelly	Hi, when I try to login to QB, I get this message: The attempt to log in with the This user is already logged into the company file.
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
	Thank you for your patience.
	Could you please confirm with your users if anyone is not using that company f
Kelly	No one else is using it
Sujeet Kumar Suman	We need to reboot the server from the backend. Kindly guide the user to log out from the server so that we can proceed with th
Kelly	What user? Log out of what?
Sujeet Kumar Suman	Kindly log out from the server
Kelly	I don't think I am logged into the server anymore
Sujeet Kumar Suman	However, Xavier and Christine are still logged into the server at the moment. Kindly ask them to log out so we can proceed with the reboot.
Kelly	Okay, one minute
Sujeet Kumar Suman	Sure, please take your time
Kelly	Xavier is not at home to do this, can you force him out on your side
Sujeet Kumar Suman	Sure.
Kelly	Christine says she is out
Sujeet Kumar Suman	Thanks for the confirmation !
	I have rebooted the server and will confirm you once it is up and running.
	Thank you for your patience.

	We are continuing to work on the backend to resolve the issue. We appreciate you keep you updated.
Kelly	Thanks
Sujeet Kumar Suman	Thank you for your patience.
	Kindly try to log into the server and let us know if you are still experiencing any QuickBooks company file
	Are we still connected here?
Kelly	Yes, I am working on logging in
Sujeet Kumar Suman	Sure, please take your time
Kelly	I am able to get back into QB. Thanks for your help.
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
Kelly	No, have a nice rest of your day.
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email for conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our website ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> )

*Sujeet Kumar Suman has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#80017 Major McConeghy**

**Email:** major.mcconehey@eastcoastgear.com **Phone:** 19196258466

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

**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 23 Secs  
**City:** LOUISBURG  
**State:** North Carolina  
**Country:** UNITED STATES

### Chat Transcript

Major McConeghy	Hello, I am your Acebuddy
Acebuddy	Hello Major McConeghy, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Major McConeghy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Major McConeghy	I'd like to report an issue
Acebuddy	Please select an option!
Major McConeghy	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Major McConeghy	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be happy to assist you.
Major McConeghy	Hello
Manish Singh	We would like to inform you that multiple users have reported a similar issue with QuickBooks. We are currently coordinating with Intuit Support to investigate and resolve the issue. We will keep you updated and share further information as soon as we receive it.
Major McConeghy	Thank you
Manish Singh	We will email you once we get the update.
	Is there anything else I may help you with ?

	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Major McConeghy	yes hello
	please email once it is resolved, otherwise we are done
Manish Singh	Yes, we will notify you regarding the matter.
	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 for conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )
<i>Manish Singh has ended this chat session</i>	

## Chat Transcript

Quickbooks wont start

### Visitor Details

**#78949 Burton Mills**

**Email:** burton@amcoautomation.com **Phone:** 3197594141

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** EDDYVILLE

**State:** Iowa

**Country:** UNITED STATES

## Chat Transcript

Burton Mills	Quickbooks wont start
Rishabh Gogia	Thank you for contacting ACE. My name is Rishabh Gogia. I will be assisting you.
<i>Rishabh Gogia is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Sanyam Madan accepted the chat transfer request.</i>	
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will
	I will be surely assisting you with this. Kindly help me with your server name as
Burton Mills	User name is BurtonM.pro2
	how do i know the server name?
Sanyam Madan	you can tell me your registered business name
Burton Mills	AMCo Automation
Sanyam Madan	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
Burton Mills	Can, or just reset
Sanyam Madan	you want me to restart your server ?
Burton Mills	sure
Sanyam Madan	Alright, please give me two minutes.
	Thanks for your patience, seems like it is taking more time than expected. I will update.
	Issue has been rectified, we have made some changes in the backend (Edited)
	Kindly confirm at your end and let us know
	Are we still connected here?
Burton Mills	I got in, seems good. thanks
Sanyam Madan	Is there anything else I may help you with ?
	As there was no response, we are disconnecting the chat now. You may re-initiate (1-888-415-5240) if any further assistance is required.

*Sanyam Madan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79992 Alison Matte**

**Email:** alison@lorenwoodbuilders.com  812-219-3233

**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:** 4 Mins 35 Secs

**City:** BLOOMINGTON

**State:** Indiana

**Country:** UNITED STATES

## Chat Transcript

Alison Matte Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Alison Matte Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Alison Matte I'd like to report an Issue

Acebuddy Please select an option!

Alison Matte QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Alison Matte QuickBooks Login Issue

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

Was that helpful?

Alison Matte No

Acebuddy

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

*Acebuddy (bot) forwarded the chat request*

*Yash Kalra accepted the chat transfer request.*

Yash Kalra

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

I will be surely assisting you with this. Kindly help me with your server name ar

Alison Matte

let me look

Yash Kalra

Sure, please take your time

Alison Matte

AlisonMA@myrealdatal.net.rdp

Yash Kalra

Kindly allow me two minutes to check the same.

**To assist you better, please help us with the following information:**

1. Is the issue affecting only one user or all users?

2 .Are you encountering any error messages? If so, kindly share the exact mess

Alison Matte

Quickbooks payments

I can log into the remote desktop and log into my company

But the QB payments is saying I need to log back in

Yash Kalra

May I take the remote access of your server?

Alison Matte

yes

Yash Kalra

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

Alison Matte

ok

Yash Kalra

Kindly Click on the link and open the downloaded file.

<https://assist.acecloudhosting.com/join/9522623437>

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

Alison Matte

ok

Yash Kalra

Ali, we have made every effort to resolve the QuickBooks payment signing issu  
appears to be on Intuit's end.

We kindly request you to reach out to Intuit support for further assistance on th

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

*Yash Kalra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79885 Cj Seno**

**Email:** cseno@clearwaterlandscaping.com

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 5 Secs

**City:** ALACAYGAN

**State:** Cebu

**Country:** PHILIPPINES

## Chat Transcript

Cj Seno Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Cj Seno Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Cj Seno I'd like to raise a Request

Acebuddy Please select your request type.

Cj Seno Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description  
technicians will connect with you for further assistance.

If you are facing any issue/problem with your server, Please select the appropri

Cj Seno Yes, I'm facing issues with my server

Acebuddy Please select an option!

Cj Seno QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Cj Seno Other QB related issue

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

Cj Seno I need access to Quickbooks folder to open a company file

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Sujeet Kumar Suman accepted the chat transfer request.*

Sujeet Kumar Suman Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. today.

Hello Seno

Cj Seno Hi Sujeet Kumar I need access with Quickbooks

*8:46:31 PM Cj Seno is sharing a file with you*

[1\\_image.png](#) - ( Size:71.98 KB )

Sujeet Kumar Suman Sure, I can help with that. Let me look into it for you.

Cj Seno Thank you Sujeet

Sujeet Kumar Suman Kindly help me with your server name and user name?

Cj Seno server is clearwater.myrealdatal.net and my user name is cj.s@myrealdatal.net

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

Cj Seno Sure Sujeet thanks

Sujeet Kumar Suman Thank you for your patience.

As checked, a ticket has already been created on your behalf and our team is a  
We will keep you informed and notify you once the issue is resolved.

Cj Seno What time will it be resolved I need it asap

Sujeet Kumar Suman We have just provided you with access to the folder.

We kindly suggest that you log out of the server and log back in for the change

Cj Seno Thank you Sujeet will check on that please stay

Sujeet Kumar Suman Sure, please take your time

Cj Seno thanks Sujeet

Sujeet Kumar Suman Most welcome

	Could you please confirm if your issue has been resolved?
Cj Seno	checking on it
Sujeet Kumar Suman	Okay.
	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 (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sujeet Kumar Suman has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79460 Zachary Hartshorn**

**Email:** zhartshorn@earlebmoshier.com ☎ 5088083241

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

**Operator:** Sujeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** WELLESLEY HILLS

**State:** Massachusetts

**Country:** UNITED STATES

### Chat Transcript

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

	Whom Would You Like to Connect With?
Zachary Hartshorn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Zachary Hartshorn	I'd like to report an Issue
Acebuddy	Please select an option!
Zachary Hartshorn	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Zachary Hartshorn	Server displaying on all of my monitors
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 am here to help you today.
	Hello Zachary
Zachary Hartshorn	Hello Sujeet.
	I would like help getting my server to display on only one monitor at a time. I connect to it whenever I connect, it displays on all of the screens
Sujeet Kumar Suman	I will surely help you with this issue.
	May I take the remote access of your local computer?
Zachary Hartshorn	yes
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security concern.
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/2302017092">https://assist.acecloudhosting.com/join/2302017092</a>
	We are connected on the remote session and will proceed with the troubleshooting. Since the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and give your confirmation on this chat.
	Thank you for your patience.
	As per discussion over the remote session, The issue is resolved.
Zachary Hartshorn	correct
Sujeet Kumar Suman	Is there anything else I may help you with ?
Zachary Hartshorn	no thank you
Sujeet Kumar Suman	Thanks for the confirmation !
	You may end this chat now. Once you end this chat, you will receive an email from us.

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

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

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

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

*Sujeet Kumar Suman has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79935 Richard Furnace**

**Email:** richard.furnace@ecs-env.com ☎ 12549332270

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 57 Secs

**City:** BELTON

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

Richard Furnace

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Richard Furnace

Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Richard Furnace	I'd like to report an Issue
Acebuddy	Please select an option!
Richard Furnace	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Richard Furnace	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Richard Furnace	Last night, someone from ACE "updated" our instance of QuickBooks. This mori the app, we encounter a message saying "Select QuickBooks Desktop Industry- entire company is down right now. Help is needed urgently.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
	<i>Ashutosh Mishra is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be
	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
	Allow me to check the same and do the needful.
Richard Furnace	Okay. Thank you for responding quickly.
Shivam Singh	Thank you for your continued patience. I truly understand how frustrating this is to me a little more time to review the issue thoroughly and work on resolving it fo
	Richard, Thanks for the patience. kindly check now.
Richard Furnace	Okay. I will respond momentarily.
Shivam Singh	As the QuickBooks was repaired. You might have to load the company file again at location thereafter it will populate itself on the opening window.
	Sure, please take your time
Richard Furnace	I understand.
	I looks like you fixed the problem. Thank you VERY MUCH for your assistance!
Shivam Singh	Thank for your understanding, I will wait for your confirmation.
	I'm glad the things are up and running now.
	Is there anything else I may help you with ?
Richard Furnace	

No. Thank you again for your help. I appreciate it.

Shivam Singh

Great.

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

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

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

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

*Shivam Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79586 rahul**

**Email:** rahul@wallcpafirm.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** DADSIA

**State:** Delhi

**Country:** INDIA

### Chat Transcript

rahul

Hello, I am your Acebuddy

Acebuddy

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

	Whom Would You Like to Connect With?
rahul	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rahul	I'd like to report an Issue
Acebuddy	Please select an option!
rahul	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
	<i>7:34:29 PMrahul is sharing a file with you <a href="#">1_image.png</a> - ( Size:101.41 KB )</i>
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
rahul	I am not able to open my RDP server; this error message will pop-up while logging in.
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will assist you with your issue.
	Hello Rahul, I will be surely assisting you with this. Kindly help me with your server details and issue so that I can assist you better.
	<i>7:35:52 PMrahul is sharing a file with you <a href="#">1_image.png</a> - ( Size:25.11 KB )</i>
rahul	Please see the attached Name
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.
	Is this the first time you are facing this issue?
rahul	second time
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing the same issue?
rahul	I don't know about other users. we are from different origin and working at times different times.
	<i>7:38:57 PMrahul is sharing a file with you <a href="#">1_image.png</a> - ( Size:62.83 KB )</i>
	Last time
	when same issue occurs, Pradeep fixed this
	sorry shivam fixed this
Ashutosh Mishra	The screenshot shows a network related error, may I know if currently your internet speed is slow? It may be due to your connection or your server. Meanwhile i will also check for any issues in backend.
rahul	I have 40 MBPS internet speed now, connecting with a LAN wire, my other server has 100 MBPS speed. So it's not this speed

	this server also working well few hours ago  but now it's not able to connect
Ashutosh Mishra	Please check now if you are able to connect.
rahul	wait
Ashutosh Mishra	Sure, please take your time
	<i>7:44:17 PMrahul is sharing a file with you <a href="#">image.png</a> - ( Size:44.25 KB )</i>
	<i>No</i>
	May I take the remote access of your local computer to identify the issue?
rahul	how?
Ashutosh Mishra	Kindly paste this link in the browser of local computer to join the session.  <a href="https://assist.acecloudhosting.com/join/5902959007">https://assist.acecloudhosting.com/join/5902959007</a>
	Prior providing the access, I would suggest you to close any important documents.
	As per discussion over the remote session, The issue is resolved by activating your backend.
rahul	Thank you for your help!
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback in this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us confirming the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )
	<i>Ashutosh Mishra has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79768 Amy Salter**

**Email:** amy.h.salter@gmail.com  19035703459

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 22 Secs

**City:** HUNTSVILLE

**State:** Alabama

**Country:** UNITED STATES

## Chat Transcript

Amy Salter	Hello, I am your Acebuddy
Acebuddy	Hello Amy Salter, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Amy Salter	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
Please chose an option :	
Amy Salter	I'd like to report an Issue
Acebuddy	Please select an option!
Amy Salter	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Amy Salter	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Amy Salter	Warning error message regarding excel
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>	
<i>10:04:19 PMAmy Salter is sharing a file with you <a href="#">1_image.png</a> - ( Size:7.19 KB )</i>	
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. today.

Amy Salter	Hey there
Sujeet Kumar Suman	Hello Amy
Amy Salter	I am receiving an error message in QB when trying to export reports to excel
Sujeet Kumar Suman	I deeply apologize for the inconvenience caused to you.
	No worry, I can help with that. Let me look into it for you.
Amy Salter	thanks
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name ar
Amy Salter	AmySa
	AmySa.pre2
Sujeet Kumar Suman	Thank you for the information and allow 2 minutes to check the same.
Amy Salter	sure
Sujeet Kumar Suman	Thank you for your patience.
	As checked, you currently do not have access to the Excel application on the se To use the "Export Report to Excel" feature, you will need access to Excel. We r the necessary access in order to utilize this functionality.
	Are we still connected here?
Amy Salter	yes sorry
	how do I request that?
	we used to be able to export
Sujeet Kumar Suman	If you need Excel access enabled, it will be chargeable at \$5.99 per user per m Alternatively, if you already own a valid MS Excel license, we can install the ap at no additional installation cost.
Amy Salter	Has there been a change to the account because we have been exporting to e>
Sujeet Kumar Suman	I will check with my backend team. Meanwhile, could you please confirm when (Edited)
Amy Salter	Let me check the last time. Please hold
Sujeet Kumar Suman	Sure, please take your time
Amy Salter	I see that I was able to export to excel on April 11 2025
Sujeet Kumar Suman	Due to recent policy changes by Microsoft regarding their products, they are nc the applications hosted on their servers with us.
	Are we still connected here?
Amy Salter	yes
	but I don't understand why we no longer have access since we contract with Ac Why woldn't we have received notification of this change?
Sujeet Kumar Suman	

	We are still looking into it.
Amy Salter	thank you
Sujeet Kumar Suman	Thank you for your patience.
Amy Salter	no problem
Sujeet Kumar Suman	We are still connecting with a senior team member. Kindly allow me a moment.
Amy Salter	ok
Sujeet Kumar Suman	Thank you for your patience. (Edited)
	As per our check, you currently do not have access to Microsoft Excel. To proceed with enabling access, we require your confirmation. Please note tha service and will be billed at \$5.99 per user per month.
Amy Salter	I need to understand why
	We have had it for years.
	Our contract with Ace hasn't changed
	Why do we have to now pay for the service that we have been using with Ace s
Sujeet Kumar Suman	Let me speak with the appropriate team regarding your concern, and I will have as soon as possible.
Amy Salter	Access to this feature has been included in our monthly price all along. I apprecia
	Thanks. In the meantime, I am checking to see if we have our own MS license. need to do to implement that license?
Sujeet Kumar Suman	Since this is a server-based environment, only three types of Microsoft licenses server: Microsoft 365 E3 Microsoft 365 E5 Microsoft 365 Enterprise
Amy Salter	I don't understand
	You asked me if we had our own MS license
	Again, since we have had this feature all along (included in the monthly pricing pay additional unless contacted regarding our contract
Sujeet Kumar Suman	I believe it would be better to discuss this over a call for better clarity. Kindly share your contact number so that our team can reach out to you as soc
	Are we still connected here?
	Are we still connected here?
Amy Salter	yes
	Please tell me if there are any other options besides 5.99/mo/rdp
	We need this access urgently for reporting
Sujeet Kumar Suman	As of now no.

Amy Salter	Unacceptable. Why hasn't Ace sent something out to its current customers about this?
	It's a change in contract services
Sujeet Kumar Suman	We completely understand your concern. However, as previously communicated, this change occurred due to recent Microsoft updates.
Amy Salter	Understand but Ace can't just change/remove services
Sujeet Kumar Suman	Amy, I understand your concern and what I can do from my side is to you provide access to the Microsoft Excel application. I will be checking the reason for this access request. If there is something different from what I have conveyed I will reach out to via mail.
Amy Salter	I understand you are trying to help and are the middle man
	Is there anything that can be done right now to allow us to export. We HAVE to use excel for a crucial meeting
Sujeet Kumar Suman	Thank you for understanding please stay connected while I am making some changes to the backend.
Amy Salter	Again, we were not told about this beforehand or else we would have made arrangements to use our own excel data spreadsheets
	Thanks
	Honestly I am not trying to be difficult. Just need to get these reports to the owner.
Sujeet Kumar Suman	No issue, we have successfully granted you access to the Microsoft Excel application. Please try exporting the report from your end and let us know if you face any further issues.
Amy Salter	oh thank you. Just a moment. I will try it
Sujeet Kumar Suman	Most welcome.
	Sure, please take your time
Amy Salter	I am receiving the same message but let me logout and log back in
Sujeet Kumar Suman	Yes, please, as we have recently made changes from the back end.
Amy Salter	Great. It worked. I can't thank you enough for your immediate help on this.
Sujeet Kumar Suman	Most welcome Amy.
Amy Salter	One more thing real quick. When we launch QB we receive this critical update in the background. Do we need to do anything about this.
	<i>11:09:39 PMAmy Salter is sharing a file with you</i>
	<u><a href="#">1_image.png</a></u> - ( Size:7.45 KB )
Sujeet Kumar Suman	No, we will do automatically from backend in off hours
Amy Salter	Perfect. Again, thanks for all your help
Sujeet Kumar Suman	Thanks for the confirmation !

	Is there anything else I may help you with ?
Amy Salter	Not at this time. But you have been wonderful, Sujeeet
Sujeet Kumar Suman	Same to you.
	You may end this chat now. Once you end this chat, you will receive an email for conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Sujeet Kumar Suman has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79734 Cesar Diaz**

**Email:** cesar.diaz@intercentrohn.com  +50499919175

**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:** 49 Secs

**City:** ?

**State:** Honduras

**Country:** HONDURAS

### Chat Transcript

Cesar Diaz

Hello, I am your Acebuddy

Acebuddy	Hello Cesar.diaz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cesar Diaz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cesar Diaz	I'd like to report an Issue
Acebuddy	Please select an option!
Cesar Diaz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support agent.
Cesar Diaz	intercentro\cmartinez
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 am here to help you.
	Hello Cesar
	How are you doing today?
	<i>10:24:54 PM Cesar Diaz is sharing a file with you</i>
	<i><a href="#">1_image.png</a> - ( Size:31.53 KB )</i>
Cesar Diaz	same problem
	can not connect to remote op
Abhay Kumar Saraswat	Our apologies for the inconvenience.
	I would like to inform you that you have a ticket with me.
	Ticket reference number is: #735587
	Could you please search this ticket number in your inbox?
Cesar Diaz	i dont have access , what it the problem
Abhay Kumar Saraswat	I've sent you an email yesterday as well on your and primary contact email address. Please reset approval.
	<i>10:27:37 PM Abhay Kumar Saraswat is sharing a file with you</i>
	<i><a href="#">image.png</a> - ( Size:58.89 KB )</i>
	I apologize but without primary contact owner approval, we are not allowed to connect to the user.
	Could you please inform primary owner to revert us back on the same email?

Cesar Diaz	let check my partner
Abhay Kumar Saraswat	Yes, please check and ask Ted or Mario to give us a approval.
	There is one more option to reset the password for <b>CMartinez</b> .
Cesar Diaz	thanks i will talk with them
Abhay Kumar Saraswat	You can ask primary owner <b>Ted</b> to login into <b>MyPortal</b> tool and from there he can change the password for the user.
Cesar Diaz	thanks for for information
Abhay Kumar Saraswat	Please ensure that they provide their approval by replying to the same email I have sent to them and <b>Ted</b> . Also, <b>Mario's</b> email address appears to be incorrect.
	Could you please confirm me his correct email address?
	Are we still connected here?
Cesar Diaz	yes
	please send plaease the email
	support@ __
Abhay Kumar Saraswat	Let me send you and <b>Ted</b> the email once again, please ask <b>Ted</b> to reply on the same email id.
Cesar Diaz	ok
Abhay Kumar Saraswat	Our support email is: <b>support@acecloudhosting.com</b>
Cesar Diaz	thanks for your if i have other thing i will connect again

*cesar.diaz has ended this chat session*

## Chat Transcript

expired password

### Visitor Details

**#79629 Yasmin**

**Email:** yasmin@yvspartners.com ☎ 4048849359

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

**Operator:** Anurag Sharma

**Website:** <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Yasmin	expired password
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting yo
<i>Dikshant Yadav is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will
	Hello Yasmin
Yasmin	ok
<i>3:13:11 AM Yasmin is sharing a file with you <a href="#">image.png</a> - ( Size:180.43 KB )</i>	
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Are you able to access the server?
Yasmin	yes
	but password needs to be reset
Anurag Sharma	Are you the only one facing this issue? (Edited)
Yasmin	no all of us should be since another one I know is Sabnish
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name ar
Yasmin	I would not know that but one of my teammates Ahmad has asked you to reset that
	Ghantavya
Anurag Sharma	Could you please share your CID or Account name?
Yasmin	where would I see tha
	my username is what I know of
Anurag Sharma	Could you please share your business name?
Yasmin	MNCStores
Anurag Sharma	Thanks for the confirmation !

3:22:31 AM Anurag Sharma is sharing a file with you  
[image.png](#) - (Size:39.82 KB)

Please confirm your username if it is any from these.

Are we still connected here?

Yasmin

yes

Yasmin MNC

Anurag Sharma

Thanks for the confirmation !

Yasmin, after this chat. I will send you an email. Please revert back to that email the primary contact with the password reset request, Once we will get the approval the new password over the email itself. (Edited)

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Yasmin

yes

this is all

Anurag Sharma

Thanks for the confirmation !

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

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

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

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

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

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

Anurag Sharma has ended this chat session

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#78830 Colette A Landers**

**Email:** pfs@annetta.com ☎ 17143427636

**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:** NORTH HOLLYWOOD

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79297 Anthony Trapletti**

**Email:** amtequipment@gmail.com  17245900225

**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:** SWANTON

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

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

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79112 jmalo.bpoint**

**Email:** jmalo.bpoint@gmail.com ☎ 3104618161

**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:** 21 Secs

**City:** SASA

**State:** Sultan Kudarat

**Country:** PHILIPPINES

## Chat Transcript

jmalo.bpoint Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

jmalo.bpoint Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

[ ]

We are currently experiencing higher than normal contact volume related to server issues.

Are you also experiencing issues related to server connectivity?

jmalo.bpoint No, I'd like to report another Issue

Acebuddy Please chose an option :

jmalo.bpoint	I'd like to report an Issue
Acebuddy	Please select an option!
jmalo.bpoint	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
jmalo.bpoint	Server Connectivity Issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
jmalo.bpoint	Thanks!
	<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. today.
jmalo.bpoint	Hi Sujeet!
Sujeet Kumar Suman	Hi Jmalo
jmalo.bpoint	My team and I can't access our remote desktop.
Sujeet Kumar Suman	There is a technical outage at the moment, and our team is actively working to expect to provide an update within 30 minutes to 1 hour.
	You may try in the meantime; however, we will update you as soon as the serv running.
	We apologize for the inconvenience this may have caused you and appreciate your understanding throughout the process.
jmalo.bpoint	Okay great! Which platform are you going to update/inform us?
Sujeet Kumar Suman	We are currently backing up the server data
jmalo.bpoint	Noted that.
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
jmalo.bpoint	That would be all for now.
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email from us confirming the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com">https://www.acecloudhosting.com</a> )

*Sujeet Kumar Suman has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79964 Raymond Crump**

**Email:** ray@raycrumpcpa.com ☎ 8045982500

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 38 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Raymond Crump Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Raymond Crump Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Raymond Crump I'd like to report an Issue

Acebuddy Please select an option!

Raymond Crump Other Issue

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

Raymond Crump permissions issue will not let me get into quickbooks desktop

Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be
Raymond Crump	thank you
Manish Singh	I will surely help you with this issue.
Raymond Crump	had the same exact issue yesterday; thought it was permanently resolved. how reset overnight
Manish Singh	Kindly allow me two minutes to check the same.
Raymond Crump	users KIM SUSAN and STAFF1 are having the issue when quickbooks desktop tr
Manish Singh	Alright, May I know the company file name in which you are facing this issue.
Raymond Crump	no companies will open for users specfied above. specifically ENVY CONCRETE 040519.qbw
	error says "this action requires Windows Administrator permissions"
Manish Singh	let me check once.
	Are other users able to work on the company files?
Raymond Crump	user Raymond can get in (admin)
	users CHRISTY, SUSAN, and STAFF1 cannot acccess
	same as yesterdays case
Manish Singh	Let me reboot the server once to refresh the backend services.
	Kindly logout all users from the server for 2 minutes.
Raymond Crump	i will lose connection with you. shall i assume this issue is permanently fixed wl minutes?
Manish Singh	Let me try with manually refresh the backend services for now then,
	Please wait
	Try to close QuickBooks and open once.
Raymond Crump	yesterday, i had to log off, and log back in
Manish Singh	Try while on the server once.
	And please let everyone do the same once.
Raymond Crump	just tried once, logged off and relogged onto staff1 and still no access
Manish Singh	May I take the remote access of your server?
Raymond Crump	sure
	i am user STAFF1

Manish Singh	Prior providing the access, I would suggest you to close any important document.
Raymond Crump	done
Manish Singh	Kindly accept the session once.
Raymond Crump	works now.
	will this be a permanent fix?
Manish Singh	Great, we will follow up with you regarding the case
	If facing any issue let us know over email.
	Yes
	Is there anything else I may help you with ?
Raymond Crump	no thanks
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback and smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email confirmation of the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
	Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#79086 Jessica Franz

Email: jfranz@fpdsolutions.com

Department: Support(QB & App Hosting)

**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** PATCHOGUE  
**State:** New York  
**Country:** UNITED STATES

### Chat Transcript

Jessica Franz	Hello, I am your Acebuddy
Acebuddy	Hello Jessica Franz, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jessica Franz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	[ ]
	We are currently experiencing higher than normal contact volume related to server issues.
	Are you also experiencing issues related to server connectivity?
Jessica Franz	Yes
Acebuddy	Please refer to our status page for further updates on the issue status.
	Thank you contact Ace Support. Have a wonderful day!

*Acebuddy has ended this chat session*

### Chat Transcript

Hello, I am your Acebuddy

#### Visitor Details

#79308 Bob  
Email: bgerstenberger@salutron.com ☎ 5107952876

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** CASTRO VALLEY

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Bob Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Bob Managed Security

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

*Acebuddy (bot) forwarded the chat request*

*Priyanshu accepted the chat transfer request.*

Bob I need myrealdata password reset. How?

Priyanshu Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How r

Bob I need myrealdata password reset. How?

Priyanshu Could you please help me with your businessname and username so that I can end and can assist you accordingly

Bob My business 'Salutron'. Not clear on the myrealdata username, but think it it 'm email is 'bgerstenberger@salutron.com'

Priyanshu Thank you it seems that your server is being managed by different team, pleas this chat request to the concerned team so that they can better assist you.

Bob Ok

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

*Sujeet Kumar Suman accepted the chat transfer request.*

Sujeet Kumar Suman Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. today.

Hello Bob

Bob Hi

need myrealdata password reset...as I cannot login. My username is 'BobG'

Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
	Allow 2 minutes to check the same.
Bob	ok
Sujeet Kumar Suman	As checked, you are not enrolled in the <b>MySelfCare Portal</b> . In this case, we will require <b>Contact) approval</b> to proceed with the password reset. Alternatively, you can also reach out to <b>Amy Lin</b> , who can assist you with resetting your password via <b>MyPortal</b> .
Bob	I will ask Amy, who is monitoring this chat via a shared meeting...she is trying to help you. Please give us a minute
Sujeet Kumar Suman	Sure, please take your time
Bob	Amy is having issues logging into the portal with her credentials.  Give us a minute, she is retrying  This is new for her, but she just got in...and is requesting a new password
Sujeet Kumar Suman	As checked, you have initiated two chat sessions at the same time. Kindly close one of the sessions to avoid confusion and ensure smoother support.
Bob	Amy just requested the reset  trying now
Sujeet Kumar Suman	Okay.
Bob	I am now trying to login and still unable to. How long would it take for the password to affect?  Meaning trying the new password Amy set
Sujeet Kumar Suman	It worked instantly when you reset the password from MyPortal or the Self-Care Portal.
Bob	OK...retrying...  Amy reset the password again, but still not allowing me in..
Sujeet Kumar Suman	Please let us know if you are able to log in successfully.  May I take the remote access of your local computer?
Bob	yes
Sujeet Kumar Suman	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/3242713868">https://assist.acecloudhosting.com/join/3242713868</a>
	Kindly close all important tabs and documents for not to breach any security concern.
Bob	Zoho is running
Sujeet Kumar Suman	We are connected on the remote session and will proceed with the troubleshooting. At the same time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
Bob	all is now OK

Sujeet Kumar Suman	Thank you for your patience.
	As per discussion over the remote session, The issue is resolved
Bob	Thanks,
Sujeet Kumar Suman	Is there anything else I may help you with ?
Bob	No...al good for the moment
Sujeet Kumar Suman	You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acec Thanks!
	Note: You may change/reset your server password on your own by registering c ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com">https://www.acecloudhosting.com</a> )

*Sujeet Kumar Suman has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79255 allison**

**Email:** allison@cowestlandtrust.org  19702635443

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

**Operator:** Manish Singh

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 56 Secs

**City:** PROVO

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

allison	Hello, I am your Acebuddy
Acebuddy	Hello Allison Rehor, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
allison	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
allison	I'd like to report an Issue
Acebuddy	Please select an option!
allison	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
allison	Setback
Acebuddy	Please select an option!
allison	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
allison	Ticket 731224. Desktop folder missing after profile creation and reinstall
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be happy to help you with your issue.
	Kindly allow me two minutes to check the same.
allison	
Manish Singh	May I know the name of the file missing from the desktop, Allison.
allison	There was a folder named 'working folder' that had items in it
Manish Singh	May I know the location of this folder in client data.
allison	It was on the desktop on my old profile, I don't think it was in client data. I'm also not sure if it was in client data during this install or Adobe
Manish Singh	Is it AllisonReh.Pre1 or AllisonR.Pre1
	Allison, kindly check now.
allison	AllisonReh.Pre1
Manish Singh	Can you check now if you can access the Working folder on your desktop.

allison	I do not see it there
Manish Singh	Kindly check now.
allison	Yes, it is there now
Manish Singh	Is there anything else I may help you with ?
allison	I do not see that I have access to Excel or Adobe Reader
Manish Singh	Please send us an email from the registered email address at support@aceclou we could proceed further with the request.  Also, the registered email for your account with us is : allison@cowestlandtrust.org
allison	ok
Manish Singh	Is there anything else I may help you with ?
allison	No
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable fee smileys at the end of this chat.  Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manaç working. I will appreciate that. or you may send your feedback at quality@acec Thanks!
	Note: You may change/reset your server password on your own by registering c ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com">https://www.acecloudhosting.com</a> )
	<i>Manish Singh has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#79271 help

**Email:** help@triadcyclersolutions.com  3362999989  
**Department:** Support(QB & App Hosting)  
**Operator:** Sujeeet Kumar Suman  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 54 Secs  
**City:** ORANGEBURG  
**State:** New York  
**Country:** UNITED STATES

### Chat Transcript

help	Hello, I am your Acebuddy
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
help	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>	
<i>Abhijeet Arun Thakur is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Sujeet Kumar Suman accepted the chat transfer request.</i>	
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeeet Kumar Suman. today.
	Hello
help	hi
Sujeet Kumar Suman	I will be surely assisting you with this. Kindly help me with your server name ar
	Are we still connected here?
help	yes
Sujeet Kumar Suman	Please help us with the details
help	yes i am
Sujeet Kumar Suman	We need some information from your end before we can assist you further.
help	can't you wait man?
	I'm puliing up the details
	we are in issue not you guys

Sujeet Kumar Suman	Apologies for the interruption.
	Please take your time
	We're here to help just let us know how we can support you!
help	TPCCSVR.myrealdata.net RudyClar
	this is thwe detail of theh server
Sujeet Kumar Suman	Thanks for the confirmation !
help	his Web data drive is disconnected again
Sujeet Kumar Suman	Sure, I can help with that. Let me look into it for you.
help	ok fast
	we have 10 mins
Sujeet Kumar Suman	May I take the remote access of your local computer?
help	cant you check from backend
	drive is not showing at all
	did you check the drive map from backend
	user is frustrated and wont let a remote session
Sujeet Kumar Suman	we need to confirm the drive name and was it configured and user's local comp
help	its named as web data drive which was configured in the server no on the local
Sujeet Kumar Suman	Understood. However, we'll need to check the user's local system to verify the
	We will need remote access to the local computer in order to assist you further.
help	nothing is configured on the local system so what you need to check
	I'm also a tech and as far as my knoledge this has no link with the local pc
Sujeet Kumar Suman	Kindly log into the server let us know.
	We have checked on our end, and the drive is accessible from the backend.
help	can you transfer the chat to manish singh ore pradeedp kumaar
Sujeet Kumar Suman	Both are currently unavailable at the moment.
help	ok let me check if the drive is showing
Sujeet Kumar Suman	Sure, please
	Are we still connected here?
	Are we still connected here?
<i>11:50:24 PM help is sharing a file with you <a href="#">image.png</a> - ( Size:81.48 KB )</i>	
help	there a drive connected

		but giving this error
		you can now take the session of local pc
		if you wanr
Sujeet Kumar Suman		We are checking for the same.
		We will need remote access to the local computer in order to assist you further remap the WebDAV drive on the system.
	help	ok
		send link
Sujeet Kumar Suman		Kindly close all important tabs and documents for not to breach any security cc
		Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/2582076044">https://assist.acecloudhosting.com/join/2582076044</a>
		We are still waiting for the remote session to begin. Please let us know once yo
	help	user is now busy
Sujeet Kumar Suman		Okay.
	help	he asked for 3pm
Sujeet Kumar Suman		Sure We'll be ready for the remote session at 3 PM as requested. Please let us l changes.
	help	ok you are conneted on chat right?
Sujeet Kumar Suman		Yes I am
	help	in the mean while you can check double from backend
Sujeet Kumar Suman		Kindly allow me two minutes to check the same.
	help	ok
Sujeet Kumar Suman		We can proceed by arranging a callback to the user's direct line. Kindly also pr and time zone so we can schedule the call accordingly.
	help	no need of that
		stay connected
		we have to resolve this issue today
		we will have max 30 min ib user local pc
Sujeet Kumar Suman		If you'd prefer, I can stay on this chat to assist you further.
	help	thanks
		<i>12:19:06 AMSujeet Kumar Suman is sharing a file with you <a href="#">how-to-setup-webdav-on-a-local-computer-for-windows.pdf</a> - ( Size:1.02 MB )</i>
		<i>As of now you can follow this step for remap the WebDAV</i>
Sujeet Kumar Suman		tpccsvr.myreldata.net@SSL DavWWWRoot : drive path

		Could you please try to remap it in the meantime?
help		I can after 3
		user gave time at 3
Sujeet Kumar Suman		please help us with time zone
help		est
		7 mins remaining
Sujeet Kumar Suman		Could you please provide the user's direct line number?
help		I cant
Sujeet Kumar Suman		okay.
help		he is an old man
Sujeet Kumar Suman		No issue.
help		cant give him hard time
Sujeet Kumar Suman		We completely understand.
		We appreciate your patience.
help		send link
Sujeet Kumar Suman		sure.
		Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/2492817164">https://assist.acecloudhosting.com/join/2492817164</a>
		Kindly close all important tabs and documents for not to breach any security concern.
		We are still waiting for the remote session to begin. Please let us know once you receive the link.
help		hmm
Sujeet Kumar Suman		We are connected on the remote session and will proceed with the troubleshooting. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, we will let you know and ask for your confirmation on this chat.
help		???
		Please update
Sujeet Kumar Suman		Asking user to enter the server password
help		user is not available can you put it and complete the setup
Sujeet Kumar Suman		Guide the user to enter the server login password.
help		her is not on pc bro
Sujeet Kumar Suman		After that, he should be able to access the WebDAV.
help		it me there as well
Sujeet Kumar Suman		That's great

	help	just complete the setup by entering password
Sujeet Kumar Suman		Yes
	help	can you put the password?
Sujeet Kumar Suman		We do not have the password for any user account.
	help	ok can you show me how to reach this password screen
Sujeet Kumar Suman		Sure.
	help	so I can then he is present
		ok show
		?
Sujeet Kumar Suman		Kindly guide the user to enter the OTP
	help	he is in webinar
		not picking call
Sujeet Kumar Suman		That is the correct process for resetting the password.
		First, the password needs to be reset. Once that is done, the user will be able to
	help	no need to reset pass
		he will know the password
Sujeet Kumar Suman		Then great!
	help	im not able to contact him
		thats the bottle neck
Sujeet Kumar Suman		Yes.
		Is there anything else I may help you with ?
	help	bro I asked you to tell me how to reach this enter password screen
Sujeet Kumar Suman		Sorry I will show you.
	help	tell me one more thing
Sujeet Kumar Suman		<a href="https://tpccsvr.myrealdata.net/WebDav/">https://tpccsvr.myrealdata.net/WebDav/</a> : Driver path
	help	is this the same password which user use to login on the server?
Sujeet Kumar Suman		Yes, it is.
		As you've already seen the steps to map the WebDAV, would you like me to go
	help	where the otp was sent?
		to Will?
Sujeet Kumar Suman		Yes

	help	can you make it simple
Sujeet Kumar Suman		On the email ID will@triadcbersolutions.com.
		This is the process to reset the password
		Alternatively, Will can also reset the password through the My Portal.
	help	reset yourself just send an confirmation email to him
		and he will reply
Sujeet Kumar Suman		To proceed with resetting the password for Rudy's account, we will need an aut Will's registered email address.
	help	send me the link of my portal once
Sujeet Kumar Suman		sure.
		<a href="https://myportal.acecloudhosting.com/login">https://myportal.acecloudhosting.com/login</a>
		CID number :CID67822
		I hope this helps—please let me know if you need any further assistance.
	help	wait
Sujeet Kumar Suman		Okay.
		Are we still connected here?
		Are we still connected here?
	help	yes
		ok its working now
Sujeet Kumar Suman		Thanks for the confirmation !
	help	thabks for the support
		bye
Sujeet Kumar Suman		Most welcome
		Is there anything else I may help you with ?
		No problem at all — thank you for your patience!
		Bye.
		You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my manaç working. I will appreciate that. or you may send your feedback at quality@acec Thanks!
		Note: You may change/reset your server password on your own by registering c ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).

*Sujeet Kumar Suman has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79793 Kim**

**Email:** kimberly@southernspc.com ☎ 13524464434

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 49 Secs

**City:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

Kim Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Kim Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Kim I'd like to report an Issue

Acebuddy Please select an option!

Kim QuickBooks Issue

Acebuddy

What type of QuickBooks Issue are you facing?

Kim QuickBooks is Frozen

Acebuddy Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks.

Was that helpful?

Kim No

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

*Acebuddy (bot) forwarded the chat request*

*Ashutosh Mishra accepted the chat transfer request.*

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

Hello Kimberly, I will be surely assisting you with this. Kindly help me with your name?

Are we still connected here?

Kim yes

Kimberly

Ashutosh Mishra I understand the server name is SCMLLC.myrealdatal.net

Kim yes

um wait i dk if that an old one

its the one for souther site

Ashutosh Mishra Yes, you are currently logged in this server.

May I know Is this the first time you are facing this issue?

Kim today

Ashutosh Mishra Please open QuickBooks now and let me know if the issue persists.

Kim its good now thanks

Ashutosh Mishra Great to see it is working now, may I know if the issue occurs at any particular time or on QuickBooks?

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79258 Steve Montgomery**

**Email:** smontgomery@buildingpointne.com ☎ 4108046566

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** NOTTINGHAM

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Steve Montgomery	Hello, I am your Acebuddy
Acebuddy	Hello Steve Montgomery, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Steve Montgomery	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Steve Montgomery	I'd like to report an Issue
Acebuddy	Please select an option!
Steve Montgomery	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Steve Montgomery	Can connect
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Steve Montgomery	"there was a problem connecting to the remote resource....."
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will
	Hello Steve
<i>8:57:22 PMSteve Montgomery is sharing a file with you</i>	

[Screenshot 2025-07-10 112652.png](#) - ( Size:86.57 KB )

*This is my configuration*

I deeply apologize for the inconvenience caused to you.

May I take the remote access of your local computer?

Steve Montgomery

when I hit the "power button" to login it brings up the local windows security as which I do. It tries to connect and then fails

yes

*8:58:55 PM Steve Montgomery is sharing a file with you*

[Screenshot 2025-07-10 112814.png](#) - ( Size:30.92 KB )

Anurag Sharma

Okay

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

<https://assist.acecloudhosting.com/join/9782502515>

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 troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.

The issue seems to be resolved now

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

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

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#79915 Keith Grapes**

**Email:** keith@panel-brite.com ☎ 7247442928

**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:** 13 Secs

**City:** DU BOIS

**State:** Pennsylvania

**Country:** UNITED STATES

**Chat Transcript**

Keith Grapes	Hello, I am your Acebuddy
Acebuddy	Hello Keith Grapes, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Keith Grapes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Keith Grapes	I'd like to report an Issue
Acebuddy	Please select an option!
Keith Grapes	Password Reset
Acebuddy	Please select an option below
Keith Grapes	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the user password needs to be reset and we'll share an update once the request is proce
	Do you need any further assistance on the topic?
Keith Grapes	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>	
Keith Grapes	trying to close out our books for the month and my wife cannot connect to QB
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswa today.
	I will be surely assisting you with this.

	Is this for account: <b>Panel-Brite Inc</b> ?
Keith Grapes	her login is myrealdata\Elisabeth_PB
	yes
Abhay Kumar Saraswat	Thank you for the information.
	I deeply apologize for the inconvenience caused to you.
	So, are you looking to reset the password for her?
Keith Grapes	Or just get her password working, whatever you recommend
Abhay Kumar Saraswat	Sure.
	Does she have her RDP setup file saved on this local <b>PC</b> ?
Keith Grapes	It must have been originally as this is the PC we have always used to do our bo purchased a laptop but we didn't move any QB stuff to it, at least not that we k moved somthing
Abhay Kumar Saraswat	okay, no worries.
	May I take the remote access of your local computer?
Keith Grapes	yes
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important docume
Keith Grapes	nothing open
Abhay Kumar Saraswat	Great.
	<a href="https://assist.acecloudhosting.com/join/7832433794">https://assist.acecloudhosting.com/join/7832433794</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshoo the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
	Hello Keith.
	Thank you for your patience.
	As you confirmed over the remote session that your issue has been resolved, c
	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-initia (1-888-415-5240) if any further assistance is required.

Abhay Kumar Saraswat has ended this chat session

# Chat Transcript

Hi my boss Bob Gerstenberger can't login to myrea

## Visitor Details

**#79309 Christine Han**

**Email:** alin@salutron.com ☎ 5107952876

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

**Operator:** Sujeet Kumar Suman

**Website:** <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** ANNAPOLIS

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Christine Han

Hi my boss Bob Gerstenberger can't login to myrealdata.net

Rishabh Gogia

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

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

*Anurag Sharma accepted the chat transfer request.*

Anurag Sharma

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

Hello Amy

As I can see Sujeet is already talking to Bob. I am transferring this chat to Sujeet. Please let me know if you have any other issue.

*Anurag Sharma is transferring the chat to Sujeet Kumar Suman.*

*Sujeet Kumar Suman accepted the chat transfer request.*

Sujeet Kumar Suman

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

Hello Amy

	Are we still connected here?
Christine Han	yes
	i reset the password but seem not working for Bob
	reset many times and it shows the password was reset successfully
	but Bob still can't login
Sujeet Kumar Suman	No worries, I'm going to connect to Bob's local system to resolve the issue.
	Hello Amy
	May I take remote access to your local computer so I can help you reset the pa account?
Christine Han	yes
Sujeet Kumar Suman	Kindly close all important tabs and documents for not to breach any security cc
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/7312723289">https://assist.acecloudhosting.com/join/7312723289</a>
	We are connected on the remote session and will proceed with the troubleshoo the time, I am putting the chat on hold, please do not disconnect it. Once the is give your confirmation on this chat.
	Thank you for your patience.
	As per discussion over the remote session, The issue is resolved
Christine Han	Bob can login successfully
	Thanks for your time and help
Sujeet Kumar Suman	Thanks for the confirmation !
	Is there anything else I may help you with ?
Christine Han	that's it
Sujeet Kumar Suman	Most welcome amy.
	You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acec Thanks!
	Note: You may change/reset your server password on your own by registering c ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com">https://www.acecloudhosting.com</a> )
	<i>Sujeet Kumar Suman has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79091 Brent**

**Email:** brent@austinguitarhouse.com ☎ 512-243-6036

**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:** AUSTIN

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Brent	Hello, I am your Acebuddy
Acebuddy	Hello Brent Tenczar, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Brent	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	[ ]
We are currently experiencing higher than normal contact volume related to server issues.	
Are you also experiencing issues related to server connectivity?	
Brent	Yes
Acebuddy	Please refer to our status page for further updates on the issue status.
	Thank you contact Ace Support. Have a wonderful day!

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79041 Demetrio Pascual**

**Email:** demetrio@austinfinancial.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:** LOS ANGELES

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79288 brittany**

**Email:** brittany@bbennettcpa.com  18134525404

**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:** 7 Secs

**City:** LITHIA

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

brittany Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

brittany Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

brittany I'd like to raise a Request

Acebuddy Please select your request type.

brittany Password Reset

Acebuddy Please select an option below

brittany Already Enrolled to Selfcare Portal

Acebuddy

Please follow the process mentioned in the link below in order to reset your serv

Do you need any further assistance on the topic?

brittany

Yes

Acebuddy

Please wait while we connect you to our 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 today.

Is this for account: **Brittany Bennett CPA PA** ?

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

*Abhay Kumar Saraswat has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79394 johnathon**

**Email:** johnathon@islandentertainment.com  (250) 746-9707

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

**Operator:** Yash Kalra

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 1 Min 14 Secs

**City:** RIDGELAND

**State:** Mississippi

**Country:** UNITED STATES

## Chat Transcript

johnathon	Hello, I am your Acebuddy
Acebuddy	Hello Johnathon Patty, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
johnathon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
Please chose an option :	
johnathon	I'd like to raise a Request
Acebuddy	Please select your request type.
johnathon	Change in Users
Acebuddy	Please select your desired option!
johnathon	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. I owner, Please refer to the following link for a detailed guide on how to manage
Do you need any further assistance on the topic?	
johnathon	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>	
<i>Sujeet Kumar Suman 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 as
	I will be surely assisting you with this. Kindly help me with your server name ar
johnathon	Yes
Yash Kalra	Johnathon, kindly help me with your server name and user name?
johnathon	We only have one server and I need to create a new user please
Yash Kalra	I understand your concern, please let me your server's name so that I fetch det details.
johnathon	CID68317
Yash Kalra	Kindly allow me two minutes to check the same.
	Johnathon, Either please reach out to Johnathon for user creation though my pc Or please send below details:

	User full name User email id User phone no to mail id support@acecloudhosting.com (Edited)
johnathon	User full name is Jason Gilmore  Jason.gilmore@florabama.com  8505169302
Yash Kalra	Johnathon, After this chat ends, I will be sending you a mail regarding user creation can you please provide us an approval on that mail using the mail id johnathon@islandentertainment.com
johnathon	Yes. What will be the new username of logging into the server?
	I want it to be FBAccount as the username to log into the server
Yash Kalra	Johnathon, let me check if the username is available or not.
	Johnathon, as requested we will be creating a user with a username: FBAccoun
johnathon	Thank you. Can you also give that user access to Microsoft office please.
Yash Kalra	Sure  After this chat end please provide approval on a mail that we will be sending yo
johnathon	Sorry. I did not do that right  I want to creat FBControl and not FBAccount
Yash Kalra	User login name: FBControl User full name: Jason Gilmore [Email id: Jason.gilmore@florabama.com](mailto:Jason.gilmore@florabama.com) [Phone no : 8505169302](tel:8505169302) (Edited)
	Please check these details.
johnathon	Yes
Yash Kalra	After this chat end please provide us approval on a mail that we will be sending minutes. (Edited)
	Is there anything else I may help you with ?
johnathon	No thank you
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback.
	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 containing a summary of the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com

Thanks!

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

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

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79576 ankit**

**Email:** ankit@hkidata.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 34 Secs

**City:** ANAND

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

ankit Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

ankit Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

ankit I'd like to report an Issue

Acebuddy Please select an option!

ankit QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

ankit Other QB related issue

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

ankit Quickbook stuck in all pc

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

ankit Ok

*Tushar accepted the chat transfer request.*

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

ankit hi

Can u reboot?

Tushar I deeply apologize for the inconvenience caused to you by this rest assured we will resolve it as soon as possible.

ankit All pc stuck

Work stopped

Do asap

Tushar I will surely reboot the server, till it is being done is the first time this has happened.

Reboot has been done as all users were in disconnected state.

ankit Yes

Can we start work?

Tushar Kindly let me check it once on our side if QuickBooks is working or not.

ankit Ok wait

Tushar It is working on server.

You can start work and kindly let me know if QuickBooks is accessible or not? (I am not able to access it)

As this chat is disconnected from your end we will take follow-up over the email.

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

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

*Tushar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79868 krisika**

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

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

**Operator:** Acebuddy

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

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

Hi

Hi

*krisika has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79412 William Mays**

**Email:** it@grafbro.com ☎ 17404643070

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

**Operator:** Dharmendra Kumar

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 1 Min 9 Secs

**City:** SOUTH SHORE

**State:** Kentucky

**Country:** UNITED STATES

### Chat Transcript

William Mays Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

William Mays Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

William Mays I'd like to report an Issue

Acebuddy Please select an option!

William Mays Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support agent.
William Mays	Unable to access windows server or quickbooks.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Gaurav Kumar declined the transfer request.</i>	
<i>Dharmendra Kumar accepted the chat transfer request.</i>	
Dharmendra Kumar	Thank you for contacting Ace Cloud Hosting. My name is Dharmendra Kumar. I am here to help you today.
William Mays	Hello, our server is not working at all right now.
Dharmendra Kumar	As per the information which I have, your business name is : Graf Brothers
William Mays	Correct
Dharmendra Kumar	Please help me with your name as well.
William Mays	Adam
Dharmendra Kumar	Hello it, I am looking into the issue, Please allow me 2 minutes,
William Mays	Thank you
Dharmendra Kumar	it, most of the users are showing in "Disconnected State". Please ask them the re-login.
<i>1:27:14 AMDharmendra Kumar is sharing a file with you <a href="#">image.png</a> - ( Size:28.74 KB )</i>	
William Mays	Yes, that's because it is down right now
Dharmendra Kumar	Let me logoff the "Disconnected Users" from my side & then you can ask them to login back.
William Mays	looks like the windows server is back up but now receiving an error stating user name and password incorrect when trying to login to main
Dharmendra Kumar	Please ask them to login back,
William Mays	ok one moment
Dharmendra Kumar	sure, I am available here.
William Mays	"The connection to the remote PC was lost"
	everyone reporting they are unable to connect
Dharmendra Kumar	Allow me a moment to check,
William Mays	Thank you
Dharmendra Kumar	I am working on it, please allow 2-5 minutes,
William Mays	Thanks
Dharmendra Kumar	It seems there is an issue with our infrastructure. It's requested to please try again later.

William Mays

Okay.

Dharmendra Kumar

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79196 David Jimenez**

**Email:** david@rcstructures.com  3477939306

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 16 Secs

**City:** ROSLYN

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

David Jimenez

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

David Jimenez

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

David Jimenez

I'd like to report an Issue

Acebuddy

Please select an option!

David Jimenez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
David Jimenez	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The help you with resolving the issue
	Was that helpful?
David Jimenez	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I wil
	I will surely help you with this issue.
David Jimenez	Hi...i think i may have spoken to you yesterday about our QB License. It appear QB does not give us access to open our files because it is saying that we need subscription but we bought our software outright
	is this something that only Intuit can fix?
Ashutosh Mishra	Yes, since this is licensing related issue, we suggest contacting Intuit as one of causes is Billing information mismatch or missing at the Intuit. We have comple recommended steps from the backend to ensure it is not due to any corrupt ap updates.
David Jimenez	ok...do you have the license number handy when you installed, becuase it is no look it up
Ashutosh Mishra	David, Kindly allow me two minutes to check the same.
David Jimenez	ok
Ashutosh Mishra	David, I have the license details with me however due to Security and privacy r the license details over the email after approval from the registered contact [ja (mailto:jason@rcstructures.com)].
David Jimenez	understood...please do so
Ashutosh Mishra	I will send the email to registered contact.
	Is there anything else I may help you with ?
David Jimenez	no...that's it. Thank You.
Ashutosh Mishra	Thanks for the confirmation !
	You may end this chat now. Once you end this chat, you will receive an email fr conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manaç working. I will appreciate that. or you may send your feedback at quality@acec

Thanks!

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

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

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79304 ROSE DE LA LLANA**

**Email:** rosedelallana@gmail.com **Phone:** 7879994901

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 5 Secs

**City:** CAROLINA

**State:** Puerto Rico

**Country:** PUERTO RICO

### Chat Transcript

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

Acebuddy	Please select an option!
ROSE DE LA LLANA	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
ROSE DE LA LLANA	SEVERALTIMES A DAY I HAVE TO CONTACE ACE TO RESOLVE SAME ISSUE... PLEA
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will
	Hello Rose
	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-initia (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
<i>Anurag Sharma has ended this chat session</i>	

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79338 Omar Guzman**

**Email:** oguzman@trialitydistributors.com ☎ 787-565-8786

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 17 Secs

**City:** TRUJILLO ALTO

**State:** Puerto Rico  
**Country:** PUERTO RICO

## Chat Transcript

Omar Guzman	Hello, I am your Acebuddy
Acebuddy	Hello Omar Guzman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Omar Guzman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Omar Guzman	I'd like to report an Issue
Acebuddy	Please select an option!
Omar Guzman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Omar Guzman	We are getting this error message: "The connection was denied because the us authorized for remote login."
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisti
	I will be surely assisting you with this. Kindly help me with your server name ar
Omar Guzman	Hi. On TrialityDist.myrealdatal.net our files seem to be there, but on Qblivepre2. files doesn't seem to be there.
Tushar	Thank you for the response Omar.
	I was just checking your account your company had two servers with us one a TrialityDist and another shared server name Qblivepre2.
Omar Guzman	I should explain better. The error message appears when connecting to TrialityI
Tushar	Each had user profiles associated with them as I can see from the latest update
	You were getting charged for shared server only that's why they have temporal dedicate server.
	Could you please confirm which server you want to use either one or both?
Omar Guzman	the one that has our data!
Tushar	Currently your shared server is active and could you kindly confirm the data is

	profiles MarilynMo.pre2 and OmarG.pre2 ?
Omar Guzman	The data is not on Qblivepre2. I just checked.
Tushar	Thank you for this information.
	Omar what we will now do is, we will have to activate the dedicated TrialityDist data is present. Also we will copy the rest of the data from Qblivepre2 server to
	This will make all your data synced to one place.
Omar Guzman	why did we have two servers?
Tushar	That I will have to look up with previous old tickets it will take some time.
Omar Guzman	ok
	I can wait. Thanks
Tushar	As of now to give you access to the correct server we will have to get authorization process will affect billing related changes kindly email us at support@acecloud.com to do the server profile sync and enabling the TrialityDist server and disabling the other one kindly email us from email address oguzman@trialitydistributors.com (Edited)
	Till then I will be investigating why there were two active servers.
Omar Guzman	ok.
	How will billing be affected?
Tushar	Apologies for the late response.
	The way the billing works is a shared server charges are low in comparison to a dedicated server.
Omar Guzman	Oh...this is not good
Tushar	The initial findings which I was able to find are on 14 Jul 2022 your server was in TrialityDist.
Omar Guzman	We need our billing to stay as it has been, not go higher!
Tushar	I understand Omar, this is a rare situation that has occurred.
	Our team will investigate the situation from back end for a detailed report of the findings.
	For now, would you like to activate your dedicated server so that you can work through the necessary steps from back end.
Omar Guzman	thanks
Tushar	As discussed above, once we receive an email from your side we will proceed further and enable and we will keep you updated over the email regarding the explanation from back-end team investigation.
	Are we still connected here?
Omar Guzman	yes
	I'm sending the email
Tushar	Thank you for the update Omar, once I will receive the email, I will share you the findings.

	to the server with the new passwords for each user profile.
Omar Guzman	It should have arrived already
Tushar	I have received the email.
	It will now take some time for me to proceed with all the discussed steps, I will minutes with the new server credentials and icons to login.
Omar Guzman	thanks
Tushar	Also, could you provide us your contact number and general time with time zor throughout the day. (Edited)
Omar Guzman	787-565-8786 I'm on New York Time Zone (-4 GMT)
	You can contact me any time
Tushar	Thank you and I deeply apologize for the inconvenience caused to you.
	Is there anything else I may help you with ?
Omar Guzman	That's all for now. Thank you.
Tushar	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 fr conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manag working. I will appreciate that. or you may send your feedback at quality@acec Thanks!
	Note: You may change/reset your server password on your own by registering c ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com">https://www.acecloudhosting.com</a> )

*Tushar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#78848 ray

Email: [marian@mainsstaynantucket.com](mailto:marian@mainsstaynantucket.com) ☎ 5187089262

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

**Operator:** Anjainay Singh

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

## **Operating System: Mac OS**

**Browser:** Google Chrome

## **Device:** Desktop

**Average Response Time:** 41 Secs

**City:** NANTUCKET

**State:** Massachusetts

## **Country: UNITED STATES**

# Chat Transcript

ray	Hello, I am your Acebuddy
Acebuddy	Hello Marian Ray, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
ray	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
Please chose an option :	
ray	I'd like to raise a Request
Acebuddy	Please select your request type.
ray	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your Operating System
ray	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Client on your MacOS computer.  Do you need any further assistance on the topic?
ray	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
ray	I don't know my PC name and no longer have the welcome email
<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 try to assist you with your request.
ray	How do i find my PC name to connect to the hosted environment on my Mac, if I did not receive a welcome email?

Thank you for bringing this to our attention. I understand the issue you're facing and will work to resolve it as quickly as possible.

No worries Marian, I will assist you with accessing the server.

May I take the remote access of your local computer?

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

<https://assist.acecloudhosting.com/join/2392333545>

ray okay yes

Anjainay Singh Please copy this URL at your local machine browser.

Download the remote.exe file.

We are connected.

ray i already have the microsoft remote app

its on the task bar on the bottom

remote desktop\*

Anjainay Singh Could you please open that for me?

ray its the red one forth from the left

Anjainay Singh We have to update the application first, now updated version knows as windows

ray ok

Anjainay Singh Looks like your macOS version is older so we have to continue with same.

Please enter your password.

You are connected to Server.

Once the chat ends, we would appreciate it if you could share your positive feedback with a smiling emoji.

I will also share the ticket id with you over the mail once this chat is disconnected.

You may disconnect this chat.

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

*Anjainay Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79100 ROSE DE LA LLANA**

**Email:** rosedelallana@gmail.com **Phone:** 7879994901

**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:** CAROLINA

**State:** Puerto Rico

**Country:** PUERTO RICO

## Chat Transcript

ROSE DE LA LLANA	Hello, I am your Acebuddy
Acebuddy	Hello Rose De La Llana, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
ROSE DE LA LLANA	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	[ ]
	We are currently experiencing higher than normal contact volume related to server issues.
	Are you also experiencing issues related to server connectivity?
ROSE DE LA LLANA	Yes
Acebuddy	Please refer to our status page for further updates on the issue status.
	Thank you contact Ace Support. Have a wonderful day!
<i>Acebuddy has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79098 brianw**

**Email:** brianw@municipalsupply.com ☎ 15176476597

**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:** HASTINGS

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

brianw	Hello, I am your Acebuddy
Acebuddy	Hello Brianw, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
brianw	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	[ ]
	We are currently experiencing higher than normal contact volume related to server issues.
	Are you also experiencing issues related to server connectivity?
brianw	Yes
Acebuddy	Please refer to our status page for further updates on the issue status.
	Thank you contact Ace Support. Have a wonderful day!
<i>Acebuddy has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79056 leahbeth**

**Email:** leahbeth@earlebmosher.com  617-755-8433

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

**Operator:** Sujeeet Kumar Suman

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** FRAMINGHAM

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

leahbeth Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

leahbeth Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

leahbeth I'd like to report an Issue

Acebuddy Please select an option!

leahbeth QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

leahbeth QuickBooks Login Issue

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

Was that helpful?

leahbeth No

Acebuddy

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

*Acebuddy (bot) forwarded the chat request*

*Sujeet Kumar Suman accepted the chat transfer request.*

Sujeet Kumar Suman

Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar Suman. today.

Hello Leah

leahbeth

Hi, I am unable to get into our QB - the link isn't working

Sujeet Kumar Suman

Sure, I can help with that. Let me look into it for you.

May I confirm if you are unable to connect to the server?

leahbeth

I can connect to the server but can't open QB

Sujeet Kumar Suman

What error message are you receiving in QuickBooks?

leahbeth

it says they could not initialize license properties

the shortcut said it isn't working too

Sujeet Kumar Suman

I would like to inform you that the application is under maintenance and will be

As per resources, updates are being applied, you could expect it to get updated

leahbeth

ah, got it. what is the rough timetable

Sujeet Kumar Suman

Within 1-2 hours.

We apologize for the inconvenience this may have caused you and appreciate your understanding throughout the process.

leahbeth

ok, thank you!

Sujeet Kumar Suman

Is there anything else I may help you with ?

leahbeth

all set for now, thank you!

Sujeet Kumar Suman

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

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

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

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

*Sujeet Kumar Suman has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#79550 Andreina Rodriguez**

**Email:** nina@zebrarecovery.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 47 Secs

**City:** ASHBURN

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Andreina Rodriguez	Hello, I am your Acebuddy
Acebuddy	Hello Andreina Rodriguez, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Andreina Rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andreina Rodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
Andreina Rodriguez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
Andreina Rodriguez	I want to upload documents into my QB but I an ot
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	

Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Andreina Rodriguez	Hi Ashutosh
	Before I was able to upload documents from my computer to QB using a pendrive
Ashutosh Mishra	Hello Andreina, I will be surely assisting you with this. Kindly help me with your name?
Andreina Rodriguez	now Im not able
	user name Nina
	where I can find my server name
Ashutosh Mishra	I have found the server name.
	Kindly allow me two minutes to check the same.
Andreina Rodriguez	ok
Ashutosh Mishra	Andreina I will be transferring to another agent who will be able to assist you further.
	<i>Ashutosh Mishra is transferring the chat to Anurag Sharma.</i>
Andreina Rodriguez	ok
	<i>Anurag Sharma declined the transfer request.</i>
	<i>Ashutosh Mishra is transferring the chat to Manish Singh.</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
Andreina Rodriguez	hi manish
	Can you help to upload documents into quickbooks desktop
Manish Singh	I will surely help you with this issue.
	May I take the remote access of your server?
Andreina Rodriguez	yes
Manish Singh	Would you like to upload the document from your local computer or from server?
Andreina Rodriguez	form my local computer
	like I was doing before
	i have the document in a pendrive and I upload it from there
	that was before
Manish Singh	Alright!
	May I take the remote access of your local computer?

Andreina Rodriguez	yes
	how can I give you access?
Manish Singh	<a href="https://assist.acecloudhosting.com/join/3082094848">https://assist.acecloudhosting.com/join/3082094848</a>
	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.
Andreina Rodriguez	are you in/ ?
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and you can disconnect the local session and try to upload the documents.
	you can disconnect the local session and try to upload the documents.
Andreina Rodriguez	ok
	let me connect from the beginning
Manish Singh	Sure, please take your time.
	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 session by calling us at (1-888-415-5240) if any further assistance is required.

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78840 alison**

**Email:** alison@stevecuryconstruction.com **Phone:** 5613016505

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** CUMBERLAND CENTER

**State:** Maine

**Country:** UNITED STATES

## Chat Transcript

alison	Hello, I am your Acebuddy
Acebuddy	Hello Alison Murphy, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
alison	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
alison	I'd like to report an Issue
Acebuddy	Please select an option!
alison	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
alison	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The help you with resolving the issue
	Was that helpful?
alison	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd
<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 assi:
	Hi Alison. How are you doing today?
alison	hey there! I am having a hard time getting on Quickbooks
	it had problems all day, kept kicking me off and now i can't open it
Yash Ahi	I will surely help you with this issue.
alison	ah I just got a notification saying a reboot is about to happen

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

alison Steve Cury Construction

Yash Ahi Thankyou for the information

Are you able to login to the server?

alison i will try now

Yash Ahi Sure please try now

Are you able to login?

alison had to try a few times

logging in now

Yash Ahi Alright, you can try one more time.

alison now it says its restarting

Yash Ahi Yes Alison, let that complete first.

Then you can try to login

Kindly allow me two minutes more

alison okay

Yash Ahi Alright, now you can login.

alison okay trying again

i keep getting weird error messages

Yash Ahi Alright.

May I take the remote access of your local computer?

alison trying again

Yash Ahi If you want I can check at your end on remote.

alison i think i finally got in

Yash Ahi Alright, incase you face that issue again, you can initiate the chat again or call

Is there anything else I may help you with ?

alison okay i am good for now! thank you!

Yash Ahi My pleasure.

I would greatly appreciate if you could share the feedback after this chat

After this chat you will get the reference ticket ID

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

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

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

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

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

*Yash Ahi has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79499 Mayda Suarez**

**Email:** mayda@heroic.cpa

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 5 Secs

**City:** WILLISTON

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Mayda Suarez Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Mayda Suarez Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Mayda Suarez	I'd like to report an Issue
Acebuddy	Please select an option!
Mayda Suarez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Mayda Suarez	Can't connect to our 2 servers
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you with your issue.
Mayda Suarez	hello
Ashutosh Mishra	Hello Mayda, I will be surely assisting you with this. Kindly help me with your server details and issue so that I can resolve it.
	<i>4:33:56 PM Mayda Suarez is sharing a file with you</i>
	<i><u>image.png</u> - ( Size:21.91 KB )</i>
	<i>4:34:16 PM Mayda Suarez is sharing a file with you</i>
	<i><u>1_image.png</u> - ( Size:22.56 KB )</i>
Mayda Suarez	Same problem yesterday too.
Ashutosh Mishra	Thank you for providing the details. I understand this is a recurring issue and would like to apologize for the inconvenience caused due to this. Please allow me few minutes to check from my end.
Mayda Suarez	thanks
Ashutosh Mishra	Thank you for your patience. Currently both the servers are accessible from the internet. I will be connecting to the remote access of your local computer to identify the root cause of the issue.
Mayda Suarez	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents and disconnect from the network.
	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/9602298788">https://assist.acecloudhosting.com/join/9602298788</a>
	As per discussion over the remote session, The issue is resolved by resetting the password through selfcare portal.
	You may end this chat now. Once you end this chat, you will receive an email from us confirming the resolution of your issue, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our selfcare portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).

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

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

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79504 Randy Pardo**

**Email:** rpardo@ameritempac.com ☎ 786-350-2344

**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:** MIAMI

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Randy Pardo Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Randy Pardo Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Randy Pardo I'd like to raise a Request

Acebuddy Please select your request type.

Randy Pardo Reboot your Server

Acebuddy

Kindly send an email to support@acecloudhosting.com from your registered email id. The reason for server reboot and the support team will be happy to update you on the same.

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 have any further questions Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#78974 jmcmahon**

**Email:** jmcmahon@4progressive.com  8472824742

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** BELVIDERE

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

jmcmahon

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

jmcmahon

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

jmcmahon

I'd like to raise a Request

Acebuddy	Please select your request type.
jmcmahon	Change in Users
Acebuddy	Please select your desired option!
jmcmahon	Setback
Acebuddy	Please select your request type.
jmcmahon	Change in Applications
Acebuddy	Please select your desired option!
jmcmahon	Setback
Acebuddy	Please select your request type.
jmcmahon	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
jmcmahon	Setback
Acebuddy	Please select your request type.
jmcmahon	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jmcmahon	I'd like to report an Issue
Acebuddy	Please select an option!
jmcmahon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available sup
jmcmahon	We are having issues with Sage 100. File permissions need to be added.
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 assi
	Hi Jason. How are you doing today?
	I will surely help you with this issue.
	Could you please help me with your server name or business name?
jmcmahon	progressivecorp
Yash Ahi	Thankyou for the information
	Kindly allow me two minutes to check the same.

	Thank you for your patience.
	May I take the remote access of your server to check the issue?
	Are we still connected here?
jmcmahon	I will need to check back with you. There are a few settings in Sage that need to connect back if there is still an issue.
Yash Ahi	Alright Jason. No issues.
	Is there anything else I may help you with ?
jmcmahon	No. Thank you!
Yash Ahi	My pleasure.
	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 for conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my manager is working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Yash Ahi has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#79419 Charles Xavier**

**Email:** helpdesk@coretechs.it

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

**Operator:** Sandeep Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** GUANABOA VALE

**State:** Saint James

**Country:** JAMAICA

## Chat Transcript

Charles Xavier

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Charles Xavier

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Charles Xavier

I'd like to report an Issue

Acebuddy

Please select an option!

Charles Xavier

QuickBooks Issue

Acebuddy

What type of QuickBooks Issue are you facing?

Charles Xavier

Other QB related issue

Acebuddy

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

Charles Xavier

Cannot connect to QB server

Acebuddy

Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Gurwinder Singh accepted the chat transfer request.*

*Gurwinder Singh is transferring the chat to Sandeep Kumar.*

*Sandeep Kumar accepted the chat transfer request.*

Sandeep Kumar

Thank you for contacting Ace Cloud Hosting. My name is Sandeep Kumar. I you today.

Hi Charles, How are you doing today?

Charles Xavier

Hello

I thought the server issue was resolved

but it's happening again

Sandeep Kumar

I deeply apologize for the inconvenience caused to you. As checked with tl

	one of our datacenters in Atlanta is having some internet issues that's causing connection failure
Charles Xavier	Is it down right now?
Sandeep Kumar	I request you to please ask all the users to keep on trying as its still being of them are able to get back in.
Charles Xavier	Is there an ETA for 100% resolution?
Sandeep Kumar	Not yet but the backend team mentioned around 30-40 minutes.
Charles Xavier	Okay. I will check back in after that time has passed if there is still an issue
Sandeep Kumar	Sure.
	We will also share an update over the email once everything is fixed on our end.
Charles Xavier	Gracias.
Sandeep Kumar	You are welcome,
	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 regarding this conversation, along with a ticket number and survey feedback.
	I request you to kindly spare a moment to fill that out for me so that my manager can understand how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Sandeep Kumar has ended this chat session*

