

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76237 djimeno

Email: djimeno@agtaxes.com ☎ 13058261711

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 27 Secs

City: CHICAGO

State: Indiana

Country: UNITED STATES

Chat Transcript

djimeno	Hello, I am your Acebuddy
Acebuddy	Hello Djimeno, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
djimeno	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
djimeno	I'd like to report an Issue
Acebuddy	Please select an option!
djimeno	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
djimeno	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
djimeno	I can't access QB 2024. I get a message stating "This action requires Windows administrator permissions"
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Deepak Taneja declined the transfer request.

Sharath Kumar accepted the chat transfer request.

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello again, Daniel
djimeno	hello
Sharath Kumar	let me sign back into the server check the settings
djimeno	thank you
Sharath Kumar	Thank you for your patience.
	The service for QB 2024 stopped, starting it now
djimeno	ok
Sharath Kumar	try accessing now
	Are we still connected here?
djimeno	IT WORKS THANK YOU!
Sharath Kumar	alright sir, anything else that I may assist you with?
djimeno	THAT IS ALL, THANKS AGAIN
Sharath Kumar	my pleasure, sir
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75321 Kari Seegmiller

Email: kseegmiller@opendoorswa.org

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

Kari Seegmiller	Hello, I am your Acebuddy
Acebuddy	Hello Kari Seegmiller, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Kari Seegmiller	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kari Seegmiller	I'd like to report an Issue
Acebuddy	Please select an option!
Kari Seegmiller	Password Reset
Acebuddy	Please select an option below
Kari Seegmiller	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Kari Seegmiller	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76217 jhandrus

Email: jhandrus@andruscorporation.com  2524455903

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 17 Secs

City: ASHBURN

State: Virginia

Country: UNITED STATES

Chat Transcript

jhandrus	Hello, I am your Acebuddy
Acebuddy	Hello Julia Andrus, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jhandrus	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jhandrus	I'd like to report an Issue
Acebuddy	Please select an option!
jhandrus	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jhandrus	Unable to log on to Remote Desktop when entering correct password
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.

jhandrus	Hi
Sharath Kumar	Hi Julia, please allow me a minute to sign into the server and check this for you
jhandrus	sure
Sharath Kumar	Thank you for your patience. I saw that nobody was signed into the server and I have restarted it
	Could you please try connecting now and let me know the result
jhandrus	Thank you. Dotty Hardee is trying to log on now.
	It worked! Dotty is in.
	Will we experience this issue again? Or did the restart solve future problems
Sharath Kumar	glad to hear that, am sure others will be able to access the server from now
	I cannot assure you since at the moment I am not sure what caused the issue
	I will definitely be looking into this
	I will keep a ticket open for you and reach out to you over email with an update
jhandrus	thank you! I appreciate your help

Julia Andrus has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75631 Lewisville

Email: lewisville@eaglefintax.com  4696098829

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 24 Secs

City: PATTAPUPALEM

State: Telangana

Country: INDIA

Chat Transcript

Lewisville	Hello, I am your Acebuddy
Acebuddy	Hello Lewisville, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lewisville	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lewisville	I'd like to raise a Request
Acebuddy	Please select your request type.
Lewisville	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Lewisville	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Lewisville	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lewisville	can you update the drake softwarre
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
	<i>Rohan Prajapati is transferring the chat to Sharath Kumar.</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Lewisville	can you take mt
	my scren
Sharath Kumar	sure, please allow me a moment to do that
	please let me know the username that you are signed in with
Lewisville	lewisvilleeagle1
Sharath Kumar	sending the screen share request now
	Prior providing the access, I would suggest you to close any important documents at your end.

Lewisville	okay
Sharath Kumar	check your screen now I don't see any other instances of Drake on the server
	maybe we can restart the server and close out any Drake services that is currently running
	you will have to check with the other user if we can restart the server
Lewisville	please do now urgently
Sharath Kumar	LewisvilleEagle3 is also present on the server could you check with them if they need to save anything before we restart There are more users that are logging in now Are we still connected here?
Lewisville	yea
Sharath Kumar	could you please ask the users to sign out, I tried sending others a message but they are still active on the server ask them to sign back in 5-10 minutes as Drake should be updated by then
Lewisville	sign out can you check
Sharath Kumar	eagle4 is out waiting for eagle3
Lewisville	eagle3 also sign out
Sharath Kumar	okay, restarting the server now Please sign in and try updating Drake now please let me know if that worked!
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now and hoping that you were able to update Drake after restart. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75423 Lorie Thebaut

Email: accounting@solarimpact.com ☎ 13526726533

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 28 Secs

City: GAINESVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

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

Lorie Thebaut	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lorie Thebaut	HI, in reference to ticket 670847, I have downloaded the company file to my desktop but cannot open it. I believe I need to work with intuit support.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	I will surely help you with this issue.
Lorie Thebaut	Thanks.
Shashwat Verma	Kindly allow me two minutes to check the same.
	May I know the username you are using to login to server?
Lorie Thebaut	Is that my email?
Shashwat Verma	Let me have the local access of your pc.
Lorie Thebaut	myrealdatalorieT
Shashwat Verma	Will try from there only.
	May I take the remote access of your local computer?
Lorie Thebaut	just a second
	ok
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	https://assist.acecloudhosting.com/join/9352271627
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
Lorie Thebaut	ok.
Shashwat Verma	As per the remote session, you have suggested to connect with intuit and you will connect us in case of any issue.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate 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/)	

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75531 Becky Rivard

Email: becky@beckyrivardcpa.com  15304489276

Department: Support(QB & App Hosting)

Operator: Rohit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re-connection. We will be happy to update you on the task's completion.
	Do you need any further assistance on the topic?
Becky Rivard	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar accepted the chat transfer request.</i>
	<i>Gaurav Kumar is transferring the chat to Rohit Kumar.</i>
	<i>Rohit Kumar accepted the chat transfer request.</i>
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.
Becky Rivard	Hi. This in reference to ticket 677161. My tax software is stuck and I can't close out. Same thing happened yesterday. Can you please help me? I am unable to close out the application. It just closes the tax application.
Rohit Kumar	I will certainly assist you with this.
	Please allow me 2-3 minutes to check the case
	I am rebooting the server now. Please allow me 2 -3 minutes more now.
	Hello Becky.
	Are we connected?
	Are we connected?

Rohit Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75659 Tesfazion

Email: tesfazion@taxcornerll.net

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 44 Secs

City: CHANTILLY

State: Virginia

Country: UNITED STATES

Chat Transcript

Tesfazion	Hello, I am your Acebuddy
Acebuddy	Hello Tesfazion, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tesfazion	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham accepted the chat transfer request.</i>
	<i>Shubham is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	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) required.
	<i>Shubham Kataria has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76121 Mary Lou Babcock

Email: marylou@rmsnh.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 3 Secs

City: POMPANO BEACH

State: Florida

Country: UNITED STATES

Chat Transcript

Mary Lou Babcock	Hello, I am your Acebuddy
Acebuddy	Hello Mary Lou Babcock, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Mary Lou Babcock	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mary Lou Babcock	I'd like to raise a Request
Acebuddy	Please select your request type.
Mary Lou Babcock	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Mary Lou Babcock	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Mary Lou Babcock	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mary Lou Babcock	Unable to access the company file
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Mary Lou Babcock	Current Ticket ID 683211
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.

Mary Lou Babcock	Great, I have noted the current ticket ID 683211, I am still having issues logging on
Anjainay Singh	Could you please confirm are you facing this issue with every company file.
Mary Lou Babcock	No, just the Woodlawn Directory that I was suppose to be given access to yesterday
Anjainay Singh	Our team member has applied the access , have you tried to log out and log back in and tried to access the company file
Mary Lou Babcock	Yes, however I will try once more.
Anjainay Singh	Please do it once and let me know if you are facing same issue .
Mary Lou Babcock	I am getting Error -6189,-816
Anjainay Singh	May I take the remote access of your server?
Mary Lou Babcock	yes
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Mary Lou Babcock	i have nothing open under my profile
Anjainay Singh	https://assist.acecloudhosting.com/join/7022557547
	Please copy this URL at your server browser so that I can access your server.
Mary Lou Babcock	done
	were you able to gain access
Anjainay Singh	I am not able to access your server
Mary Lou Babcock	let me try once more, I am working remote
Anjainay Singh	Could you please confirm your Companies Name ?
Mary Lou Babcock	RMSNH
Anjainay Singh	Could you please provide your server name .
Mary Lou Babcock	Server ELM1 - user MaryLou.B
Anjainay Singh	Thankyou for your confirmation.
	Could you please try once again to open the QB .
Mary Lou Babcock	yes
Anjainay Singh	Please allow me access to server .
	Yes it is for remote access.
Mary Lou Babcock	the message disappeared
	let login again
Anjainay Singh	Could you please show me the issue once again .
Mary Lou Babcock	Were you able to see the new message?
Anjainay Singh	Yes I am able to see that .
	Please allow me two to three minutes so that I can look into the issue .

Mary Lou Babcock	okay
Anjainay Singh	Could you please open it once again .
	Please open the company file in QB 2023 not in QB 2021.
	Please open same company file in QB 2023.
Mary Lou Babcock	i have access to Elmwood, I need access to Woodlawn
Anjainay Singh	Please open the Woodlawn in QB 2023.
Mary Lou Babcock	which I was told yesterday is in Quickbooks pro
Anjainay Singh	Are you not able to locate the company file in QB 2023.\
	*QB 2023
Mary Lou Babcock	correct
Anjainay Singh	Please allow me some time.
Mary Lou Babcock	ok
Anjainay Singh	Please confirm is this the same company file you are trying to opening.
Mary Lou Babcock	yes
	possible the woodlawn cemetery below
	maybe I am trying to access the wrong one.
Anjainay Singh	Please access it now .
Mary Lou Babcock	Please give me a moment
Anjainay Singh	Sure.
Mary Lou Babcock	Can you point me to the Woodlawn Cemetery file.
	I am thinking I am trying to login to the wrong one
Anjainay Singh	Sure.
Mary Lou Babcock	Not the Historical one
Anjainay Singh	Please mention the name .
	I think it is resolved .
	It is not resolved .
	Please enter the credentials
	It is believed to be resolved now .
Mary Lou Babcock	I am in, thank you for your patience
Anjainay Singh	I should appreciate your patience .
	Is there anything else I may help you with ?
Mary Lou Babcock	That's it, enjoy the rest of your day. Thank you again.

Anjainay Singh

As the chat gets end you will receive a survey in which you may click on smiling emoji to provide your positive feedback .

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75905 Gary Peterson

Email: gary.peterson@ccmodels.com

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 11 Secs

City: BEAVERTON

State: Oregon

Country: UNITED STATES

Chat Transcript

Gary Peterson

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Gary Peterson

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Gary Peterson

I'd like to report an Issue

Acebuddy

Please select an option!

Gary Peterson

QuickBooks Issue

Acebuddy

What type of QuickBooks Issue are you facing?

Gary Peterson	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv Was that helpful?
Gary Peterson	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Gary, How are you doing today ?
Gary Peterson	ticket ID 681731 QB update required
	Good hope you are doing well
Rohan Prajapati	That's Great
	Thank you for Providing the ticket
	Kindly allow me two minutes to check the same.
	Thank you for your patience.
	Kindly check now and let us know the status
	Is it working fine now ?
	Are we still connected here?
Gary Peterson	Yes, thank you for quick help.
Rohan Prajapati	Thanks for the confirmation !
Gary Peterson	It is working
Rohan Prajapati	Thanks for the confirmation !
	This message has been deleted
	Is there anything else I may help you with ?
Gary Peterson	You are welcome, again thank you for help.
Rohan Prajapati	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Gary Peterson	We're good - take care
Rohan Prajapati	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri 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.ace

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75216 nidia

Email: nidia@cronintax.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 13 Secs

City: MOHEGAN LAKE

State: New York

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
nidia	UPDATE LACERTE 2023
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Nidia
nidia	Hi, would you mind updating lacerte 2023 for me please
Shashwat Verma	I will surely help you with this issue.
nidia	I'm an admin for the account but always have this issue
Shashwat Verma	Okay, we'll update the Lacerte 2023 and inform you on email.
nidia	thank you
Shashwat Verma	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) required.

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76393 Jeff Caldwell

Email: jeff@heatinggreen.com  113607398774

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: 16 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

Jeff Caldwell	Hello, I am your Acebuddy
Acebuddy	Hello Tia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jeff Caldwell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jeff Caldwell	I'd like to raise a Request
Acebuddy	Please select your request type.
Jeff Caldwell	Change in Users
Acebuddy	Please select your desired option!
Jeff Caldwell	User Addition
Acebuddy	Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to our guide on how to manage users via MyPortal!
	Do you need any further assistance on the topic?
Jeff Caldwell	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Tia
Jeff Caldwell	Hi Anurag
	I am in need of creating an auto login admin user that will remain logged in 24/7 to allow continuous API access for Condu. following: - Creation of an admin-level autologin user. - Ensure the user has full privileges across the account. - This will be used to QB Desktop for automation purposes.
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?

Jeff Caldwell	HeatingGreen and TiaGleason
Anurag Sharma	Thanks for the confirmation !
I would like to inform you that I have scheduled this Autologon user creation request during the night hours.	
We will inform you via email once it is created on the server.	
Is there anything else I may help you with ?	
Are we still connected here?	
Are we still connected here?	
Are we still connected here?	
As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) required.	
Thank you for choosing ACE cloud Hosting, you have a wonderful day.	
You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with feedback form.	
I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate feedback at quality@acecloudhosting.com. Thanks!	
Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)	
For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)	

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76015 Dale Trahan

Email: tbroussard@la.glacoxmail.com ☎ 13373343779

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: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

Dale Trahan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75208 Suzanne Beauchemin

Email: suzanne@bobstireco.com ☎ 17742638701

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 20 Secs

City: NEW BEDFORD

State: Massachusetts

Country: UNITED STATES

Chat Transcript

Suzanne Beauchemin Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
Suzanne Beauchemin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support. Please chose an option :
Suzanne Beauchemin	I'd like to report an Issue
Acebuddy	Please select an option!
Suzanne Beauchemin	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Suzanne Beauchemin	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Suzanne Beauchemin	I cannot attach files due to low system resources message
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Suzanne
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Suzanne Beauchemin	thank you
	<i>8:18:01 PM Shashwat Verma is sharing a file with you image.png - (Size:4.65 KB)</i>
	<i>This is because your C drive running on 0%.</i>
Shashwat Verma	You need to increase the same to overcome the issue related to that.
Suzanne Beauchemin	ok how do I do that
Shashwat Verma	We have plans for that, shall I share with you?
Suzanne Beauchemin	yes please
Shashwat Verma	Plan 1 : 200GB - \$120/Month Plan 2 : 100GB - \$60/Month Plan 3 : 80GB - \$50/Month Plan 4 : 60GB - \$40/Month
Suzanne Beauchemin	how do I know how much I need

Shashwat Verma	<p>It's totally depended on usage by the user, we recommend you to go with plan 3 or 4.</p>
Suzanne Beauchemin	<p>As you have 2 users on the server.</p>
	<p>ok let's start with plan 4?</p>
	<p>and then I assume I can increase later?</p>
Shashwat Verma	<p>Yes</p>
	<p>kindly email us the request from suzanne@bstireco.com to support@acecloudhosting.com mentioning the plan4.</p>
	<p>Rest will be assured by us.</p>
Suzanne Beauchemin	<p>just sent</p>
Shashwat Verma	<p>Let me check</p>
	<p>Got it.</p>
	<p>We have done the required changes.</p>
	<p>Kindly check whether your issue still persist or not? (Edited)</p>
	<p>Are we still connected here?</p>
Suzanne Beauchemin	<p>yes sorry</p>
	<p>one second I will check</p>
Shashwat Verma	<p>Sure</p>
Suzanne Beauchemin	<p>all set thank you very much</p>
Shashwat Verma	<p>Great!</p>
	<p>Is there anything else I may help you with ?</p>
Suzanne Beauchemin	<p>no thank you</p>
Shashwat Verma	<p>It would be great if you could share your feedback after this chat ends. Thanks in advance!</p>
	<p>Thank you for choosing ACE cloud Hosting, you have a wonderful day.</p>
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a feedback form.</p>
	<p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!</p>
	<p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)</p>
	<p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75204 taxes.ltdservices

Email: taxes.ltdservices@gmail.com ☎ 9195229911

Department: Support(QB & App Hosting)

Operator: Saurabh Surana

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

taxes.ltdservices	Hello, I am your Acebuddy
Acebuddy	Hello Taxes.ltdservices, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
taxes.ltdservices	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
taxes.ltdservices	I'd like to report an Issue
Acebuddy	Please select an option!
taxes.ltdservices	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
taxes.ltdservices	Please update Drake Accounting 2025
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Saurabh Surana accepted the chat transfer request.

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

taxes.ltdservices Hi Saurabh

Please update Drake Accounting 2025

Saurabh Surana I will surely help you with this issue.

Kindly allow me two minutes to check the same.

taxes.ltdservices thank you

Saurabh Surana Welcome, I have successfully updated Drake Accounting 2025 on your server kindly try now.

taxes.ltdservices Thank you

Saurabh Surana Welcome, Can you check and confirm if the issue has been resolved now?

taxes.ltdservices Checked. Updated

taxes.ltdservices has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75785 brian

Email: brian@wefixuglypools.com ☎ 6022534499

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 6 Secs

City: SALINAS

State: Arizona

Country: UNITED STATES

Chat Transcript

brian	Hello, I am your Acebuddy
Acebuddy	Hello Brian, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brian	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
brian	I'd like to raise a Request
Acebuddy	Please select your request type.
brian	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
brian	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
brian	I cannot connect to my payroll anymore because I cannot even do the simple updating of the software to allow for new applications. Why is this feature not available to me and should I really need "tech support" to do an application update?
Anjainay Singh	QB automatically gets update from backend however when there is new release by intuit you need to contact ACE support on your behalf.
brian	i CANNOT UPDATE THE BASIC STUFF INSIDE THE SOFTWARE!
Anjainay Singh	You may update , but we mange many things along with update in backend and even you try to update you may run into errors.
	*manage
	We may update the QB in night hours as during business hours it requires reboot .
	Please let us know whether we can update QB now after logging out users or else we can do it in night hours to avoid any suitable choice so that we can proceed accordingly .
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
brian	yes
	Yes we can update now
Anjainay Singh	Sure I am scheduling QB update now as it may take 10 to 15 minutes so after we will update the QB we will reply you once its done.

brian	Sounds good
Anjainay Singh	Is there anything else I may help you with ?
brian	Not if this works!
Anjainay Singh	Yes it will work after update we will update you over an email. You may end this chat .
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	We also request you to please logout from server , as QB update requires server reboot , we will update you shortly .
	You may end this chat session.
	We are ending this chat session.

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76263 johnathon

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

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 43 Secs

City: HAMMOND

State: Mississippi

Country: UNITED STATES

Chat Transcript

johnathon	Hello, I am your Acebuddy
Acebuddy	Hello Johnathon, 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. If you are the account owner, Please refer to our guide on how to manage users via MyPortal!
	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>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
johnathon	Thank you.
	Account is CID68317
Shivam Singh	I would request you to use My Portal to carry out the user creation operation.
johnathon	It's not loading for me. I need support to add them for me
Shivam Singh	No problem, allow me 2 minutes to check the same.
johnathon	Thank you
	For when you are ready. I need two user accounts created. Logins will be:
	Controller and Accountant. Controller account will be associated with candice.fry@florabama.com
	Accountant user will be associated with jace.martinez@florabama.com
Shivam Singh	Could you please share the CID number or server name. so that I can check your account.
johnathon	CID68317
	We only have 1 server
Shivam Singh	Thanks for the information.
	May I take the remote access of your local computer?
johnathon	I'm currently not at my computer
Shivam Singh	Okay,

	I would suggest you that you share an email with us with the details asked in the email that I am going to share with you.
	After the chat ends, I will share an email listing the requirement for the user creation please share those details and I will
	Are we still connected here?
johnathon	Yes
	Can this chat not be the request to get this done.
Shivam Singh	I understand that, but due to security concerns, we urge the customer to maintain an email trail for records. This ensures have a clear and documented way to resolve any issues that may arise.
johnathon	Okay. Thank you
Shivam Singh	I will wait for your email. However, is there anything else I can assist you with?
johnathon	You are going to send me an email correct ?
Shivam Singh	Surely, After the chat ends, I will do so.
johnathon	Okay. Thank you
	You can end the chat
Shivam Singh	thanks
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75390 Harry Shurek

Email: harry@mygeorgiaaccountant.com ☎ 14049319318

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: FLOWERY BRANCH

State: Georgia

Country: UNITED STATES

Chat Transcript

Harry Shurek	Hello, I am your Acebuddy
Acebuddy	Hello Harry Shurek, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Harry Shurek	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Harry Shurek	I'd like to report an Issue
Acebuddy	Please select an option!
Harry Shurek	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Harry Shurek	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Harry Shurek	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Harry
Harry Shurek	Hi,
Shashwat Verma	I will surely help you with this issue.
Harry Shurek	Thanks. QB Enterprise 2022 is stuck and i tried the unfreeze, I tried task manager (end task) and logging out and it is still

Shashwat Verma	No problem.
	Kindly allow me two minutes to check the same.
Harry Shurek	I need to process payroll for thsi client so I need thsi unfrozen asap thanks
Shashwat Verma	We have made the required changes.
	Kindly try now.
Harry Shurek	I am trying
Shashwat Verma	Sure, please take your time
Harry Shurek	working now - thank you!!
Shashwat Verma	Perfect
	Is there anything else I may help you with ?
Harry Shurek	no, thats it for now. Appreciate teh quick fix.
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75186 Bonnie Gentry

Email: qbhelp4u@aol.com ☎ 19168026802

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: SPARKS

State: California

Country: UNITED STATES

Chat Transcript

Bonnie Gentry	Hello, I am your Acebuddy
Acebuddy	Hello Qbhelp4u, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bonnie Gentry	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bonnie Gentry	I'd like to raise a Request
Acebuddy	Please select your request type.
Bonnie Gentry	Password Reset
Acebuddy	Please select an option below
Bonnie Gentry	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-set once the request is processed.
	Do you need any further assistance on the topic?
Bonnie Gentry	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76177 Amanullah Sajwani

Email: sajwanicpa@hotmail.com ☎ 19018572194

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 45 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Amanullah Sajwani	Hello, I am your Acebuddy
Acebuddy	Hello Sajwanicpa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amanullah Sajwani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amanullah Sajwani	I'd like to raise a Request
Acebuddy	Please select your request type.
Amanullah Sajwani	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Amanullah Sajwani	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Amanullah Sajwani	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Amanullah Sajwani	684348
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Sajwamicpa
Amanullah Sajwani	hi
Shashwat Verma	I will surely help you with this issue.
Amanullah Sajwani	need admin rights to install quickbooks 24 on server
	i have sent request
Shashwat Verma	Kindly allow me two minutes to check the same.
Amanullah Sajwani	ticket number 684348
Shashwat Verma	kindly accept the disclaimer for the restricted admin rights.
	We have just emailed you the same
	We got your response
	Will do the needful within 20-30 mins and will inform you on email.
	Is that work for you?
Amanullah Sajwani	ok
Shashwat Verma	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
Amanullah Sajwani	all is well thnaks i will disconnect now
Shashwat Verma	Sure
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75831 kelly.flynn

Email: kelly.flynn@openjarconcepts.com ☎ 1-619-201-7586

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 55 Secs

City: CORONADO

State: California

Country: UNITED STATES

Chat Transcript

kelly.flynn	Hello, I am your Acebuddy
Acebuddy	Hello Kelly Flynn, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kelly.flynn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kelly.flynn	I'd like to report an Issue
Acebuddy	Please select an option!
kelly.flynn	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
kelly.flynn	My remote Outlook email server is rejecting the login.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.

kelly.flynn	Hi, thank you for your help.
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
kelly.flynn	Server: map.gmail.com User name: kelly.flynn@openjarconcepts.com
	That is for the outlook email. Our actual server is: rdg.myreldata.net /and/ openjarconcepts.myreldata.net
Shivam Singh	Thanks for the information. Kindly allow me 2 minutes to check the same
kelly.flynn	I'm getting a send/receive error for our gmail accounts.
	I don't think our email has updated since last week.
Shivam Singh	Okay.
	Please let me look into this.
	May I take the remote access of your server?
kelly.flynn	Yes
	Do you want me to log out?
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
kelly.flynn	Ok all set
Shivam Singh	No do not logout as I need to check the server end of it
	Kindly Click on the link and open the downloaded file.
	https://assist.acecloudhosting.com/join/1362303634
	please accept the prompted request on your server screen
	Are we still connected here?
kelly.flynn	Yes
	It won't join a remote session.
Shivam Singh	Okay.
	Please come to your server screen and accept the prompt that I will be sharing.
kelly.flynn	Ok I believe I'm on at the correct screen.
	I clicked yes
Shivam Singh	Please enter the password
kelly.flynn	One sec
	I entered the password
	No email has been delivered since the 14th from what I could tell.
	We've received warnings about our server being near maximum storage. Could that be it?
Shivam Singh	Please re-enter the password (Edited)
	Please re-enter the password and do not click on OK

kelly.flynn	Ok done
	Does this have anything to do with our mail storage or storage in general on the remote server being near maximum?
Shivam Singh	I do not think so
	May I know when was it working fine last time?
kelly.flynn	ok
	Probably last Monday?
Shivam Singh	Can you try resetting the password?
kelly.flynn	Yes....
	This will take a couple of minutes
Shivam Singh	Okay please do and try to login using new password
kelly.flynn	Ok I entered the new password, but did not hit ok
Shivam Singh	okay
kelly.flynn	I didn't enter the user name, did you want that entered?
Shivam Singh	Please fill it yourself.
	We will take it from there.
kelly.flynn	Password is filled in, I did not hit ok
	Are you able to see if we have paid for whatever service we are using?
	If our billing is up to date?
Shivam Singh	Can you please let me know who initially setup your email
kelly.flynn	It could have been our CFO, Tracy de Encio
	Her email is also not working, but she usually isn't remotely logged in to use it.
Shivam Singh	Kindly reach out your email provider as we tried the possible troubleshooting, but it is not working.
kelly.flynn	Google also has this message when I changed my password: Starting January 2025, less secure apps, third-party apps, or only your username and password will no longer be supported for Google Workspace accounts. For exact dates, visit Google's support page. If you continue to use a specific app with your Google Account, you'll need to use a more secure type of access that doesn't share your account with the app. This includes using two-step verification or Sign in with Google.
	Do you think its a problem with Gmail?
	Google is our email provider and I am able to login to my gmail account.
Shivam Singh	It might be, So I will suggest you to contact your email provider
kelly.flynn	I will ask our IT professional.
	Would your company know if there was an issue with Google?
	I mean, we can't be the only ones using gmail.
	Should I reach out to billing to see if our account is paid for and there are no billing issues? Would you be able to see that?

Shivam Singh	As of now, I would not be able to tell.
kelly.flynn	Not be able to tell re: Gmail or billing?
Shivam Singh	It could not be it as if this would have been the case you would have not been able to login on the server
kelly.flynn	Ah, thank you. Ok, so lemme reach out to our IT and see what the issue is on that end. But they don't have access to this I'll try.
Shivam Singh	Is there anything else I may help you with ?
kelly.flynn	nope that was it
	Thank you for your help.
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75478 info

Email: info@socalmodernbuilds.com  18186339226

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: BAKERSFIELD

State: California

Country: UNITED STATES

Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the	
<i>Ended due to chat idle timeout</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75490 kbs-ays

Email: kbs-ays@outlook.com  18102106426

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: HOLLY

State: Michigan

Country: UNITED STATES

Chat Transcript

kbs-ays	Hello, I am your Acebuddy
Acebuddy	Hello Kbs-ays, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	

kbs-ays	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kbs-ays	I'd like to raise a Request
Acebuddy	Please select your request type.
kbs-ays	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
kbs-ays	Restart
Acebuddy	Hello Kbs-ays, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kbs-ays	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Priyanshu accepted the chat transfer request.</i>
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?
kbs-ays	Hi, Im not sure if I am talking to the right dept but I am wondering if there is a way I can save my QBs company to an exte
Priyanshu	Could you please help me with your businessname once so that I can assist you further accordingly.
kbs-ays	KBS Playground Services
Priyanshu	Thank you for sharing the businessname
	It seems that your server is being managed by different team, please let me transfer your chat to the concerned team so
kbs-ays	ok thank you
	<i>Priyanshu is transferring the chat to Support(QB & App Hosting).</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
kbs-ays	Hi
Ashutosh Mishra	I understand you want to save backup of your QB files to an external drive.
kbs-ays	Yes please
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
kbs-ays	is the server name CID69339?
	Qblive16.myrealdatal.net
	I think that might be the server name. I have so many names i dont know what they are lol
	myrealdatal\KelliS_KBS.q16

Ashutosh Mishra	Thanks for the confirmation !
kbs-ays	and this is the user name
Ashutosh Mishra	Kindly allow me two minutes to check the same.
kbs-ays	ok
Ashutosh Mishra	I am checking at the backend to check the possibility of getting backup to external drive meanwhile please also let me know that backup file is required on the external drive.
kbs-ays	We just want it for our records because nothing is guaranteed. We've had instances where the server said everything was backed up but we will just feel better about having a backup in case anything happens and we don't lose our whole company.
Ashutosh Mishra	I see, sure if you want to have backups of the file from server there is a service that we can suggest you, it is called WeTransfer. You upload your data and then a link is generated. You can open the link on your local machine and then download it to your external drive.
	Once the chat session ends I will send the ticket number as well as the instructions for the WeTransfer service.
kbs-ays	ok that sounds good
Ashutosh Mishra	Is there anything else I may help you with ?
kbs-ays	nope that is all I needed
Ashutosh Mishra	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.
kbs-ays	ok thank you you too

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76215 Johnny Jiayi Song

Email: songsgroupinc@yahoo.com  17162933171

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 44 Secs

City: RIDGEWOOD

State: New York

Country: UNITED STATES

Chat Transcript

Johnny Jiayi Song	Hello, I am your Acebuddy
Acebuddy	Hello Johnny Song, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Johnny Jiayi Song	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Johnny Jiayi Song	I'd like to report an Issue
Acebuddy	Please select an option!
Johnny Jiayi Song	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Johnny Jiayi Song	Server Connection Keep dropping
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Johnny Jiayi Song	Hello,
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
Johnny Jiayi Song	Hello, Our server connection keep dropping this morning. Please help us resolve the problem.
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
Johnny Jiayi Song	ok, thank you
Rohan Prajapati	Johnny, May I know if all users are facing the same issue or just you ?
Johnny Jiayi Song	yes
Rohan Prajapati	All users OR just you?
Johnny Jiayi Song	wait, let ,me double check with other users
Rohan Prajapati	Also, please confirm the server name, as you have two servers: one is 'USAC' and the other is 'USACNew'.
Johnny Jiayi Song	SERVE NAME IS USACNEW, user 1, 2, 3 will drop connection after 5 minutes. droppd 10 times already since this morning

Rohan Prajapati	Thank you for the information. Could you please confirm whether all the affected users are accessing the server from the same location or from different
Johnny Jiayi Song	Sorry, User 1, 2, 6 dropped connections since this morning, they are in the same location
Rohan Prajapati	Thanks for the confirmation ! May I take remote access of the local PC of any one of these users who are facing this issue?
Johnny Jiayi Song	wait please
Rohan Prajapati	Yes because I need to check whether its internet issue or not !
Johnny Jiayi Song	you may control user2'
Rohan Prajapati	Thanks for the confirmation ! Prior providing the access, I would suggest you to close any important documents at your end.
Johnny Jiayi Song	ok done
Rohan Prajapati	Kindly ask the user to copy and paste the link below into any browser on their local PC and join the session. https://assist.aceclouddhosting.com/join/9972950841
Johnny Jiayi Song	wait please
Rohan Prajapati	Sure take your time
Johnny Jiayi Song	we will use user6
Rohan Prajapati	No issue. Since these users are accessing the server from the same location and facing the same issue, we can take remote access of any one of these users.
Johnny Jiayi Song	they said already connected
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the user off. Once the issue is resolved, kindly give your confirmation on this chat.
Johnny Jiayi Song	ok
Rohan Prajapati	Could you please ask the users to answer my questions?
Johnny Jiayi Song	wait please they replied
Rohan Prajapati	Yes I'm checking Please ask them to login now
Johnny Jiayi Song	They always auto login and forgot the password for user6
Rohan Prajapati	You can reset their Password using the My Portal Here is the link : MyPortal - Ace Cloud Hosting - Login
Johnny Jiayi Song	what's the link for my portal
Rohan Prajapati	UserName: CID65588

Johnny Jiayi Song	wait please
	We have several printers, most of them are wireless
	my colleague login in
Rohan Prajapati	Johnny, I have made a few changes to the user account, and we need to observe if it works. If it does, we will apply the same changes to other users.
Johnny Jiayi Song	ok
Rohan Prajapati	Also, if it doesn't work, we need to identify which printer's driver got corrupted. Usually, such issues can be resolved by deleting the printer from the local PC. (Edited)
	As I can check it seems to be working fine as of now
Johnny Jiayi Song	you meant the printer driver caused all connection dropped?
Rohan Prajapati	Yes, we have seen multiple cases where corrupted printer drivers cause such issues.
	As we checked, everything seems to be fine on our end, and the users even have decent internet speed.
Johnny Jiayi Song	Also, please always make sure drive C on the server have sufficient space to run the application.
	ok, thank you
Rohan Prajapati	Sure, we will do that. I would also request that you please let us know via email if User 6 continues to face the same issue.
	Will that be okay if we update you via email once we free up the space in the C drive
Johnny Jiayi Song	ok, thank you.
Rohan Prajapati	May I disconnect the remote session of User 6 ?
Johnny Jiayi Song	yes
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76399 Omar Torres

Email: omar@sanjoseproduce.com  9565339468

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 51 Secs

City: HYANNIS

State: New Hampshire

Country: UNITED STATES

Chat Transcript

Omar Torres	Hello, I am your Acebuddy
Acebuddy	Hello Omar, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Omar Torres	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Omar Torres	I'd like to report an Issue
Acebuddy	Please select an option!
Omar Torres	Password Reset
Acebuddy	Please select an option below
Omar Torres	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-set once the request is processed.
	Do you need any further assistance on the topic?
Omar Torres	Yes
Acebuddy	Please wait while we connect you to our Support Representative

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

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

Hello Omar

I will surely help you with this issue.

Kindly allow me two minutes to check the same.

Omar Torres thanks

Shashwat Verma Kindly email the password request from alex@sanjoseproduce.com to support@acecloudhosting.com, we require authentication for the same

Rest will be assured by us

Omar Torres Hello, I'm having trouble accessing the Microsoft Remote Desktop system. My access is blocked.

It won't let me access the page

Shashwat Verma Okay

Omar Torres my user name is: otorresg

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

We have made the required changes

Try now to access the server

Omar Torres ok

Shashwat Verma Are you able to connect to server?

Omar Torres ready thanks

Shashwat Verma Sure

Is there anything else I may help you with ?

Omar Torres thats it

Shashwat Verma It would be great if you could share your feedback after this chat ends. Thanks in advance!

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

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

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

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76037 Lorraine Weaver

Email: l.renee.weaver@gmail.com  17069754009

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

Lorraine Weaver	Hello, I am your Acebuddy
Acebuddy	Hello Renee Weaver, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lorraine Weaver	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lorraine Weaver	I'd like to report an Issue
Acebuddy	Please select an option!
Lorraine Weaver	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lorraine Weaver	New user cghc3.1 needs access to E:CGHAC
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
Lorraine Weaver	Hello Renee, how are you doing today ?
Rohan Prajapati	Good - setting up a new user cghc3.1 but it appears they have no access to E:CGHAC
Lorraine Weaver	Is it regarding the Folder Permission?
Rohan Prajapati	yes
Lorraine Weaver	Thanks for the confirmation !
Rohan Prajapati	I asked that the new user be setup like user cghc2
Lorraine Weaver	Renee, kindly allow me 6-7 mins to verify the same on the server.
Rohan Prajapati	okay
Lorraine Weaver	Renee, could you please confirm whether you would like us to provide this new user with folder access the same as CGHC
Rohan Prajapati	Yes
Lorraine Weaver	CGHC
Rohan Prajapati	Okay So, the same as CGHC, not CGHC2 .
Lorraine Weaver	Those two user should be identical
Rohan Prajapati	the same access for all CGHC users
Rohan Prajapati	Thanks for the confirmation !
Lorraine Weaver	I have provided the required folder Permission.
Rohan Prajapati	Please log off the user once from the server and login back
Lorraine Weaver	Is there anything else I may help you with ?
Rohan Prajapati	This message has been deleted
Lorraine Weaver	Can you stay on the chat while I confirm?
Rohan Prajapati	Sure take your time
Lorraine Weaver	Still do not have access
Rohan Prajapati	May I take the remote access of your server?
Lorraine Weaver	sure
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
Lorraine Weaver	everything else is closed
Rohan Prajapati	Please accept the request
Lorraine Weaver	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

Lorraine Weaver	ok
Rohan Prajapati	Please login back and check now Is it good now ?
Lorraine Weaver	Yes - thank you! One other thing - whenever a user logs into the server - a DropBox popup appears can you remove that?
Rohan Prajapati	Let me check Please accept the request
Lorraine Weaver	I did
Rohan Prajapati	Will that be okay if we update you via email for this ?
Lorraine Weaver	Yes - that is fine thanks for your help
Rohan Prajapati	Is there anything else I may help you with ?
Lorraine Weaver	No - thank you
Rohan Prajapati	Thanks for the confirmation ! Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
<p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)</p>	
<i>Rohan Prajapati has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

#75748 PRATIK.G

Email: pratik.g@myrealdatal.net.rdp

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: DUNCAN

State: British Columbia

Country: CANADA

Chat Transcript

PRATIK.G	Hello, I am your Acebuddy
Acebuddy	Hello Pratik.g, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
PRATIK.G	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
PRATIK.G	I'd like to report an Issue
Acebuddy	Please select an option!
PRATIK.G	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
PRATIK.G	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
PRATIK.G	Hello, this is in regards to this Ticket ID: 679615 My problem has not yet been resolved. Could you please help.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Pratik
	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
PRATIK.G	No problem, please take your time. Thank you

Shashwat Verma	Is Qb is still crashing?
PRATIK.G	Yes, when I try to save anything it crashes
	Btw is creating a new profile for me would be helpful here?
Shashwat Verma	We can try that but you have to log off the server and all your user specific setting will be reset.
	Before that may I check few things on remote session?
PRATIK.G	Yes please
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
PRATIK.G	okay, its all closed
Shashwat Verma	https://assist.acecloudhosting.com/join/4822932201
	Kindly Click on the link and open the downloaded file.
PRATIK.G	Yes, doing it now
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it disconnect it. Once the issue is resolved, kindly give your confirmation on this chat. as per the remote session, we are assisting you there, hence closing the chat for time being.

Shashwat Verma has ended this chat session

Chat Transcript

We would like to upgrade from Quickbooks Non-profit Enterprise Desktop 2022 to 2024 in a couple weeks. We have a current license for 2 users.

Visitor Details

#75903 Gerald Graves

Email: ggraves@blessmaninternational.org  15153435920

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: WAUKEE

State: Iowa

Country: UNITED STATES

Chat Transcript

Gerald Graves We would like to upgrade from Quickbooks Non-profit Enterprise Desktop 2022 to 2024 in a couple weeks. We have a curr

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

Gerald Graves Do we have our IT person do the upgrade or doe we scheduke with Ace?

Gantavya Hi Gerald, we can do it with your IT person or we can work with you to setup the upgrade

Let me transfer you to our support team so you can plan the upgrade

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

Shashwat Verma accepted the chat transfer request.

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

Hello

Gerald Graves Not yet. we do not have a date scheduled to do it.

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

Gerald Graves My question was answered. I need nothing more today. thank you.

Shashwat Verma So you want to upgrade later?

Gerald Graves later.

Shashwat Verma Sure

Is there anything else I may help you with ?

Gerald Graves I am good today.

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
feedback form.

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

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76398 Tara Simmons

Email: tsimmons@vintagefinancialcare.com  4129181622

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 39 Secs

City: PITTSBURGH

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Tara Simmons	Hello, I am your Acebuddy
Acebuddy	Hello Tara Simmons, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Tara Simmons	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tara Simmons	I'd like to report an Issue
Acebuddy	Please select an option!
Tara Simmons	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Tara Simmons	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tara Simmons	When I try to open Quickbooks Pro 2023 a window pops up that says There's a new quickbooks software update waiting for the required permissions. and then it just gives me a button to close quickbooks. but it won't launch QB
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Deepak Taneja declined the transfer request.

Rohan Prajapati accepted the chat transfer request.

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
Tara Simmons	Hello Tara, how are you doing today ?
Rohan Prajapati	fine thank you.
Tara Simmons	I will surely help you with this.
Rohan Prajapati	I will be better when I can get into quickbooks
Tara Simmons	Kindly allow me 4-5 minutes to check the same.
Rohan Prajapati	ok thank you
Tara Simmons	May I take the remote access of your server?
Rohan Prajapati	yes
Tara Simmons	Prior providing the access, I would suggest you to close any important documents at your end.
Rohan Prajapati	I don't have anything open
Tara Simmons	Thanks for the confirmation !
Rohan Prajapati	Please accept the prompt
Tara Simmons	the prompt disappeared before I could accept
Rohan Prajapati	Please check now
Tara Simmons	I'm trying to click YES but nothing happens
Rohan Prajapati	Would it be possible for you to share a snapshot of the error you're receiving on the server regarding the updates?
Tara Simmons	yes one minute.
	now nothing is working on the server. I am going to exit Remote Desktop and re-enter
Rohan Prajapati	Let me sign out you from the server once
Tara Simmons	ok.
Rohan Prajapati	Tara, if this is regarding an upgrade to the latest version and not a regular update, please note that we will need the license access to the latest QuickBooks application.
Tara Simmons	I lease QB from you. I don't have my own license
	would you like me to try to log in again and capture the error message?
Rohan Prajapati	Yes Of course I was waiting for you to share it with me.
	Yes, I'm aware of that. However, we do not offer leasing licenses for QuickBooks Pro 2024. You can purchase QuickBooks I

11:05:42 PM Tara Simmons is sharing a file with you

[Screenshot 2025-04-30 at 1.35.06 PM.png](#) - (Size:81.23 KB)

	Oh got it. Kindly allow me few minutes
Tara Simmons	I don't want or need 2024. I'm happy to keep using the 2023 version that I have currently.
Rohan Prajapati	Please close it at your end
Tara Simmons	ok
	done
	did you get the screenshot I sent?
Rohan Prajapati	Yes
	Please check now and let me know the status
Tara Simmons	fixed! thank you so much!!
Rohan Prajapati	I will surely help you with this issue.
Tara Simmons	wonderful. I appreciate you fixing the issue.
Rohan Prajapati	Thanks for the confirmation !
	This message has been deleted
	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 feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75868 Terri Gaither

Email: tgaither@phoenixsteel.com

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 4 Mins 46 Secs

City: GAINESVILLE

State: Virginia

Country: UNITED STATES

Chat Transcript

Terri Gaither	Hello, I am your Acebuddy
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Terri Gaither	Hi Sharath. We're in QB and need to have excel files exported to xls files but it doesn't appear to be an option. Could you
Sharath Kumar	Hi Terri, please allow me a minute to check if you have appropriate access for this
Terri Gaither	Thanks
Sharath Kumar	are you able to access Excel application on the server?
Terri Gaither	yes
Sharath Kumar	let me share your screen and check why is that happening
Terri Gaither	Sounds good
Sharath Kumar	here is the link that you will need for the remote access https://assist.acecloudhosting.com/join/8702886199
	Prior providing the access, I would suggest you to close any important documents at your end.
Terri Gaither	Ok, all good. I am ready.
Sharath Kumar	Terri, as discussed over the remote session, I will have the appropriate team reach out to you with a resolution regarding :
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
<i>Sharath Kumar has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75608 Gloria Phillips

Email: gphillips@gpacnt.com  15804783686

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: PONCA CITY

State: Oklahoma

Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76312 ksapp

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

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

ksapp	Hello, I am your Acebuddy
Acebuddy	Hello Ksapp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ksapp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ksapp	I'd like to report an Issue
Acebuddy	Please select an option!
ksapp	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ksapp	Drake 2022 software and unable to run update
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.

	Hello, how are you doing today?
ksapp	Hello Rohan - we are unable to open and run the update for Drake 2022
	I'm well - how are you
Rohan Prajapati	I will surely help you with this issue.
	That's Great. I'm good too, thanks for asking
	May I take the remote access of your server?
ksapp	this is an ongoing issue that we have been having for about 2 weeks now. Yes you can take access
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
ksapp	they are closed
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it. Once the issue is resolved, kindly give your confirmation on this chat.
	Is there anything else I may help you with ?
ksapp	No thank you - we are good to go now
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75199 Jessica Jablonski

Email: jessica@thejablonskigroup.com ☎ 4803301554

Department: Support(QB & App Hosting)

Operator: Karan Kanwal

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 56 Secs

City: PHOENIX

State: Arizona

Country: UNITED STATES

Chat Transcript

Jessica Jablonski	Hello, I am your Acebuddy
Acebuddy	Hello Jessica, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jessica Jablonski	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jessica Jablonski	I'd like to report an Issue
Acebuddy	Please select an option!
Jessica Jablonski	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jessica Jablonski	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jessica Jablonski	it keeps crashing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Karan Kanwal accepted the chat transfer request.</i>
Karan Kanwal	Thank you for contacting Ace Cloud Hosting. My name is Karan Kanwal. I will be assisting you today.
	Are we still connected here?
Jessica Jablonski	yes
	Every time i try to run an Audit Trail report the system crashes
	And just a FYI - it tells me that I need to do a critical update most of the time when I log in.
Karan Kanwal	I will be surely assisting you with this. Kindly help me with your server name and user name?

Jessica Jablonski	myrealdata\JessicaJa.Pa
Karan Kanwal	Kindly confirm apart from crashing are you also getting any error message as well?
Jessica Jablonski	yes
Karan Kanwal	Share the error message as well.
Jessica Jablonski	Let me see if I can get a quick screenshot <i>7:43:14 AM Jessica Jablonski is sharing a file with you</i> <u>Error Message.jpg</u> - (Size:51.49 KB)
Karan Kanwal	Thank you for the information Based on the screenshot you shared with me, it seems like your company file is corrupted. In order to resolve this we need to have access to your server. Do you have your company file admin username & password?
Jessica Jablonski	oh goodness. That is nerve racking. Yes
Karan Kanwal	Alright May I take the remote access of your server?
Jessica Jablonski	yes
Karan Kanwal	Prior providing the access, I would suggest you to close any important documents at your end.
Jessica Jablonski	ok
Karan Kanwal	Requested for access, kindly allow it.
Jessica Jablonski	do you want me to log in ?
Karan Kanwal	Not right now
Jessica Jablonski	ok I did a ton of work in the file today do we need to get a backup of it?
Karan Kanwal	Enter your admin password
	Now we need to wait for few mins to repair the file.
Jessica Jablonski	ok
Karan Kanwal	Try to access your company file now Try to run the report now.
	Seems like we need to clean install QuickBooks from the backend, in order to resolve the issue, but note this process will take some time.
Jessica Jablonski	ok
Karan Kanwal	Alright, once we are done with clean installation, we will notify you via email.

Jessica Jablonski	ok
	and then what should i
Karan Kanwal	Is there anything else I may help you with ?
Jessica Jablonski	and then what should i do from there?
Karan Kanwal	For the time being, kindly logoff from the server as we need to reboot the server multiple times.
Jessica Jablonski	ok you will make sure we have a full backup? do you want me to close out of quickbooks?
Karan Kanwal	Yes, we take backup of the server every 12 hours. Yes I need you to logoff from the server as you won't be able to access the server at all.
Jessica Jablonski	ok - but I worked on it all day to day I input hundred and hundreds of transactions please do a full backup it would be devastating to have to redo all that work
Karan Kanwal	Lets save a backup at your end as well.
Jessica Jablonski	i just finished about 30 minutes ago ok great wil you walk me through it
Karan Kanwal	Sure Done backup have been saved
Jessica Jablonski	ok looks like we are good to g thank you i will log off
Karan Kanwal	Is there anything else I may help you with ?
Jessica Jablonski	no - thank you
Karan Kanwal	Thank you for choosing ACE cloud Hosting, you have a wonderful day. I will also share the ticket id with you over the mail once this chat is disconnected. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w feedback form. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri 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.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Karan Kanwal has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75218 glenda

Email: glenda@xlcpas.com  16268935837

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: 27 Secs

City: PASADENA

State: California

Country: UNITED STATES

Chat Transcript

glenda	Hello, I am your Acebuddy
Acebuddy	Hello Glenda, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
glenda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
glenda	I'd like to raise a Request
Acebuddy	Please select your request type.
glenda	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re happy to update you on the task's completion.

	Do you need any further assistance on the topic?
glenda	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
glenda	Urgent... Ashutosh, we are in the tax season and must work now. However, my account is frozen. Could you reboot our se
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name?
glenda	XLCPA.myrealdatal.net
Ashutosh Mishra	I have started the reboot.
glenda	thank youuu
Ashutosh Mishra	Please connect after few minutes.
	Is there anything else I may help you with ?
glenda	will do!!
	that's all. can't thank you enough
Ashutosh Mishra	Great, Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76320 bobi

Email: bobi@courtsense.com  12012861318

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 54 Secs

City: SKOPJE

State: Centar

Country: MACEDONIA

Chat Transcript

bobi	Hello, I am your Acebuddy
Acebuddy	Hello Bobi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bobi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bobi	I'd like to report an Issue
Acebuddy	Please select an option!
bobi	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
bobi	non-enrolled in multifactor authentication
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
bobi	Hi
Rohan Prajapati	Hello Bobi, how are you doing today ?
bobi	my user is getting message non-enrolled in multi factor but it was using the system before
Rohan Prajapati	I will surely help you with this issue.
bobi	but now getting this my server name is CourtSense.myrealdatal.net
Rohan Prajapati	Kindly allow me 4-5 minutes to check the same.
bobi	user Kim_Court@myrealdatal.net
Rohan Prajapati	

Thank you for Providing the all the information

Please allow us 5-6 mins to check the same

bobi ok

Rohan Prajapati Could you please share a screenshot of the error in the meantime?

10:12:26 PMbobi is sharing a file with you

[1_image.png](#) - (Size:58.14 KB)

Bob, as I can see, this user is currently not enrolled in the SelfCare Portal, which is why they are unable to takes just about 4 minutes. I kindly request that you ask the user to enroll in the SelfCare Portal right away again.

SelfCare Portal Link: <https://selfcare.acecloudhosting.com>

bobi but this user was using the system almost a year

until few days ago

Rohan Prajapati Yes, I understand. However, it might be a technical issue or something similar, as this user was disabled for a long time a

bobi should I login as admin to the selfportal or as the user kim?

Rohan Prajapati Simply log in as Kim, enter her server password, and follow the prompts on the SelfCare Portal.

Is there anything else I may help you with ?

bobi can I reset her password i my portal?

Rohan Prajapati Yes, definitely you can reset any user's Password through My Portal. (Edited)

Is there anything else I may help you with ?

bobi no thanks

Rohan Prajapati Thanks for the confirmation !

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w feedback form.

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75694 help

Email: help@triadcybersolutions.com ☎ 3362999989

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: TAXILA

State: Punjab

Country: PAKISTAN

Chat Transcript

help Hello, I am your Acebuddy

Acebuddy Hello Wasim Tahir, 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.

Acebuddy (bot) forwarded the chat request

Priyanshu accepted the chat transfer request.

Priyanshu Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?

help case no 678305

Priyanshu Please allow me a minute to check

help they escalated my case and I got an email at 11:30 am EST and now its 2:13 no one contacted me

Priyanshu Apologies for inconvenience caused. It seems that your concern is being handled by different team.

Please let me transfer your chat to the concerned team, so that they may better assist you.

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

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.
help	just tell me when they will contact what they have done so far on my case
Ashutosh Mishra	I will surely help you with this issue.
help	I nee update
Ashutosh Mishra	Kindly allow me two minutes to check the same.
help	they escalated and no noone contacted me
Ashutosh Mishra	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.
	We clean installed the QB last night however it didn't complete, we can reinstall it now. Would you be okay with downtime?
help	installing again and again does not make any sence
Ashutosh Mishra	I understand this has been a major inconvenience however since the clean install was incomplete, we would request to give you another method, if it doesn't succeed, we can investigate this further.
	Are we still connected here?
help	Man, seriously? Is this a playing field? You guys sent a straight email that this has been carried out successfully. Now what?
Ashutosh Mishra	We actually did a recheck to ensure everything was done correctly, the recheck was done by the senior escalation team and was performed. To provide quality resolution we are doing this again and ensure this is resolved in the least time possible.
	Would it be fine if we reinitiate the clean install right now? if it is not possible to logout right now i can schedule it for night.
help	wait
Ashutosh Mishra	Are we still connected here?
help	ok listen to me
	compose any email adding the senior person and explain all this matter there and send it to Help@triadcybersolutions.co
	understand?
	send the mail before leaving the chat
Ashutosh Mishra	I will surely proceed with what you have suggested, i have informed the escalation team about this and soon you will be connected with the escalation engineers explaining the situation and suggested course of action for timely resolution.
help	nope please send before this chat end
Ashutosh Mishra	Yes i will stay connected.
help	please send email I dont have whole day
Ashutosh Mishra	The escalation engineer is right in the middle of constructing the reply, please allow few more minutes.
	We sincerely appreciate your patience and understanding.
	The escalation engineer has sent the reply.
	Is there anything else I may help you with ?
	Since the chat is disconnected from your end, we are disconnecting the chat right now. You may re-initiate the chat or call us at +1 888 333 3333.

further assistance is required.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75081 Jon Bell

Email: jon@jonbellcpa.com  15053853535

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Android

Browser: Microsoft Edge

Device: Mobile

Average Response Time: 12 Secs

City: ALBUQUERQUE

State: New Mexico

Country: UNITED STATES

Chat Transcript

Jon Bell Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jon Bell Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jon Bell I'd like to raise a Request

Acebuddy Please select your request type.

Jon Bell Other Request

Acebuddy Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co

assistance.

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

Jon Bell Yes, I'm facing issues with my server

Acebuddy Please select an option!

Jon Bell Other Issue

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

Jon Bell Ticket 671850. Blue screen showing please wait. Never clears.

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

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

I will be surely assisting you with this. Kindly allow me two minutes to check

Could you please confirm if you're the only user who is facing this issue

Jon Bell To my knowledge. I am working remotely from home

Shubham Kataria Alright

Could you please try to access now

Jon Bell Everything seemed fine for all of us earlier today

I

Shubham Kataria Kindly try to access the server now and confirm if everything is working fine now (Edited)

Jon Bell One moment

Shubham Kataria Sure, please take your time

Jon Bell I logged in.

Shubham Kataria Great

Is there anything else I may help you with ?

Jon Bell No. Take care

Shubham Kataria You too

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

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

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

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

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

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75270 lizzy

Email: lizzy@alivelychef.com  208-389-9600

Department: Support(QB & App Hosting)

Operator: Rohan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 17 Secs

City: BOISE

State: Idaho

Country: UNITED STATES

Chat Transcript

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

lizzy	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
lizzy	Can't get passed a screen
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
lizzy	Hi there, I need help
Rohan Prajapati	Hello Lizzy, How are you doing today ?
lizzy	getting passed this autentication method for microsoft
Rohan Prajapati	I will surely help you with this issue.
lizzy	authentication*
Rohan Prajapati	Could you please share the screenshot of the same ?
	<i>12:39:52 AM lizzy is sharing a file with you</i>
	<i>1_image.png - (Size:96.23 KB)</i>
lizzy	I can't get passed this, and I don't want to set it up
Rohan Prajapati	May I know when you are getting this Prompt?
lizzy	right now
Rohan Prajapati	May I take the remote access of your local computer?
lizzy	YES
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
lizzy	ok
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session
	https://assist.acecloudhosting.com/join/9822192541
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting it. Once the issue is resolved, kindly give your confirmation on this chat.
	We checked and found that it used to work without MFA, especially when using the web version. However, it seems they've we have provided the required information and received confirmation, we are proceeding to close the 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 feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate feedback at quality@acecloudhosting.com . Thanks!

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

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

Rohan Prajapati has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75940 Angelica Klein

Email: angelica.klein@asgsolutions.us  3527482333

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 9 Secs

City: WILDWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

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

Acebuddy	What type of QuickBooks Issue are you facing?
Angelica Klein	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com manually check and implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Angelica Klein	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
Angelica Klein	hello, thank you
Shashwat Verma	I will surely help you with this issue.
Angelica Klein	thank you
Shashwat Verma	Will update the same and once done will inform you on email.
Angelica Klein	I have one of my coworkers having the same issue. Does she have to chat on her side too?
Shashwat Verma	No need, will do for whole server.
	Is there anything else I may help you with ?
Angelica Klein	no that is
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76311 Lynn Durkin

Email: lynn@lynndurkincpa.com ☎ 17813781845

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75288 skim

Email: skim@kauffmankimcpa.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: WOODBINE

State: Maryland

Country: UNITED STATES

Chat Transcript

skim Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Transcript

i can't seem to save my accountants copy of qb. please assist

Visitor Details

#75372 Stephanie Moore**Email:** stephanie@thedeliveryauthority.com ☎ 6305423466**Department:** Support(QB & App Hosting)**Operator:** Ashutosh Mishra**Website:** https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20cloud&utm_adgroup=Primary&gad_source=1&gclid=CwEAAQAAEgJHMfD_BwE**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 54 Secs**City:** NEW YORK**State:** New York**Country:** UNITED STATES**Chat Transcript**

Stephanie Moore	i can't seem to save my accountants copy of qb. please assist
Rahul	Thank you for contacting ACE. My name is Rahul. I will be assisting you further.
Stephanie Moore	thanks
Rahul	Hi Stephanie, could you please help me with your CID or Account name please
Stephanie Moore	dstm, inc.
Rahul	sure, let me transfer you to our support team
<i>Rahul is transferring the chat to Support(QB & App Hosting).</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Stephanie Moore	thanks. I am trying to save a company file for my CPA and it keeps "failing"
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Stephanie Moore	hmm...
	where do I find that?
Ashutosh Mishra	When you access Ace server, at the top you will see server name when you take the cursor to top.
Stephanie Moore	StephanieM1.pro
	does that sound right?
	Qblivepro.myrealdatal.net
Ashutosh Mishra	Sure, it seems you are part of shared server. We can create the accountant copy for you as you would not have sufficient
Stephanie Moore	ok
	can you do that with a dividing date of 12/31/2024

	and how will i receive it?
Ashutosh Mishra	I will send you an email once the chat ends and ask for required details and approval. Once you have sent details over the email, i will process it.
Stephanie Moore	ok. I also need one for DSTM. I have 2 companies.
	Final Mile and DSTM
Ashutosh Mishra	Please share the account name also and i will check for it.
Stephanie Moore	Final Mile Delivery & Assembly is the account I'm referring to now. the other company is DSTM, Inc.
	i access both companies through the same user ID
Ashutosh Mishra	What is the account name you have opened with Ace.
Stephanie Moore	DSTM, Inc.
Ashutosh Mishra	I see that the official email for the account is rodgerbloch@me.com
Stephanie Moore	ok, that's my father. He's the owner of the company. I am the president.
Ashutosh Mishra	I would require approval from the mentioned email to proceed further, so as discussed i will also add the above email in C
Stephanie Moore	approval. I've never had an issue doing this.
	ok, that's fine i've always been able to handle this without Ace involvement
	i may just move to quickbooks online
Ashutosh Mishra	I wish i could do more on this however it has always been the case with shared servers, since you don't have admin rights for the users.
Stephanie Moore	you didn't do that last year or the year before. I've always done it myself.
Ashutosh Mishra	Did you have a different server name last year?
Stephanie Moore	I don't know but I've always used Ace. We never changed our server name. Not sure if you did.
Ashutosh Mishra	You can create the accountant copy yourself on a dedicated server. In case you were migrated to shared server than only any records of such migration.
Stephanie Moore	ok, well like I said. I've never had to involve you to get an accountants copy. With that said, I dont' have time to keep repeating whatever needs to be done
Ashutosh Mishra	Sure, i will create the accountant copy for you. Later you can let us know if you would like to move to a different server to do so.
	Is there anything else I may help you with ?
Stephanie Moore	no
Ashutosh Mishra	You will shortly receive the email from me, 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 feedback form.

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

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75146 justin carpenter

Email: jcarpenter1906@gmail.com ☎ 14432203368

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 43 Secs

City: BALTIMORE

State: Maryland

Country: UNITED STATES

Chat Transcript

Chat

justin carpenter Hello, I am your Acebuddy

Acebuddy Hello Jcarpenter1906, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

justin carpenter Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

justin carpenter I'd like to raise a Request

Acebuddy Please select your request type.

justin carpenter Other Request

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

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

justin carpenter Yes, I'm facing issues with my server

Acebuddy Please select an option!

justin carpenter Other Issue

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

justin carpenter HI I need my server reconnected

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Sharath Kumar accepted the chat transfer request.

justin carpenter hi

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

justin carpenter hi i have paid the invoices outstanding and sent email to support can you please reactivate my
asap

Sharath Kumar Hello Justin, looking into your concern, please allow me two minutes

justin carpenter ok thanks i sent the email

i cant wait for billing to open up they open up too late in my timezone

i screenshot the my entire screen from my email

Sharath Kumar Thank you for your patience.

I understand that, I also see your email that you have sent

Could you allow me 15 minutes as I need to confirm this with billing and re-enable your account

justin carpenter yes

Sharath Kumar I will keep you updated on email as soon as it is done

justin carpenter i will be still in the chat please dont close the window

Sharath Kumar I understand! I have confirmed with billing on call that they have received your payment

making appropriate changes now

try accessing the server now

Are we still connected here?

Are we still connected here?

Justin, am closing this chat as the server has been reactivated.

You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.

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

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75715 nguyen

Email: chinh_cn@yahoo.com  4082096515

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: 34 Secs

City: JACKSONVILLE

State: Florida

Country: UNITED STATES

Chat Transcript

Cha

nguyen Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

nguyen Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

nguyen I'd like to raise a Request

Acebuddy	Please select your request type.
nguyen	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed. Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
nguyen	Yes
Acebuddy	Please wait while we connect you to our Support Representative <i>Acebuddy (bot) forwarded the chat request</i>
nguyen	hello <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 request.
nguyen	thd thx
Ashutosh Mishra	I understand you want to update an application.
nguyen	yeah a couple days ago I request quickbook to be updated however, it seems like it's not done the software still asking me to update each time I log in
Ashutosh Mishra	I understand, please note that all updates are not critical and QuickBooks does frequently send updates. You can simply click on the "X" button and close it. In case the update is mandatory we can schedule it to update overnight.
nguyen	can we schedule one to be overnight it keeps saying I have not updated for more than 25 days or so I am afraid it will not work properly
Ashutosh Mishra	Sure, if that is the case I will align the update for tonight once users are not active.
nguyen	thank you so much
Ashutosh Mishra	Please let me know the QuickBooks version that needs to be updated.
nguyen	I only have one quickbook you want my server name? saigonservices.myrealdatabase.net
Ashutosh Mishra	

	Thanks for the confirmation !
	Is there anything else I may help you with ?
nguyen	that's all
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of the chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
nguyen	yes, i will
	<i>Ashutosh Mishra has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75530 Shafiq Ahmed

Email: cincytaxservices@gmail.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: MASON

State: Ohio

Country: UNITED STATES

Chat Transcript

Chat

Shafiq Ahmed Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Shafiq Ahmed Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Shafiq Ahmed I'd like to raise a Request

Acebuddy Please select your request type.

Shafiq Ahmed Application Update

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

Typically, the application update is performed overnight.

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#74995 bob

Email: bob@kingsales.com  6128595466

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: SAVAGE

State: Minnesota

Country: UNITED STATES

Chat Transcript

Chat

bob Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

bob Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

bob I'd like to raise a Request

Acebuddy Please select your request type.

bob Password Reset

Acebuddy Please select an option below

bob Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.

Do you need any further assistance on the topic?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75549 brittany

Email: brittany@bbennettcpa.com ☎ 18134525404

Department: Support(QB & App Hosting)

Operator:

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 17 Secs

City: SEFFNER

State: Florida

Country: UNITED STATES

Chat Transcript

brittany	Hello, I am your Acebuddy
Acebuddy	Hello Brittany, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brittany	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?
brittany	My password isn't working and I tried to reset on self portal but it says my account is locked
Pradeep Kumar	Alright, Let me transfer the chat to the concerned Team.
	<i>Pradeep Kumar is transferring the chat to Support(QB & App Hosting).</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you
	Hello Brittany, please allow me a moment to look into your account
	I have just unlocked your account, could you please try signing in now and let me know the res
brittany	Awesome I am in thank you
	I sent an email that opened a ticket too you can close that
Sharath Kumar	noted! I will do that
	Is there anything else I may help you with ?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or c (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75981 ricky pais

Email: ricky@brannanhessel.cpa

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 43 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Chat

ricky pais Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

ricky pais Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

ricky pais I'd like to report an Issue

Acebuddy Please select an option!

ricky pais QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

ricky pais Other QB related issue

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

12:28:37 AM ricky pais is sharing a file with you

[Screenshot \(18\).png](#) - (Size:72.34 KB)

this message keeps popping up, and no one can access QB. Can you run the Database

Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Gaurav Kumar declined the transfer request.

Shashwat Verma accepted the chat transfer request.

Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting yo
	Hello Ricky
ricky pais	hello
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
ricky pais	thank you
Shashwat Verma	Ricky, may I know the CID of your account to confirm the servername
ricky pais	HSProSeries.myrealdta
Shashwat Verma	Thanks for the confirmation !
ricky pais	no problem
Shashwat Verma	We have made some changes kindly try now to access the Qb file again.
ricky pais	ok
	it seems to be trying, but has just been trying to load/open....
Shashwat Verma	Allow me 3-4 mins.
ricky pais	ok
Shashwat Verma	Ricky, we need to reboot the server to reflect the changes at your end.
ricky pais	hold on, let me let everyone know. we were hoping to avoid that
Shashwat Verma	We know many users are currently working, we can prompt them for the same
ricky pais	do please i will let them know as well
Shashwat Verma	Sure
	Please take your time
	Let me know, when we can proceed.
ricky pais	please reconnect me somehow afte the restart. i was contacting you on remote
Shashwat Verma	Have you started chat from server or from local pc?
ricky pais	server
	can you give me a link to reconnect?
Shashwat Verma	Sure, kindly open this remote link in local pc
	Prior providing the access, I would suggest you to close any important documents at your end.
ricky pais	what remote link?

Shashwat Verma	Yes
	https://assist.acecloudhosting.com/join/5642363586
	We'll be stay connected even during reboot
ricky pais	ok should be connected
Shashwat Verma	Yes
	Let me proceed with reboot
ricky pais	ok
Shashwat Verma	Allow us 3-4 mins. to do the needful
	We really appreciate your efforts.
	Disconnecting this as we have connected on remote session, will assist you there as chat is closed from your side due to reboot.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75755 Christopher Gore

Email: chris@c3energypartners.com **Phone:** 14063660622

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 34 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat

Chat Transcript

Christopher Gore	Hello, I am your Acebuddy
Acebuddy	Hello Chris, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Christopher Gore	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Christopher Gore	I'd like to raise a Request
Acebuddy	Please select your request type.
Christopher Gore	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below
Christopher Gore	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Christopher Gore	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Christopher Gore	im on with QB, i need ace to run a repair on the quick books tool hub
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 yo
Christopher Gore	please run a repair on the tool hub program, we are having technical issues with it
Ashutosh Mishra	I have run the repair, please check now.
Christopher Gore	can you uninstall and reinstall please, the file doctor willnot run

Ashutosh Mishra	Please elaborate the issue so we can thoroughly check from the backend.
Christopher Gore	can i share my screen with you?
Ashutosh Mishra	Sure
	May I take the remote access of your server?
Christopher Gore	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Christopher Gore	everything is losed
Ashutosh Mishra	As per discussion over the remote session, the file doctor is now running, and the file has been diagnosed but there are no issues.
Christopher Gore	okay you can go now
Ashutosh Mishra	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

#75326 Pallavi DV

Email: pallavidv@norwintechologies.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: BANGALORE

State: Karnataka

Country: INDIA

Chat Transcript

Chat

Pallavi DV	Hello, I am your Acebuddy
Acebuddy	Hello Pallavidv, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Pallavi DV	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
Please chose an option :	
Pallavi DV	I'd like to report an Issue
Acebuddy	Please select an option!
Pallavi DV	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Pallavi DV	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Pallavi DV	i have logged out but it is showing as i logged in like
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Aalok Kumar Yadav declined the transfer request.</i>	
<i>1:22:48 AMPallavi DV is sharing a file with you image.png - (Size:30.55 KB)</i>	
<i>like above</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you
	Hello pallavi
Pallavi DV	hi
Shashwat Verma	So you want to change the user mode of Qb file or having login issue?
Pallavi DV	the issue is i logged out of Qb ,but it is showing as i am logged in
<i>1:27:00 AMPallavi DV is sharing a file with you image.png - (Size:26.98 KB)</i>	
<i>like above</i>	
Shashwat Verma	I will surely help you with this issue.
	We have made some changes.
	Kindly try now
Pallavi DV	ok
<i>1:29:06 AMPallavi DV is sharing a file with you</i>	

[image.png](#) - (Size:35.35 KB)

it is showing like this when i am going to logged in

Shashwat Verma	Pallavi, could you please confirm are you trying to made the single user mode yourself or by other user?
Pallavi DV	by other user not me
Shashwat Verma	Kindly confirm that username too?
Pallavi DV	My user name or other user name
Shashwat Verma	Other username from which you are trying to make changes.
Pallavi DV	no Need to change anything i need i come out of Qb
Shashwat Verma	As of now we have closed all instances at your end.
Pallavi DV	qb also logged out
Shashwat Verma	Yes, we have closed it, so that it cannot access the Qb file from your username.
	So that priya can make the changes.
Pallavi DV	ok i will check with Priya
Shashwat Verma	okay, let me know
Pallavi DV	it is logged out.my issue is resolved .Thank you so much Shashwat Verma
Shashwat Verma	Great!
	Is there anything else I may help you with ?
Pallavi DV	No i don't have any issue ,if any issue arise i'll let you know. thank you once again
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how you are working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#75225 Tesfazion

Email: tesfazion@taxcornerll.net

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 25 Secs

City: ARLINGTON

State: Virginia

Country: UNITED STATES

Chat Transcript

Chat Dur

Tesfazion	Hello, I am your Acebuddy
Acebuddy	Hello Tesfazion, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Tesfazion	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tesfazion	I'd like to report an Issue
Acebuddy	Please select an option!
Tesfazion	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tesfazion	T
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 assistin you today.
Tesfazion	I think you have assisted me with ATX server issue but still the same issue.
Ashutosh Mishra	I see, please help me with the server name and I will check again.
Tesfazion	TaxCorner1.myrealdatal.net
	I don't understand why the same issue keeps coming up.
Ashutosh Mishra	I will surely help you with this issue. Please accept the remote session request and i will check what is happening. (Edited)
	Prior providing the access, I would suggest you to close any important documents at your end.
Tesfazion	ok
	Any ATX update installed?
Ashutosh Mishra	Have you done or noticed any recent updates on ATX?
Tesfazion	Last time one of ATX support said that ATX update needs to be done to fix such problem.
	I don't have the ability to update ATX but ACE support group.
Ashutosh Mishra	I will reboot server once since updates usually require reboot to properly install. If there we any updates this should likely fix it.
Tesfazion	Hope this fix it otherwise I need this to be escalated as soon as possible. I am losing busin due to this.
Ashutosh Mishra	I understand, i have rebooted the server but issue is still ongoing. I will check for few more things from backend and let you know.
Tesfazion	Ok
	did you manage to fix it.
Ashutosh Mishra	I am still working on it, just allow me few minutes. (Edited)
	If i cannot do it i will escalate it to senior engineer.
	I have noticed that your system has absolutely no free space available.
	<i>5:48:49 AMAshutosh Mishra is sharing a file with you</i> <u>image.png</u> - (Size:4.38 KB)
Tesfazion	I don't think so, it has 1TB and it is new laptop.
Ashutosh Mishra	I mean to say that on the server their is no free space.
	I am running a disk clean up for the C: drive.
Tesfazion	You mean ACE server
Ashutosh Mishra	Yes, on the Ace server their is no space in the C: drive. This contains all the critical application components, user profile data and operating system components.
	If you have any unnecessary files that can be removed please do so as the space is critica

	low and this can make system unstable if not paid attention.
Tesfazion	How do I remove or move the files.
Ashutosh Mishra	I am adding 5GB space to the server for now as temporary to try and fix this.
Tesfazion	I don't have any control on ACE server. I think ACE needs to provide enough server.
Ashutosh Mishra	I have added the space let me reboot and check again.
	Meanwhile please share the setup file for ATX 2024 if after rebooting the issue persists we can try reinstalling the application.
Tesfazion	Did you try updating ATX by any chance?
Ashutosh Mishra	I have not attempted any update, and we only update if you inform us in case the update is not executing on your end.
Tesfazion	Yes please update it as I can not from my end.
	If you don't know how, please escalate to senior engineer.
Ashutosh Mishra	As currently the application is not accessible in such case we would have to do a complete reinstall of the application with the latest setup that will include all the updates till now.
Tesfazion	Before you do that could you please consult with a senior engineer.
Ashutosh Mishra	Yes i have consulted with a senior engineer on this. Based on their suggestions i have informed about reinstallation
	Please download the latest setup on the server and share the license codes for reinstallation.
Tesfazion	56186-04702-04510-10025
	this is the license code.
Ashutosh Mishra	Please also share the latest setup file of the application. Let us know the place where you have downloaded the setup and i will schedule reinstallation for this.
Tesfazion	Can you do this process as I don't want to make any mistake. You can have access remote To begin with ACE did all the installation of the ATX software.
Ashutosh Mishra	Yes we will do the reinstallation for you and we just need the latest setup file. This can be downloaded only by you since you would have to authenticate at ATX portal to get the file. I would suggest to contact ATX support to get the latest setup file.
	I will send an email to you when the chat ends, once you have downloaded the setup file just let us know and we will take care of the rest.
Tesfazion	So it is not C drive space issue.
Ashutosh Mishra	C: Drive issue will remain since the C: drive not only contains the application components also System components and user profile data that cannot be removed.
Tesfazion	I think the latest setup and update is done from the ATX software it self.
Ashutosh Mishra	And since the ATX issue has come up after the space on C: drive was completely exhausted so i would still suggest to increase space on the server since it will eventually harm the system stability. It is recommended to have at least 20% free space.

Tesfazion	I see you ATX server is removed.
Ashutosh Mishra	You would have to login on the ATX portal to get the latest setup file, at this point it is not possible to update from within the application because it is not even reaching to a point where we get the option to update.
Tesfazion	I mean 2024 ATX
Ashutosh Mishra	ATX 2024 server and workstation both are still installed on the server.
	<i>6:24:54 AMAshutosh Mishra is sharing a file with you</i> <u>image.png</u> - (Size:18.45 KB)
	These are the ATX versions still on the server.
Tesfazion	Can I talk to live person.
Ashutosh Mishra	Sure, you can contact us on the support line 888-415-5240 (toll-free)
	If you want callback, we can end chat session and i will schedule it for you.
Tesfazion	Yes.
Ashutosh Mishra	Do you want a callback?
Tesfazion	Yes
Ashutosh Mishra	In that case, i will schedule it for you. I would require call back details over the email and once a senior engineer is available you will receive the call from them.
	I will also share the ticket id with you over the mail once this chat is disconnected.
Tesfazion	That works for me. When do you think the callback.
Ashutosh Mishra	Within 1 hour you will receive the call back. Make sure to share the details over email as soon as possible.
Tesfazion	Please schedule it after 1:30pm.
Ashutosh Mishra	what would be the timezone?
Tesfazion	Please schedule 10:30 PM ET time.
Ashutosh Mishra	Sure, I will schedule it for 10:30 PM EST.
Tesfazion	Ok thanks!
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Ashutosh Mishra has ended this chat session

