

# Chat Transcripts

Hello, I am your Ace buddy.

## Visitor Details

#74352 sharath.kumar

Email: sharath.kumar@myrealdata.in

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: NEW DELHI

State: Delhi

Country: INDIA

## Chat Transcript

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

*Sharath Kumar has ended this chat session*

# Chat Transcripts

## Visitor Details

### #74022 Ernesto Raices

**Email:** ernesto@austinaccountant.net  15126929841

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Ernesto Raices	Hello, I am your Acebuddy
Acebuddy	Hello Ernesto, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ernesto Raices	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ernesto Raices	I'd like to report an Issue
Acebuddy	Please select an option!
Ernesto Raices	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ernesto Raices	cannot use MS excel because it expired. I purchased a brand new one and I bought the wrong version. Now I cannot use M
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Ernesto Raices	meanwhile I have a deadline in two days and my computer is useless right now.
	I need to get MS Word and excell up an running or I need to get my data out of the server so that I can work
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?

Ernesto Raices Root Financial Services DBA Austin Tax & Bookkeeping Services

My name is Ernesto Raices

Tushar Pharswan Kindly allow me two minutes to check the same.

Thank you for waiting Ernesto.

as this chat session is disconnected at your end.

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

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

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

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

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

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

*Tushar Pharswan has ended this chat session*

## Chat Tra

Hello, I am your

### Visitor Details

**#73618 sharath.kumar**

**Email:** sharath.kumar@myrealdata.in

**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:** NEW DELHI

**State:** Delhi

**Country:** INDIA

### Chat Transcript

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

*Acebuddy (bot) forwarded the chat request*

*Sharath has ended this chat session*

## Chat Tra

Hello, I am your

### Visitor Details

**#74503 zamran**

**Email:** zamran@aghstore.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:** 30 Secs

**City:** SARASOTA

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

zamran	Hello, I am your Acebuddy
Acebuddy	Hello Zamran, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
zamran	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
zamran	I'd like to report an Issue
Acebuddy	Please select an option!
zamran	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
zamran	need to logout of the quickbooks
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.
	Hello Zamran, could you confirm if you want to logout of the Quickbooks application or is it the server
zamran	Hi, could you please help me logging out of the Quickbooks Server so I can login from a remote desktop
Sharath Kumar	sure, what is the username that you are currently signed in with
zamran	zamran
	<i>9:01:25 PM Sharath Kumar is sharing a file with you</i>
	<i><a href="#">image.png</a> - ( Size:6.71 KB )</i>
	<i>Actually, on the server I see the following users signed in</i>
Sharath Kumar	which user account are you using
zamran	it's AGH_staff3
Sharath Kumar	Thank you for the confirmation, I have just signed out your account from the server
	Please try signing in now and let me know the result (Edited)
	I see the Staff3 user has been signed back in
zamran	yes that's me
	Thanks
Sharath Kumar	anything else that I may assist you with?

	Glad to hear that!
zamran	that was it
	Thank you so much
Sharath Kumar	My pleasure!
	It will be appreciated if you can provide feedback once the chat is closed
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

## Chat Transcripts

Hello, I am your

### Visitor Details

#### #74586 edufurniture

**Email:** edufurniture@gmail.com ☎ 601-481-4890

**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:** 14 Secs

**City:** OXFORD

**State:** Mississippi

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
edufurniture	I'd like to raise a Request
Acebuddy	Please select your request type.
edufurniture	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
edufurniture	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC  Do you need any further assistance on the topic?
edufurniture	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
edufurniture	Can support please email instructions on setup to my Bookkeeper? She needs to setup on her home computer
Shashwat Verma	I will surely help you with this issue.
	Is she using mac OS or windows pc?
edufurniture	pc
Shashwat Verma	That correct but which operating system they are using as a pc? (Edited)
edufurniture	windows
Shashwat Verma	Perfect, kindly share their direct email.
edufurniture	sgoolsby@devoecarr.com
Shashwat Verma	Kindly confirm their username too?
edufurniture	Jackie
Shashwat Verma	Sure
	Thanks for the confirmation !
	Will email the same.
	Is there anything else I may help you with ?
edufurniture	thank you
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

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

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

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

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your

### Visitor Details

#### #74052 nicole

**Email:** nicole@onestepre.com  17604685770

**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:** CANCUN

**State:** Quintana Roo

**Country:** MEXICO

### Chat Transcript

nicole Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

nicole Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

nicole I'd like to raise a Request

Acebuddy

	Please select your request type.
nicole	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
nicole	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

*Acebuddy has ended this chat session*

## Chat Tra

Hello, I am your

### Visitor Details

#### #73889 Chetan.seastars

**Email:** chetan.seastars@gmail.com ☎ 9004973014

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** PUNE

**State:** Maharashtra

**Country:** INDIA

### Chat Transcript

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

	Please chose an option :
Chetan.seastars	I'd like to report an Issue
Acebuddy	Please select an option!
Chetan.seastars	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Chetan.seastars	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?
Chetan.seastars	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>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Chetan
Chetan.seastars	Hi
	please connect
Manish Singh	How may I assist you?
	May I know what issue you are facing?
Chetan.seastars	unable to work on QBO dekstop
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Chetan.seastars	first time
Manish Singh	Kindly try to access QuickBooks now.
	Is it working now?
Chetan.seastars	QBO desktop ?
Manish Singh	As I can check you are already logged into the server it's for QuickBooks are you able to access QuickBooks?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Ace buddy.

## Visitor Details

### #74293 paul henriquez

**Email:** paul.henriquez@firgospaper.com 1 72117215208853

**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:** PHILIPSBURG

**State:** Sint Maarten

**Country:** SINT MAARTEN

## Chat Transcript

paul henriquez	Hello, I am your Acebuddy
Acebuddy	Hello Paul Henriquez, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
paul henriquez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
paul henriquez	I'd like to report an Issue
Acebuddy	Please select an option!
paul henriquez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
paul henriquez	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times, there are circumstances where updates may not be installed correctly or may conflict with other software.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com

	Do you need any further assistance on the topic?
paul henriquez	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your

### Visitor Details

**#74767 scott**

**Email:** scott@aabs.tax  17205418788

**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 7 Secs

**City:** CAMP VERDE

**State:** Arizona

**Country:** UNITED STATES

### Chat Transcript

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

scott	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
scott	I was given a new log in yesterday because my original was corrupted during an update - I still cannot log in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
scott	Hi Ashutosh! I'm hoping you can help me get logged in. I haven't had access for a couple days now and am starting to get added: Scott Jensen2 (scott.j@myrealdata.net) I've had a shortcut on my desktop for the remote desktop that automatically
	The User Name has a space in it, so it doesn't seem like it would be correct
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name?
scott	AABS
Ashutosh Mishra	Kindly allow me two minutes to check the same.
scott	Of course!
Ashutosh Mishra	In the username, please enter this <b>scott.j@myrealdata.net</b>
	and try to connect
scott	Thank you! I realize that was pretty simple, but plugging in random things and then getting locked out or something seen
Ashutosh Mishra	Great, I completely understand your point of view.
	Is there anything else I may help you with ?
scott	No, thank you. I think I can figure out the rest. Have a wonderful day!
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Ashutosh Mishra has ended this chat session</i>

# Chat Transcripts

Hello, I am your Acebuddy.

## Visitor Details

### #74640 bedfordfeedandseed

**Email:** bedfordfeedandseed@yahoo.com **Phone:** 18122794136

**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:** BLOOMINGTON

**State:** Indiana

**Country:** UNITED STATES

## Chat Transcript

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

# Chat Transcripts

Hello, I am your Acebuddy.

## Visitor Details

### #74873 David Weinstein

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

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	Administrative access for eric.s1@myreldata.net
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello David
David Weinstein	Hi can you send the disclaimer??? I need: eric.s1@myreldata.net to have admin access??
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
David Weinstein	DavidWein David@davidweinsteincpa.com I need eric.s1@myreldata.net to have admin access
Anurag Sharma	Thanks for the confirmation. (Edited)
	David, could you please explain why you would like to grant Eric admin access to the server?
David Weinstein	CCH Engagement and CS Workpapers doesn't work without it
Anurag Sharma	Okay no problem.

David Weinstein	Can you give me a ticket number?
Anurag Sharma	After this chat I will send you an email. You can just revert back to that email with an approval from the primary account.
	Once we will get the approval confirmation. We will proceed further with the request.
	Is there anything else I may help you with ?
David Weinstein	What's the ticket number to put on the email
Anurag Sharma	After this chat you will get the ticket number.
David Weinstein	ok thanks
Anurag Sharma	Along with the mail from our end. You just need to revert back to that email.
	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)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

## Chat Tra

Hello, I am your

### Visitor Details

#### #73559 Ryan Williams

**Email:** prother@sbcglobal.net  15017333655

**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:** 42 Secs

**City:** MAYFLOWER

**State:** Arkansas

**Country:** UNITED STATES

## Chat Transcript

Ryan Williams	Hello, I am your Acebuddy
Acebuddy	Hello Ryan Williams, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ryan Williams	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ryan Williams	I'd like to report an Issue
Acebuddy	Please select an option!
Ryan Williams	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ryan Williams	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at our end, there are circumstances where it may still occur. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com
	Do you need any further assistance on the topic?
Ryan Williams	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Ryan Williams	I have been in the process of updating my qb to a three user license. You have processed my payment and now I cannot log in.
Sharath Kumar	Hello Ryan, sorry to hear about your issue. Could you please provide me with the relevant ticket number so that I can look into it?
Ryan Williams	644979
Sharath Kumar	Thank you, One moment please
	I am on the server checking QB setting. Please allow me a few more minutes.
	Thank you for your patience.
	Ryan, are we still connected?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

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

*Sharath Kumar has ended this chat session*

## Chat Tra

Hello, I am your

### Visitor Details

#### #74664 Jasmine Holan

**Email:** veriditas1@gmail.com ☎ 512-745-0823

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**City:** LITTLETON

**State:** Colorado

**Country:** UNITED STATES

### Chat Transcript

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

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

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 Tra

Hello, I am your

### Visitor Details

**#74542 Kim**

**Email:** catalystconstruction@comcast.net ☎ 2065187363

**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

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

Please select the application you would like to upgrade :

Kim QuickBooks

Acebuddy Please email us the below-mentioned information at support@acecloudhosting.com, and we will provide you with an update.

- QuickBooks Year
- Variant : Pro / Premier / Enterprise / Accountant
- License Number
- Product Code

Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you need immediate assistance.

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

**#74001 Nathan Urry**

**Email:** techs@cr-t.com  13853251678

**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:** 29 Secs

**City:** DENVER

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

Nathan Urry Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
Nathan Urry	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
Pradeep Kumar	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudbhosting. My name is Pradeep how may I help you for today?
Nathan Urry	Cloud access. Please remove Matt Hoskins access to the financial folder. Happy to send an email once you can confirm th
Pradeep Kumar	Alright, Let me transfer the chat to the concerned Team.
<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>	
Shashwat Verma	<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.
Nathan Urry	thank you
Shashwat Verma	Hello Nathan
Nathan Urry	hi
	please advise
Shashwat Verma	So you want to remove the folder access right and not want any other user to get that update, right?
Nathan Urry	yes
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Nathan Urry	thank you
	also i want all future communication to only be sent to my email address
Shashwat Verma	nathan.urry@wholdllc.com, is that your email address?
	Nathan, as the POC of the account all three contact can access the information for any change on server.
Nathan Urry	yes
	What?
	POC?
Shashwat Verma	POC means Primary contact of the account, able to have the information related to the account.
Nathan Urry	ok
	so only i receive the emails?
Shashwat Verma	As of now, 3 emails are registered with us, all of them get the update.
Nathan Urry	who are they?
	this should only be me

	please change
Shashwat Verma	nathan.urry@wholdllc.com, mbortz@clearwaterlandscaping.com, info@clearwaterlandscaping.com , all these email can re
Nathan Urry	right  eliminate info  eliminate mbortz
Shashwat Verma	Okay, kindly email us both the request to support@acecloudhosting.com from nathan.urry@wholdllc.com.  So that we can move forward with the same.  This work as an authorization for do so.  Rest will be assured by us.
Nathan Urry	just send you an email? do you need anything else
Shashwat Verma	Let me check  Kindly mention POC email request and the folder permissions removal details too on the email. (Edited)
Nathan Urry	do not send this transcript
Shashwat Verma	Yes you have mention that in email , this transcript will be send to nathan.urry@wholdllc.com
Nathan Urry	just nathan.urry?  only nathan.urry?
Shashwat Verma	Yes
Nathan Urry	ok
Shashwat Verma	Kindly mention to remove all POC other than nathan.urry@wholdllc.com, and also about folder permission related.  We have received your email, kindly also mention about the folder permission change details  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)

*Shashwat Verma has ended this chat session*

Hi I would like to r

## Visitor Details

### #74688 Gretchen C Reeves

**Email:** gr@gretchenreevescpa.com  9706884829

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** AVON

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Gretchen C Reeves	Hi I would like to rasie a request
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
Gretchen C Reeves	hello!
Gantavya	Hi Gretchen
	could you please share briefly what this request is in regards to and I will transfer you to our support line accordingly
Gretchen C Reeves	yes, I would like to be able to access my local drives on the server. Someone helped me last saturday wiht this on my des
Gantavya	noted, let me transfer to support and they will assist you with the same
	<i>Gantavya is transferring the chat to Support(QB &amp; 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.
Gretchen C Reeves	HI!
Shubham Kataria	Hello Gretchen
Gretchen C Reeves	HI how are you today
Shubham Kataria	I'm fine, what about you
Gretchen C Reeves	doing well
Shubham Kataria	Great
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Gretchen C Reeves	GCR Corp / gcrCorp.myrealdata

Shubham Kataria	Thank you for the information and allow 2 minutes to check the same.
	Thank you for your patience.
	May I take the remote access of your local computer?
Gretchen C Reeves	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
Gretchen C Reeves	ok done
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/5312416250">https://assist.acecloudhosting.com/join/5312416250</a>
	Kindly join this link
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.
	Thank you for your patience.
	As per our remote conversation your issue has been resolved
	Is there anything else I may help you with ?
Gretchen C Reeves	I am good for now thank you!!
Shubham Kataria	You're welcome
	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 transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
Gretchen C Reeves	I will

*Shubham Kataria has ended this chat session*

**Chat Transcript**

Hello, I am your

Visitor Details

**#74895 chris**

**Email:** chris@thesteelbreeze.com  12039945674

**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 44 Secs

**City:** SIMSBURY

**State:** Connecticut

**Country:** UNITED STATES

## Chat Transcript

chris	Hello, I am your Acebuddy
Acebuddy	Hello Christopher Kesser, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
chris	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
chris	I'd like to report an Issue
Acebuddy	Please select an option!
chris	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
chris	server lag, making work EXTREMELY difficult...
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 Christopher, How are you doing today ?
chris	I'm good, how are you
Rohan Prajapati	That's Great. I'm good too, thanks for asking
	I will surely help you with this issue.
	Kindly allow me 5-6 minutes to check the same.
chris	our server connection still sucks. we upgraded ram, cleared hdd space, fixed svchost....it's not better at all...

	I'm convinced it's bandwidth on your end.
	it makes data entry extremely difficult and most of all, inaccurate...
Rohan Prajapati	I do understand the severity of this issue, and we are proactively working on it.
	May I take the remote access of your local computer?
chris	sure
	keep in mind, it's not constant
Rohan Prajapati	Okay no issue
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session
	<a href="https://assist.aceclouddhosting.com/join/2822292878">https://assist.aceclouddhosting.com/join/2822292878</a>
chris	i can't really show you the issue in our tax program since i cannot have you seeing the client data, it's privaledged...
Rohan Prajapati	Its Okay, I want to check which RDG Gateway is attached to your RDP file
chris	also, my brother has the same issue I have....sometimes when we connect, it's take 5-6 tries to connect
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting
	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)

*Rohan Prajapati has ended this chat session*

## Chat Tra

Hello, I am your

### Visitor Details

**#74861 pratibha**

**Email:** pratibha@patel.cpa

**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:** 38 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

pratibha	Hello, I am your Acebuddy
Acebuddy	Hello Pratibha, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
pratibha	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
pratibha	I'd like to report an Issue
Acebuddy	Please select an option!
pratibha	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
pratibha	My server is running very slow
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 Pratibha
pratibha	Hi shashwat
	my server is running very slow since last 4 day
	yesterday I connected with you expert
	still my issue continue.
Shashwat Verma	I will surely help you with this issue.
	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.
	Kindly allow me two minutes to check the same.
pratibha	ya sure

Shashwat Verma	Is the slowness issue is faced by other users too?
pratibha	no
Shashwat Verma	Okay, in that case , May I take the remote access of your local pc?
pratibha	yes you may
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/4692945568">https://assist.acecloudhosting.com/join/4692945568</a>
	Kindly Click on the link and open the downloaded file.
pratibha	I have to open this link in my local PC
Shashwat Verma	Yes, correct
	You can also just paste this link in your local pc browser and download the file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue was due to the internet latency from internet service provider, however we have also configured the gateway.
	Issue resolved for now
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your support representative.

### Visitor Details

**#74580 Larry Murphy**

**Email:** larrym@rortex.com **Phone:** 612-822-7177

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 27 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Larry Murphy	Hello, I am your Acebuddy
Acebuddy	Hello Larry Murphy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Larry Murphy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Larry Murphy	I'd like to raise a Request
Acebuddy	Please select your request type.
Larry Murphy	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?
Larry Murphy	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Larry Murphy	I am with ROR Tax and my user name is larrym@rortax.com
	We need a Lacerte 2024 update.
Tushar Pharswan	Kindly allow me two minutes to check the same.
	Thank you for waiting,
	I will update the Lacerte 24 it will take around 10 minutes.

	We will email you once it is updated after that you can login to server.
Larry Murphy	OK, thanks.
Tushar Pharswan	Is there anything else I may help you with ?
Larry Murphy	That will do it. Thanks for your help!
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Quickbooks is frozen despite logging in.

### Visitor Details

#### #74466 kending

**Email:** pkending@schulershook.com  6122127660

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

**Operator:** Manish Singh

**Website:** <https://www.acecloudhosting.com/knowledgebase/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** EDEN PRAIRIE

**State:** Minnesota

**Country:** UNITED STATES

### Chat Transcript

kending	Quickbooks is frozen despite logging out of Ace and logging back in.
Riten	Thank you for contacting ACE. My name is Riten. I will be assisting you further.  Sure, Philippa let me patch you through to support for this.
	<i>Riten is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
kending	Still frozen!
Manish Singh	Kindly allow me two minutes to check the same.
kending	Anyone there?
Manish Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
kending	Sorry, wasn't sure what you were doing.  Just me as far as I know.
Manish Singh	Try now.
kending	It just closed. I will try logging back in.
Manish Singh	Is it working now.
kending	Yes, although it is lagging a little.  If this happens again, what do I need to do?
Manish Singh	Kindly contact us but it will not happen again as I have resolved the issue.
kending	Thank you.  May I ask about another issue?
Manish Singh	Yes Please
kending	My automatic backups are not working.
Manish Singh	May I take the remote access of your server?
kending	I was able to manually back up this morning, but could not do that again this afternoon  sure
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
kending	done  I was talking about a different backup.
	Should I show you?
Manish Singh	Which Backup?  Yes please

kending	Can we cancel this?
Manish Singh	Yes
	Show me now.
kending	Well, it worked this time...
Manish Singh	Backup is completed successfully.
kending	Of course.
Manish Singh	Is there anything else I may help you with ?
kending	No, but I wish I knew why it didn't work before. I've tried multiple times.  It's only worked twice, and the autobackup at 12pm today failed.
Manish Singh	Might be some background process which was not working earlier and when we closed the QuickBooks and relaunched it
kending	Fingeres crossed. Thank you.
Manish Singh	If you face this issue again kindly contact us in realtime.  We will be happy to assist you.
kending	Got it. Thanks
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*

## Chat Tra

Hello, I am your

### Visitor Details

#74715 kristi

Email: kristi@a-d-r.com ☎ 617-901-1094

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:** PLYMOUTH

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

kristi Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

kristi Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

kristi I'd like to raise a Request

Acebuddy Please select your request type.

kristi Password Reset

Acebuddy Please select an option below

kristi Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-

Do you need any further assistance on the topic?

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 Trar

Hello, I am your

## Visitor Details

#74396 betzaida.montero

Email: betzaida.montero@deliverydynamics.com ☎ 8507494432

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: PARQUE LEFEVRE

State: Panama

Country: PANAMA

## Chat Transcript

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

Hello, I am your

## Visitor Details

**#74578 joan.loy**

**Email:** joan.loy@thehopepartnership.org  13216770245

**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:** BISMARCK

**State:** Arkansas

**Country:** UNITED STATES

## Chat Transcript

joan.loy Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

joan.loy Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

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

*Ended due to chat idle timeout*

## Chat Tra

Hello, I am your

## Visitor Details

**#74383 Angelica Klein**

**Email:** angelica.klein@agsolutions.us  3527482333

**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:** 44 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	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Angelica Klein	I have a ticket# 6611887
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 Angelica, How are you doing today ?
Angelica Klein	good , thank you
Rohan Prajapati	Thank you for Providing the ticket number
	That's Great
	Kindly allow me 5-6 minutes to check the same.
Angelica Klein	ok, thank you
Rohan Prajapati	

	As I checked, the last engineer has already made the required changes. So, are you still facing the same issue?
Angelica Klein	We are scanning but it has a message in the bottom, says TSScan Acquire error and looks so different for what we have b
Rohan Prajapati	May I take the remote access of your local computer?
Angelica Klein	yes
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
Angelica Klein	ok
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session
	<a href="https://assist.acecloudhosting.com/join/3722515961">https://assist.acecloudhosting.com/join/3722515961</a>
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	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 Tra

Hello, I am your

### Visitor Details

**#74066 bennysmith21757**

**Email:** bennysmith21757@gmail.com ☎ 9906368341

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** JAMMU

**State:** Jammu And Kashmir

**Country:** INDIA

### Chat Transcript

bennysmith21757

Hello, I am your Acebuddy

Acebuddy	Hello Bennysmith21757, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bennysmith21757	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bennysmith21757	I'd like to report an Issue
Acebuddy	Please select an option!
bennysmith21757	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
bennysmith21757	My ace disconnected again and again
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.
bennysmith21757	Hi Shivam. My ace is not working okay and disconnected again and again
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
bennysmith21757	BennySm.rdp
Shivam Singh	could you please tell me the server name or your CID
bennysmith21757	Silvers Financial Services
Shivam Singh	Thanks for the information. Kindly allow me two minutes to check for the same.
bennysmith21757	Sure
Shivam Singh	May I take the remote access of your local computer?
bennysmith21757	sure
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
bennysmith21757	Ok
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/7932204518">https://assist.acecloudhosting.com/join/7932204518</a>
	We're currently connected through the remote session and will start troubleshooting right away. I'll be placing the chat on chat.
	Hi Benny, please note that I see no movement on the screen till now.
	Hi there
	Are we still connected here?

	Are we still connected here?
bennysmith21757	YEs
Shivam Singh	thanks for your confirmation
bennysmith21757	Please do fast as I have deadlines to meet today
Shivam Singh	Allow me a minute
bennysmith21757	okay
Shivam Singh	Benny, I tried taking the remote screen access however I am still facing the same issue. Please allow me sometime I'll be arranging a callback to look into this issue
bennysmith21757	Okay please do urgent
Shivam Singh	surely
	Is there anything else I may help you with ?
bennysmith21757	No thanks
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shivam Singh has ended this chat session*

## Chat Tra

Hello, I am your

### Visitor Details

#74268 Ilse Rew

Email: irew@cat5resources.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** BELLAIRE

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Ilse Rew	Hello, I am your Acebuddy
Acebuddy	Hello Ilse Rew, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ilse Rew	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ilse Rew	I'd like to raise a Request
Acebuddy	Please select your request type.
Ilse Rew	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Ilse Rew	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	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
<i>Ended due to chat idle timeout</i>	

Chat Trar

Hello, I am your

## Visitor Details

**#74765 Rubens S Jacob**

**Email:** seflglass@gmail.com  13058233097

**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:** 50 Secs

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Rubens S Jacob	Hello, I am your Acebuddy
	Hi
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Rubens S Jacob	Hi
Sharath Kumar	Hello there, I had to disconnect since there was no response for a long time
	I assume that the backup file did not resolve your concern, is that correct?
Rubens S Jacob	We just close QB and open again and nothing
	Do we need to take any action with the file you putted on desktop??
Sharath Kumar	Yes, you will need to open the file on desktop from QB
Rubens S Jacob	We need to be clear about we we need to do. If we need to take any action pelase let me know but I still dont understand
	And after that, the file that we are going to use is always be on deksptop?
Sharath Kumar	Once you verify that this new file has all the data that you need, you can then replace it to the location where the previou
Rubens S Jacob	Look, I saw a backup
	But the backup is from yesterday
Sharath Kumar	that is correct
Rubens S Jacob	If we use it, we know that the all new data today is going to lose
	What we can do??
	There is any urgent number that I can contact you??Because we need to taker orders and all is on hold for this
Sharath Kumar	I see, and is there a lot of data that has changed over a day?
Rubens S Jacob	WE did Invoices this morning
Sharath Kumar	Sure, the number for our support is : 888-415-5240
Rubens S Jacob	what is my svvount number?
Sharath Kumar	

CID67856

let the support person know about the ticket number - 667388

I see you are connected with the support team on call

May i end this chat and brief my colleague about your concern (Edited)

Rubens S Jacob The person who take the call can help us whit this?

Sharath Kumar Hopefully, yes! He definitely has more expertise than me

I am ending this chat now and will quickly brief Gaurav about the issue

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

*Sharath Kumar has ended this chat session*

## Chat Tra

Hello, I am your

### Visitor Details

**#73375 James Smigo**

**Email:** jwshhhcatering@sbcglobal.net ☎ 16304060330

**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:** BATAVIA

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

James Smigo Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

James Smigo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
James Smigo	I'd like to report an Issue
Acebuddy	Please select an option!
James Smigo	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
James Smigo	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?
James Smigo	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.

*Acebuddy (bot) forwarded the chat request*

James Smigo I am unable to access my company file. The message says Administrator Permissions needed. Error code (-12,0)

*Chat request was not picked up by the operators*

## Chat Tra

Hello, I am your

### Visitor Details

**#73632 shawnw**

**Email:** shawnw@aeropress.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:** CHICAGO

**State:** Indiana

**Country:** UNITED STATES

## Chat Transcript

shawnw	Hello, I am your Acebuddy
Acebuddy	Hello Shawnw, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shawnw	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shawnw	I'd like to raise a Request
Acebuddy	Please select your request type.
shawnw	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
shawnw	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

*Acebuddy has ended this chat session*

## Chat Trar

Hello, I am your

### Visitor Details

**#74630 sbinstock**

**Email:** sbinstock@hsfems.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:** JERUSALEM

**State:** Hamerkaz

**Country:** ISRAEL

## Chat Transcript

sbinstock Hello, I am your Acebuddy

Acebuddy Hello Sbinstock, 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 Tra

Hello, I am your

## Visitor Details

**#73412 Ravi Shah**

**Email:** ravi@yourtaxadvisor.com ☎ +1 9739609951

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** LAS VEGAS

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Ravi Shah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ravi Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ravi Shah	I'd like to raise a Request
Acebuddy	Please select your request type.
Ravi Shah	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Ravi Shah	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

*Acebuddy has ended this chat session*

## Chat Tra

Hello, I am your

### Visitor Details

#### #74309 Evelyn Golosow

**Email:** evietax@golosow.com ☎ 303-868-4666

**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:** NORTH PLATTE

**State:** Nebraska

**Country:** UNITED STATES

### Chat Transcript

Evelyn Golosow

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Evelyn Golosow Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Evelyn Golosow I'd like to raise a Request

Acebuddy Please select your request type.

Evelyn Golosow Other Request

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

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

Evelyn Golosow Setback

Acebuddy Please select your request type.

Evelyn Golosow Other Request

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

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

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 Tra

Hello - My Lacerte 2022 and 2023 re  
help with that? ^

### Visitor Details

**#74811 Mohita Chadha**

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

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

**Operator:** Manish Singh

**Website:** <https://www.acecloudhosting.com/>?  
utm\_source=google&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Branded&utm\_term=ace%20cloud%20hosting&utm\_adgroup=Primary

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 40 Secs

**City:** SAN FRANCISCO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Mohita Chadha Hello - My Lacerte 2022 and 2023 require updates. Can you please help with that? Thank you!

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

Mohita Chadha Thanks!

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

My server name is Kaur Tax

my username is KTPC\_Accountant

If you can please help with this immediately

*Manish Singh accepted the chat transfer request.*

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

Hii Mohita

Mohita Chadha Hello!

Can you please help with updating Lacerte 2022 and 2023?

Manish Singh We need everyone to logout from the server regarding the Lacerte Update.

Once the update is done we will inform you via email.

Are we still connected here?

As there was no response and chat get disconnected, we are disconnecting the chat for now. You may re-initiate the chat

*Manish Singh has ended this chat session*

Chat Tra

Hello, I am your

## Visitor Details

**#74808 Kevin Gaffney**

**Email:** kgaffney@kpgaccounting.net ☎ 12394348866

**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:** NAPLES

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Kevin Gaffney	Hello, I am your Acebuddy
Acebuddy	Hello Kevin P. Gaffney, I'm your Ace Buddy. I'll be t
	Whom Would You Like to Connect With?
Kevin Gaffney	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kevin Gaffney	I'd like to raise a Request
Acebuddy	Please select your request type.
Kevin Gaffney	Application Update
Acebuddy	Please send us an email at support@acecloudhost once the task has been completed.
	Typically, the application update is performed ove
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, W
	Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

# Chat Tra

Hello, I am your

## Visitor Details

### #74160 Chad Peshke

**Email:** chad@peshkefinancial.com  1877970940

**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:** 11 Secs

**City:** BURLEY

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

Chad Peshke	Hello, I am your Acebuddy
Acebuddy	Hello Chad, I'm your Ace Buddy. I'll be happy to as
	Whom Would You Like to Connect With?
Chad Peshke	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Chad Peshke	I'd like to raise a Request
Acebuddy	Please select your request type.
Chad Peshke	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting reason for server reboot and the support team wil
	Do you need any further assistance on the topic?
Chad Peshke	Yes
Acebuddy	Please wait while we connect you to our Support F
	<i>Acebuddy (bot) forwarded the chat request</i>
Chad Peshke	Need live help now

*Shashwat Verma accepted the chat transfer request*

Shashwat Verma

Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.

Hello Chad

Chad Peshke

Hi there. My ChadPe isn't logging in

ChadPe2 is working just fine

Shashwat Verma

I will surely help you with this issue.

Kindly allow me two minutes to check the same.

May I take the remote access of ChadPe local computer?

Chad Peshke

It just booted off. Should I re-open it?

Shashwat Verma

Yes try now to login.

Chad Peshke

Connecting...

Shashwat Verma

Sure, please take your time

Are you able to connect?

Chad Peshke

Yep, just now. And it's now logged in. Thank you!

Shashwat Verma

Hence issue resolved itself

Is there anything else I may help you with ?

Chad Peshke

What did you do to make it work?

Something I can do on my own next time?

Shashwat Verma

As of now we have not done, looks there is some configuration issue.

Issue is resolved itself

Chad Peshke

Ok, thank you

Shashwat Verma

It would be great if you could share your feedback

Thank you for choosing ACE cloud Hosting, you have a great day!

Chad Peshke

Will do

Shashwat Verma

You may end this chat now. Once you end this chat session, along with a ticket number and survival rate.

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

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

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

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy.

## Visitor Details

**#74644 Nathan Urry**

**Email:** techs@cr-t.com ☎ 13853251678

**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 5 Secs

**City:** DRAPER

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Nathan Urry Hello, I am your Acebuddy

Acebuddy Hello Nathan Urry, I'm your Ace Buddy. I'll be happy to help you with your issue.

Whom Would You Like to Connect With?

Nathan Urry Managed IT

Acebuddy Please wait while we connect you to an available IT professional.

*Acebuddy (bot) forwarded the chat request to Pradeep Kumar.*

*Pradeep Kumar accepted the chat transfer request from Nathan Urry.*

Pradeep Kumar Thank you for contacting acecloudhosting. My name is Pradeep Kumar.

Nathan Urry Our Quickbooks account shows one user as being advised. Can you provide me with more details?

Rick Marcellones

Pradeep Kumar Alright, Let me transfer the chat to the concerned team.

*Pradeep Kumar is transferring the chat to Support*

Nathan Urry

thank you

*Ashutosh Mishra accepted the chat transfer request*

Ashutosh Mishra

Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra.

I will be surely assisting you with this. Kindly help me with your issue.

Nathan Urry

Clearwater Landscaping

Rick Marcellones is his name. Quickbooks login is giving error.

I am in the Clearwater Landscaping Quickbooks company. I am connected to Frontier Flowers.

Ashutosh Mishra

Kindly allow me two minutes to check the same.

Nathan Urry

thank you

Ashutosh Mishra

Please inform Rick to logout from server and login again.

Nathan Urry

thank you

Ashutosh Mishra

Are we still connected here?

Nathan Urry

i just asked him to do that

please hold while he logs off and logs back in

Ashutosh Mishra

Sure, please take your time

Nathan Urry

he just logged off and logged back in

please confirm

Ashutosh Mishra

I do see, user RickMar in the server.

Please check if the user still shows up twice in the system.

Are we still connected here?

As there was no response, we are disconnecting the user. You can call us at (1-888-415-5240) if any further assistance is required.

*Ashutosh Mishra has ended this chat session*

**Chat Transcript**

Hello, I am your support representative.

## Visitor Details

**#73421 Kory Brunette**

**Email:** kory@bulldogpackaging.net **Phone:** 6304581152

**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:** DEVINE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Tra

Hello, I am your

## Visitor Details

**#74711 Rubens S Jacob**

**Email:** seflglass@gmail.com  13058233097

**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 11 Secs

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Rubens S Jacob	Hello, I am your Acebuddy
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy t
	Whom Would You Like to Connect With?
Rubens S Jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rubens S Jacob	I'd like to raise a Request
Acebuddy	Please select your request type.
Rubens S Jacob	Other Request
Acebuddy	Please drop an email to support@acecloudhosting technicians will connect with you for further assist
	If you are facing any issue/problem with your serv
Rubens S Jacob	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Rubens S Jacob	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?

Rubens S Jacob	Other QB related issue
Acebuddy	Please specify the issue you are facing before I co
Rubens S Jacob	Hi. In the Margaratia's account, in Quicbooks, we are not able to connect to the server. WE call the bank in Quicbooks. Can you please help us?Thank you
Acebuddy	Please wait while we connect you to a Support Rep
	<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.
Rubens S Jacob	Hi Ashutosh
Ashutosh Mishra	I understand you are facing issue with QuickBooks.
Rubens S Jacob	Yes
Ashutosh Mishra	I will check if the issue is related to Ace server or my server.
	Kindly help me with your server name and user name.
Rubens S Jacob	Southeast florida
	Margarita
Ashutosh Mishra	Kindly allow me two minutes to check the same.
Rubens S Jacob	Ok thank you
Ashutosh Mishra	May I take the remote access of your server?
Rubens S Jacob	yes
	Go ahead
Ashutosh Mishra	Prior providing the access, I would suggest you to provide me the server details.
Rubens S Jacob	ok
	It happened also in the Reubens account
	We are receiving an order please wait
Ashutosh Mishra	Sure, please take your time
Rubens S Jacob	Ok thank you
	Still with another customer. Thank you!
	Now you can access
	Please go ahead
Ashutosh Mishra	Sure, I will send you a prompt please accept that.
	Please proceed with the task to identify error.
Rubens S Jacob	

	That is the error
Ashutosh Mishra	Kindly allow me two minutes to check the same.
Rubens S Jacob	Ok thank you!
Ashutosh Mishra	Are all users facing the same issue?
	are we still connected?
Rubens S Jacob	Delete connection configuration files (FIDIR and EI) in the following folder: C:\ProgramData\Intuit\QuickBooks\16.0\Temp\Temporary Internet Files\Content\Temporary\ and delete files named FIDIR.txt and FIW (if they exist). Reopen QuickBooks.
Ashutosh Mishra	As discussed, we will first reset the updates to install. Once done, we will look into this.
	It is likely that critical fixes should be the reason for this issue.
	Is there anything else I may help you with ?
Rubens S Jacob	YES i AGRRE THANKS
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to fill that working. I will appreciate that. or you may send your details to me via email.
Rubens S Jacob	No thank you so much!!
Ashutosh Mishra	You may end this chat now. Once you end this chat session, along with a ticket number and survival rate, I request you to kindly spare a moment to fill that working. I will appreciate that. or you may send your details to me via email.
	I request you to kindly spare a moment to fill that working. I will appreciate that. or you may send your details to me via email.
	Thanks!
	Note: You may change/reset your server password from the following link ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="http://acecloudhosting.com/knowledgebase">http://acecloudhosting.com/knowledgebase</a> ).

*Ashutosh Mishra has ended this chat session*

## Chat Trainer

Hello, I am your

Visitor Details

**#73650 kobrandy2023**

**Email:** kobrandy2023@gmail.com

**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:** 27 Secs

**City:** OCKLAWAHA

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript -----

kobrandy2023	Hello, I am your Acebuddy
Acebuddy	Hello Kobrandy2023, I'm your Ace Buddy. I'll be ha
	Whom Would You Like to Connect With?
kobrandy2023	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kobrandy2023	I'd like to report an Issue
Acebuddy	Please select an option!
kobrandy2023	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
kobrandy2023	Other QB related issue
Acebuddy	Please specify the issue you are facing before I co
kobrandy2023	Our outlook on our ACE cloud is not working. We h mail back on
Acebuddy	Please wait while we connect you to a Support Re
	<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 Anjaina,</i>
	<i>Anjainay Singh accepted the chat transfer request</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My n
	<i>Anjainay Singh has ended this chat session</i>

# Chat Transcripts

Hello, I am your Acebuddy.

## Visitor Details

**#74772 lorri.allman**

**Email:** lorri.allman@cammidwest.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** SOUTH ROXANA

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

lorri.allman	Hello, I am your Acebuddy
Acebuddy	Hello Lorri A Allman, I'm your Ace Buddy. I'll be ha
	Whom Would You Like to Connect With?
lorri.allman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lorri.allman	I'd like to report an Issue
Acebuddy	Please select an option!
lorri.allman	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
lorri.allman	Other QB related issue
Acebuddy	Please specify the issue you are facing before I co

lorri.allman	I can't get my printer to work on the quickbooks s
Acebuddy	Please wait while we connect you to a Support Re
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My n
lorri.allman	hi i am Lorri
Manish Singh	Hii Lorri
	I will surely help you with this issue.
	Is this issue occurring only for you, or are other us
lorri.allman	I can't get my printer to work in quickbooks. Just r
Manish Singh	So, try using Uniprint once.
	Is it working?
lorri.allman	no
Manish Singh	May I take the remote access of your local comput
lorri.allman	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/16323272">https://assist.acecloudhosting.com/join/16323272</a>
	Prior providing the access, I would suggest you to
lorri.allman	ok
Manish Singh	Are you able to connect?
lorri.allman	connect where
Manish Singh	To this link
	Kindly provide the access of your local system not
	Paste the link on the local system browser.
lorri.allman	am I in
Manish Singh	We are connected on the remote session and will   the time, I am putting the chat on hold, please do give your confirmation on this chat.
	Is there anything else I may help you with ?
lorri.allman	no that will do it for todoay
	today
Manish Singh	I would greatly appreciate if you could spare a mir smileys at the end of this chat.
lorri.allman	thank you

Manish Singh

Thank you for choosing ACE cloud Hosting, you ha

You may end this chat now. Once you end this cha  
conversation, along with a ticket number and surv

I request you to kindly spare a moment to fill that  
working. I will appreciate that. or you may send yo  
Thanks!

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

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

*Manish Singh has ended this chat session*

## Chat Tra

Hello, I am your

### Visitor Details

**#73694 shanelahaie**

**Email:** shanelahaie@gmail.com **Phone:** 15082926037

**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:** KILLINGTON

**State:** Connecticut

**Country:** UNITED STATES

### Chat Transcript

shanelahaie Hello, I am your Acebuddy

Acebuddy Hello Shanelahaie, I'm your Ace Buddy. I'll be happy

Whom Would You Like to Connect With?

shanelahaie

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

shanelahaie

I'd like to raise a Request

Acebuddy

Please select your request type.

shanelahaie

Other Request

Acebuddy

Please drop an email to support@acecloudhosting  
technicians will connect with you for further assist

If you are facing any issue/problem with your serv

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

*Ended due to chat idle timeout*

## Chat Transcripts

Hello, I am your

### Visitor Details

#### #74699 Lyle Contracting Solutions

**Email:** josh@lylecontractingsolutions.com  (252) 327-7827

**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:** 36 Secs

**City:** ATLANTIC BEACH

**State:** North Carolina

**Country:** UNITED STATES

### Chat Transcript

Solutions	Hello, I am your Acebuddy
Acebuddy	Hello Josh, I'm your Ace Buddy. I'll be happy to ass
	Whom Would You Like to Connect With?
Lyle Contracting Solutions	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lyle Contracting Solutions	I'd like to report an Issue
Acebuddy	Please select an option!
Lyle Contracting Solutions	Other Issue
Acebuddy	Please specify the issue you are facing before I co
Lyle Contracting Solutions	I cannot log into my remote desktop again. This is
Acebuddy	Please wait while we connect you to a Support Re
	<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 n
Lyle Contracting Solutions	hello Sharath.
Sharath Kumar	Hi Josh, sorry to hear that you are facing the issue
Lyle Contracting Solutions	It just worked...I am now in. Did you reset somethi
Sharath Kumar	I did not do anything yet
	I was going to check your previous ticket to see w
Lyle Contracting Solutions	haha...well you are magic then, because it started
Sharath Kumar	thank you for the compliment but could you let me
	I mean where the server connects automatically a
Lyle Contracting Solutions	Yes, I have had two previous similar issues, each t
	No...never had the issue where it connects after m
Sharath Kumar	I see, may I ask how exactly you close the remote
	do you simply close it from the tab above or you u
Lyle Contracting Solutions	I just close it. I have been doing it that way for 5+
Sharath Kumar	Okay, but I recommend using the latter option bec
	your session properly

Lyle Contracting Solutions	it just lingers in the background for a certain period.
Sharath Kumar	10-4. I will start doing that. Thank you.
	My pleasure, Sir. I hope that resolves your connection issue so that we can figure out what exactly is causing the problem.
	anything else that I may assist you with at the moment.
Lyle Contracting Solutions	that is all. Thank you. have a nice day.
Sharath Kumar	You're welcome and I wish you the same.
	You may end this chat now. Once you end this chat session, along with a ticket number and survey responses, we will be able to resolve your issue.
	I request you to kindly spare a moment to fill that survey. I will appreciate that. or you may send your feedback via email.
	Thanks!
	<p>Note: You may change/reset your server password (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p>
	<p>For self-help, check out our Knowledge Base (<a href="http://acecloudhosting.com/knowledgebase">http://acecloudhosting.com/knowledgebase</a>)</p>
	<i>josh has ended this chat session</i>

## Chat Transcript

Hello, I am your support representative.

### Visitor Details

**#74076 Anais Dilger**

**Email:** ezrad@rortax.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 2 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

## Chat Transcript

Anais Dilger	Hello, I am your Acebuddy
Acebuddy	Hello Ezra Dilger, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Anais Dilger	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Anais Dilger	I'd like to report an Issue
Acebuddy	Please select an option!
Anais Dilger	Other Issue
Acebuddy	Please specify the issue you are facing before I co
Anais Dilger	Lacerte 2024 needs to finalize an update.
Acebuddy	Please wait while we connect you to a Support Re
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My n
Anais Dilger	Hi, Manish
Manish Singh	I will surely help you with this issue.
	May I know the Lacerte version you would like to u
Anais Dilger	2024
Manish Singh	Kindly allow me two minutes to check the same.
Anais Dilger	Thank you!
Manish Singh	Kindly log out all users need to reboot the server a
	Are we still connected here?
Anais Dilger	Ok, I have asked everyone to log out
	Apologies for the pause
Manish Singh	Wendy and RT_Brad is still on the server
Anais Dilger	I will poke them again to let them know to log off
Manish Singh	Yes, please do

	Need to reboot the server.
Anais Dilger	Completely understood. Just one moment please
Manish Singh	Please, take your time
	Rebooting the server now, Ezra
Anais Dilger	Ok!
Manish Singh	Kindly check now.
Anais Dilger	Sure thing, just one moment
	Thank you for waiting
Manish Singh	Is everything working fine?
Anais Dilger	I am trying to log in-- it is being a bit slow
	Ok, I'm not sure the update took
	It is currently installing now
Manish Singh	It already installed
Anais Dilger	Are we cleared to use the program now?
Manish Singh	Try to access application please. (Edited)
Anais Dilger	It's telling me that I need to reboot the server
Manish Singh	Seems to be working now.
Anais Dilger	It is not
	Could you please reboot the server? I'm fine with
	<i>1:41:48 AM Manish Singh is sharing a file with you <a href="#">image.png</a> - ( Size:29.87 KB )</i>
Manish Singh	Rebooting the server once.
Anais Dilger	Thank you!
Manish Singh	Try to access now.
Anais Dilger	logging in now
	Ok-- I think it's fixed
	Thank you!
Manish Singh	Is there anything else I may help you with ?
Anais Dilger	No, that will be all, thanks
Manish Singh	I would greatly appreciate if you could spare a mir smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you ha
	You may end this chat now. Once you end this cha

conversation, along with a ticket number and surv

I request you to kindly spare a moment to fill that working. I will appreciate that. or you may send yo  
Thanks!

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

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

*Manish Singh has ended this chat session*

## Chat Tra

Hello, I am your

### Visitor Details

**#73942 srinivas**

**Email:** srinivas@taxgeeks.com ☎ 2252847776

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 15 Secs

**City:** IRVING

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

srinivas Hello, I am your Acebuddy

Acebuddy Hello Srinivas, I'm your Ace Buddy. I'll be happy to

Whom Would You Like to Connect With?

srinivas Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I co
srinivas	ticket
Acebuddy	Please wait while we connect you to a Support Re
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My n today.
srinivas	:## 657110 ##]
	ticket
	we are unable to work on prosgeries
	it is crashing every one minute
	this has to be fixed
	can you get this checked
Shubham Kataria	I deeply apologize for the inconvenience caused to
	Kindly allow me two minutes to check the same.
srinivas	ok
Shubham Kataria	Could you please confirm if you're the only user w facing the same
srinivas	everyohe
Shubham Kataria	Kindly allow us 2-3 minutes to check the same
srinivas	sure
Shubham Kataria	Thank you for your patience.
	Could you please confirm which version of pro ser
	As I found there are updates pending on 2024 ver
srinivas	2024
	should I go ahead and update them
Shubham Kataria	No worries, I will update it for you. Could you plea update the application

	srinivas	ok
	Shubham Kataria	2 mins Additionally, I have also cleaned up your C drive b cause application crashing
	srinivas	ok asking everyone to log off
	Shubham Kataria	2 mins No problem, take your time
	srinivas	everyone is saving the work
	Shubham Kataria	No problem, once they log off. I'll initiate the upda
	srinivas	you can update the proseries and do a full restart. my username is showing 25% usage
		etc
		go ahead now
		<i>7:19:42 AM Shubham Kataria is sharing a file with .image.png - ( Size:11.9 KB )</i>
		<i>I've checked the CPU utilization and it se</i>
	Shubham Kataria	Sure, Let me initiate the update
		I can see three users are still logged on to the ser
	srinivas	today whole day it was 78%
		and it started crashing from 1pm
		everyone is frustrated
	Shubham Kataria	May be the update causing the issue
	srinivas	please check if CPU power ineeded to be added
		you can restart now
	Shubham Kataria	I can understand your concern but don't worry we fix on this
		Sure
		There are 3 users still logged in
		May I log off them?
	srinivas	yes
	Shubham Kataria	Thank you, let me initiate the update
		Please allow few minutes

	srinivas	ok
	Shubham Kataria	Updates is in progress, Please stay connected and
	srinivas	ok
	Shubham Kataria	Updates are still running, please stay connected
	srinivas	ok
	Shubham Kataria	50% has been done
	srinivas	ok
	Shubham Kataria	If you'd prefer, I can update you via email once up conversation here in the chat whichever is more c
	srinivas	will wait
	Shubham Kataria	Okay
		We apologize for the inconvenience. I understand assured that we are committed to providing a per
	srinivas	no issues
		will wait
		I took lot of heat from the team today
		so want to get a fix
		for sure
	Shubham Kataria	I've checked the CPU usage, and it looks good ove memory utilization spikes to 100% twice, and you could be contributing to the application crashes.
		Sure, we will fix this
	srinivas	thanks
		got it
		we faced similar serious issues last year
		and we survived restarting the server two times a
		but team is fearing the same
		today is the worst day
		we will have all staff working from now..so number
	Shubham Kataria	I understand that this isn't a permanent fix, and I committed to working with you to ensure a perma efficiently.
		Additionally, Updates has been completed
		Could you please try to access now

	srinivas	ok
		i just connected
		only me
		now I see cpu 100%
		without opening any program
		<i>7:54:47 AMsrinivas is sharing a file with you <a href="#">image.png</a> - ( Size:30.61 KB )</i>
	Shubham Kataria	Actually, when we login to the server. it takes the normal
		<i>7:55:53 AMShubham Kataria is sharing a file with <a href="#">image.png</a> - ( Size:9.88 KB )</i>
	srinivas	now
	Shubham Kataria	I've also cleaned up your disk now you have 20 %
	srinivas	just for windows explorer it is taking 22% cpu
		did not even open windows explorer
	Shubham Kataria	It is showing your utilization only
		I'm monitoring the whole server and it is running at 13 %
		<i>7:57:51 AMShubham Kataria is sharing a file with <a href="#">image.png</a> - ( Size:8.0 KB )</i>
		You may check the application and If its still crashing
		We've already asked our system admin to review the application properly. However, if the issue persists, don't worry about it. We'll troubleshoot to ensure we resolve the problem.
		Kindly monitor the application and check if its still crashing.
	srinivas	it is opening very slow
	Shubham Kataria	Is it same for every user or just only for you
	srinivas	i asked everyone to login now
	Shubham Kataria	Okay
	srinivas	able to open proseries now
		but I still feel that some applications on the server are crashing the proseries to crash
		keep an eye on it and let the second level support know
	Shubham Kataria	Okay, lets do one thing. I will keep the ticket under review of issue please revert on the same email

srinivas

sure

will get back to you as we see issue

can you also add CPU power

this is just freaking us out out

Shubham Kataria

Sure, if you would like to add. I will inform to our s

Additionally, if you face any issue again. please fe

We will be happy to assist you

Is there anything else I may help you with ?

srinivas

we are good now

thanks

will let you know

bye

Shubham Kataria

You're welcome

Sure

Thank you for choosing ACE cloud Hosting, you ha

You may end this chat now. Once you end this cha conversation, along with a ticket number and surv

I request you to kindly spare a moment to fill that working. I will appreciate that. or you may send yo Thanks!

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

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

*Shubham Kataria has ended this chat session*

**Chat Trar**

Hello, I am your

## Visitor Details

**#73519 linda**

**Email:** linda@netmoresolutions.com ☎ 6153737331

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 1 Min 45 Secs

**City:** NOLENSVILLE

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

	linda	Hello, I am your Acebuddy
	Acebuddy	Hello Linda Shepherd, I'm your Ace Buddy. I'll be h
		Whom Would You Like to Connect With?
	linda	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	linda	I'd like to report an Issue
	Acebuddy	Please select an option!
	linda	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	linda	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I co
	linda	Unrecoverable Error
	Acebuddy	Please wait while we connect you to a Support Re
		<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 n
		Hello Linda
	linda	Hi
		My Quickbooks 24 is showing an unrecoverable er

Shashwat Verma I will surely help you with this issue.

linda May I take the remote access of your server?

Shashwat Verma yes

Prior providing the access, I would suggest you to Kindly accept the invitation

We are connected on the remote session and will | the time, I am putting the chat on hold, please do give your confirmation on this chat.

linda ok

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

We are updating the QuickBooks, it might take 4-5

linda ok

Shashwat Verma Could you please confirm the file name you are fa

linda I was just trying to restore a QBs backup

But QBs locked up. I think it was because I tried tc

Shashwat Verma Could you please try now

linda The file seems to be working now

Shashwat Verma Great!

Is there anything else I may help you with ?

linda No that was it thank you

Shashwat Verma It would be great if you could share your feedback

Thank you for choosing ACE cloud Hosting, you ha

You may end this chat now. Once you end this cha conversation, along with a ticket number and surv

I request you to kindly spare a moment to fill that working. I will appreciate that. or you may send yo Thanks!

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

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

*Shashwat Verma has ended this chat session*

# Chat Tra

Hello, I am your

## Visitor Details

**#73916 maya**

**Email:** maya@yourvirtualasset.biz ☎ 17708152465

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** SNELLVILLE

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

maya	Hello, I am your Acebuddy
Acebuddy	Hello Maya Sims, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
maya	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
maya	I'd like to report an Issue
Acebuddy	Please select an option!
maya	Other Issue
Acebuddy	Please specify the issue you are facing before I co
maya	I am trying to open my Drake Software. Getting er computer). Please close the program on all machi instances of Drake on my computer, but not worki
Acebuddy	Please wait while we connect you to a Support Re

*Acebuddy (bot) forwarded the chat request*

*Tushar Pharswan accepted the chat transfer request*

Tushar Pharswan

Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan.

I will be surely assisting you with this. Kindly help me with your issue.

maya

virtualasset.myrealdatal.net

Tushar Pharswan

Thank you for the details.

As I can understand by your above message you are trying to connect to virtualasset.myrealdatal.net. Is the connection first correct?

maya

yes

Tushar Pharswan

Okay we will do that for that I will need you to log in to the server and initiate the chat session from the server end or you can connect to the server and then initiate the chat session.

maya

I'm out.

Tushar Pharswan

Kindly login again try to update it now and let it connect to the server.

Also kindly let me know once its done.

I will also share a prompt on your screen kindly accept it.

Prior providing the access, I would suggest you to update the password.

We are connected now kindly proceed with opening the session.

Kindly proceed further.

maya

Thank you

Tushar Pharswan

It is now updated.

Is there anything else I may help you with?

maya

yes. thank you. that was all I needed.

Tushar Pharswan

Kindly share your feedback by clicking the smiley icon.

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

You may end this chat now. Once you end this chat session, along with a ticket number and survey results, you can leave a review.

I request you to kindly spare a moment to fill that survey. I will appreciate that. or you may send your feedback via email. Thanks!

Note: You may change/reset your server password at <https://selfcare.acecloudhosting.com>.

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

*Tushar Pharswan has ended this chat session*

# Chat Transcripts

Hello, I am your Acebuddy.

## Visitor Details

### #73495 David Weinstein

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

**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:** 25 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

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

David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I co
David Weinstein	My users need administrative access to run the ta
Acebuddy	Please wait while we connect you to a Support Re
<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 n
	Hello David, How are you doing today ?
David Weinstein	I sent in a request yesterday for admin access twc
	Don't know the ticket #, I can look it up
Rohan Prajapati	Thank you for the information
	Kindly allow me 5-6 minutes to check the same.
	Kindly reply to the email that you have received fr
David Weinstein	Its ticket 652126, I'm waiving my rights
Rohan Prajapati	Yes, Please acknowledge and accept the Disclaime same. (Edited)
David Weinstein	I did, kindly get it done, thank you
Rohan Prajapati	Thanks for the confirmation !
David Weinstein	ty
Rohan Prajapati	David, I will get this done right away and will upda
	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 th (1-888-415-5240) if any further assistance is requ
<i>Rohan Prajapati has ended this chat session</i>	

# Chat Tra

Hello, I am your

## Visitor Details

### #74165 samona

**Email:** samona@aabs.tax 7198200159

**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:** 6 Secs

**City:** WEST UNITY

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

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

samona I have a new computer and it wont let me login  
 Acebuddy Please wait while we connect you to a Support Rep  
*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, how can I assist you today?  
 Hello Samona  
 samona can you login into my computer and fix setup issue  
 Shashwat Verma I will surely help you with this issue.  
 May I take the remote access of your local computer?  
 samona yes  
 Shashwat Verma Prior providing the access, I would suggest you to download and install the RDP file from the following link:  
<https://assist.acecloudhosting.com/join/37120432>  
 Kindly Click on the link and open the downloaded file.  
 We are connected on the remote session and will resolve the issue shortly. Since it's late at night, I will end the session for now. The time, I am putting the chat on hold, please do give your confirmation on this chat.  
 issue resolved by configuring the RDP file  
 It would be great if you could share your feedback with us.  
 Thank you for choosing ACE cloud Hosting, you have a great day!  
 You may end this chat now. Once you end this chat session, you can always start a new conversation, along with a ticket number and survival guide.  
 I request you to kindly spare a moment to fill that survey form, it will help us understand what's working and what's not. I will appreciate that. or you may send your feedback to us via email.  
 Thanks!  
 Note: You may change/reset your server password via self-care portal (<https://selfcare.acecloudhosting.com>).  
 For self-help, check out our Knowledge Base (<https://knowledgebase.acecloudhosting.com>).  
*Shashwat Verma has ended this chat session*

# Chat Tra

Hello, I am your

## Visitor Details

### #73635 Paul Hayes

**Email:** paul@rentkeywest.com ☎ 3055876767

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** KEY WEST

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Paul Hayes	Hello, I am your Acebuddy
Acebuddy	Hello Paul Hayes, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Paul Hayes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Paul Hayes	I'd like to report an Issue
Acebuddy	Please select an option!
Paul Hayes	Password Reset
Acebuddy	Please select an option below
Paul Hayes	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com password needs to be reset and we'll share an update
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We will close this chat. Kindly re-initiate the chat.
<i>Ended due to chat idle timeout</i>	

# Chat Transcript

Hello, I am your Acebuddy.

## Visitor Details

**#74054 L.gjuraj**

**Email:** l.gjuraj@hotmail.com ☎ 2035408195

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 1 Min 25 Secs

**City:** EAST HAMPTON

**State:** Connecticut

**Country:** UNITED STATES

## Chat Transcript

L.gjuraj	Hello, I am your Acebuddy
Acebuddy	Hello L.gjuraj, I'm your Ace Buddy. I'll be happy to help you today.
	Whom Would You Like to Connect With?
L.gjuraj	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
L.gjuraj	I'd like to report an Issue
Acebuddy	Please select an option!
L.gjuraj	Other Issue
Acebuddy	Please specify the issue you are facing before connecting with our representative!
L.gjuraj	I am trying to log in into RD Gateway server, but getting error.

Can someone help me with this issue ?

Acebuddy

Please wait while we connect you to a Support Agent.

*Acebuddy (bot) forwarded the chat request*

*Ashutosh Mishra accepted the chat transfer request*

Ashutosh Mishra

Thank you for contacting Ace Cloud Hosting. I will try to assist you today.

L.gjuraj

Hi Ashutosh

Will you be able to help me to log in into RD Gateway server?

My old credentials don't work anymore because I am getting error message.

Ashutosh Mishra

I will surely help you with this issue.

L.gjuraj

Thank you

Ashutosh Mishra

Kindly help me with your server name and user name.

Are we still connected here?

L.gjuraj

RD gateway server

User name is : leonagj

Are we connected?

Ashutosh Mishra

Yes

L.gjuraj

Ok

Ashutosh Mishra

Kindly allow me two minutes to check the server.

L.gjuraj

Take your time, I just wanted to make sure we are connected.

Ashutosh Mishra

Thank you for your patience.

L.gjuraj

No problem

Ashutosh Mishra

May I take the remote access of your local computer?

L.gjuraj

I am writing you through my phone.

How would you do that?

?

Ashutosh Mishra

I see, since you are not able to connect to server, kindly connect to server and check if you can connect in RDP application to identify issue.

Do you have your local computer available right now?

L.gjuraj

Yes

Ashutosh Mishra

I will send invite on your email, open the email and accept the invitation to start the remote session.

L.gjuraj

Ok, just give me one second please.

Ashutosh Mishra	Sure, please take your time.
L.gjuraj	Ok, you can send it now
Ashutosh Mishra	Prior providing the access, I would suggest you end.
L.gjuraj	are you sending it to L.gjuraj@hotmail.com?
Ashutosh Mishra	Yes, i can send to this email.
L.gjuraj	perfect
Ashutosh Mishra	I have sent the invite.
L.gjuraj	I accepted
Ashutosh Mishra	We are connected now.
L.gjuraj	Ok, let me know what should I do
	what just happen
	Why everything changed on the screen
Ashutosh Mishra	Please enter your password.
L.gjuraj	I did
Ashutosh Mishra	Enter password again and connect.
L.gjuraj	Ok
	can we reset the password
	password
Ashutosh Mishra	Sure, let me reset the password.
L.gjuraj	ok
Ashutosh Mishra	Please allow me few minutes for the same.
L.gjuraj	ok
	Is it going to take long because in 15 minutes
Ashutosh Mishra	It will take two minutes i am just about to get
L.gjuraj	Ok no problem
Ashutosh Mishra	Please try to connect again with existing password backend.
L.gjuraj	ok
	does not work
Ashutosh Mishra	Ok, i will reset password.
L.gjuraj	thank you
Ashutosh Mishra	Please try this password J2!uE04Ldr

L.gjuraj it seems like to work

my question is, do I keep this password

or i have an option to change it?

Ashutosh Mishra Yes, please use this password from now. You can too.

L.gjuraj Ok, thank you for your help

Ashutosh Mishra I will send you a guide and this password over

L.gjuraj awesome. Thank you Ashutosh

Ashutosh Mishra I would greatly appreciate if you could spare a moment to end of this chat.

L.gjuraj sure

Ashutosh Mishra You may end this chat now. Once you end this chat, regarding this conversation, along with a ticket number.

I request you to kindly spare a moment to fill how I am working. I will appreciate that. or you can mail me at quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password through our Self-care 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*

