

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71403 bedfordfeedandseed**  
**Email:** bedfordfeedandseed@yahoo.com 📞 18122794136  
**Department:** Support(QB & App Hosting)  
**Operator:** Aarush Aneja  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 3 Mins 6 Secs  
**City:** BLOOMINGTON  
**State:** Indiana  
**Country:** UNITED STATES

## Chat Transcript

bedfordfeedandseed	Hello, I am your Acebuddy
Acebuddy	Hello Bedfordfeedandseed, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
bedfordfeedandseed	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
bedfordfeedandseed	I'd like to report an Issue
Acebuddy	Please select an option!
bedfordfeedandseed	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
bedfordfeedandseed	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resoln
	Was that helpful?
bedfordfeedandseed	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>Aarush Aneja accepted the chat transfer request.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
bedfordfeedandseed	when I try toi login in my quickbooks says cant initialize license properly?
Aarush Aneja	I will be surely assisting you with this. Kindly help me with your server name and user name?
bedfordfeedandseed	myrealdata.net>
	i think]
Aarush Aneja	Thank you for the details. May I know the QuickBooks version you are using
bedfordfeedandseed	enterprise zone 22
Aarush Aneja	May I take the remote access of your server?
bedfordfeedandseed	yes
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.
bedfordfeedandseed	ok
	im ready
Aarush Aneja	We shared a remote request on the server.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
bedfordfeedandseed	i logged back in
Aarush Aneja	Sure
bedfordfeedandseed	ok ready
	should i be doing something?
Aarush Aneja	We are updating settings for license.
	Kindly provide 2-3 more minutes
bedfordfeedandseed	ok
	do yoiu have a ETA to get it reparied?
Aarush Aneja	It will be repaired in next 15 minutes
bedfordfeedandseed	ok
	i will just stay connected then
Aarush Aneja	Sure
bedfordfeedandseed	any luck?
Aarush Aneja	We require repairing all QuickBooks applications version. We are doing our best to resolve the issue at the earliest (Edited
	We are re-installing the applications on the server. It will take around 1 hour of time. We already messaged all users.

bedfordfeedandseed	ok
Aarush Aneja	We will email you surely once it is re-installed
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
Ended due to chat idle timeout	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70675 Waseem Baber**  
**Email:** waseem@mccartneycpa.com 📞 14698639766  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** GARLAND  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

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

	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Waseem Baber	issues with Drake tax software
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Shubham Kataria accepted the chat transfer request.	
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) assistance is required.
Shubham Kataria has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70224 jmerante**  
**Email:** jmerante@booksmartstax.com 📞 14128810892  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Kalra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 14 Secs  
**City:** MURRYSVILLE  
**State:** Pennsylvania  
**Country:** UNITED STATES

## Chat Transcript

jmerante	Hello, I am your Acebuddy
Acebuddy	Hello Jmerante, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jmerante	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jmerante	I'd like to raise a Request
Acebuddy	Please select your request type.
jmerante	Change in Users
Acebuddy	Please select your desired option!
jmerante	User Replacement
Acebuddy	Kindly email us at support@acecloudhosting.com from your registered email address mentioning the existing username to be replaced along with the new user's Full Name.
	Do you need any further assistance on the topic?
jmerante	Yes
Acebuddy	Please wait while we connect you to our 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.
	Kindly help me with your server name and user name?
jmerante	Hi Yash. Is there a website where I can maintain my users? I am doing an experiment and I want to replace a user (or perhaps better to add a user and remove a user) for a couple of weeks.
	207.60.101.62:3389
	Does that look like a PC name to you guys?
Yash Kalra	Jmerante, please email this request to <b>support@acecloudhosting.com</b> , and our team will proceed accordingly. Additionally, to process the user creation request, kindly include the following details in your email: First and Last Name Email Address Contact Number
	Is there anything else I may help you with ?
jmerante	Nope, I will do this today. Thanks.
	I think I'll need a remote desktop file
Yash Kalra	Jmerante, I will definitely include the RDP file in the chat email created after this chat.

jmerante	This is great! Thank you. I'll send that email over now (or very soon)
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
jmerante	yep
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<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 feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate if you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</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>Yash Kalra has ended this chat session</i></p>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70039 PAUL VALLEE

Email: pvallee@gmail.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: 7 Secs

City: BATON ROUGE

State: Louisiana

Country: UNITED STATES

Chat Transcript

PAUL VALLEE	Hello, I am your Acebuddy
-------------	---------------------------

Acebuddy	Hello Paul Vallee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
PAUL VALLEE	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
PAUL VALLEE	Ticket ID 613200
Pradeep Kumar	Thank you for contacting Ace cloud hosting my name is Pradeep how may I help you for today?
PAUL VALLEE	I hope I clicked the correct contact
Pradeep Kumar	Allow me a moment please let me check the details.
	Can you please help me with your company name?
PAUL VALLEE	Diesel Parts Direct
	Hello?
Pradeep Kumar	I am checking the details allow me a moment please.
	Alright, Let me transfer the chat to the concerned team.
PAUL VALLEE	Thank you
	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</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.
PAUL VALLEE	Thank you
Tushar Pharswan	Kindly allow me two minutes to check the ticket. (Edited)
	Thank you for waiting. I will check the server from backend and check if sage is working fine or not.
PAUL VALLEE	Thanks
Tushar Pharswan	Kindly help me with your server name as there are two servers for your Diesel Parts Direct and username?
PAUL VALLEE	Standby
	DieselP
	DPD_PAUL
Tushar Pharswan	May I take the remote access of your server?
PAUL VALLEE	yes
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.
PAUL VALLEE	Done
Tushar Pharswan	Kindly accept the prompt on your server screen.

	Paul for this issue you would have to connect to sage support as they will be able to assist you with this issue. I have checked from server's end and as well as on your end that server is working fine as well as Sage application is ope
	The issue is primarily for the login inside the sage application So sage support will the one to better assist you.
	Is there anything else I may help you with ?
PAUL VALLEE	Thank You for your help. I will contact Sage.
Tushar Pharswan	Okay.
	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 and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our 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 Transcript

Hello, I am your Acebuddy

## Visitor Details

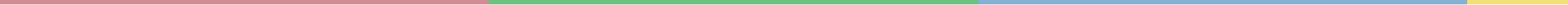
**#70782 amin**  
**Email:** mita.amin@greens.com ☎ 19497953202  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**City:** IRVINE  
**State:** California  
**Country:** UNITED STATES



Chat Transcript

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

Ended due to chat idle timeout



Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#70217 Charles Watson**  
**Email:** charles@smartaccountingsolutions.com ☎ 17062279191  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 8 Secs  
**City:** BARNESVILLE  
**State:** Georgia  
**Country:** UNITED STATES

Chat Transcript

Charles Watson	Hello, I am your Acebuddy
Acebuddy	Hello Charles Watson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Charles Watson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Charles Watson	I'd like to report an Issue
Acebuddy	Please select an option!
Charles Watson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Charles Watson	Ticket: 615169 Status Update
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Charles
Charles Watson	Hi Manish. Hope you are well. I am looking for Ticket: 615169 Status Update
Manish Singh	One of our engineer is working on it.
	Would you like me to install it for you?
Charles Watson	absolutely!

Manish Singh	Kindly allow me 5-6 minutes to check the same.
	May i know the location of the setup file?
	Is it in your download folder?
Charles Watson	it's in the downloads folder
Manish Singh	Is it in Charles download folder?
Charles Watson	yes
Manish Singh	I am unable to find the setup file can you share the screenshot of the folder?
Charles Watson	yes, one moment
Manish Singh	Sure, take your time charles.
	<i>12:14:04 AMCharles Watson is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:143.01 KB )
Charles Watson	It is the fist file
Manish Singh	This is not Pro Series 2024 Charles.
Charles Watson	Yes CoreInstallerTY24 is the proseries installation file. I just confimed by clickcing on it
	<i>12:16:54 AMCharles Watson is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:123.66 KB )
Manish Singh	Kindly logout all users from the server.
	To proceed with the installation.
	Kindly logout MarielM too.
Charles Watson	she should be logged out now
Manish Singh	We have successfully installed Pro Series 2024 as per your request.
	Is there anything else I may help you with ?
Charles Watson	No thank you. I hope you have a wonderful day!
Manish Singh	It would be great if you could share your feedback after this chat ends. Thanks in advance!

*Charles Watson has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#71624 STEPHANIE RHOADS

Email: srhoads@puroclean.com 📞 18129720695

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: PEKIN

State: Indiana

Country: UNITED STATES

Chat Transcript

STEPHANIE RHOADS	Hello, I am your Acebuddy
Acebuddy	Hello Stephanie Rhoads, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
STEPHANIE RHOADS	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
STEPHANIE RHOADS	I'd like to report an Issue
Acebuddy	Please select an option!
STEPHANIE RHOADS	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
STEPHANIE RHOADS	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh engineers will manually check and implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
STEPHANIE RHOADS	Yes
Acebuddy	Please wait while we connect you to our Support Representative
Acebuddy (bot) forwarded the chat request	
STEPHANIE RHOADS	I need someone to remote in, our payroll update is locked up and won't finish, it won't let me access the payroll center wi

	update processed.
	<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.
STEPHANIE RHOADS	thanks
	i tried calling support for over a half hour but didn't get a person so i'm trying to see ifyou can remote in and see what's g quickbooks payroll update
Manish Singh	I will surely help you with this issue.
STEPHANIE RHOADS	thanks
Manish Singh	Regarding the payroll update all users need to logout from the server for 30-40 minutes.
	We can schedule this update in night hours.
STEPHANIE RHOADS	ok so i need to get out now
	i need it completed asap because i'm trying to process some stuff in there for taxes
	it just kind of randomly started kicking me out today
Manish Singh	Alright, kindly logout and we will notify you over the email once done.
STEPHANIE RHOADS	thank you so much! will do!
	should be out now
Manish Singh	As this is a shared server Stephanie
	We are unable to process this request now. (Edited)
	As users are logged in right now.
STEPHANIE RHOADS	i logged myself out?
	can you check again?
	i think we are a one seat
Manish Singh	We will try to update this as soon as possible but as the users are there it will take some time. (Edited)
STEPHANIE RHOADS	can you identify which user?
	i think i'm the only one who can log in?
Manish Singh	This message has been deleted
	This is a shared server.
STEPHANIE RHOADS	so it's other companies not just ours?
Manish Singh	QBNXTENT1
STEPHANIE RHOADS	our CID is 73572
	does this help any?
	we're supposed to be a one seat and i'm the only one so far with access besides our CPS

	CPA
Manish Singh	Yes, other companies users are also there.
STEPHANIE RHOADS	ok, i guess i'm confused. is there a known issue with payroll updating currently?
	or is it isolated to my quickbooks?
Manish Singh	It is with all users Stephaine
STEPHANIE RHOADS	ohh ok
Manish Singh	That why this update can be only done in night hours.
STEPHANIE RHOADS	gotcha, so it's a known issue people are experiencing today
	so it'll be fixed in the morning?
Manish Singh	Yes
STEPHANIE RHOADS	ok, i can wait until then and try again. will they still send me an email once it's fixed?
Manish Singh	Yes, they absolutely will.
STEPHANIE RHOADS	awesome, i appreciate your help
Manish Singh	Is there anything else I may help you with ?
STEPHANIE RHOADS	nope that was it!
Manish Singh	Thanks, for your patience.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<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 feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. I may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</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>Manish Singh has ended this chat session</i></p>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#71145 Kristen Cash**  
**Email:** kristen.cash@thpnc.org  
**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:** 45 Secs  
**City:** WILMINGTON  
**State:** North Carolina  
**Country:** UNITED STATES

Chat Transcript

Kristen Cash	Hello, I am your Acebuddy
Acebuddy	Hello Kristen Cash, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kristen Cash	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kristen Cash	I'd like to report an Issue
Acebuddy	Please select an option!
Kristen Cash	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Kristen Cash	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?
Kristen Cash	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
Acebuddy (bot) forwarded the chat request	
Aarush Aneja accepted the chat transfer request.	
Aarush Aneja is transferring the chat to Tushar Pharswan.	
Tushar Pharswan accepted the chat transfer request.	
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?
Kristen Cash	My server name is kriechers I believe...
	Server name: KRiechers
	Username: KRiechers
Tushar Pharswan	Kindly allow me two minutes to check the same.
	Kindly elaborate the issue with QuickBooks you are facing. (Edited)
Kristen Cash	I am not able to login in to the server right now. I think I may have locked myself out by typing my password incorrectly to
Tushar Pharswan	I checked from backend your profile is not locked. Kindly use the SelfCare portal to reset your password click on Forgot yo your username will be KRiechers.
	After that just proceed with the steps.
Kristen Cash	Okay sounds good, I will try that.
Tushar Pharswan	<a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a>
	Okay.
	Is there anything else I may help you with ?
Kristen Cash	not at this moment. Thank you!
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<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 feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate if you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</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>

*Tushar Pharswan has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

Visitor Details -----



#70697 johnathon

Email: johnathon@islandentertainment.con

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

City: NEW ORLEANS

State: Louisiana

Country: UNITED STATES

Chat Transcript -----

johnathon	Hello, I am your Acebuddy
Acebuddy	Hello Johnathon Patty, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
johnathon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnathon	I'd like to report an Issue
Acebuddy	Please select an option!
johnathon	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
johnathon	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
johnathon	Ticket ID: 618605
Acebuddy	Please wait while we connect you to a 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.
	Kindly allow me two minutes to check the same.
	It's taking more than expected please allow us some more time.
	Are we still connected here?
	Are we still connected here?

	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) assistance is required.
<i>Yash Kalra has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71454 Stacy Wells**  
**Email:** stacy@alivelychef.com 📞 208-389-9600  
**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:** 34 Secs  
**City:** BOISE  
**State:** Idaho  
**Country:** UNITED STATES

## Chat Transcript

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

Stacy Wells	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Stacy Wells	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Stacy Wells	Warning
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>
	<i>1:30:58 AMStacy Wells is sharing a file with you</i> <a href="#"><u>1_image.png</u></a> - ( Size:43.24 KB )
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Stacy Wells	Thank you
	I have restarted the application a bunch
	and keep getting that message
Sharath Kumar	got it
	<i>1:32:50 AMStacy Wells is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:43.24 KB )
	could you please log off from the server using the icon provided on the desktop and sign back in
Stacy Wells	Seems to be working now..
Sharath Kumar	glad to know that it worked. Do let us know if this happens again so that we can find out the actual issue causing this
	anything else that I can assist you with right now?
Stacy Wells	I think i am good. 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 feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate it. You may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our 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.
	<i>Sharath Kumar has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71606 Laurent Cohen**  
**Email:** laurent@mixware.net ☎ 18185784030  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 9 Secs  
**City:** LAS VEGAS  
**State:** Nevada  
**Country:** UNITED STATES

## Chat Transcript

Laurent Cohen	Hello, I am your Acebuddy
Acebuddy	Hello Laurent Cohen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Laurent Cohen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Laurent Cohen	I'd like to report an Issue
Acebuddy	Please select an option!
Laurent Cohen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Laurent Cohen	OneDrive isn't working for user HenriC
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Manish Singh accepted the chat transfer request.*

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
Laurent Cohen	Also our CPU and RAM usage is very high.
Manish Singh	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
Laurent Cohen	OK
Manish Singh	<a href="https://assist.acecloudhosting.com/join/6612780277">https://assist.acecloudhosting.com/join/6612780277</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 putting hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
Laurent Cohen	looks like it's working now
Manish Singh	Is there anything else I may help you with ?
Laurent Cohen	let's make sure it syncs.
Manish Singh	Sure, please check.
Laurent Cohen	please check the cpu usage. it's very high. can it be increased?
Manish Singh	Seems to be working fine.
Laurent Cohen	it peaks at 100%
	<i>1:07:45 AM Laurent Cohen is sharing a file with you</i> <a href="#">Screenshot 2025-01-29 at 10.54.30 AM.png</a> - ( Size:30.46 KB )
	Right now it seems fine because I am the only one logged in. Other users are waiting to log back in until I tell to.
Manish Singh	This is because of One Drive.
Laurent Cohen	I understand the reason. I am asking if it can be increased?
Manish Singh	As we can check there are 9 users, and you are having 19 GB RAM over the server.
Laurent Cohen	Thank you for that information. Can our cpu power be increased?
Manish Singh	It's already 6 Virtual CPU
	We can increase the RAM to check if this can resolve the issue.
Laurent Cohen	OK, what do you recommend?
Manish Singh	We can check by adding 5 GB
	And this will cost you
	As this is the performance based issue it will cost you around 100\$
	But first we will check if this resolves the issue.
Laurent Cohen	Don't make changes now. I will contact you again if we need to make the change. Thanks.

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71594 Stephanie Kellames**  
**Email:** steph@jkservicesinc.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:** RENO  
**State:** Nevada  
**Country:** UNITED STATES

## Chat Transcript

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

	If you are facing any issue/problem with your server, Please select the appropriate option below :
Stephanie Kellames	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71066 Vianel A Cabreja Canals**  
**Email:** vcsmultiservices@gmail.com 📞 19082483351  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 34 Secs  
**City:** LAS VEGAS  
**State:** Maryland  
**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Please select an option!
Vianel A Cabreja Canals	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Vianel A Cabreja Canals	I need that in the account of my user IGNACIO SANCHEZ can download the drake tax softwarein the C drive
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 Vianel
Vianel A Cabreja Canals	hello
Shashwat Verma	How you doing?
Vianel A Cabreja Canals	fine,thanks
Shashwat Verma	Could you please elaborate your request?
Vianel A Cabreja Canals	how?
Shashwat Verma	So you want to install the application on the server, correct?
Vianel A Cabreja Canals	yes, because i did in the account of my user, but i cannot work properly in this
	i dont know if you understand me
Shashwat Verma	Vianel, any installation on the server will not work, until and unless it is done by ACE, due to admin rights.
Vianel A Cabreja Canals	ohh
Shashwat Verma	We totally understand your request.
Vianel A Cabreja Canals	i need your support please
Shashwat Verma	We suggest you share the information of application, will do it for you.
	I will surely help you with this issue.
Vianel A Cabreja Canals	i have the drake tax 2024 installed in my server
	is doing good
	but in the server of my user not
Shashwat Verma	As per your records, it's not listed on the application list.
	Kindly allow me two minutes to check the same.
Vianel A Cabreja Canals	yes , i paid for him



	i removed nicolle rijo and added to ignacio sanchez
	i paid monthly for me and my user
Shashwat Verma	Okay, we get that.
	Is that user able to see the application?
Vianel A Cabreja Canals	i downloaded the software tax in the drive D because is the only option that i see in his server
	but when i wanted to update the data of clients of the last year
	its display a pb70 error permission denied
Shashwat Verma	Yes, we have it's because of the issue, that there are multiple folders of Drake in c and D too.
	<i>9:11:08 AM</i> Shashwat Verma is sharing a file with you <a href="#"><i>image.png</i></a> - ( <i>Size:57.34 KB</i> )
Vianel A Cabreja Canals	ohh maybe i did something incorrect
Shashwat Verma	Kindly allow me 4-5 mins to check it from the backend for the solution.
Vianel A Cabreja Canals	okk thank you!
Shashwat Verma	May I ask when did you installed Drake 2024 in d: drive of the server?
Vianel A Cabreja Canals	yes
Shashwat Verma	When did you installed in d: drive?
Vianel A Cabreja Canals	in the server of ignacio
	in my server was on thr C drive
Shashwat Verma	Yes but when did you installed in d: drive, like today or yesterday?
Vianel A Cabreja Canals	yesterday
Shashwat Verma	Yes for ignacio.
Vianel A Cabreja Canals	yes
Shashwat Verma	We have made some changes, kindly ask ignacio to access the Drake 2024 from the icon on the desktop
Vianel A Cabreja Canals	in his server or the regular screen
Shashwat Verma	Yes, on his server, we have putted the shortcut icon.
Vianel A Cabreja Canals	ok i go
	give me a second
Shashwat Verma	No problem!
Vianel A Cabreja Canals	I AM HERE

Shashwat Verma	Yes.
	Is he able to access to the application.
	?
Vianel A Cabreja Canals	i enter
	now
	i will try ro update the data cliebts
Shashwat Verma	So, igncio is able is to access the application, correct?
	Okay
Vianel A Cabreja Canals	yes, i can but i have to see if he can get the data
	wait a second please
Shashwat Verma	Sure, kindly check and let me know.
Vianel A Cabreja Canals	yes
	thank you so much!
Shashwat Verma	Great!
	Is there anything else I may help you with ?
Vianel A Cabreja Canals	i see all the clients
Shashwat Verma	Nice.
Vianel A Cabreja Canals	not for now
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.
Vianel A Cabreja Canals	sure
Shashwat Verma	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70067 Nicole Inda**  
**Email:** nicole@indabookkeeping.com ☎ 19702491992  
**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:** 1 Sec  
**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	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Nicole Inda	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Nicole Inda	QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
Nicole Inda	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Nicole Inda	My smartvault toolbar isn't showing up in QB
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	
Tushar Pharswan accepted the chat transfer request.	
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Nicole Inda	Inda Bookkeeping and Nicole Inda
	I think we need to reintegrate smartvault, but I am unable to on my end.
Tushar Pharswan	Kindly allow me two minutes to check the same over the server.
	May I take the remote access of your server?
Nicole Inda	Yes you sure can
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/1132560354">https://assist.acecloudhosting.com/join/1132560354</a>
	Kindly Click on the link and open the downloaded file.
	.
	As per the remote session the issue got resolved.
	Is there anything else I may help you with ?
Nicole Inda	No that is it. Thank you very much!
Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate if you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

Tushar Pharswan has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70803 Pinny Rose**  
**Email:** wholesomehardware@gmail.com ☎ 7183446064  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 6 Secs  
**City:** WILMINGTON  
**State:** Illinois  
**Country:** UNITED STATES

## Chat Transcript

Pinny Rose	Hello, I am your Acebuddy
Acebuddy	Hello Pinny Rose, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Pinny Rose	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Pinny Rose	I'd like to report an Issue
Acebuddy	Please select an option!
Pinny Rose	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Pinny Rose	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh

	engineers will manually check and implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Pinny Rose	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Pinny Rose	Thnaks
	<i>Vignesh Arul declined the transfer 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.
Pinny Rose	Hi
Manish Singh	Hii Pinny
	I will surely help you with this issue.
Pinny Rose	Thnaks
	hi my Quickbooks is not updated, The last PO is from year 2022
	Akiva_WH
Manish Singh	Is the QuickBooks update being in Premier 2022 or Enterprise 2022?
Pinny Rose	which one do I have to use?
Manish Singh	You can use Both
Pinny Rose	it's connected on to the other?
Manish Singh	But just confirm at which QuickBooks version you would like the update for.
Pinny Rose	QuickBooks Enterprise Solutions 22.0
Manish Singh	Alright to not disrupt your business hours, would you like to schedule this update in night hours?
	Once the update will be done, we will notify you over the email.
Pinny Rose	How lung will this take?
Manish Singh	30-40 mins
Pinny Rose	You can do it now
Manish Singh	alright, we have noted your request kindly logout from the server.
Pinny Rose	ok thanks
Manish Singh	Once the update is done, we will notify you via email.
Pinny Rose	Please update me on David@healthdirectny.com
Manish Singh	This message has been deleted
Pinny Rose	

	okay thank you this Chad will be closed because this is on the server
	Yes
Manish Singh	Alright, kindly ask Akiva to logout from the server for time being. (Edited)
	Please logout from the server Pinny.
	Once done let me know.
	Are we still connected here?
	Are we still connected here?
Manish Singh has ended this chat session	

# Chat Transcript

Need to reset my password.

## Visitor Details

**#71221 Tamara Bills**  
**Email:** tamara@smithtaxadvisors.com 📞 8015995526  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 49 Secs  
**City:** HURRICANE  
**State:** Utah  
**Country:** UNITED STATES

## Chat Transcript

Tamara Bills	Need to reset my password.
Amit Raina	Thank you for contacting ACE. My name is Amit Raina. I will be assisting you further.
Tamara Bills	Hello
Amit Raina is transferring the chat to Support(QB & App Hosting).	

*Shubham Kataria accepted the chat transfer request.*

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Tamara Bills	Great
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Tamara Bills	TamaaraBills SmithTax.myrealdat.net
	Is that it?
	TamaraBills
Shubham Kataria	Kindly allow me two minutes to check the same.
Tamara Bills	thanks
Shubham Kataria	Upon Checking, I found that you are enrolled in the self-care portal. You can reset your password from there.
	selfcare.acecloudhosting.com
	If you would like I can also take the remote session and help you to reset the password
Tamara Bills	ok. I also need help with another one. Tamara_TCLLA TCLLC.myrealdata.net
	In the self help does it send anything to your eamil?
	My email for Teran & Company is closed.
Shubham Kataria	Let me check the account status of Tamara_TCLLA
	Please allow two minutes
Tamara Bills	thanks
Shubham Kataria	Thank you for your patience.
Tamara Bills	sure
Shubham Kataria	Upon checking, your account Tamara_TCLLA is disabled
Tamara Bills	Oh dang. I thought we had it till the end of month.
Shubham Kataria	But the currently status is disabled, it was disabled 13 hours ago via my portal
Tamara Bills	OkI will the owner. Thanks
Shubham Kataria	you're welcome (Edited)
	If you would like I can help you to reset the password for TamaaraBills SmithTax.myrealdat.net
	Are we still connected here?
	Are we still connected here?
	As you are disconnected from the chat, we are ending the chat session. You may re-initiate the chat or call us at (1-888-4: further assistance is required.

*Shubham Kataria has ended this chat session*



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70204 rhiannon**  
**Email:** rhiannon@thebeaconadvisors.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:** 5 Secs  
**City:** PLYMOUTH  
**State:** Massachusetts  
**Country:** UNITED STATES

## Chat Transcript

rhiannon	Hello, I am your Acebuddy
Acebuddy	Hello Rhiannon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rhiannon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rhiannon	I'd like to report an Issue
Acebuddy	Please select an option!
rhiannon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
rhiannon	i cannot sync microsoft one note
Acebuddy	Please wait while we connect you to a 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.
	Kindly help me with your server name and user name?
rhiannon	server name is: WIN2019 User Name is: fgadmin
Yash Kalra	Kindly allow me two minutes to check the same.
	Rhiannon, It's taking more than expected please allow us some more time.
rhiannon	ok
Yash Kalra	May I take the remote access of your local computer?
rhiannon	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
rhiannon	ok all set
Yash Kalra	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/4812801367">https://assist.acecloudhosting.com/join/4812801367</a>
	Rhiannon, the issue seems to be on your local computer. We recommend reaching out to your local IT team. Is there anything else we can assist you with?
rhiannon	no thats it thanks
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 with a survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate if you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our 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

## I need help resetting passwords

#71124 Gretchen Carol Reeves

Email: gr@skygroupacct.com ☎ 9706884829

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 12 Secs

City: AVON

State: Colorado

Country: UNITED STATES

Chat Transcript -----

Gretchen Carol Reeves	I need help resetting passwrords
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.
Aayush Verma is transferring the chat to Support(QB & App Hosting).	
Gretchen Carol Reeves	HI
Manish Singh accepted the chat transfer request.	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur request.
	Also, the registered email for your account with us.
Gretchen Carol Reeves	gr@skygroupacct.com
Manish Singh	Kindly email us
	on support@acecloudhosting.com
Gretchen Carol Reeves	will do thanks
Manish Singh	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) assistance is required.

Manish Singh has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70402 info**  
**Email:** info@brkimcpa.com 📞 9729724930  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Sec  
**City:** FLOWER MOUND  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Jungmi Lee, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to raise a Request
Acebuddy	Please select your request type.
info	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
info	MacOS
Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.
	Do you need any further assistance on the topic?
info	Yes
Acebuddy	Please wait while we connect you to our Support Representative

	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
info	we have downloaded windows like the person earlier told us too
Anurag Sharma	Okay
	May I take the remote access of your local computer?
info	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
info	yes
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/7432609558">https://assist.acecloudhosting.com/join/7432609558</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	The issue seems to be resolved now.
	Is there anything else I may help you with ?
info	thank you so much, i think we are good now
Anurag Sharma	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 feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback. You may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our 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

Having issue with teams and microphone

Visitor Details

#71157 accountant

Email: accountant@silversfs.com 📞 7472192947

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

Website: https://www.acecloudhosting.com/?utm\_source=google&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Branded&utm\_term=ace%20hosting&utm\_adgroup=Primary&gad\_source=1&gclid=CjwKwIwMVLSrUAR273BABEAAYASAAEgKVQ\_D\_BwE

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

accountant	Having issue with teams and microphone
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
accountant	Please assist
Dikshant Yadav	Can you please help me with your Business name or CID?
accountant	Benny Smith
	Silvers Financial Services
Dikshant Yadav is transferring the chat to Support(QB & App Hosting).	
Tushar Pharswan accepted the chat transfer request.	
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 your details.
accountant	Sure
Tushar Pharswan	May I take the remote access of your local computer?
accountant	Sure
Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.
accountant	okay
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/2702222015">https://assist.acecloudhosting.com/join/2702222015</a>
	Kindly Click on the link and open the downloaded file.
accountant	On my local right?

	Local or Ace please confirm
Tushar Pharswan	Local.
	Kindly login and see if the issue is resolved or not.
	as you confirmed on remote session the issue is now resolved.
	Is there anything else I may help you with ?
	As per our conversation over the chat this session is now concluded with successfully resolving the issue.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<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 feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate if you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</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>
<i>Tushar Pharswan has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71026 James Geddes**  
**Email:** james@amtechindustrial.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:** MODESTO  
**State:** California  
**Country:** UNITED STATES

James Geddes	Hello, I am your Acebuddy
Acebuddy	Hello James Geddes, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
James Geddes	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
James Geddes	I'd like to raise a Request
Acebuddy	Please select your request type.
James Geddes	Password Reset
Acebuddy	Please select an option below
James Geddes	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
	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

2

#71096 Ken Gray

**Email:** kgray@graylandscaping.com ☎ 19196395292

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Apple Safari



**Device:** Desktop  
**City:** DUNN  
**State:** North Carolina  
**Country:** UNITED STATES

Chat Transcript

Chat Duration

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

*Ken Gray has ended this chat session*

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#71567 Raymond Crump**  
**Email:** ray@raycrumpcpa.com ☎ 8045982500  
**Department:** Support(QB & App Hosting)  
**Operator:** Aarush Aneja  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 36 Secs  
**City:** RICHMOND  
**State:** Virginia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration

	Raymond Crump	Hello, I am your Acebuddy
	Acebuddy	Hello Raymond Crump, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Raymond Crump	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Raymond Crump	I'd like to report an Issue
	Acebuddy	Please select an option!
	Raymond Crump	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	Raymond Crump	need help with RDC for user SUSAN
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Aarush Aneja accepted the chat transfer request.</i>
	Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
		Hello Raymond
		We will surely assist you
		May I take the remote access of your local computer of the user to assist with setting up the rdp? (Edited)
	Raymond Crump	absolutely
	Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.
	Raymond Crump	done
		im ready
	Aarush Aneja	<a href="https://assist.acecloudhosting.com/join/7102783131">https://assist.acecloudhosting.com/join/7102783131</a>
		Kindly paste this link in the browser of local computer and join the session.
		The session got ended
		<a href="https://assist.acecloudhosting.com/join/7572142389">https://assist.acecloudhosting.com/join/7572142389</a>
		Kindly paste this link in the browser of local computer and join the session.
		<i>The visitor's phone number was changed to 18045982500.</i>
		We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

	We are connected back (Edited)
	We assisted you in accessing the myportal and you can access the server now
	Raymond, Is there anything else I may help you with ? (Edited)
	Are we still connected here?
	Are we still connected here?
	We checked and found you disconnected the chat session. We are also disconnecting it now
<i>Aarush Aneja has ended this chat session</i>	

# Chat Transcript

I am trying to log in to the Ace Server and my password is not working

## Visitor Details

**#70481 Meosha Kimbrough**  
**Email:** mk5faithandfinances@gmail.com 📞 17705967676  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** <https://www.acecloudhosting.com/knowledgebase/>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 8 Secs  
**City:** CONYERS  
**State:** Georgia  
**Country:** UNITED STATES

Chat Transcript

Chat Duration

Meosha Kimbrough	I am trying to log in to the Ace Server and my password is not working
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>
Meosha Kimbrough	Hi there, how are you

	Aayush Verma	Hi Meosha
		I am transferring the chat to support team.
		<i>Tushar Pharswan accepted the chat transfer request.</i>
	Meosha Kimbrough	OK
	Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today
	Meosha Kimbrough	Hi, how are you
		I am trying to login to the server and my password is not working. How do I reset it?
	Tushar Pharswan	Hello Meosha,
		I'm good.
		I will be surely assisting you with this. Kindly help me with your server name and user name?
	Meosha Kimbrough	<i>2:31:26 AMMeosha Kimbrough is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:13.06 KB )
		Are you able to see the screenshot?
	Tushar Pharswan	Yes
		Kindly allow me two minutes to check the details.
	Meosha Kimbrough	Is that the information that you need
		ok
	Tushar Pharswan	May I know your company name as well.
	Meosha Kimbrough	MK5FaithandFin
	Tushar Pharswan	As I can see you are the only user and also the authorised person, you must have the access to MyPortal so kindly login there the username there you will have to put is CID71673.
		Once you log in you will be able to reset your own password.
		<a href="https://myportal.acecloudhosting.com/">https://myportal.acecloudhosting.com/</a>
		Kindly use this link to access it.
		Is there anything else I may help you with ?
	Meosha Kimbrough	how do I know the password for the portal
	Tushar Pharswan	You must have got it during your on boarding process or with the documents they have provided you.
	Meosha Kimbrough	Never mind I will select forgot password
		That was years ago. I have no idea what that would have been
	Tushar Pharswan	Any ways try to rest the password of MyPortal if you don't remember by clicking forgot password.
	Meosha Kimbrough	I clicked forgot password so I will figure things out from here
		thanks
	Tushar Pharswan	Great, if you face any issue kindly email us or reach us out, we will further assist you I will also email

	you the transcript of this chat as well.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our 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 Transcript

Hello, I am your Acebuddy

Visitor Details

1

**#70473 MikeBu**  
**Email:** mikroava@aol.com 📞 2763566476  
**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

Chat Duration

MikeBu	Hello, I am your Acebuddy
Acebuddy	Hello Mike Burke, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
MikeBu	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
MikeBu	I'd like to raise a Request
Acebuddy	Please select your request type.
MikeBu	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

3

**#71604 Jennifer Farmer**  
**Email:** farmeritavillefarms@gmail.com 📞 +16128399015  
**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:** DULUTH  
**State:** Minnesota  
**Country:** UNITED STATES

Jennifer Farmer	Hello, I am your Acebuddy
Acebuddy	Hello Farmeritavillefarms, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer Farmer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Farmer	I'd like to report an Issue
Acebuddy	Please select an option!
Jennifer Farmer	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jennifer Farmer	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at the backend and apply the necessary patches as and when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. Our engineers will manually check and implement the patches if need be and share a confirmation via 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 Acebuddy

## Visitor Details

**#71020 Andrew Lesak**  
**Email:** a.lesak@innercircle.cpa ☎ 12162326561  
**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

Chat Durat

Andrew Lesak	Hello, I am your Acebuddy
Acebuddy	Hello Andrew Lesak, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Andrew Lesak	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1

**#70863 Bhavin**  
**Email:** bookkeeping@sandiegocpasteve.com ☎ +1 646 661 2865  
**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:** AHMEDABAD  
**State:** Gujarat



Country: INDIA

Chat Transcript

Chat Duration

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70015 accounting

Email: accounting@gracehillmedia.com 📞 8187620000

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

**Device:** Desktop  
**Average Response Time:** 6 Secs  
**City:** SUN VALLEY  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration

accounting	Hello, I am your Acebuddy
Acebuddy	Hello Kristie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
accounting	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
accounting	I'd like to report an Issue
Acebuddy	Please select an option!
accounting	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
accounting	Our CPA needs to be able to access our QB Enterprise via RDP. How do we grant him access?
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.
accounting	Hello
Anurag Sharma	Hello
accounting	Our CPA needs to be able to access our QB Enterprise files remotely. He is unable to access the back-up files I send him b/c he uses QB Accountants Premiere 2024.
	How do we grant him RDP access?
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me 4-5 minutes to check the same.
	<i>Anurag Sharma is transferring the chat to Manish Singh.</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
accounting	Hello

Manish Singh	If you need the client to access server, you need to create new user, Kristie.
accounting	How do I do that?
	And does adding a new user cost anything? CUrrently we have two accounts that access our
	QB files
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.
	Also, the registered email for your account with us is : ted@gracehillmedia.com
accounting	yes, correct.
	we would need to add our CPA. Does adding another user cost anything?
	Can you tell me if adding another user costs money?
Manish Singh	Yes, it will cost you approximately \$50-60/month/user
accounting	okay thanks.
Manish Singh	If you need the exact price i can confirm from the Sales department. (Edited)
accounting	estimate is fine
	thanks for your help. We'll be sending the request to add a user in the next few days.
Manish Singh	Sure
	Is there anything else I may help you with ?
accounting	no thanks.

*Kristie has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70612 leslie**  
**Email:** leslie@es12.org 📞 8183122231  
**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:** LA VERNE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration

leslie	Hello, I am your Acebuddy
Acebuddy	Hello Leslie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
leslie	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
leslie	I'd like to raise a Request
Acebuddy	Please select your request type.
leslie	Password Reset
Acebuddy	Please select an option below
leslie	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
	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

#71242 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

Chat Duration

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

Visitor Details

2

**#71592 Jojo Puthenpurayil**  
**Email:** jojo@epitexas.com 📞 17135849319  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 2 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration

Jojo Puthenpurayil	Hello, I am your Acebuddy
Acebuddy	Hello Jojo Puthenpurayil, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jojo Puthenpurayil	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jojo Puthenpurayil	I'd like to report an Issue
Acebuddy	Please select an option!
Jojo Puthenpurayil	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jojo Puthenpurayil	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jojo Puthenpurayil	Invoice Printing issue, checked with Quickbooks, they are saying that we need to have microsoft xps document writer installed
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.

	Jojo Puthenpurayil	hi Manish
		did you get my message
		can you connect to my pc and check why I can not print an invoice. I checked with Quickbooks
	Manish Singh	Kindly use Uniprint.
	Jojo Puthenpurayil	can you connect to my Pc and check it out.
		it is not working , QB said that microsoft xps document writer is missing
	Manish Singh	I will surely help you with this issue.
	Jojo Puthenpurayil	thanks
	Manish Singh	Kindly allow me two minutes to check the same.
		May I take the remote access of your local computer?
	Jojo Puthenpurayil	sure
	Manish Singh	<a href="https://assist.acecloudhosting.com/join/1622002635">https://assist.acecloudhosting.com/join/1622002635</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 putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
		We will update the QuickBooks and let you know over the email.
		Is there anything else I may help you with ?
	Jojo Puthenpurayil	sure
		i want someone to call me and test it again.
		want to get this resolved immedaitely
	Manish Singh	Sure can we have your contact number and preferred time to assist you or you can call us on 888-415-5240 (toll-free)
	Jojo Puthenpurayil	pleascall me as no one answers that line
	Manish Singh	Kindly share your contact number
		Users are logged in right now.
		Kindly logout all users.
	Jojo Puthenpurayil	which user
		I logged out.
	Manish Singh	Susan and Willian are logged into the server right now.
		Kindly logout from the server.
	Jojo Puthenpurayil	one second
	Manish Singh	Are we still connected here?

	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) if any further assistance is required.
Manish Singh has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71225 John Darrell**  
**Email:** john@velocityindustrial.com ☎ 214-622-0155  
**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:** ROCKWALL  
**State:** Texas  
**Country:** UNITED STATES

Chat Transcript

Chat Duration

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



John Darrell	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
Ended due to chat idle timeout	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70124 info**  
**Email:** info@brkimcpa.com ☎ 9729724930  
**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:** 4 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration

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

		Please chose an option :
	info	I'd like to report an Issue
	Acebuddy	Please select an option!
	info	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	info	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	info	QB is frozen.
	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 Tushar Pharswan.</i>
	info	Hello, I tried to open QB
		But I don't know the reason. but my QB is frozen by ace cloud(?)
		<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
	info	Could you check this?
	Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
	info	Server name : Bongryong.myrealddata.net User name : Jung.M@myrealddata.net
	Tushar Pharswan	Till I check the server and the issue could you tell me if this issue is faced by you or other users as well?
	info	only me
		Recently I set up
	Tushar Pharswan	Okay
	info	I've never used QB before
		It's my first time
	Tushar Pharswan	I'm going to close the frozen QuickBooks session from task manger as of now.
	info	My QB icon also is different.
		I'm not sure I clicked the correct one
	Tushar Pharswan	In future you can do this yourself as well by opening the QBReset application on your desktop.
	info	If you don't mind, Could check this by remote?
	Tushar Pharswan	sure.

		Prior providing the access, I would suggest you to close any important documents at your end.
	info	I did
	Tushar Pharswan	kindly accept the prompt.
		We are connected now.
	info	thanks
	Tushar Pharswan	This is the correct icon for QuickBooks the green one.
		Is there anything else I may help you with ?
	info	No. that was all.
		Thank you.
	Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
		Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
		For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71347 Sandy Guthrue**  
**Email:** sandy@adgs.net ☎ 12036101500  
**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 18 Secs

**City:** MERIDEN

**State:** Connecticut

**Country:** UNITED STATES

Chat Transcript

Chat Duration

Sandy Guthrue	Hello, I am your Acebuddy
Acebuddy	Hello Sandy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sandy Guthrue	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sandy Guthrue	I'd like to report an Issue
Acebuddy	Please select an option!
Sandy Guthrue	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Sandy Guthrue	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sandy Guthrue	Quickbooks does not launch
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 Tushar Pharswan.</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?
Sandy Guthrue	hi there. When logged in with my "ADG_Accounting.NPre" account, the Quickbooks application will not launch
	server is QBNXTPRE
Tushar Pharswan	Are you able to login to server?

	Sandy Guthrue	Yes. i can login to the server, but cannot launch QuickBooks
		but only for the above user. My second user is logged in & working normally
	Tushar Pharswan	May I take the remote access of your local computer?
		As on our end the user is not showing logged in to server.
		Prior providing the access, I would suggest you to close any important documents at your end.
	Sandy Guthrue	the ADG_Account user is not currently logged in
		.. to the server
	Tushar Pharswan	We will resolve the issue at once, but I will have to look into the screen to check the icon settings through which you login.
	Sandy Guthrue	i am using the RDP that you sent me. settings have not been changed.
	Tushar Pharswan	Okay now the user is showing logged in.
		Kindly try to open QuickBooks now.
	Sandy Guthrue	the issue is not with the connector, it is with the application on the server
	Tushar Pharswan	Which version of QuickBooks you are using?
	Sandy Guthrue	2024
	Tushar Pharswan	Kindly try again I have restarted the services of 24 QuickBooks.
	Sandy Guthrue	nothing
	Tushar Pharswan	I will now have to reboot the server it will take 5 minutes.
	Sandy Guthrue	ok
		hows it looking?
	Tushar Pharswan	It just rebooted.
		Kindly login now a see if the issue still persists or not. (Edited)
	Sandy Guthrue	launching now, thank you
	Tushar Pharswan	Is there anything else I may help you with ?
	Sandy Guthrue	thats all. have a great weekend
	Tushar Pharswan	You too.
		Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!

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

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

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70645 mark**  
**Email:** mark@markjkohler.com 📞 4355907008  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** LAVEEN  
**State:** Arizona  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration

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

	Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
	mark	MacOS
	Acebuddy	Please refer to the below link for instructions on How you can setup the Ace Cloud server on your MacOS computer.
		Do you need any further assistance on the topic?
	mark	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Shashwat Verma accepted the chat transfer request.</i>
	Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today
		Hello Hayden
	mark	I need assistance setting up the ace cloud hosting as a new user. I have downloaded the Windows app but I cannot connect to the remote via as the instructions are specifying
	Shashwat Verma	I will surely help you with this issue.
		May I take the remote access of your server?
	mark	Account Name: CID69680
		yes.
	Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	mark	yes, all good on my end.
		please send me the zoho link and access code
	Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/5762680201">https://assist.acecloudhosting.com/join/5762680201</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 putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
		issue resolved on remote session
		<i>Visitor changed the visitor's Email to mark@markjkohler.com.</i>
		It would be great if you could share your feedback after this chat ends. Thanks in advance!
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71530 Lindsey**  
**Email:** lindsey@demersandassociates.com  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 21 Secs  
**City:** LOS ANGELES  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration

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



		Please select an option!
	Lindsey	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Lindsey	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	Lindsey	Only able to print CSV reports & unable to export to Excel. Our ticket #629110
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Lindsey	hello
	Manish Singh	Kindly try to print using Uniprint and let us know if you are getting the same error.
	Lindsey	I am trying to print to a PDF but all the buttons in QB reports are greyed out
		It will only create a CSV file but I need it to export to Excel
	Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
	Lindsey	<i>1:37:30 AMLindsey is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:7.33 KB</i> )
		It is happening with all useres
		users
		??
	Manish Singh	Checking please wait.
	Lindsey	ok
	Manish Singh	Kindly check now.
	Lindsey	Give me a moment, QB logged out
		No it's still the same
	Manish Singh	May I take the remote access of your server?
	Lindsey	Ye
		Yes
	Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	Lindsey	I don't have QB on my local, only ACE server
	Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

Lindsey	Ok
Manish Singh	Try to login to the server now.
Lindsey	Ok & back into QB?
Manish Singh	We need to update QB to resolve this issue.
Lindsey	Ok
Manish Singh	And that will be scheduled for night hours.
	Is there anything else I may help you with ?
Lindsey	Ok our admin tried to update but they are getting an error message so yes please update in the night
Manish Singh	Sure, we have noted your request.
Lindsey	Thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<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 ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</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>

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71482 Jocelyn**  
**Email:** [jjsaccounting@gmail.com](mailto:jjsaccounting@gmail.com) ☎ 12087095347  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** BLACKFOOT

**State:** Idaho

**Country:** UNITED STATES

Chat Transcript

Chat Duration

Jocelyn	Hello, I am your Acebuddy
Acebuddy	Hello Jocelyn Johnson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jocelyn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jocelyn	I'd like to report an Issue
Acebuddy	Please select an option!
Jocelyn	Password Reset
Acebuddy	Please select an option below
Jocelyn	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Jocelyn	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today
	Hello jocelyn
Jocelyn	I changed my password through the Self Care Portal, but I still can't get logged in.
	server: myrealdata
	Username JocelynJ.NPRE1
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?

Jocelyn	SURE
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/8732182916">https://assist.acecloudhosting.com/join/8732182916</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 putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this 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 with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71744 Lewisville**  
**Email:** [lewisville@eaglefintax.com](mailto:lewisville@eaglefintax.com) ☎ 4696098829  
**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:** 38 Secs  
**City:** HYDERABAD  
**State:** Telangana  
**Country:** INDIA

Chat Transcript

Chat Duration

Lewisville	Hello, I am your Acebuddy
Acebuddy	Hello Supervisor, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lewisville	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lewisville	I'd like to report an Issue
Acebuddy	Please select an option!
Lewisville	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Lewisville	unable to open drake
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
Lewisville	hi
Tushar Pharswan	Hello Supervisor
	I will surely help you with this issue.
	<i>9:40:57 PMLewisville is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:131.94 KB )</i> <i>please kindly look into this issues since from yesterday i unable to work</i>
	I see it is related to an update.
	Kindly help me with your server name and user name?
Lewisville	LewisvilleEagle
	server name : myrealdata
Tushar Pharswan	Kindly allow me two minutes to check the same.

	Lewisville	okay
	Tushar Pharswan	Do you have access to LewisvilleEagle1
	Lewisville	yes
	Tushar Pharswan	Kindly try to update the application from that user profile as it has the ability/permissions to update the application.
	Lewisville	can you take my screen
	Tushar Pharswan	Sure.
		Prior providing the access, I would suggest you to close any important documents at your end.
	Lewisville	okay
		send me request
	Tushar Pharswan	Kindly give access to local system.
		<a href="https://assist.acecloudhosting.com/join/4132273972">https://assist.acecloudhosting.com/join/4132273972</a>
		Kindly Click on the link and open the downloaded file.
		We are successful in updating the Drake 25 application.
		Is there anything else I may help you with ?
	Lewisville	no thankyou
	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 ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
		Note: You may change/reset your server password on your own by registering on our 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 Transcript

Hello, I am your Acebuddy

Visitor Details

1

**#70440 Denese Watson**  
**Email:** accounting@groundforcecrew.com ☎ 19517127963  
**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:** LOS ANGELES  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 1

Denese Watson	Hello, I am your Acebuddy
Acebuddy	Hello Denese Watson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Denese Watson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Denese Watson	I'd like to report an Issue
Acebuddy	Please select an option!
Denese Watson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Denese Watson	Continuing on Ticket #618009 - I am currently unable to log on. More Sage 100 requests to update are showing in error message. I still need to help to Archive Year 2024 Payroll.
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Chat request was not picked up by the operators
Denese Watson	I didn't see anyone answer. Still waiting, thank you.



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71281 Zach Hollman**  
**Email:** zach@alphaprimeusa.com ☎ 19547565945  
**Department:** Support(QB & App Hosting)  
**Operator:**  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 1 Min 50 Secs  
**City:** FT LAUDERDALE  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration

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



	Zach Hollman	Autologon not working RDP
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sharath Kumar accepted the chat transfer request.</i>
	Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
		Hello Zach, allow me a moment to sign into the server and check the settings for autologon account
	Zach Hollman	Hi, Thank you
		then I need to figure out another account to connect to QB vs the admin
		Can you hop on my desktop and install the RDP need a file for this
	Sharath Kumar	Certainly, I do need a minute as I just signed into the server. checking the autologon user settings now
	Zach Hollman	Thank you. I am under a short timeline now
	Sharath Kumar	I do see the Autologon is configured properly, and it has been online for more than 12 hours
		please let me know what exactly is your concern
	Zach Hollman	I need to access it
		It's connected to our quickbooks and the accountant needs to access the admin QB File
		AutoLogon is connected to QB via our admin QB account. I need to sign that user out
	Sharath Kumar	understood
		sending you the request for remote
	Zach Hollman	Can you set up the AutoLogon on my desktop
	Sharath Kumar	please do close anything confidential
	Zach Hollman	k
		where did you send the link
	Sharath Kumar	what is the username that you are signed into the server with
	Zach Hollman	I am on my desktop
		not on the server
	Sharath Kumar	got it
		just one more moment please
		<a href="https://assist.acecloudhosting.com/join/5402290614">https://assist.acecloudhosting.com/join/5402290614</a>
		here you go
		make sure nothing confidential is open on your computer
		I am checking the password from our records
	Zach Hollman	TY

		Can you see the new login for Admin
		RDP
		Let me drive one minute
		Can we set up another user other than admin to be running the QB account for qb
		QB won't start
	Sharath Kumar	sure, we can
		checking this
	Zach Hollman	stop the SPS
		The SPS I think keeps it from Starting sometime
	Sharath Kumar	I see
		let me check that realquick from the server
		Zach is the QB open on the Autologon user?
		I did not stop SPS
	Zach Hollman	Yes, QB / SPS uses the Admin Account
		We needed our admin acct to be in there
		Is that how it usally work
	Sharath Kumar	let me quicky confirm that with my colleague
		Other user accounts can be logged into the QB account for Autologon. However, these accounts might not have the same privileges as the admin account, which could result in some services and functions not working properly in this integration
	Zach Hollman	We are going to create an account for QB for SPS and assign it the correct permissions
		After they do what ever they need
	Sharath Kumar	Alright, that will work
		what shall I help you with now?
	Zach Hollman	Question, Some of our employees have large 36 inch monitors and some have 24s or 27s. Is there a way they can control the width of the RDP window based upon size of monitor. The 36 inches one has a lot of black space to the right if you don't want the RDP to span the entire width
	Sharath Kumar	For this, we need to check whether the display setting on the RDP file is set properly.
		<i>3:24:01 AMSharath Kumar is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:32.4 KB )</i> <i>it should be like this</i>
	Zach Hollman	Perfect
	Sharath Kumar	shall I disconnect from the remote session?
	Zach Hollman	

	please
Sharath Kumar	thank you
	anything else that I may assist 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) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Sharath Kumar has ended this chat session	

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details	3
#71752 Seth Arnold	
Email: finance@tdmanagementgroup.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: MIDDLEBURG	
State: Florida	
Country: UNITED STATES	

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

	Please chose an option :
Seth Arnold	I'd like to raise a Request
Acebuddy	Please select your request type.
Seth Arnold	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

Ended due to chat idle timeout

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70117 Heather Lovell**  
**Email:** hlovell@redpointfinance.com ☎ 13032093031  
**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:** MEAD  
**State:** Colorado  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration

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

Heather Lovell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Heather Lovell	I'd like to raise a Request
Acebuddy	Please select your request type.
Heather Lovell	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Heather Lovell	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Heather Lovell	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Heather Lovell	Setback
Acebuddy	Please select an option!
Heather Lovell	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71659 Raymond Crump**  
**Email:** ray@raycrumpcpa.com ☎ 8045982500  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php

**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 29 Secs  
**City:** NEW YORK  
**State:** New York  
**Country:** UNITED STATES

Chat Transcript

Chat Duration

Raymond Crump	Hello, I am your Acebuddy
Acebuddy	Hello Raymond Crump, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Raymond Crump	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Raymond Crump	I'd like to report an Issue
Acebuddy	Please select an option!
Raymond Crump	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Raymond Crump	permission issue on user CHRISTY and probably others
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Raymond Crump	difficulty opening proseries program for permission issue on CHRISTY user
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Raymond Crump	RWCCP1... user name CHRISTY is the issue. i am RAYMOND
Shubham Kataria	Thank you for the information.
	Could you please confirm if user is receiving any error message while opening pro series
Raymond Crump	yes... on screen it says "you do not appear to have rights...."
Shubham Kataria	Could you also confirm on which version of pro series, christy is receiving the error
Raymond Crump	2024 only. was able to open 2023
Shubham Kataria	Okay please allow me two minutes. I'm looking into it

Raymond Crump	ok
Shubham Kataria	Thank you for your patience.
	I've provided the required permission for pro series 2024. Kindly re-login on the server and access pro series
Raymond Crump	i will be disconnected. but will reconenect is issue continues
Shubham Kataria	Could you please try once without logging off, might be it will work
Raymond Crump	something is causing it not to open at all. a process in task manager i suspect
Shubham Kataria	I've closed it from my end. you can open now
Raymond Crump	great. you fixed it. program is open!
Shubham Kataria	that's great
	Is there anything else I may help you with ?
Raymond Crump	have a good week.
Shubham Kataria	you too
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<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 ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</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>

*Shubham Kataria has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70765 Adam Kraemer

**Email:** kraemer003@gmail.com 📞 18037831061  
**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:** South Carolina  
**Country:** UNITED STATES

Chat Transcript

Chat Duration

Adam Kraemer	Hello, I am your Acebuddy
Acebuddy	Hello Denise, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Adam Kraemer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Adam Kraemer	I'd like to raise a Request
Acebuddy	Please select your request type.
Adam Kraemer	Change in Users
Acebuddy	Please select your desired option!
Adam Kraemer	User Addition
Acebuddy	Kindly email us the full name of the User(s) who needs to be added at support@acecloudhosting.com from your registered email address and we'll update you once the request has been processed.
	Do you need any further assistance on the topic?
Adam Kraemer	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*





# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70545 Jennifer Snyder**  
**Email:** jsnyder@saratogaconstruction.net ☎ 15185870100  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 4 Secs  
**City:** SARATOGA SPRINGS  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

Chat Duration

Jennifer Snyder	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer Snyder	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Snyder	I'd like to report an Issue
Acebuddy	Please select an option!
Jennifer Snyder	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jennifer Snyder	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?
Jennifer Snyder	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>Shubham Kataria accepted the chat transfer request.</i>
	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Jennifer Snyder	I can not log into QB
	Shubham Kataria	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?
	Jennifer Snyder	Username: myrealdata\JenniferSn.q14
	Shubham Kataria	thank you for the information.
		Kindly allow me two minutes to check the same.
		Could you please provide me your business name as well
	Jennifer Snyder	Saratoga Construction
	Shubham Kataria	Could you please confirm if you are the only user who is unable to access QuickBooks
	Jennifer Snyder	I a mnot the only user so I do not know
		The other user is not working today
	Shubham Kataria	okay
		May I know if you are receiving any error while accessing QuickBooks
	Jennifer Snyder	The error is saying " coul dnot initialize licesne properties
	Shubham Kataria	okay
		<i>6:21:55 PMJennifer Snyder is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:80.44 KB</i> )
		May I take the remote access of your server?
	Jennifer Snyder	yes
	Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	Jennifer Snyder	ok
	Shubham Kataria	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
		Unfortunately our remote session is disconnected, Could you please accept the request again
	Jennifer Snyder	I logged off the server. Will you please tell me when I can log in and use quickbooks
		are you still there?
	Shubham Kataria	yes, I am here
		Server is restarting now, I will inform you here once the server will up

	please allow two minutes
	Could you please log on to the server now
Jennifer Snyder	yes
Shubham Kataria	thank you
Jennifer Snyder	thank you for your help
Shubham Kataria	You're welcome
	Is there anything else I may help you with ?
Jennifer Snyder	no, all set. thank you again
Shubham Kataria	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.
	<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 ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</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>

*Shubham Kataria has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

1

**#70836 Molly Walker**  
**Email:** [mwalker@communitygreengroup.com](mailto:mwalker@communitygreengroup.com) ☎ 15137030200  
**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:** 2 Secs  
**City:** KISSIMMEE  
**State:** Florida  
**Country:** UNITED STATES

Chat Transcript

Chat Duration

Molly Walker	Hello, I am your Acebuddy
Acebuddy	Hello Molly Walker, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Molly Walker	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Molly Walker	I'd like to report an Issue
Acebuddy	Please select an option!
Molly Walker	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Molly Walker	My Microsoft programs are not working correctly. Outlook keeps closing as soon as I open it.
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 Molly
Molly Walker	Hello
Shashwat Verma	I will surely help you with this issue.
	Is this the first time you are facing this issue and is the issue faced by other users too?
Molly Walker	I do not think any others use the microsoft suite on this platform. I just started having the issues this morning.
Shashwat Verma	Okay
	May I take the remote access of your local computer?
Molly Walker	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/3102065826">https://assist.acecloudhosting.com/join/3102065826</a>
Molly Walker	I did
Shashwat Verma	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	as per the remote session we have scheduled the re-installation of the O365 on the server, will update you on email once we are done with it.
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our 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>Shashwat Verma has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#70146 Elaine Alford

Email: elaine.alford@squyres.cpa

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: 6 Secs

**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

Chat Transcript

Chat Duration

Elaine Alford	Hello, I am your Acebuddy
Acebuddy	Hello Elaine.alford, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Elaine Alford	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Elaine Alford	I'd like to report an Issue
Acebuddy	Please select an option!
Elaine Alford	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Elaine Alford	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Elaine Alford	i have a corrupt file, need to find a good backup
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Elaine Alford	497
	614497
	<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?
Elaine Alford	i am elaine alford. at Squyres & Co
	614497 is ticket id
Tushar Pharswan	Kindly allow me two minutes to check the ticket. (Edited)
	Thank you for waiting.
	As I can see you want the backup, regarding this type of request we will need the approval from the authorised contact person for you it is Ms. Melissa Collins.
Elaine Alford	then call her now

		i'll wait
	Tushar Pharswan	We will need the email approval for this as per our policy Kindly add her to this ticket #614497 email trail with the email id melissa.collins@squyres.cpa once she approve we will proceed further.
		I have emailed you and added her to the Email once we get the approval we will proceed further.
		Until then to make the process fast could you tell me the location of the file you want to get the back up of?
	Elaine Alford	D:\T\Data\Quickbooks\East Texas Functional Medicine Center, LLC\v2024
	Tushar Pharswan	Is there any specific date you want the backup of?
	Elaine Alford	12/30/24
	Tushar Pharswan	There are multiple files inside the folder name v2024 do you want the whole folder back up of 12/30/24 or just a specific file inside it?
	Elaine Alford	Just the QucikBooks company file for: East Texas Functional Medicine Center, LLC 2023
		<i>3:59:40 AMTushar Pharswan is sharing a file with you</i> <a href="#">image.png</a> - ( Size:56.92 KB )
	Tushar Pharswan	these are all the files inside it.
		could you guide me to the file you want the back up of. (Edited)
		<i>4:00:45 AMElaine Alford is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:3.58 KB )
	Elaine Alford	does that help?
	Tushar Pharswan	Kindly allow me some time to check.
		I will have to raise a task for our backup team regarding this now. We will create a new folder named v2024 backup 12/30/24 and you will be able to access it. Once this chat ends, we will raise a task on this chat ticket.
		Is there anything else I may help you with ?
	Elaine Alford	not until i can access that file
	Tushar Pharswan	We will email you once this whole process is completed.
	Elaine Alford	ok
	Tushar Pharswan	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this chat.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!



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

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

*Tushar Pharswan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70388 Auditing**  
**Email:** auditing@optiononebuilders.com 📞 2394407898  
**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:** 9 Secs  
**City:** FUSAGASUGA  
**State:** Cundinamarca  
**Country:** COLOMBIA

## Chat Transcript

Chat Duration

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



	Auditing	Password Reset
	Acebuddy	Please select an option below
	Auditing	Not Enrolled to Selfcare Portal
	Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.
		Do you need any further assistance on the topic?
	Auditing	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Tushar Pharswan accepted the chat transfer request.</i>
	Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today
	Auditing	hellou
		hello
		i need to reset a password
	Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Auditing	daniel marino
		DanielMarino
		OOBLLC.myrealdata.net
	Tushar Pharswan	Kindly allow me two minutes to check the same.
	Auditing	thanks
	Tushar Pharswan	<a href="http://selfcare.acecloudhosting.com/">http://selfcare.acecloudhosting.com/</a>
		Kindly use the above link to reset your password.
		click on forgot password and use username DanielMarin
		Is there anything else I may help you with ?
	Auditing	i alreday fid that bt
	Tushar Pharswan	Did you complete all the steps?
	Auditing	did not work
		Invalid User Name or You are required to enroll to use this service. Log in and enroll.
		says this
	Tushar Pharswan	May I take the remote access of your local computer?
		So that I can assist you with this.
	Auditing	yes sure

Tushar Pharswan	Prior providing the access, I would suggest you to close any important documents at your end.
Auditing	ok
Tushar Pharswan	<a href="https://assist.acecloudhosting.com/join/3112197098">https://assist.acecloudhosting.com/join/3112197098</a>
	Kindly Click on the link and open the downloaded file.
	We are connected now.
	Kindly guide me to the icon through which you login.
Auditing	that one
	daniel marino
Tushar Pharswan	Okay
Auditing	yes thats my email
Tushar Pharswan	Kindly proceed with these steps.
Auditing	havent received the email
Tushar Pharswan	It will come in a minute.
	Let me make a new RDP icon for you to login.
Auditing	ok
Tushar Pharswan	Let me check some settings from back end as well.
Auditing	ok
Tushar Pharswan	Kindly try to login again from the new icon I just made on your desktop.
	With the password you just created the new one.
	as you disconnected this chat session we will take follow-up on email to check weather you were able to login or not.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<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 ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</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>
	<i>Tushar Pharswan has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

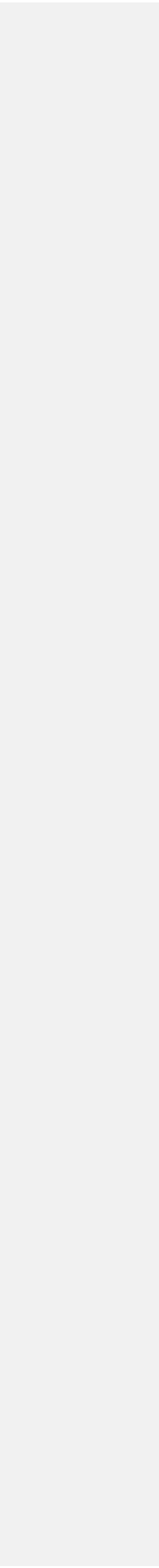
8 Jan 2023

**#70311 Clay Lomax**  
**Email:** claylomax@gmail.com 📞 19162762529  
**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:** 3 Secs  
**City:** RICHMOND  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Chat Duration : 14 mins

Clay Lomax	Hello, I am your Acebuddy	8 Jan 2023
Acebuddy	Hello Claylomax, I'm your Ace Buddy. I'll be happy to assist you!	
	Whom Would You Like to Connect With?	
Clay Lomax	Technical Support (QB & App Hosting)	
Acebuddy	Welcome to Ace Support.	
	Please chose an option :	
Clay Lomax	I'd like to report an Issue	
Acebuddy	Please select an option!	
Clay Lomax	QuickBooks Issue	
Acebuddy	What type of QuickBooks Issue are you facing?	
Clay Lomax	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?	



Clay Lomax	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>Yash Kalra accepted the chat transfer request.</i>
Clay Lomax	I cannot get my QB to open at all I click on icon, get circle spinning and nothing happens
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?
Clay Lomax	QBNXTPRE1, ClayL.NPRE1
Yash Kalra	Kindly allow me two minutes to check the same.
	Claylomax, we are rebooting the server from the backend, and we are confident this will resolve the issue.
	Is there anything else I may help you with ?
Clay Lomax	I will wait to see what happens
Yash Kalra	Okay, let's wait for 5-10 minutes while the server reboots.
	Please try logging in now and check if the issue is resolved.
	Are we still connected here?
Clay Lomax	Yes, Its logging in now thank you
Yash Kalra	Is there anything else I may help you with ?
Clay Lomax	That s it for now
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the smilies.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<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 ticket number and survey feedback form.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate that. or you may send your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a>. Thanks!</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>

*Yash Kalra has ended this chat session*

