

# Chat Trans

Hello, I am your A

## Visitor Details

**#73022 Dinesh Dulal**  
**Email:** admin@ctaxllc.com ☎ 14438159975  
**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

Dinesh Dulal	Hello, I am your Acebuddy
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dinesh Dulal	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dinesh Dulal	I'd like to raise a Request
Acebuddy	Please select your request type.
Dinesh Dulal	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
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Dinesh Dulal	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

# Chat Trans

I want to login to my QuickBooks Enterprise  
company is McKinley Jones & Associates

## Visitor Details

**#71800 mjones**  
**Email:** mjones@mja-cpa.com 📞 13177969787  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/quickbooks-enterprise-hosting/  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 36 Secs  
**City:** INDIANAPOLIS  
**State:** Indiana  
**Country:** UNITED STATES

## Chat Transcript

mjones	I want to login to my QuickBooks Enterprise. The name of my company is McKinley Jones & Associates.
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.
	<i>Aayush Verma is transferring the chat to Support(QB &amp; App Hosting).</i>
mjones	OK
	<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.
mjones	OK
Anurag Sharma	Hello
	I deeply apologize for the inconvenience caused to you.
	Could you please confirm that are you able to login into the server?
mjones	I am not aware of the server location. One of my associates has used the QuickBooks. This is my first time using QuickBox
Anurag Sharma	Could you please share your CID?

mjones	What is the CID?
Anurag Sharma	Its your company ID.
	Could you please share me your business name?
mjones	McKinley Jones & Associates
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	Please confirm if your username is KevinWi.NENT@myrealdata.net?
mjones	He is my associate. I need to setup a username and password for me.
Anurag Sharma	Okay, so you want to add a new user to the server. Am I right?
mjones	Yes
Anurag Sharma	Thanks for the confirmation !
	After this chat, I will send you an email. You can just revert back to that email with an approval from the primary contact v
	Is there anything else I may help you with ?
mjones	ok
	No
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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> )

*Anurag Sharma has ended this chat session*



# Chat Trans

Hello, I am your A

Visitor Details

#73174 booksboss

Email: booksboss@acobloom.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 54 Secs

City: BAHUA

State: Punjab

Country: INDIA

Chat Transcript

booksboss	Hello, I am your Acebuddy
Acebuddy	Hello Deepak Pahwa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
booksboss	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
booksboss	I'd like to report an Issue
Acebuddy	Please select an option!
booksboss	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
booksboss	I am not able to get in the RDP login's
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Anjainay Singh accepted the chat transfer request.
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
booksboss	Hi Anjainay
	I am unable to get in the RDP login's
Anjainay Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
booksboss	TWInc.myrealddata.net

	This is the Server
	Acobloom_TW@myrealdata.net
	The username is for 1st RDP login
Anjainay Singh	Kindly allow me two minutes to check the same.
booksboss	Sure
Anjainay Singh	Could you please let us know what error you are while logging into server through RDP
	*getting
booksboss	Sure, I will send you error
Anjainay Singh	If you could share the screenshot of error we may assist you in better way possible
	<i>2:59:05 PMbooksboss is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:59.36 KB )</i>
booksboss	We have entered the provided username and password but still showing the above error.
Anjainay Singh	Kindly allow me two minutes to check the same.
	It seems like your password has expired and we need to reset it to new so that you can login into the server
booksboss	Okay, Reset the password
Anjainay Singh	May I take the remote access of your local computer?
booksboss	Yes, sure
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/4732323512">https://assist.acecloudhosting.com/join/4732323512</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
	Is there anything else I may help you with ?
	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)

*Anjainay Singh has ended this chat session*



# Chat Trans

How do I upload and/or download files  
desktop?

Visitor Details

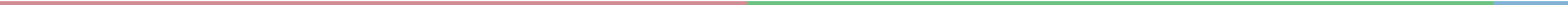
**#72007 Norris Mary**  
**Email:** maryn@southernwoodframing.com 📞 3016438661  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/knowledgebase/category/quickbooks-howto-issues/page/2/  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 32 Secs  
**City:** MARBURY  
**State:** Maryland  
**Country:** UNITED STATES

Chat Transcript

Norris Mary	How do I upload and/or download files from the server to my local desktop?
Akash Majumdar	Thank you for contacting ACE. My name is Akash Majumdar. I will be assisting you further.
	Let me transfer you to the tech team for this.
	<i>Akash Majumdar is transferring the chat to Support(QB &amp; App Hosting).</i>
Norris Mary	ok thank you
	<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.
Norris Mary	hello
Sharath Kumar	Hi Mary, I see you need assistance with transferring files
Norris Mary	yes
	<i>11:08:04 PMSharath Kumar is sharing a file with you</i> <i><a href="#">File Transfer SOP (WeTransfer) 3.pdf</a> - ( Size:849.73 KB )</i> <i>Please refer to the attached document for this purpose</i>
	alright thank you
Sharath Kumar	This is for the WeTransfer and you can transfer files to up to 100 Gb with this (Edited)
Norris Mary	thank you
Sharath Kumar	Anything else that I may assist you with?
Norris Mary	Is this how I would upload to the server and also download from the server?
Sharath Kumar	correct, once you upload the files from WeTransfer, It will create a link and send it your email address
	you can then use that link on your desktop to download the files

Norris Mary	I need to upload a file to the server so that it can be attached in Quickbooks
Sharath Kumar	same process but just the other way around
	you upload from your local desktop then access the link on server and download the file
Norris Mary	okay I see, I use the link to download the file to the server
Sharath Kumar	Correct
Norris Mary	thank you
Sharath Kumar	Is there anything else I may help you with ?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or 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 Trans

Hello, I am your A

## Visitor Details

**#73083 fscoffice**  
**Email:** fscoffice@fsc-consulting.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 46 Secs  
**City:** SAN ANTONIO  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

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fsoffice	Hello, I am your Acebuddy
Acebuddy	Hello Fsoffice, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
fsoffice	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
fsoffice	I'd like to report an Issue
Acebuddy	Please select an option!
fsoffice	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
fsoffice	remote desktop is black
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
fsoffice	myrealdata\jenniferL_FSC
Yash Kalra	Kindly allow me two minutes to check the same.
	Please stay connected, while I am making some changes from the backend.
fsoffice	ok
Yash Kalra	Please try to connect now.
	Please let us know if the issue is resolved.
fsoffice	no
	its still black
Yash Kalra	May I take the remote access of your local computer?
fsoffice	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
fsoffice	ok
Yash Kalra	Kindly Click on the link and open the downloaded file.
	<a href="https://assist.acecloudhosting.com/join/7002907253">https://assist.acecloudhosting.com/join/7002907253</a>
fsoffice	ok
Yash Kalra	fsoffice,



	We suggest reaching out to <b>Intuit</b> as the issue seems to be occurring due to the <b>company file</b> .
	We tried our best to resolve the issue.
fscoffice	the remote desktop wont open though
	its not a qb file
	that cant be right
	i wasnt in qb
Yash Kalra	Please stay connected while I am trying to make some changes from the backend in order to resolve the issue.
fscoffice	ok
	ok
Yash Kalra	Is there anything else I may help you with ?
fscoffice	no
	thank you
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
fscoffice	you too
Yash Kalra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response.
	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>Yash Kalra has ended this chat session</i>



# Chat Transcript

Hello, I am your AI Assistant

Visitor Details

#72985 Gretchen Carol Reeves

Email: gr@skygroupacct.com 📞 9706884829

Department: Support(QB & App Hosting)

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 8 Secs

**City:** AVON

**State:** Colorado

**Country:** UNITED STATES

Chat Transcript -----

Gretchen Carol Reeves	Hello, I am your Acebuddy
Acebuddy	Hello Gretchen Reeves, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Gretchen Carol Reeves	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gretchen Carol Reeves	I'd like to report an Issue
Acebuddy	Please select an option!
Gretchen Carol Reeves	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Gretchen Carol Reeves	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Gretchen Carol Reeves	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
Gretchen Carol Reeves	hello
	<i>Shashwat Verma is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>

Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Gretchen Carol Reeves	GCRCorp my real data
	Gretchen is username
Yash Kalra	Kindly allow me two minutes to check the same.
	Please stay connected while we are making some changes from the backend.
	Please check now if the issue is resolved.
Gretchen Carol Reeves	looks like it has been unfrozen
	thanks!
Yash Kalra	Is there anything else I may help you with ?
Gretchen Carol Reeves	Good for now, thanks!
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on
	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 survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Yash Kalra has ended this chat session



# Chat Transcript

Hello, I am your AI Assistant

## Visitor Details

**#71766 Kandi Harper**  
**Email:** officemanager.harper@gmail.com ☎ 8596231127  
**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:** NICHOLASVILLE

**State:** Kentucky

**Country:** UNITED STATES

Chat Transcript

Kandi Harper	Hello, I am your Acebuddy
Acebuddy	Hello Kandi Harper, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kandi Harper	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kandi Harper	I'd like to report an Issue
Acebuddy	Please select an option!
Kandi Harper	Password Reset
Acebuddy	Please select an option below
Kandi Harper	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?
Kandi Harper	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session



Chat Trans

Hello, I am your A

Visitor Details

#73151 KEITH

Email: ks.partsfast@gmail.com 📞 7133203009

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 2 Mins 8 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
KEITH	I CLOSED EVERYTHING OUT FOR YOU TO DO THE UPDATE
	IT WAS CRITICAL FIXES UPDATE AND 1 OTHER
Yash Kalra	Keith, Update is in progress please stay connected.
KEITH	OK
Yash Kalra	Are we still connected here?
Yash Kalra has ended this chat session	

Chat Trans

Hello, I am your A

Visitor Details

#72513 Nicole Inda

Email: nicole@indabookkeeping.com 📞 19702491992

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: MONTROSE

State: Colorado

Country: UNITED STATES

Chat Transcript

Nicole Inda	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 Inda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

	Please chose an option :
Nicole Inda	I'd like to raise a Request
Acebuddy	Please select your request type.
Nicole Inda	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  Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the  <i>Ended due to chat idle timeout</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71879 Gloria Phillips

Email: gphillips@gpacnt.com ☎ 15804783686

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: PONCA CITY

State: Oklahoma

Country: UNITED STATES

Chat Transcript

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

Gloria Phillips	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Gloria Phillips	I'd like to raise a Request
Acebuddy	Please select your request type.
Gloria Phillips	Password Reset
Acebuddy	Please select an option below
Gloria Phillips	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 Trans

I cant log in using the pas

## Visitor Details

**#72346 jessica.ward.cpa**  
**Email:** jessica.ward.cpa@outlook.com 📞 435-294-2769  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/?utm\_source=google&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Branded&utm\_term=ace  
oukmJcbY3Cs0ExeqC7qdcDyKQ56nGeBY4B-tMFRY8xroYh\_RoCXbQQAvD\_BwE  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 26 Secs  
**City:** HERRIMAN  
**State:** Utah  
**Country:** UNITED STATES

## Chat Transcript



jessica.ward.cpa	I cant log in using the password I created.
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.
jessica.ward.cpa	I am with CPPR
Dev Dubey	Hello Jessica, could you confirm if this is the Business Name that you are associated with - Carefree Professional Practice I
jessica.ward.cpa	Yes thats the one
Dev Dubey	Perfect, transferring the chat to a support rep to assist you with this.
	<i>Dev Dubey is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Jessica
jessica.ward.cpa	hi
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your local computer?
jessica.ward.cpa	yes
	I uploaded the server on my computer eariler today but when i tried to log back in it is saying my password is incorrect?
Anurag Sharma	I deeply apologize for the problem you faces.
	Can I take the remote access of you system? So to resolve this issue?
jessica.ward.cpa	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
jessica.ward.cpa	ok
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/4292595425">https://assist.acecloudhosting.com/join/4292595425</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
	The issue seems to be resolved now.
	Is there anything else I may help you with ?
jessica.ward.cpa	im good thank you
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	This message has been deleted
jessica.ward.cpa	yes
Anurag Sharma	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 survey to provide feedback on your experience.

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

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

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

Anurag Sharma has ended this chat session



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72664 Irina Jandieri**  
**Email:** irina@jkaccountinggroup.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:** 56 Secs  
**City:** RALEIGH  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript

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

Irina Jandieri	I'd like to raise a Request
Acebuddy	Please select your request type.
Irina Jandieri	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Irina Jandieri	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?
Irina Jandieri	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.
Irina Jandieri	Hi
Sharath Kumar	how may I help you today?
Irina Jandieri	I need help to login to server.
Sharath Kumar	certainly, may I ask if this is the first time you are signing into the server?
Irina Jandieri	yes
Sharath Kumar	do yo uhave the username and password along with the RDP file to sign into the server
Irina Jandieri	username and password
Sharath Kumar	please help me with your username
Irina Jandieri	GeneringTax
Sharath Kumar	got it, allow me 2 minutes to provide you with that file
	I actually see two servers for JK accounting group
	could you confirm that you'll be signing into the server 1
	JKATX1
	Are we still connected here?
	Are we still connected here?
Irina Jandieri	yes
Sharath Kumar	could you confirm that you'll be signing into the server JKATX1
Irina Jandieri	I am not sure which server
	how?
Sharath Kumar	As I can see, you do so have access to Server 1

	with the right credentials you should be able to sign in
Irina Jandieri	please send a link where to sign in
	I don't have app on my computer
Sharath Kumar	I understand
	<i>10:28:28 PMSharath Kumar is sharing a file with you</i> <a href="#">GeneringTax@myrealddata.net.zip</a> - ( Size:792 Bytes )  <i>The file is in here</i>
	just open this and put in your password. You'll then get connected to the server
Irina Jandieri	not authorized
	<i>10:31:12 PMIrina Jandieri is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:33.52 KB )
Sharath Kumar	I see, one moment please
	<i>10:37:01 PMSharath Kumar is sharing a file with you</i> <a href="#">GeneringTax@myrealddata.net (1).zip</a> - ( Size:800 Bytes )  <i>Thank you for your patience, could you please try this one instead</i>
Irina Jandieri	ok
Sharath Kumar	thank you, the RDP file I provided earlier was the incorrect one. This file will get you connected to the ATX2 server for whi
Irina Jandieri	i am in. thank you very much
Sharath Kumar	glad to hear that
	Is there anything else I may help you with ?
	Are we still connected here?
Irina Jandieri	no, thanks
Sharath Kumar	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.acec">https://selfcare.acec</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Sharath Kumar has ended this chat session</i>

# Chat Trans

Hello, I am your A

## Visitor Details

**#72141 tina**  
**Email:** tina@dejenetax.com 📞 13105694895  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 37 Secs  
**City:** TORRANCE  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

tina	Hello, I am your Acebuddy
Acebuddy	Hello Tina Weisman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tina	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tina	I'd like to report an Issue
Acebuddy	Please select an option!
tina	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
tina	Lacerte required a reboot of my remote pc but I don't know how to do it
Acebuddy	Please wait while we connect you to a 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?
tina	DejeneAlnc.myrealdata.net
	Tina.W@myrealdata.net
Tushar Pharswan	Thank you for the details.
	It is regarding the update for Lacerte 24 correct?
tina	yes. I try to get in to Lacerte 2024 but it shows a error message stating it requires computer to rebot
	reboot
Tushar Pharswan	We need users to log from the server I did email one of your users regarding this as well as sent a pop message to log of f
	But users are not logging off so I'm unable to reboot the server.
	Is there a way you can ask all users that log of from the server for 10 minutes?
tina	can't you force them to? I'm supposed to update otions for Lacerte status
	they are out now
	and so am i
	please reboot the server
Tushar Pharswan	I can force reboot, but it will close all active session of users which might affect their on going work if they have not savec
	okay allow me 5 minutes.
tina	thank you
Tushar Pharswan	The application is updated now the server is rebooting it will take just 1-2 minutes.
tina	okay thank you
Tushar Pharswan	You can login now, thank you for waiting till now.
	Is there anything else I may help you with ?
tina	no thats it thank you
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 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> )

*Tushar Pharswan has ended this chat session*

# Chat Trans

Hello, I am your A

## Visitor Details

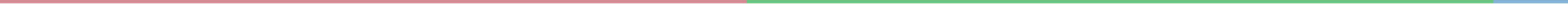
**#71867 Billy Stinson**  
**Email:** billy@terraformarva.com ☎ 18043560533  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 13 Secs  
**City:** GLEN ALLEN  
**State:** Virginia  
**Country:** UNITED STATES

## Chat Transcript

Billy Stinson	Hello, I am your Acebuddy
Acebuddy	Hello Billy Stinson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Billy Stinson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Billy Stinson	I'd like to report an Issue
Acebuddy	Please select an option!
Billy Stinson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Billy Stinson	When opening an application I am getting a microsoft Access pop up stating "the database has been placed in a state by
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Sharath Kumar accepted the chat transfer request.	

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Billy Stinson	ok
Sharath Kumar	Billy, could you please let me know the application that you are trying to open
Billy Stinson	smart service
Sharath Kumar	one moment, am signing into the server to check the application
Billy Stinson	it seems to be working on other users but i have had the same problem multiple times
Sharath Kumar	When I try opening the application, I am also getiing the same error message
	Could you please try accessing the application now and let me know if that works
Billy Stinson	it works
Sharath Kumar	good to know, my assumption is that since the application is already in use, it gave that error message
	Once you close it and open the same application again, it will let you in
Billy Stinson	Ok I will make sure it is not running next time thank you

*Billy Stinson has ended this chat session*



# Chat Trans

Hello, I am your A

## Visitor Details

**#72984 courtney**  
**Email:** courtney@dottconstruction.com 📞 7175870004  
**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:** COLUMBIA  
**State:** Pennsylvania  
**Country:** UNITED STATES

## Chat Transcript



courtney	Hello, I am your Acebuddy
Acebuddy	Hello Courtney, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
courtney	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
courtney	I'd like to report an Issue
Acebuddy	Please select an option!
courtney	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
courtney	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

Chat Trans

hi, i need to reactivate

Visitor Details

#72481 Angalee Roberts

Email: spunkyfrog87@gmail.com 📞 4355572221

Department: Support(QB & App Hosting)

Operator:

Website: https://www.acecloudhosting.com/?utm\_source=Bing&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Branded&utm\_term=Ace%3A

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 58 Secs

City: HERRIMAN

State: Utah

Chat Transcript

Angalee Roberts	hi, i need to reactivate my account
Mohit	Thank you for contacting ACE. My name is Mohit. I will be assisting you further.
Angalee Roberts	ok thank you
Mohit	Hi Angela, sure I can definitely help you with that
	May I know what is the name of the company you had registered with ACE previously?
Angalee Roberts	the company still uses this i just need to have myself added back to have access
	its cppr
Mohit	Alright, may I confirm the registered account/server name?
Angalee Roberts	the account number is CID72915
Mohit	Okay Angela I am transferring you to our support team for further assistance
Angalee Roberts	thank you
	Mohit is transferring the chat to Support(QB & App Hosting).
	Sharath Kumar accepted the chat transfer request.
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Angalee Roberts	hi thank you
Sharath Kumar	Hi Angalee, how may I assist you today
Angalee Roberts	i just need to have my access added back for drake
Sharath Kumar	Usually we provide all users with access to Drake, was there a particular reason why your access was removed?
Angalee Roberts	i was a seasonal employee
Sharath Kumar	understod, allow me 2 minutes to check some details
	thank you for your patience, could you please confirm the Drake version that you will be using
Angalee Roberts	2023 and 2024
Sharath Kumar	got it, and what is the username that you are signed in with
Angalee Roberts	ARoberts
Sharath Kumar	just a few more seconds, as I am trying to find the account
Angalee Roberts	ok
Sharath Kumar	are you currently signed into the server with that user account?
Angalee Roberts	no

Sharath Kumar	ok, what I see from the server is that your user account is Angalee.R and you have been provided with Drake access
Angalee Roberts	yes that's correct
Sharath Kumar	alright, you already have access for this application.
	Is there anything else I may help you with ?
Angalee Roberts	ok i just tried to log into my account and it wont let me
Sharath Kumar	when was the last time that you were able to sign in?
Angalee Roberts	it was last april
Sharath Kumar	I see, I am checking to see if your account is properly configured. one more moment please
	Angalee, I checked and found your account is in disabled status
	Please reach out to Nate to get the account activated
Angalee Roberts	ok thank you
Sharath Kumar	Is there anything else I may help you with ?
Angalee Roberts	actually if i have all info and pass words can you still not activate it?
Sharath Kumar	No, we will need an authorization for this from Nate
Angalee Roberts	ok i will have him do that thank you
Sharath Kumar	you're welcome!
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to help us improve our service.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*



# Chat Trans

CID73081

## Visitor Details



#72693 hamerenterprisespllc

Email: hamerenterprisespllc@outlook.com 📞 4065440089

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 33 Secs

City: MISSOULA

State: Montana

Country: UNITED STATES

Chat Transcript -----

hamerenterprisespllc	CID73081
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.
	<i>Dev Dubey is transferring the chat to Support(QB &amp; App Hosting).</i>
hamerenterprisespllc	Can I get someone to update our drake accounting software please.
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
hamerenterprisespllc	I am also wondering if there is any way to use dual monitors with the hosted enviroment.
	this is Lisa Hamer with Hamer Enterprises PLLC CID73081
Shubham Yadav	Sure there is a way
hamerenterprisespllc	hamerent.myrealdata.net
Shubham Yadav	Please mention the version of Drake to be updated.
hamerenterprisespllc	accounting 2025
Shubham Yadav	Thanks for the confirmation
	We have updated the application. We need to reboot the server.
	Kindly ask the users to log out from the server
hamerenterprisespllc	we are out
Shubham Yadav	Thanks for confirmation
	We have rebooted the server.
	Please check now
	This message has been deleted

	Are we still connected here?
hamerenterprisespllc	Im Here Just checking the software
Shubham Yadav	Alright. (Edited)
hamerenterprisespllc	The update box still came on.. Should it have
Shubham Yadav	Let me check
	Please check now
	It is updated.
hamerenterprisespllc	i will check
Shubham Yadav	Sure
hamerenterprisespllc	Ok all better
Shubham Yadav	Thanks for the confirmation !
	Is there anything else I may help you with ?
hamerenterprisespllc	can you tell me how to use dual monitors
Shubham Yadav	Sure
	Please right click on rdp and go to edit. After that have to check the Multiple Monitors option. It will start working.
hamerenterprisespllc	Just click on the main screen?
Shubham Yadav	You have to right click on rdp you use to connect to the server
hamerenterprisespllc	the icon on my personal desktop?
Shubham Yadav	Yes
hamerenterprisespllc	ok im there but not seeing the multiple monitor option
Shubham Yadav	You have to go at Display option
	And check on use all monitors
hamerenterprisespllc	I did it! It covered up my chat so I had to figure out how to get back to you! Thank you
Shubham Yadav	That's great
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Is there anything else I may help you with ?
hamerenterprisespllc	I will spare a minute for you. Thats all I needed. Thank you
Shubham Yadav	Thank you so much
	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 survey link to provide your feedback. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response.

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

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

*Shubham Yadav has ended this chat session*

# Chat Trans

Hello, I am your A

## Visitor Details

**#72703 Gloria Medlin**  
**Email:** gloria@crabtreebookkeeping.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 2 Secs  
**City:** MODESTO  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Gloria Medlin	Microsoft Teams not launching
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohit Kumar accepted the chat transfer request.</i>
Rohit Kumar	Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisting you today.
	<i>Rohit Kumar is transferring the chat to Shivam.</i>
	<i>Shivam accepted the chat transfer request.</i>
Shivam	Thank you for contacting Ace Cloud Hosting. My name is Shivam. I will be assisting you today.
Gloria Medlin	I was working with someone earlier and we became disconnected.
Shivam	Okay
	may I know the ticket number.
Gloria Medlin	Give me a minute. I just received a Chat Transcript.
Shivam	Sure, please take your time
Gloria Medlin	I think this is the number #72700. Let me know if it is not.
Shivam	sure, also I'm going to transfer this chat session to the concerned team.
	<i>Shivam is transferring the chat to Tushar Pharswan.</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Hello Gloria I will be assisting you now.
	Kindly allow me two minutes to check the same.
Gloria Medlin	ok
Tushar Pharswan	Thank you for waiting.
	May I take the remote access of your local computer?
Gloria Medlin	Yes
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.
Gloria Medlin	Done
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/1632581336">https://assist.acecloudhosting.com/join/1632581336</a>
	Kindly Click on the link and open the downloaded file.
	We are connected now.
Gloria Medlin	So you can see my screen?
Tushar Pharswan	Yes.
	As the reboot is in process and if this chat session disconnects, we have suggested that reinitiate the chat form local side

	This message has been deleted
Gloria Medlin	Okay doing that now
Tushar Pharswan	We are still connected.
	Hello Gloria.
	Are we still connected here?
Gloria Medlin	Yes
Tushar Pharswan	I will be sharing the new link now.
	<a href="https://assist.acecloudhosting.com/join/6452665340">https://assist.acecloudhosting.com/join/6452665340</a>
	Kindly Click on the link and open the downloaded file.
	Kindly give me access of local system.
	Kindly login to your user profile on server.
	I checked from server end it is opening but for some reason it is not opening at your end.
	We will now have to reinstall the application itself.
	Once the application is reinstalled we will email you for the same.
	It will take around 1 to 2 hr.
	Is there anything else I may help you with ?
Gloria Medlin	Ok, ok. That's it for now. Thank you.
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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 Trans

Hello, I am your A



Visitor Details

**#71940 nik**  
**Email:** info@sanidum.com  
**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:** 1 Min 8 Secs  
**City:** LOS ALTOS  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

nik	Hello, I am your Acebuddy
Acebuddy	Hello Nik, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
nik	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
nik	I'd like to report an Issue
Acebuddy	Please select an option!
nik	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
nik	ID 634650
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 Nik
nik	hi
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	May I take the remote access of your server?
nik	yes

Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
nik	now its starting
	very slowly though
Anurag Sharma	Okay
	Can I log you off from the server once?
	You can try accessing the application again then.
nik	same problem
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Let me check that from the backend once.
	Could you please confirm me your username?
nik	for quickbooks?
Anurag Sharma	No, the username from which you enter into the server.
nik	admin_sandium.pre
Anurag Sharma	Thanks for the confirmation !
	Please try to access into the server now.
nik	some. quickbooks doesnt start
	same
Anurag Sharma	May I take the remote access of your server?
nik	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
nik	closed
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
nik	ok
	i cant type
Anurag Sharma	Please check now.
nik	trying to exit and start again
Anurag Sharma	Sure
	Please check again and let me know if the issue is resolved.
nik	i hit exit....
	but nothing happens
	still stuck

	how do i start now?
Anurag Sharma	I am checking it on the server. Please stay connected.
	Please login again into the server once.
nik	done
	now it works. thanks
Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
nik	no thank you!
	good day
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will 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> )
Anurag Sharma has ended this chat session	

Chat Trans

Hello, I am your A

Visitor Details

#72215 Angelo Costanzo

Email: acostanzocpa@aol.com 📞 19148371040

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

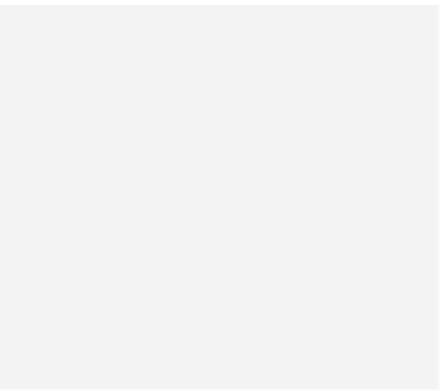
Device: Desktop

Average Response Time: 17 Secs

**City:** YONKERS  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Angelo Costanzo	Hello, I am your Acebuddy
Acebuddy	Hello Acostanzocpa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Angelo Costanzo	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Priyanshu accepted the chat transfer request.</i>
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi. How may I assist you?
Angelo Costanzo	I got disconnected. Are you able to connect me with the same person who was helping me before?
	Angelo Costanzo CPA
Priyanshu	Sure, please allow me minute to transfer you to the concerned team.
Angelo Costanzo	someone was helping me install a program by remoting into my compuer
	<i>Priyanshu is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Let me share the remote link again
	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/9312934609">https://assist.acecloudhosting.com/join/9312934609</a>
	Kindly Click on the link and open the downloaded file.
	"Everything is done. Kindly use the email verification option and enter the OTP received in your email, and you are good t
Angelo Costanzo	Ok thank you
Shashwat Verma	Is there anything else I may help you with ?
Angelo Costanzo	Thats it
	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 appreciate your response.

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

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

*Shashwat Verma has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73032 Cindy Lopez**  
**Email:** cindy@aero-zone.com  
**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:** 12 Secs  
**City:** GILBERT  
**State:** Arizona  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please select an option!
Cindy Lopez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Cindy Lopez	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?
Cindy Lopez	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello cindy
Cindy Lopez	hello
Shashwat Verma	Are you able to login into server?
Cindy Lopez	no. I continue to get a message that it cannot connect to the server
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	<i>12:50:48 AMCindy Lopez is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:13.47 KB )
	May I take the remote access of your local computer?
Cindy Lopez	yes
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/1132599037">https://assist.acecloudhosting.com/join/1132599037</a>
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
	issue resolved by configuring gateway
	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 appi  Note: You may change/reset your server password on your own by registering on our Selfcare Portal (

Shashwat Verma has ended this chat session

# Chat Trans

Hello, I am your A

Visitor Details

**#71767 Jason Eaton**  
**Email:** jeaton@facilitygateway.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 35 Secs  
**City:** MADISON  
**State:** Wisconsin  
**Country:** UNITED STATES

Chat Transcript

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

Acebuddy	What type of QuickBooks Issue are you facing?
Jason Eaton	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue.
	Was that helpful?
Jason Eaton	No
Acebuddy	No issues, please wait while I connect you to one of our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
Jason Eaton	Ticket ID: 632308. We are currently locked out of our main company file in QB with an error message asking us to download the file.
	<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.
	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
	Prior providing the access, I would suggest you to close any important documents at your end.
Jason Eaton	Yes
Tushar Pharswan	May I know the username from which you are currently logged in.
Jason Eaton	for the remote desktop or quickbooks?
Tushar Pharswan	remote desktop.
Jason Eaton	nate.g
	If that is not a valid username I will have to track it down
Tushar Pharswan	Kindly accept the prompt on remote side.
	Kindly show me the error now.
	Kindly allow me two minutes.
Jason Eaton	When we click the "download" button a "page not found" screen pops up with a redirect to intuit support page
Tushar Pharswan	Kindly log out from the server and relog in just you and kindly ask others to log out from the server.
Jason Eaton	I am off, I let everyone else know
Tushar Pharswan	Currently Emma, Kastherin and help.D are logged in.
	now just Help.D is logged in.
Jason Eaton	should be good now
Tushar Pharswan	Kindly log back in just you.
	Kindly try to click the download button.
	In Quickbooks
	Let's log you off as well I will update the QuickBooks and install File doctor from backend will email you for the soon as soon as possible.



	doing the update and installing the Filedoctor.
Jason Eaton	Okay, we will wait for your email
	Is there a good number to call if we dont hear from you? We tried calling the main line but there was no dial tone
Tushar Pharswan	Kindly re initiate the chat if the issue persists, I have started the update process. You may contact us on our 24/7 helpline
	Is there anything else I may help you with ?
Jason Eaton	Same ticket number if the issue persists and I need to enter chat again?
Tushar Pharswan	I will email you on the same ticket and if the issue persists kindly initiate the chat or call which ever you prefer.
	Rest assured we will resolve this issue for you.
	This message has been deleted
Jason Eaton	Sounds good. Thank you
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	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> )
	<i>Tushar Pharswan has ended this chat session</i>



# Chat Trans

Hello, I am your A

## Visitor Details

**#71780 Scott Pilcher**  
**Email:** [scott@boroughtax.com](mailto:scott@boroughtax.com) 📞 18706860077  
**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:** JONESBORO

**State:** Arkansas  
**Country:** UNITED STATES

Chat Transcript

Scott Pilcher	Hello, I am your Acebuddy
Acebuddy	Hello Scott Pilcher, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Scott Pilcher	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Scott Pilcher	I'd like to raise a Request
Acebuddy	Please select your request type.
Scott Pilcher	Change in Applications
Acebuddy	Please select your desired option!
Scott Pilcher	Application Addition
Acebuddy	Please select your Application
Scott Pilcher	Drake Tax
Acebuddy	Please send us an email from your registered email address to support@acecloudhosting.com with the following informati
	<div><div>• Drake Version/Year</div><div>• Account Number</div><div>• Serial Number</div></div> <div>• Please download the latest Drake Tax Setup/Installer file from the Application Portal and place it on your server Desktop</div>
	We will update you via email once the installation is complete.
	Application Addition usually takes 1-2 Hour(s)
	Do you need any further assistance on the topic?
Scott Pilcher	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*



# Chat Trans

Hello, I am your A

## Visitor Details

**#72204 Seanna Horton**  
**Email:** shorton@cottonwoodca.org ☎ 13036076906  
**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:** 19 Secs  
**City:** ENGLEWOOD  
**State:** Colorado  
**Country:** UNITED STATES

## Chat Transcript

Seanna Horton	Hello, I am your Acebuddy
Acebuddy	Hello Seanna Horton, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Seanna Horton	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Seanna Horton	I'd like to raise a Request
Acebuddy	Please select your request type.
Seanna Horton	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 :
Seanna Horton	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Seanna Horton	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!

Seanna Horton	I setup a new user on ACE, however when the employees tries to access the system, it says contact the network administ
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	I will surely help you with this issue.
	Kindly confirm the name of the new user added.
	Tyler.P@myrealddata.net, correct?
Seanna Horton	Yes
Shashwat Verma	May i take the remote access of that user?
Seanna Horton	Yes, how will we do that?
Shashwat Verma	I'll share the link, kindly paste that link in that user's browser. (Edited)
	Shall we proceed?
Seanna Horton	Please, I don't see a link.
Shashwat Verma	I'll share it
	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/1952016610">https://assist.acecloudhosting.com/join/1952016610</a>
	Kindly Click on the link and open the downloaded file.
Seanna Horton	Ok, he is now joining.
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
Seanna Horton	Thank you, are we good now and done?
Shashwat Verma	yes
	Is there anything else I may help you with ?
Seanna Horton	No, thank you for your help. Have a great day.
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 appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acec">https://selfcare.acec</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

# Chat Trans

Hello, I am your A

## Visitor Details

**#72916 Jessalynn Becker**  
**Email:** jessalynn.becker@gmail.com 📞 19492786996  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 1 Min 1 Sec  
**City:** COSTA MESA  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

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

	Restart
Acebuddy	Hello Jessalynn Becker, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jessalynn Becker	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jessalynn Becker	I'd like to report an Issue
Acebuddy	Please select an option!
Jessalynn Becker	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jessalynn Becker	UniPrint license
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Jessalynn Becker	Every time I print, a message is printed across the paper saying "Incorrect License Key or Demo evaluation period expirec
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jessalynn Becker	RescomLINC.myrealdata.net
	myrealdata\jessalynn_Be
Yash Kalra	We’ve checked and found that there’s currently a <b>global UniPrint outage</b> today.
Jessalynn Becker	So no one using your service can print today?
	I cant print checks, invoice, etc
Yash Kalra	We’re making some changes from the backend to resolve this issue. Please allow us some time, and we’ll keep you updat
Jessalynn Becker	will this be resolved by tomorrow?
Yash Kalra	Yes, we’re making the necessary changes, and this issue will surely be resolved by tomorrow. Thank you for your coopera
Jessalynn Becker	Okay thank you for your help.
Yash Kalra	Is there anything else I may help you with ?
Jessalynn Becker	nope that will be it
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi

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

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

*Yash Kalra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#72772 arodriguez**

**Email:** arodriguez@tlainteriors.com ☎ 3139086015

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** ROYAL OAK

**State:** Michigan

**Country:** UNITED STATES

Chat Transcript

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

	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
arodriguez	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
arodriguez	Ticket # 639413
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
arodriguez	Hello
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Arodriguez let me check from back end
	Please wait for a moment
arodriguez	ok thanks
Shubham Yadav	As we can check Payroll is up to date
arodriguez	Do we need to do anything on our end? I have restarted QuickBooks a couple times since the update and I am still not ge
Shubham Yadav	Please try to check again once
arodriguez	When I go to create a new form a warning box pops up and says "Have you downloaded the latest tax forms?" and it cont
Shubham Yadav	May I take the remote access of your local computer?
arodriguez	ok
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
arodriguez	I do have to go to a meeting at 3:30, do you think I should wait until tomorrow?
Shubham Yadav	<a href="https://assist.acecloudhosting.com/join/5812338910">https://assist.acecloudhosting.com/join/5812338910</a>
	Kindly Click on the link and open the downloaded file.
	Let me check quick
arodriguez	Ok
Shubham Yadav	Please open the downloaded file
arodriguez	I did that and selected Yes to run but nothing is happening
Shubham Yadav	<a href="https://assist.acecloudhosting.com/join/3362025789">https://assist.acecloudhosting.com/join/3362025789</a>
	Please try this link
arodriguez	it worked now
Shubham Yadav	Alright



arodriguez	Thank you for your help, I will give Intuit a call tomorrow
Shubham Yadav	As per remote session we checked Payroll is fully updated. We advised you to contact Intuit once
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Sure
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
arodriguez	yes, thank you
Shubham Yadav	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.</p> <p>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>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> <p><i>Shubham Yadav has ended this chat session</i></p>



# Chat Trans

Hello, I am your A

## Visitor Details

**#72406 Sharon Boese**  
**Email:** sharon@bcpconstruction.ca ☎ 14034432601  
**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:** THREE HILLS  
**State:** Alberta  
**Country:** CANADA

## Chat Transcript



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

Hello, I am your A

## Visitor Details

**#73036 ankit**  
**Email:** ankit@hkidata.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 1 Min 12 Secs  
**City:** BHALGAM  
**State:** Gujarat  
**Country:** INDIA

## Chat Transcript

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

	Whom Would You Like to Connect With?
ankit	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ankit	I'd like to report an Issue
Acebuddy	Please select an option!
ankit	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ankit	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ankit	Server not going to be open
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
ankit	Ok
	<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.
ankit	Hi
Tushar Pharswan	Hi Ankit.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	<i>10:10:02 AM</i> <i>ankit is sharing a file with you</i> <a href="#"><i>IMG-20250224-WA0014.jpg</i></a> - ( <i>Size:63.95 KB</i> )
	<i>10:10:02 AM</i> <i>ankit is sharing a file with you</i> <a href="#"><i>IMG-20250224-WA0013.jpg</i></a> - ( <i>Size:117.13 KB</i> )
ankit	This error comes when login to server in all pc
Tushar Pharswan	Thank you for waiting and providing us with the error.
ankit	Ok
Tushar Pharswan	As per ticket number #622448 we have sent new Icons for login for you as well as other user with Nilay.
	Kindly use those new RDP Icons for login.
ankit	Which rdp
Tushar Pharswan	There was an ongoing activity related to server in which the new icons have been created for login, users are requested to
	Also, may I know the username for your profile?
ankit	ChetanP



**Email:** john@claritymba.com 📞 415.491.1099

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 16 Secs

**City:** SAN RAFAEL

**State:** California

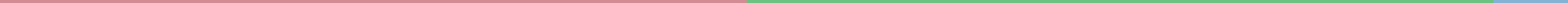
**Country:** UNITED STATES

Chat Transcript -----

john	Hello, I am your Acebuddy
Acebuddy	Hello John, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
john	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
john	I'd like to report an Issue
Acebuddy	Please select an option!
john	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
john	re 648706 and numerous other tickets, user session for user Admin_CMBA is frozen, please log off user from server - than
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
john	hello Yash! server name forwardllp.myrealdata.net, user name Admin_CMBA
Yash Kalra	Kindly allow me two minutes to check the same.
	Please stay connected while I am making necessary changes from the backend.
	Please try to re-login now.
john	one moment
Yash Kalra	Sure, please take your time

john	ok all looks good - no idea why this is a recurring issue, but I really appreciate your team's prompt attention to fix it each
Yash Kalra	john, I will be making some changes from the backend to check if it resolves the issue permanently. (Edited)
	Is there anything else I may help you with ?
john	that's it for now, thank you so much!
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
john	happy to help
Yash Kalra	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> )

Yash Kalra has ended this chat session



# Chat Trans

I need this server downloaded c

## Visitor Details

**#72329 jessica.ward.cpa**  
**Email:** jessica.ward.cpa@outlook.com 📞 435-294-2769  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**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](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:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 26 Secs  
**City:** HERRIMAN  
**State:** Utah  
**Country:** UNITED STATES

Chat Transcript

jessica.ward.cpa	I need this server downloaded on my desktop please.
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you further.
jessica.ward.cpa	I am with CPPR password is 3605Grant!
Gantavya	Sure, let me transfer this chat to our support team to help you with this
	<i>Gantavya is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
	<i>Anurag Sharma is transferring the chat to Shubham Yadav.</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
jessica.ward.cpa	Thank you
	Server name is CPPR
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
jessica.ward.cpa	Password is 3605Grant!
Shubham Yadav	May I take the remote access of your local computer?
jessica.ward.cpa	sure
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/8672701991">https://assist.acecloudhosting.com/join/8672701991</a>
	Kindly Click on the link and open the downloaded file.
	As per remote session you are now able to access the server
	Is there anything else I may help you with ?
jessica.ward.cpa	Nope! I am great thank you
Shubham Yadav	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 survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response.
	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> )
jessica.ward.cpa	Thank you

# Chat Trans

Hello, I am your A

## Visitor Details

**#71942 Erika Collins**  
**Email:** ecollins@rooftechconsulting.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 25 Secs  
**City:** IMPERIAL  
**State:** Missouri  
**Country:** UNITED STATES

## Chat Transcript

Erika Collins	Hello, I am your Acebuddy
Acebuddy	Hello Erika Collins, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Erika Collins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Erika Collins	I'd like to report an Issue
Acebuddy	Please select an option!
Erika Collins	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Erika Collins	QBs frozen on desk top



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>
	<i>Anurag Sharma is transferring the chat to Shubham Yadav.</i>
Erika Collins	Good afternoon. My QBs is completly frozen and wont let me do anything on Ace Connecr
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
Erika Collins	connector
	ok
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?
Erika Collins	erikacollins is user and unsure of server?
Shubham Yadav	Please let me know the Account name ?
Erika Collins	RoofTech.myrealddata.net
	thats the server
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
Erika Collins	Domain: RoofTech.myrealddata.net
	ok
	Ive closed and restarted my computer and QBS is still on there but frozen. I cant close it or do anything on Ace.
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Erika since when are you facing this issue ?
Erika Collins	just today this afternoon
	I just need it force quit so i can log back o
Shubham Yadav	Alright
Erika Collins	in
Shubham Yadav	Can you please try again
	to login
Erika Collins	QBs is gone but still frozen
Shubham Yadav	Can you share me screen shot ?
	<i>2:17:31 AM</i> Erika Collins is sharing a file with you <a href="#">1_image.png</a> - ( Size:770.16 KB )
Erika Collins	frozen
	NMV got it were all good now, thanks

:)

Erika Collins has ended this chat session

# Chat Trans

Hello, I am your A

## Visitor Details

**#72874 brinkhilary**  
**Email:** brinkhilary@gmail.com ☎ 2094031471  
**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:** 1 Min 8 Secs  
**City:** STOCKTON  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

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

brinkhilary	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at various circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh.com email.
	Do you need any further assistance on the topic?
brinkhilary	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
brinkhilary	good morning
Manish Singh	Hii Good Morning
	I will surely help you with this issue.
brinkhilary	Got a call from QBs saying our updates are pending and our QB license is still not renewed?
Manish Singh	Alright, let me run the updates for you now.
	Is it for QB 2023?
brinkhilary	yes desktop 2023
Manish Singh	Updates are running now, kindly do not let anyone access QuickBooks now.
brinkhilary	ok
Manish Singh	We have successfully updated QuickBooks 2023 kindly check now and regarding the license issue kindly contact Intuit support
brinkhilary	ok
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
brinkhilary	thank you so much
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of the chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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>Manish Singh has ended this chat session</i>

# Chat Trans

Hello, I am your A

## Visitor Details

**#71916 Jonathan**  
**Email:** jdinga@videotecsecurity.com ☎ 12197132260  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**City:** HIGHLAND  
**State:** Indiana  
**Country:** UNITED STATES

## Chat Transcript

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

# Chat Trans

Hello, I am your A

## Visitor Details

**#72577 Phil Barnett**  
**Email:** pbarnett@stonebrookmedia.com ☎ 15019844150  
**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:** NASHVILLE  
**State:** Tennessee  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at various circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com email.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
Ended due to chat idle timeout	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73175 charles ezechukwu

Email: comsectralimited@yahoo.com 📞 2348033337705

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Android

Browser: Mozilla Firefox

Device: Mobile

City: LAGOS

State: Ogun

Country: NIGERIA

Chat Transcript

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

charles ezechukwu	I'd like to report an Issue
Acebuddy	Please select an option!
charles ezechukwu	Password Reset
Acebuddy	Please select an option below
charles ezechukwu	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
	<i>Ended due to chat idle timeout</i>

Chat Trans

Hello, I am your A

Visitor Details

#72640 laura

Email: laura@crabtreebookkeeping.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: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
laura	I'd like to report an Issue
Acebuddy	Please select an option!
laura	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
laura	Ticket #641991
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>

*Chat request was not picked up by the operators*



# Chat Trans

Hello, I am your A

## Visitor Details

**#71999 ap**  
**Email:** ap@crusa.com 📞 15136742300  
**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:** 44 Secs  
**City:** CINCINNATI  
**State:** Ohio  
**Country:** UNITED STATES

## Chat Transcript

ap	Hello, I am your Acebuddy
----	---------------------------



Acebuddy	Hello Michelle Momany, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ap	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Priyanshu accepted the chat transfer request.</i>
ap	Ticket #634583
Priyanshu	Thank you for contacting Ace Cloud Hosting. My name is Priyanshu Negi, how may I assist you?
ap	#634583 is our ticket number
Priyanshu	Thank you for sharing the reference ticket ID.
ap	You're welcome
Priyanshu	Please give me few minutes to go through the details.
ap	okay, thank you!
Priyanshu	It seems that there is another team currently working on the ticket you mentioned.\
ap	I was told that I could call in or chat to get this taken care of if I didn't want to schedule a callback
	Summary: This is in reference to Sage numbering sequence issue, we feel this could be best assisted in real time. Please : at your own leisure and quote the ticket id "#634583" and we will help you immediately. Please feel free to reach us if you on our instant chat support through Ace Cloud Hosting We would love to hear from you, please share your feedback at qu
	Is the email received
Priyanshu	I understand Michelle, please let me transfer your chat to the concerned team so that they can better you on this
ap	I do not have time for a phone call and need this handled.
	Thank you!
Priyanshu	Sure, I am just transferring this chat to the concerned team.
ap	Okay
	<i>Priyanshu is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
ap	Thank you!
Shashwat Verma	Hello Michelle
ap	Do you need my ticket number?
Shashwat Verma	Yes, if you want to.
ap	634583

Shashwat Verma	Kindly allow me two minutes to check the same.
ap	okay
Shashwat Verma	#634583, as per the ticket, it is assigned for call-back for sage issue
ap	I do not have time fora phone call today but we need this fixed ASAP. What can we do to expedite?
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
ap	yes
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/2212607110">https://assist.acecloudhosting.com/join/2212607110</a>
	Kindly Click on the link and open the downloaded file.
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
	Issue resolved on remote session
	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 appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acec">https://selfcare.acec</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
ap	Our issue was resolved quickly. Thank you so much!
	<i>Shashwat Verma has ended this chat session</i>



# Chat Trans

Hello, I am your A

## Visitor Details

#72498 kristen  
Email: kristen@simsi.com 📞 3035789166

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

**Operator:**

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 58 Secs

**City:** BRIGHTON

**State:** Colorado

**Country:** UNITED STATES

Chat Transcript

kristen	Hello, I am your Acebuddy
Acebuddy	Hello Kristen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
kristen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
kristen	I'd like to report an Issue
Acebuddy	Please select an option!
kristen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	<i>11:17:19 PMkristen is sharing a file with you</i> <a href="#">Screenshot 2025-02-13 at 10.42.05 AM.png</a> - ( Size:100.67 KB ) <i>I chatted in a week or so ago about needing this installed. was told that it was, went to open it today</i>
	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 Kristen, sorry to hear that you are experiencing this issue. Could you please let me know if you have ticket number 1
kristen	let me see if i can find it
Sharath Kumar	thank you, that's helpful
kristen	632484
Sharath Kumar	allow me a moment while I look into this
kristen	and you got the screenshot of the error i got right?

Sharath Kumar	I did, yes.
kristen	okay cool, just want to keep it as simple as possible to fix :-)
Sharath Kumar	I checked and found that this connector was already installed for QuickBooks
kristen	yeah that's what they said but when i go to open it i get that error
Sharath Kumar	understood
	you won't be able to open this since it is actually an installation file, and only support team have the access for installatio
kristen	that's the only thing that's available to open
	the app itself isn't anywhere that i can find
Sharath Kumar	got it, let me do some research and help you with an alternative to open that
kristen	thanks
	honestly, it's probably easier for you to just log on to my desktop and look for it
Sharath Kumar	I am trying to find where exactly it is located on the server
kristen	ah cool
Sharath Kumar	bear with me for 2 more minutes
	My assumption is that the Zoho connector was removed from the server. This is due to the server being a shared server a
	I am going to confirm this with the team and to check for a possible workaround.
kristen	yeah that's big deal for me because I need to be able to connect zoho so I can have the expenses logged in QB for me
	so it is vital for my use of QB
Sharath Kumar	I understand, could you allow me today's time to get back to you with a possible solution.
kristen	yes, thank you
	will you shoot me an email?
Sharath Kumar	absolutely, I'll do that as soon as we get disconnected from this chat
	Is there anything else I may help you with ?
kristen	great, thanks so much for your help!
	look forward to hearing from you
Sharath Kumar	my pleasure, Kristen. You have a good rest of your 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 appl
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

# Chat Trans

Hello, I am your A

## Visitor Details

**#72998 Fenil Shah**  
**Email:** tax@sktaxaddison.com 📞 8473508121  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 59 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resol
	Was that helpful?
Fenil Shah	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>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.
Fenil Shah	Hi
	I'm unable to login Quickbooks
	I'm facing the below error
	<i>11:17:46 AMFenil Shah is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:21.6 KB )
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Fenil Shah	SKTAXADDISON3 Monika
Anurag Sharma	Thankyou for the information.
	Kindly allow me 4-5 minutes to check the same.
	Thank you for your patience.
	May I take the remote access of your local computer?
Fenil Shah	Yes sure
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Fenil Shah	Okay
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/4412278522">https://assist.acecloudhosting.com/join/4412278522</a>
	Kindly paste this link in the browser of local computer and join the session.
Fenil Shah	Done
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
Fenil Shah	Please see the error
	yes
Anurag Sharma	Okay
Fenil Shah	It's sorted, Thank you!
Anurag Sharma	I am glad to know that the issue is now resolved.
	Is there anything else I may help you with ?

Fenil Shah	No, Thank you!
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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>Anurag Sharma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#73261 Karen Kropp

Email: karen.bythebooks@gmail.com 📞 16074374988

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: COLORADO SPRINGS

State: Colorado

Country: UNITED STATES

Chat Transcript

Karen Kropp	Hello, I am your Acebuddy
Acebuddy	Hello Karen.bythebooks, I'm your Ace Buddy. I'll be happy to assist you!

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



# Chat Transcript

Hello, I am your AI Assistant

## Visitor Details

**#73287 Naqeeb Shaikh**  
**Email:** nshaikh@mgca.com  
**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:** 47 Secs  
**City:** MISSISSAUGA  
**State:** Ontario



Country: CANADA

Chat Transcript

Naqeeb Shaikh	Hello, I am your Acebuddy
Acebuddy	Hello Naqeeb Shaikh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Naqeeb Shaikh	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Naqeeb Shaikh	I'd like to report an Issue
Acebuddy	Please select an option!
Naqeeb Shaikh	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Naqeeb Shaikh	McCarney Group LLP: Office 365 License Transfer Request
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 Naqeeb
Naqeeb Shaikh	Would you mind calling me on Teams to fix the issue
Shashwat Verma	Naqeeb, we don't have rights to call on teams, either we can take the remote session from here only and if you want we c
	Although we can assist you here also.
Naqeeb Shaikh	Ok assist remotely
	but last time an ACE host rep called me via teams
Shashwat Verma	Sure, let me know your issue .
	Okay, in that case we have to schedule the meeting.
	You can select best way suites your convivence.
Naqeeb Shaikh	Can I schedule one for now? I need the issue to be resolved urgently/asap
Shashwat Verma	Sure, it will take around 15 mins.
	Shall we proceed with the same?
Naqeeb Shaikh	yes proceed

Shashwat Verma	Kindly email us the meeting link on support@acecloudhosting.com
	Rest will be assured by us.
	Is there anything else I may help you with ?
	Are we still connected here?
Naqeeb Shaikh	yes are you able to resolve it remotely?
Shashwat Verma	Sure
Naqeeb Shaikh	I just sent the meeting link
Shashwat Verma	Thanks , our engineer will connect you in 5-7 mins there only.
Naqeeb Shaikh	ok
Shashwat Verma	Kindly accept the request
	Our engineer is ready to assist
Naqeeb Shaikh	Yes I am in the team meeting no one is there
Shashwat Verma	Looks like you both are connected
	Disconnecting this chat for now, our engineer will assist you there only.
	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 survey link.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <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 Trans

I am a current customer. Need help  
license numl

## Visitor Details

#72117 **connie**  
**Email:** connie@concretepoles.com ☎ 12622507599

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

**Operator:**

**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:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

Chat Transcript -----

connie	I am a current customer. Need help with changing QB product license number.
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
connie	I am also having problem logging into my portal.
	<i>Dikshant Yadav is transferring the chat to Billing.</i>
	<i>Rajan Sharma accepted the chat transfer request.</i>
	What information to you need from me. My name is Connie Enevold, company name is Traditional Concrete, Inc.
Rajan Sharma	Hello! I'm Rajan from ACE Cloud Hosting - Billing Team. How may I help you?
	Please help me with your registered email address
connie	connie.enevold@gmail.com or connie@concretepoles.com
	I use both
Rajan Sharma	Thank you for sharing the details
	Please allow me a moment to get the details.
connie	I need to have my QB product number and possibly license number updated.
Rajan Sharma	Sure Connie.
connie	I have Assisted Payroll and am unable to use currently.
Rajan Sharma	But first we need to resolve your portal query
connie	I contacted QB billing last week to fix the billing.
Rajan Sharma	I apologize that you did not receive response what you were looking for last week
	Please be on the chat i am checking the account details
connie	ok
	I had to have QB fix the billing to remove Right Networks cloud. In order to fix this, they changed the product # and I thin

Rajan Sharma	Sure,
connie	I'm not sure if going in the portal helps.
Rajan Sharma	Please check your email Connie I have sent you the credentials for the portal along with the link
	Please confirm
	connie@concretepoles.com
connie	yes, I received it
Rajan Sharma	Okay Please try to login and reset the password
	Before it gets expired
connie	ok, working on that....
Rajan Sharma	Take your time and Please let me know
	Also, the OTP will come on the same email address.
<i>The visitor's email address and phone number were changed.</i>	
connie	just waiting for the second OTP...
Rajan Sharma	Sure It will come
connie	waiting...
Rajan Sharma	Refresh the email
	Have you received? (Edited)
connie	no
Rajan Sharma	You received the first one but not the second one
connie	correct
	I don't see a refresh
	using outlook
	refresh the browser page
connie	ok
Rajan Sharma	Sure
<i>Rajan Sharma is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
connie	Hello
Sharath Kumar	Hi Connie, please let me know how I may assist you today
connie	I need to have our QB product number updated to 286664
	how do I do this?

	When I changed hosts from Right Network to Ace, I was told that the product # and possible license # changed
Sharath Kumar	Noted, let me quickly sign into the server and check the details
connie	ok
	let me know if you want to check what I have for license #
Sharath Kumar	yes, that'd be actually helpful
connie	2696-0970-9374-364
	should I log out of QB?
	FYI, I have a 3 pm meeting coming up in 15 minutes. Please advise what I should do. I have to complete payroll today.
	<i>2:16:06 AMSharath Kumar is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:5.02 KB )</i>
Sharath Kumar	This is the current license information we have on file
connie	license number looks correct, but not product #
Sharath Kumar	I will get a team member to update the required changes
connie	It changed due to the billing change I think
	OK, do I need to do anything on my end?
Sharath Kumar	there is also an update pending for QuickBooks
connie	Should I log out and wait a bit? and then log back in?
Sharath Kumar	just send an email to Support@acecloudhosting.com requesting for this change
connie	Is it possible to get done today? I have to complete payroll
Sharath Kumar	During the update time, I advise you not to use QuickBooks on the server
	this will require a couple of hours, will that be okay with you?
connie	I think so
	So just email that I need the product number changed?
Sharath Kumar	that is correct
connie	Anything else to reference?
Sharath Kumar	and don't use QB till you receive a confirmation from us
connie	ok
Sharath Kumar	that'll be it
	anything else that I may assist you with?
connie	Ok, thank you very very much!
Sharath Kumar	My pleasure
	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 appreciate your response.

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

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

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

Sharath Kumar has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72676 Sheila Bradbury**  
**Email:** office@rosecityflagging.com 📞 19712650852  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 5 Secs  
**City:** PORTLAND  
**State:** Oregon  
**Country:** UNITED STATES

## Chat Transcript

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

	Sheila Bradbury	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Sheila Bradbury	Other Request
	Acebuddy	Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance
		If you are facing any issue/problem with your server, I
	Sheila Bradbury	Yes, I'm facing issues with my server
	Acebuddy	Please select an option!
	Sheila Bradbury	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect
	Sheila Bradbury	[Window Title] Remote Desktop Connection [Content] "RoseCity.myrealdata.net". This might mean that "RoseCity" is not a valid computer name on the specified network. Verify the computer name and domain name.
	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
		Hi Sheila, could you please let me know if this is the first time you are facing this issue?
	Sheila Bradbury	No. I've been using the server for a long time. Tried to login but I get an error message
	Sharath Kumar	Got it, could you let me know your username that you are using to login?
	Sheila Bradbury	I don't remember but I believe it's Sheila Bradbury
	Sharath Kumar	Alright, could you let me know when was the last time that you were able to login successfully?
	Sheila Bradbury	Last week. I don't remember which day.
	Sharath Kumar	I checked and found that your account is active and you should be able to sign into the server
	Sheila Bradbury	I don't remember what those are. I just have the remote desktop file that I use to login I get an error message.
	Sharath Kumar	Understood, could you allow me to take a remote session with you to troubleshoot the issue?
		I will check if the RDP file has proper settings
		Are we still connected here?
		Are we still connected here?
		As there was no response, we are disconnecting the chat session. Please call our support line (1-888-415-5240) if any further assistance is required.

Thank you for choosing ACE cloud Hosting, you have reached the support chat session.

Sharath Kumar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#72834 Aman Sajwani

Email: reliable\_accounting@yahoo.com ☎ +1-(901) 881-1265

Department: Support(QB & App Hosting)

Operator: Shubham Yadav

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: KARACHI

State: Sindh South

Country: PAKISTAN

Chat Transcript

Aman Sajwani	Hello, I am your Acebuddy
Acebuddy	Hello Usama, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
Aman Sajwani	Sales & Solutions
Acebuddy	Please wait while we connect you to one of our Sales Executives.
	Acebuddy (bot) forwarded the chat request
	Aayush Verma accepted the chat transfer request.
Aman Sajwani	Hi Ayush. I want to install BOX in my system
Aayush Verma	May I know your account name registered with Ace?
Aman Sajwani	RAS



		its RAS8
	Aayush Verma	Is it Reliable Accounting Solutions?
	Aman Sajwani	Yes
		<i>Aayush Verma is transferring the chat to Support(QB )</i>
		<i>Shubham Yadav accepted the chat transfer request.</i>
	Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name
		I will be surely assisting you with this. Kindly help me
	Aman Sajwani	RAS8
		MehboobRAS
	Shubham Yadav	Usama can you please let me know do you want us to
	Aman Sajwani	yes. BOX application
	Shubham Yadav	Can you please let me know the location of the file ?
		Are we still connected here?
	Aman Sajwani	please check in Downloads
	Shubham Yadav	Please let me know the file name ?
	Aman Sajwani	BoxDrive
	Shubham Yadav	Thanks for the confirmation
		Usama we will install the application once we receive
		Please send us an email from the registered email address so we could proceed further with the request.
	Aman Sajwani	ok thank you
	Shubham Yadav	Welcome Usama. (Edited)
		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 session. Please call us at (1-888-415-5240) if any further assistance is required
		<i>Shubham Yadav has ended this chat session</i>

# Chat Trans

Hello, I am your A

## Visitor Details -----

**#72758 Tracy Orvik**  
**Email:** torvik@mediasmith.com ☎ 415.321.8864  
**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:** GILROY  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript -----

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

Tracy Orvik	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.co password needs to be reset and we'll share an update
	Do you need any further assistance on the topic?
Tracy Orvik	No
Acebuddy	Thank you for contacting Ace Support. Have a nice da

*Acebuddy has ended this chat session*

# Chat Trans

Hello, I am your A

## Visitor Details

**#72035 Cordi Brewer**  
**Email:** coverpro.cordi@gmail.com 📞 8056464232  
**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:** OJAI  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

Cordi Brewer	Hello, I am your Acebuddy
Acebuddy	Hello Cordi Brewer, I'm your Ace Buddy. I'll be happy t
	Whom Would You Like to Connect With?
Cordi Brewer	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 ar  
Kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Trans

Hello, I am your A

## Visitor Details

**#72333 Jacob MaGill**  
**Email:** sales3@derusglass.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:** GILLETTE  
**State:** Wyoming  
**Country:** UNITED STATES

## Chat Transcript

Jacob MaGill	Hello, I am your Acebuddy
Acebuddy	Hello Jacob Magill, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
Jacob MaGill	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jacob MaGill	I'd like to raise a Request
Acebuddy	Please select your request type.
Jacob MaGill	Setup Ace Server
Acebuddy	If you would like to configure the server access link or

	Operating System
Jacob MaGill	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Gene on your Windows PC
	Do you need any further assistance on the topic?
Jacob MaGill	Restart
Acebuddy	Hello Jacob Magill, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
Jacob MaGill	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jacob MaGill	I'd like to raise a Request
Acebuddy	Please select your request type.
Jacob MaGill	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add
Jacob MaGill	Setback
Acebuddy	Please select your request type.
Jacob MaGill	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance
	If you are facing any issue/problem with your server, please
	As we haven't got any response from your end, We are Kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Trans

Hello, I am your A

Visitor Details

**#73205 hemrrenee**  
**Email:** hemrrenee@gmail.com 📞 5412527076  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Yadav  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 18 Secs  
**City:** COQUILLE  
**State:** Oregon  
**Country:** UNITED STATES

Chat Transcript -----

hemrrenee	Hello, I am your Acebuddy
Acebuddy	Hello Renee Rowe, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
hemrrenee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hemrrenee	I'd like to report an Issue
Acebuddy	Please select an option!
hemrrenee	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
hemrrenee	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your Quic help you with resolving the issue
	Was that helpful?
hemrrenee	No
Acebuddy	No issues, please wait while I connect you to one our
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav.
	I will be surely assisting you with this. Kindly help me
hemrrenee	HEMR Industrial Contractors

		Renee Rowe
	Shubham Yadav	Thanks for the confirmation
		Renee can you please elaborate the issue ?
	hemrrenee	I am unable to login, due to file doctor. This happenec But it is happening again this morning.
	Shubham Yadav	May I take the remote access of your server?
	hemrrenee	Yes
	Shubham Yadav	Prior providing the access, I would suggest you to close
	hemrrenee	done
	Shubham Yadav	Please accept the request
		Please enter company file password
	hemrrenee	Also wondering where these random user names keep
	Shubham Yadav	Renee as this is a shared server, so other users queue
	hemrrenee	I have entered the user name and password
	Shubham Yadav	You are able to login now
	hemrrenee	Can you explain why this keeps happening? It is very
	Shubham Yadav	Renee previously you were opening QB premiere 2021
		You have to open QB premiere 2023.
	hemrrenee	Oh! Well, I feel silly! Thank you so much!
	Shubham Yadav	No problem Renee
		Is there anything else I may help you with ?
	hemrrenee	No. Thank you for your help and have a lovely day
	Shubham Yadav	I would greatly appreciate if you could spare a minute chat.
		Thank you for choosing ACE cloud Hosting, you have
		You may end this chat now. Once you end this chat, y conversation, along with a ticket number and survey f
		I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your Thanks!
		Note: You may change/reset your server password on ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
		For self-help, check out our Knowledge Base ( <a href="https://v">https://v</a>
		<i>Shubham Yadav has ended this chat session</i>

# Chat Trans

Hello, I am your A

## Visitor Details

**#73312 Todd Fisher**  
**Email:** todd@edge.cpa ☎ 18438672766  
**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:** 1 Min 45 Secs  
**City:** SUMMERVILLE  
**State:** South Carolina  
**Country:** UNITED STATES

## Chat Transcript

Todd Fisher	Hello, I am your Acebuddy
Acebuddy	Hello Todd Fisher, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
Todd Fisher	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Todd Fisher	I'd like to report an Issue
Acebuddy	Please select an option!
Todd Fisher	Other Issue
Acebuddy	Please specify the issue you are facing before I conne
Todd Fisher	Trying to install an application (Planner CS) as admini: Planner CS from location C:\WinCSI\UTP Quetta M" Th



		applications/ processes for this user?
	Acebuddy	Please wait while we connect you to a Support Repres
		<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
		I will surely help you with this issue.
	Todd Fisher	Thank you.
	Manish Singh	Kindly allow me two minutes to check the same.
		As I can check user Quetta McCall is already disabled server anymore, Todd
	Todd Fisher	Can I send you an image of the error message?
	Manish Singh	Yes, please it will help to understand the issue.
		<i>8:51:45 PM</i> <i>Todd Fisher is sharing a file with you</i> <a href="#">Screenshot 2025-02-28 102133.png</a> - ( Size:8.92 KB )
	Todd Fisher	Image sent. I thought she was removed also?
		Do we need to reboot the server itself to clear it out?
	Manish Singh	Let me reset the profile data of the user and then I wi
		Kindly logout all users for the time being.
	Todd Fisher	All users are logged out.
	Manish Singh	Restarted the server and reset the user profile, kindly
	Todd Fisher	Thank you. Logging in and checking...
	Manish Singh	Please take your time.
	Todd Fisher	running installation now.
	Manish Singh	Are you getting the same error now?
	Todd Fisher	yes.
		Same error.
	Manish Singh	May I take the remote access of your server?
	Todd Fisher	Please do.
	Manish Singh	Prior providing the access, I would suggest you to clos
	Todd Fisher	All set
	Manish Singh	We are connected on the remote session and will proce the time, I am putting the chat on hold, please do not give your confirmation on this chat.

		As we can check the planner CS application is already reinstall the application.
	Todd Fisher	Yes, please.
		I need to replace the 2023 version with the 2024 vers
	Manish Singh	Do proceed with the uninstallation and installation yo support@acecloudhosting.com.
		And please mention the location of the setup file.
	Todd Fisher	Email sent.
	Manish Singh	Proceeding with the task.
		Let me check with the senior team member regarding
	Todd Fisher	thank you
	Manish Singh	Todd, we are escalating this case to escalation team.
		Please provide us with your contact number and pref
		Are we still connected here?
	Todd Fisher	Sorry... was on a call. Todd Fisher 832.364.0919 is my
	Manish Singh	We will arrange a call from our Escalation team.
		Is there anything else I may help you with ?
	Todd Fisher	The sooner the better for the call, please. Thank you!
	Manish Singh	Thank you for choosing ACE cloud Hosting, you have i
		You may end this chat now. Once you end this chat, y conversation, along with a ticket number and survey i
		I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your Thanks!
		Note: You may change/reset your server password on (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://v
		Manish Singh has ended this chat session
<div></div>		

# Chat Trans

Hello, I am your A

## Visitor Details -----

**#72085 lewis**  
**Email:** lewis@engleservices.com ☎ 205-612-2977  
**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:** SYLACAUGA  
**State:** Alabama  
**Country:** UNITED STATES

## Chat Transcript -----

lewis	Hello, I am your Acebuddy
Acebuddy	Hello Clarence Engle, I'm your Ace Buddy. I'll be h
	Whom Would You Like to Connect With?
lewis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lewis	I'd like to raise a Request
Acebuddy	Please select your request type.
lewis	Password Reset
Acebuddy	Please select an option below
lewis	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link b
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, V assistance, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

