

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #73724 Jessica Dubay

**Email:** jessica@booksunified.com **Phone:** 15026407798

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** PAOLI

**State:** Indiana

**Country:** UNITED STATES

## Chat Transcript

Jessica Dubay	Hello, I am your Acebuddy
Acebuddy	Hello Jessica Dubay, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jessica Dubay	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jessica Dubay	I'd like to raise a Request
Acebuddy	Please select your request type.
Jessica Dubay	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Jessica Dubay	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
Jessica Dubay	Yes
Acebuddy	Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

Jessica Dubay Hi! I am trying to set up a new employee and I would like to add a user to the server

*Vignesh Arul accepted the chat transfer request.*

*Vignesh Arul is transferring the chat to Shivam.*

*Shivam accepted the chat transfer request.*

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

I will be surely assisting you with this. Kindly help me with your server name and user name?

Jessica Dubay I think its BUBS

CID73535

JessicaDubay

Shivam thanks for the information.

Kindly allow me two minutes to check the same.

Based on your request, I would like to inform you about the Ace MyPortal through which you can easily manage users, including adding/removing them and resetting passwords, all through Ace MyPortal. We hope this enhances your account management experience!

After this chat I will send you an email regarding the MyPortal application and you would be able to create a new user on your own.

Jessica Dubay ok thanks!

Shivam That's Great

Is there anything else I may help you with ?

Jessica Dubay that is all

Shivam I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link provided.

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link 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 your feedback. You may send your feedback at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com). Thanks!

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

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

*Shivam has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74225 samona

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

**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:** 50 Secs

**City:** WEST UNITY

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

samona Hello, I am your Acebuddy

I send an invite to my o365 account to support@acecloudhosting.com

Manish Singh This message has been deleted

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

samona your back

Manish Singh Yes

samona i sent an O365 invite to support@acecloudhosting.com

all i need is Word, Excel, outlook

Manish Singh Alright, once the installation is done we will email you.

samona thank you

Manish Singh Is there anything else I may help you with ?

samona nope

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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 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 (<https://selfcare.acecloudhosting.com>).

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

*Manish Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #74674 Chad Lyons

**Email:** info@lyonspaint.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:** POULSBO

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please select your request type.
Chad Lyons	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co 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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #74874 Mark Helm

**Email:** mark@integrahealthwellness.com  5592592502

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 38 Secs

**City:** SANGER

**State:** California

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
Mark Helm	I'd like to report an Issue
Acebuddy	Please select an option!
Mark Helm	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mark Helm	one of the users for my account is unable to log in. It is our CPA,
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Mark, How are you doing today ?
Mark Helm	one of the users for my account is unable to log in. It is our CPA,
Rohan Prajapati	I will surely help you with this issue.
	May I know the username ?
Mark Helm	where would I find that info?
	I dont recall his username
	his last name is Duffield
	<i>1:13:56 AM Rohan Prajapati is sharing a file with you <a href="#">image.png</a> - ( Size:12.8 KB )</i>
	<i>These are the current active users</i>
	John D
Rohan Prajapati	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Mark Helm	yes
Rohan Prajapati	Please ask him to try to login again using the existing Password
Mark Helm	ok stand by
Rohan Prajapati	Sure Mark
	Is it working fine now ?
Mark Helm	I am waiting for his reply
	ok yes it worked
	thank you.

*mark helm has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74311 Ashlee Maitland

**Email:** office@sadlonandassociates.com **Phone:** 18282000079  
**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:** FRANKLIN  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript

Ashlee Maitland	Hello, I am your Acebuddy
Acebuddy	Hello Ashlee Maitland, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ashlee Maitland	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ashlee Maitland	I'd like to raise a Request
Acebuddy	Please select your request type.
Ashlee Maitland	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Ashlee Maitland	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

#### #73794 Ingrith Serrato

**Email:** admin@zebrarecovery.com ☎ 9199092364

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 40 Secs

**City:** ASHBURN

**State:** Virginia

**Country:** UNITED STATES

### Chat Transcript

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

Ingrith Serrato	no conection to remote desktop
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.
Ingrith Serrato	hello Sharath
Sharath Kumar	Hi Ingrith, am checking your account to make sure it has appropriate access
Ingrith Serrato	ok
Sharath Kumar	Thank you for your patience. Your account appears to be active and enabled. Therefore, with the right credentials you shc sign in
Ingrith Serrato	it is not working
Sharath Kumar	Could you share a screenshot of the error message that you recieve  <i>7:01:02 PM Ingrith Serrato is sharing a file with you <a href="#">Screenshot 2025-03-10 092900.png</a> - ( Size:127.75 KB )</i>
Ingrith Serrato	we are 3 users and ge all are getting this message  other user, after five attempts, works  but in my case I already tried over 20 times and still don't
Sharath Kumar	I see, let me sign into the server and check for details there
Ingrith Serrato	I been having this issue since last week in my laptop
Sharath Kumar	yes, there appears to be an issue with connecting to the server, allow me five minutes to reboot the server and lets see if the concern  If possible, could you let others know to disconnect from the server session
Ingrith Serrato	ok, thanks
Sharath Kumar	Thank you for your patience. It is taking more time than usual but I will let you know as soon as the server has been resta
Ingrith Serrato	ok
Sharath Kumar	Once again, thank you for your patience. Could you please try signing in now and let me know the result
Ingrith Serrato	ok it worked
Sharath Kumar	try signing out and then sign back in just to confirm that it is working
Ingrith Serrato	yes, it worked  my coworker is trying as well
Sharath Kumar	sure, I will wait till they confirm
	Are we still connected here?
Ingrith Serrato	yes

	it worked
	thank you
Sharath Kumar	Glad to hear that
	Is there anything else I may help you with ?
Ingrith Serrato	no, thank you
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with your contact 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 if you could 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> )
	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

**#73695 lance blakely**

**Email:** lance@profitworksusa.com  5093016086

**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:** 37 Secs

**City:** WALLA WALLA

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

lance blakely	Hello, I am your Acebuddy
Acebuddy	Hello Lance Blakely, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
lance blakely	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lance blakely	I'd like to report an Issue
Acebuddy	Please select an option!
lance blakely	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
lance blakely	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
lance blakely	webconnector issue
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.
lance blakely	Hello
Shubham Kataria	Hello lance
lance blakely	Hi.
Shubham Kataria	Kindly confirm which issue you're facing in Web connector
lance blakely	Authentication Failed Description: QBWC1012 Authentication failed due to following error message. Client found response of 'text/html; charset=UTF-8' but expected 'text/xml'.
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
lance blakely	roepaintinginc.myrealdata.net
Shubham Kataria	Thank you for the information and allow 2 minutes to check the same.
lance blakely	okay
Shubham Kataria	May I take the remote access of your server?
lance blakely	yes please
	I have the error up still
Shubham Kataria	

	Could you please confirm your username which you're using to logon to the server
lance blakely	AnnieN
Shubham Kataria	Thank you
	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly remove your password and enter again
lance blakely	i dont think i got to press update
	Its possible that password is wrong
	I am trying to find it right now, it was from memory
	I can't get the preferences to open on TSheets to get the password so I am looking for an email
Shubham Kataria	Yes, it seems that the password is not correct
	yes, please
lance blakely	I can't tell if i entered the right password in
	its the same error
Shubham Kataria	Okay, let me check
	We would like to inform you that if you don't remember the password, Kindly connect with intuit support as they can help the password for T sheet
lance blakely	is the problem the password?
	because the error comes up and qb just tells me to go to you to get it fixed
Shubham Kataria	Okay, let me check few settings from backend. If the password is correct
	If you allow can I close the web connector once?
lance blakely	of course!
Shubham Kataria	Thank you
lance blakely	i am reaching out to a team member as well to see if they know the password
Shubham Kataria	Okay
	Your QB is Freezed, Can I close from my end?
lance blakely	yes
	please let me know if i need to login
Shubham Kataria	Sure
	Please enter your password
	Can I click on enter all later?
	Please enter the password
	We have restarted the services from backend. Could you please try to connect web connector now

	Please enter the password again
	Unfortunately, it's not connecting. I just want to confirm if your password is correct
lance blakely	I cant confirm to be honest  but I can't confirm that TSheets isn't the problem either  I'll see what I can do  TY for your help
Shubham Kataria	I've made several changes from the backend, but unfortunately, its still not connecting  Could you please give us some time to investigate this issue? We will update you via email as soon as we have more info
lance blakely	I can but I may have to just disconnect the web connector and reset it up
Shubham Kataria	yes, you may try this  And we are also checking this on our end, we will inform you via email.
lance blakely	password for the webconnector is 1405  i have to add it again because i disconnected it
Shubham Kataria	Okay, lets try
lance blakely	i've never had it take this long to add or keep not responding  could the server need to be restarted?
Shubham Kataria	I'm making the necessary change from the backend, which will take about 2-3 minutes. Let's check after that, and if need the server.
lance blakely	okay thank you
Shubham Kataria	Kindly log on to the server now and check  Kindly select the file for web connector
lance blakely	When it does go through  it seems to give us a message that it cant connect to the server  does this mean it isn't connecting to qb time  and are you trying to close it when its loading?  it keeps crashing
Shubham Kataria	No, I'm not closing it
lance blakely	okay
Shubham Kataria	We apologize for the inconvenience. Could you please allow us some time to investigate this issue? Since it's not connect to discuss it with our senior engineers for further assistance  Are we still connected here?
lance blakely	yes please still investigate
Shubham Kataria	We will need to escalate this to our senior engineers for further investigation. We will keep you informed via email as soon

	an update
lance blakely	okay
Shubham Kataria	Thank you for your understanding, and we apologize for the inconvenience caused.
	Is there anything else I may help you with ?
lance blakely	No that is all thank you
Shubham Kataria	you're welcome
	We will inform you over email
	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 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 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> )

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74189 terry fussell**

**Email:** tfussell@thefussellgroup.com  14046988286

**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:** 52 Secs

**City:** BUFORD

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

terry fussell	Hello, I am your Acebuddy
Acebuddy	Hello Tfussell, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
terry fussell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
terry fussell	I'd like to report an Issue
Acebuddy	Please select an option!
terry fussell	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
terry fussell	i need to restart my desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	May I know the reason for the reboot?
terry fussell	Lacerte 2024 update is requiring it
	thank you
Manish Singh	Alright, let me assist you with the update once.
	TheFussellGL.myrealdata.net is this your server name?
terry fussell	correct
Manish Singh	Let me check once.
terry fussell	terryf_tfg
	TerryF_TFG (3)
Manish Singh	Need to reboot the server after the update is done.
	Updating the application nowe.
terry fussell	updatee is completed

	please reboot
Manish Singh	It will be done from the server end, Terry
terry fussell	ok thank you
Manish Singh	Rebooting the server now.
	Kindly check after 2 minutes.
	Are we still connected here?
	As there was no response and chat get disconnected, we are disconnecting the chat for now. You may re-initiate the chat 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

#### #73822 Mike Porter

**Email:** mporter@newhousetowing.com  503-572-6438

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

**Operator:** Manish Singh

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 58 Secs

**City:** PORTLAND

**State:** Oregon

**Country:** UNITED STATES

### Chat Transcript

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

Mike Porter	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Mike Porter	I'd like to report an Issue
Acebuddy	Please select an option!
Mike Porter	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Mike Porter	I believe my admin rights have been turned off, I need them turned back on please...I have already signed the waiver
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.
Mike Porter	thank you can you see if my admin rights have been turn off turned  I need it for downloads from my other software
Manish Singh	Kindly allow me two minutes to check the same.
Mike Porter	ty
Manish Singh	As I can check Michael and Brandy has Admin access.
Mike Porter	so it shows I still have admin rights is that correct?
Manish Singh	Yes
Mike Porter	tu  thank you  have a nice day
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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 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> )

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74648 Nathan Urry**

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

**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:** DRAPER

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Nathan Urry	Hello, I am your Acebuddy
Acebuddy	Hello Nathan Urry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nathan Urry	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
Nathan Urry	Ticket 665424
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?
Nathan Urry	Ticket 665424
	I was chatting with Ashutosh Mishra
	about this moments ago

Pradeep Kumar

Alright, Allow me a moment let me transfer the chat to the concerned team.

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

*Manish Singh accepted the chat transfer request.*

Nathan Urry

he is only logged in once

Manish Singh

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

Nathan Urry

What is the website for myportal?

Manish Singh

myportal.acecloudbhosting.com (Edited)

*The visitor's phone number was changed to 18015544504.*

May I know the issue you are facing?

Are we still connected here?

Are we still connected here?

Nathan Urry

yes

just a minute

hello

I had a user logged in to Quickbooks twice: Rick Marcellones

He was under the Clearwater company file

I changed his RDP password and have asked him to change his Quickbooks password

I did the same for Vincent Rosales

They have both logged off of the server and logged back in

Manish Singh

So, May I know what exactly the issue users are facing?

As I can check both users are active on the server.

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.

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #73877 Ashley Lawson

**Email:** ashley.lawson@dunhamlaw.com **Phone:** 15123404001  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**Average Response Time:** 28 Secs  
**City:** BUDA  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

Ashley Lawson	Hello, I am your Acebuddy
Acebuddy	Hello Ashley Lawson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ashley Lawson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ashley Lawson	I'd like to report an Issue
Acebuddy	Please select an option!
Ashley Lawson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ashley Lawson	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Ashley Lawson	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*

*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.

Ashley Lawson We are receiving these errors when trying to log in. All users

*6:52:37 PM Ashley Lawson is sharing a file with you*

[Screenshot 2025-03-11 at 8.13.05 AM.png](#) - ( Size:47.47 KB )

*6:52:50 PM Ashley Lawson is sharing a file with you*

[Screenshot 2025-03-11 at 8.12.35 AM.png](#) - ( Size:100.59 KB )

Manish Singh I will surely help you with this issue.

Is this the first time you are facing this issue?

Ashley Lawson Hopefully, you're able to see the screenshots

yes

Manish Singh May I know in which QuickBooks version you are getting this error?

Ashley Lawson I'm only seeing one came though... there's another message saying something about administrator permissions

Enterprise Solutions 23.0

Manish Singh Kindly allow me two minutes to check the same.

Kindly check now.

Ashley Lawson checking

still receiving the error

Manish Singh Sure, please take your time.

May I take the remote access of your server?

Ashley Lawson "This action requires Windows administrator permissions."

yes

Manish Singh Prior providing the access, I would suggest you to close any important documents at your end.

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

Ashley Lawson ok

ok

Manish Singh Ashley, Kindly try to access now.

Seems like everything working now.

Is there anything else I may help you with ?

Ashley Lawson no. Thank you

Manish Singh I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of

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 your contact 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 if you may send your feedback at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com). Thanks!

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

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

*Manish Singh has ended this chat session*

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## Chat Transcript

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Hello, I am your Acebuddy

### Visitor Details

**#74441 Kathy A Parker**

**Email:** kathy@enfield-sod.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

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

**City:** RICHMOND

**State:** Virginia

**Country:** UNITED STATES

### Chat Transcript

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

Kathy A Parker	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kathy A Parker	I'd like to report an Issue
Acebuddy	Please select an option!
Kathy A Parker	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kathy A Parker	not loading cloud- blue window saying Microsoft windows search
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>Sharath Kumar is transferring the chat to Ashutosh Mishra.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand you are not able to connect to server.
Kathy A Parker	Yes, the cloud seems to try to open however, I get a blue screen saying Microsoft windows search
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	Please share your user name.
	Are we still connected here?
Kathy A Parker	Yes,
	KathyPa.
	EnfieldSod.myrealdatal.net
Ashutosh Mishra	I see on the server that you are connected to server.
	I will log you out and try connecting again.
Kathy A Parker	Okay, the other user is MelissaPa. and she has been connected.
	Just to give you background on the situation
Ashutosh Mishra	Melissa is also disconnected, please let me know if I can reboot the server now.
Kathy A Parker	yes, she has disconnected
Ashutosh Mishra	I am rebooting now.
Kathy A Parker	okay, thank you.
	should I attempt to log in ?
Ashutosh Mishra	I see that it would require some changes from the backend to run the server and may take some time.

	We have also noticed that the space on the server is severely low and almost less than 1% is free that could also be the reason.
Kathy A Parker	So the issue is on your end?
	We freed up space yesterday- 14 kb however, the same error popped up for Melissa this morning.
Ashutosh Mishra	Yes, freeing up 14KB would not have any impact as it is almost negligible. At least 20% free space is suggested for smooth functioning of the server.
	At least 15GB should be free in C: drive.
Kathy A Parker	C drive on the cloud or on the computer?
Ashutosh Mishra	C: Drive on the Ace server.
Kathy A Parker	Okay, we were unsure of some files as they appear to be needed for the server to function.
Ashutosh Mishra	Yes, C: drive contains critical components such as user profiles, application folders, Windows files, cache data, updates, and specific data that cannot be safely removed. Please allow me at least an hour to fix the issue. I would also email you necessary details.
Kathy A Parker	okay, thank you.
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link 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 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> )

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73498 Amanda Sibley**

**Email:** amandasibley@haveninnovation.com

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** GRAND HAVEN

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

Amanda Sibley	Hello, I am your Acebuddy
Acebuddy	Hello Amanda Sibley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amanda Sibley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amanda Sibley	I'd like to report an Issue
Acebuddy	Please select an option!
Amanda Sibley	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Amanda Sibley	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Amanda Sibley	I cannot save nor email a quote with the right format
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
Amanda Sibley	Good morning
Rohan Prajapati	Hello Amanda, How are you doing today?
Amanda Sibley	I am doing well how about yourself?
Rohan Prajapati	I will surely try to help you with this issue.
	That's Great. I'm good too, thanks for asking.
	Kindly allow me 4-5 minutes to check the same.

Amanda Sibley	Sure thing
Rohan Prajapati	May I take the remote access of your server?
Amanda Sibley	Yes you can
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly accept the remote session request once you see it on your server screen.
	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.
Amanda Sibley	Got it
	Can you see it?
Rohan Prajapati	I believe this is regarding the Format of the Invoice right?
Amanda Sibley	Yes and quotes. I cannot save nor send them as they are not properly formatted
	I have not tried purchase orders yet
Rohan Prajapati	Kindly try to send this invoice to yourself
Amanda Sibley	I will see what I can do and contact you back if I need any other help
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with your 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 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> )
Amanda Sibley	Have a great day

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #73897 Test Account

**Email:** test@test.com  +917878787878

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 5 Secs

**City:** NEW DELHI

**State:** Delhi

**Country:** INDIA

## Chat Transcript

Test Account	Hello, I am your Acebuddy
Acebuddy	Hello Test, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Test Account	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Test Account	I'd like to report an Issue
Acebuddy	Please select an option!
Test Account	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Test Account	test
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.
	<i>test has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74451 Soraya Raye Thomas

**Email:** thomasraye144@gmail.com  19078214050

**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 18 Secs

**City:** KETCHIKAN

**State:** Alaska

**Country:** UNITED STATES

## Chat Transcript

Soraya Raye Thomas	Hello, I am your Acebuddy
Acebuddy	Hello Soraya Thomas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Soraya Raye Thomas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Soraya Raye Thomas	I'd like to report an Issue
Acebuddy	Please select an option!
Soraya Raye Thomas	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Soraya Raye Thomas	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Soraya Raye Thomas	I need QB Payroll Report
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.
Soraya Raye Thomas	Hi.  My nickname is Raye.
Manish Singh	Regarding the Payroll we can update the QB Payroll but regarding the report we suggest you contact Intuit support.
Soraya Raye Thomas	Okay. I will try to contact them. I should be able to see them from my QB but, it's blocked somehow, by I though Ace cloud Thank you.  Bye.
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w 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 appi 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> )

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73817 vonda**

**Email:** vkhacctserv@gmail.com  14043743557

**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:** STONE MOUNTAIN

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

vonda	Hello, I am your Acebuddy
Acebuddy	Hello Vkhacctserv, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
vonda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
vonda	I'd like to raise a Request
Acebuddy	Please select your request type.
vonda	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
vonda	I wish to buy the license from Ace
Acebuddy	Office 365 is a subscription based application and there are several plans to chose from.  For better understanding of the features and functionality on offer within each available subscription plan, Kindly refer to link below.
	(Please Note: O365 E1 Plan is "web only")
	Once you find your desired plan, Kindly email us the details at support@acecloudhosting.com and your request will be prc 24 hours.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74817 Tony Lee**

**Email:** support@claccounting.tax  19097189780

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 51 Secs

**City:** EL MONTE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Tony Lee	Hello, I am your Acebuddy
Acebuddy	Hello Tony, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Tony Lee	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Tony Lee	I'd like to report an Issue
Acebuddy	Please select an option!
Tony Lee	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tony Lee	Restart server so it updated lacerte
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Tony Lee	ok
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Tony
Tony Lee	please help me restart my server, i need it to update lacerte 2023 and 2024
	name tonylee
	server name CLaccounting.myerealdata.net
Anurag Sharma	Thanks for the confirmation !

	Kindly allow me two minutes to check the same.
Tony Lee	ok. Need it update fast so i can start working
Anurag Sharma	I would like to inform you that I have successfully rebooted the server as per your request.
Tony Lee	let me check
Anurag Sharma	Okay, I am updating these applications on the server. I will update you via email once the update is finished.
Tony Lee	ok. thanks
	make sure to update both 2023 and 2024 lacerte
Anurag Sharma	Okay
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240) assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73798 Stephanie Moore**

**Email:** stephanie@thedriverauthority.com ☎ 6305423466

**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:** 22 Secs

**City:** CHICAGO

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Stephanie Moore	Hello, I am your Acebuddy
Acebuddy	Hello Stephanie Carter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephanie Moore	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephanie Moore	I'd like to report an Issue
Acebuddy	Please select an option!
Stephanie Moore	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Stephanie Moore	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Stephanie Moore	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>Sharath Kumar accepted the chat transfer request.</i>
	<i>Sharath Kumar 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.
Stephanie Moore	hi there...I can't seem to access my remote desktop
Manish Singh	I will surely help you with this issue.
Stephanie Moore	I was out of office for a week and now it's not working
	thanks!
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Stephanie Moore	I'm the only user here at the office.
Manish Singh	Kindly allow me 3-4 minutes to check the same.

	May I take the remote access of your local computer?
Stephanie Moore	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/5982127304">https://assist.acecloudhosting.com/join/5982127304</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
Stephanie Moore	are you in?
Manish Singh	Not yet
Stephanie Moore	hmm
	it says its running
Manish Singh	Yes, it will take some time.
	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.
	Is there anything else I may help you with ?
Stephanie Moore	ok
	what was the issue?
Manish Singh	It was with the Gateway
	That I have changed from RDGATL to RDG
Stephanie Moore	ok, thanks
	all good!
Manish Singh	As the issue is resolved now.
	Is there anything else I may help you with ?
Stephanie Moore	no, thanks
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of this conversation.
	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> )

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #73413 Ravi Shah

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

**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:** 46 Secs

**City:** LAS VEGAS

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

Ravi Shah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ravi Shah Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Ravi Shah I'd like to report an Issue

Acebuddy Please select an option!

Ravi Shah Other Issue

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

Ravi Shah I have already raised a request and I have ticket ID #651589 for which I want hep.

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Sharath Kumar accepted the chat transfer request.*

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Ravi Shah	Hi
Sharath Kumar	Hello Ravi, please allow me a moment to go through the ticket
Ravi Shah	I need your help to install the module in the current taxwise software
Sharath Kumar	Certainly, could you please let me know if you were able to download the module by yourself
Ravi Shah	I have downloaded and saved the same in my download
	Hello
	Please ignore.
	it is deleted. let me first get it download and then I will let you know.
Sharath Kumar	Sure, thanks!
	You could reply to the same ticket number once you downloaded the module. The ticket is with me and I will proceed with installation once you have downloaded it your profile
	Is there anything else I may help you with ?
	Are we still connected here?
Ravi Shah	I am just disconnecting as it will take time.
Sharath Kumar	understood! take your time and let me know once the module has been downloaded to the server. Kindly mention the file well.
	anything else that I may assist you with in the meantime?
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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 you may send your feedback at quality@aceclouddhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.aceclouddhosting.com">https://selfcare.aceclouddhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.aceclouddhosting.com/knowledgebase/">https://www.aceclouddhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

# Chat Transcript

how do a restore a previous file?

## Visitor Details

**#73768 Scott Itri**

**Email:** scott.itri@elitetaxpros.com  18015714011

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

**Operator:** Anurag Sharma

**Website:** <https://www.acecloudhosting.com/cyber-security/managed-backup-services/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** SALT LAKE CITY

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Scott Itri how do a restore a previous file?

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).*

Scott Itri Hi

Aayush Verma Hi Scott

Our support team will assist you.

I am transferring the chat.

Scott Itri thanks

*Anurag Sharma accepted the chat transfer request.*

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

Hello Scott

Scott Itri hi

Anurag Sharma I will be surely assisting you with this. Kindly help me with your server name and user name?

Scott Itri how do i find the server name?

EliteTA.myrealdatal.net

Anurag Sharma	Thanks for the confirmation !
Scott Itri	user name is ScottI_ETA
Anurag Sharma	May I take the remote access of your server?
Scott Itri	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Scott Itri	ok
Anurag Sharma	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.  Please stay connected.
	We will surely help you with the file backup request.
Scott Itri	ok
	What do you need from me?
Anurag Sharma	Kindly share us the file location, date and time of the file which you want to restore in the backup folder. (Edited)
Scott Itri	File name: usnovelt  File location: D:\Client Data\ProNet24\24Data  file time and date: 3-7-25 Anytime from 2pm to 6pm
Anurag Sharma	Thank you so much for the details. We will update you via email once we are done with the file restore request.
	Is there anything else I may help you with ?
Scott Itri	Great, if there are multiple files in that time window, please send them all. I will check them and see if it works
Anurag Sharma	Okay, we will do the same
	Thanks for the confirmation !
Scott Itri	are you still connected to the server?
Anurag Sharma	Yes, I have ended the remote session. Thank you for reminding me.
Scott Itri	ok great
Anurag Sharma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey 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> )

*Anurag Sharma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#74411 Kory Brunette**

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

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** BARTLETT

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Kory Brunette	Hello, I am your Acebuddy
Acebuddy	Hello Kory, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Kory Brunette	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kory Brunette	I'd like to raise a Request
Acebuddy	Please select your request type.
Kory Brunette	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?

Kory Brunette No

Acebuddy Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73477 r hernandez**

**Email:** r hernandez@docomopacific.com **Phone:** 16716864566

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** TAMUNING

**State:** Guam

**Country:** GUAM

### Chat Transcript

r hernandez Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

r hernandez Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

r hernandez I'd like to raise a Request

Acebuddy Please select your request type.

r hernandez Other Request

Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
rherandez	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
rherandez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
rherandez	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
rherandez	i have a ticket
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>
rherandez	hi shubham
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
rherandez	its rick again i was disconnected
Shubham Kataria	Hello
	Could you please confirm if Guam is an application?
rherandez	Quickbooks is the application
Shubham Kataria	Kindly elaborate on the kind of assistance you're seeking with QuickBooks.
rherandez	im testing if we are able to do direct deposit in Quickbooks desktop from Guam  on the legal information tab in the company doesnt allow guam  so that's the error im getting when testing direct deposit
Shubham Kataria	Unfortunately, this information can be only provided by intuit support
rherandez	oh ok so you don't do the quickbooks support as well
Shubham Kataria	We do provide the limited support such as QB update, company file opening issues and others  But for the deposit information, Kindly connect with intuit support as they have more expertise in QB
	Are we still connected here?
rherandez	ok sounds good
	thank you
Shubham Kataria	You're welcome
	Additionally, we would like to inform you that your C drive space is running low, and we have emailed you regarding this i check that email as well.

rherandez

why is it running low?

can you send me a drive space of each individual?

Shubham Kataria

Sure

*10:41:45 AM Shubham Kataria is sharing a file with you  
[image.png](#) - ( Size:2.74 KB )*

*There is only 1% space left in C drive*

rherandez

ok can you send me drive space per individual please?

Shubham Kataria

Sure, please allow me 2-3 minutes to fetch the data

rherandez

ok sounds good

*10:45:37 AM Shubham Kataria is sharing a file with you  
[image.png](#) - ( Size:82.62 KB )*

*Here is the data*

*10:46:22 AM Shubham Kataria is sharing a file with you  
[image.png](#) - ( Size:82.62 KB )*

*User profile is consuming 360.5 GB space*

can you open windows folder?

or select the arrow?

*10:47:53 AM Shubham Kataria is sharing a file with you  
[image.png](#) - ( Size:99.51 KB )*

*Here is the Windows folder content*

whart about per user?

*10:50:01 AM Shubham Kataria is sharing a file with you  
[image.png](#) - ( Size:108.51 KB )*

*10:50:49 AM Shubham Kataria is sharing a file with you  
[image.png](#) - ( Size:92.98 KB )*

can you check the recycle bin?

Shubham Kataria

already cleaned the recycle bin.

We have already made sure that your C Drive is frequently cleaned and optimised

rherandez

ok

let me check

Shubham Kataria

sure

rherandez

so theres few users that have a lot of stuff?

one drive should affect server correct?

shouldnt

	what is the 1.5 TB?
Shubham Kataria	If your users are synching one drive then it may be taking space
rherandez	oh ok
Shubham Kataria	as per ticket #644001 there was a request to install one drive
rherandez	so we need to remove one drive
Shubham Kataria	we cannot install it it as server only have 1% space free  you may check if they are using it then you should remove it otherwise you may increase space
	Hi Rick are we connected?
rherandez	yes
	but what side is the space?
	theres a 1.5TB side and a 360 gb column
Shubham Kataria	Rick is your users have synced one drive in C drive on their end then the space from C drive is being utilized on server  if they are not then this is the normal usage of C Drive as you have a lot of users and applications.
	Please ignore the 1 TB column
rherandez	naw they dont sync to their drive
	ok so just the right side
	<i>10:58:31 AM Shubham Kataria is sharing a file with you <a href="#">image.png</a> - ( Size:1.42 KB )</i>
	<i>Please check this</i>
Shubham Kataria	As you have many users on server then this much C Drive usage is normal.
rherandez	can you remove that little pop up so i can see the names?  we've already upgraded twice
	<i>11:00:10 AM Shubham Kataria is sharing a file with you <a href="#">image.png</a> - ( Size:99.14 KB )</i>
Shubham Kataria	I would like to inform you that as the applications and windows updates frequently on server the space gets utilized accor  that is why we clean the C Drive to remove Junk files and temp files
	Are we still connected here?
rherandez	yes  im just checking the server
	is data D our C drive?
Shubham Kataria	C drive
rherandez	im seeing there is 328 GB free of 399 GB
Shubham Kataria	Yes, In d drive there is free space

rherandez	ok so what is the C drive?
Shubham Kataria	C drive contains critical components such as user profiles, application folders, Windows files, cache data, updates, and app specific data.
	Are we still connected here?
	Are we still connected here?
	As you're disconnecting from the chat, we are ending the session now. You may re-initiate the chat or call us at (1-888-411-4111) if further assistance is required.

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74361 Tesfazion**

**Email:** tesfazion@taxcornerll.net

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** CHANTILLY

**State:** Virginia

**Country:** UNITED STATES

### Chat Transcript

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

	Welcome to Ace Support.
	Please chose an option :
Tesfazion	I'd like to report an Issue
Acebuddy	Please select an option!
Tesfazion	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Tesfazion	ATX software will not open as it is unable to connect to the server.
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.
Tesfazion	ok
Sharath Kumar	Could you please help me with the server name that you are currently signed into
Tesfazion	TaxCorner1.myrealdata.net
Sharath Kumar	Thank you, one moment please
	Thank you for your patience.
	Is it ATX 2024 that you are signing into
Tesfazion	Yes.
Sharath Kumar	could you also confirm if the main server for ATX is TaxCorner1,2 or 3
Tesfazion	Yes.
Sharath Kumar	actually those are three different servers
	I need to know which is the main one
Tesfazion	All are independent servers.
	but tax corner is the main one.
Sharath Kumar	I was getting the same error message earlier but now I am able to open ATX
	could you try again and let me know the result
Tesfazion	still unable to open it.
Sharath Kumar	I see, let me take your remote session
	Prior providing the access, I would suggest you to close any important documents at your end.
Tesfazion	I am able to open it now.
Sharath Kumar	glad to hear that!
	could you close it once more and reopen it, just to make sure that it works

Tesfazion	Can you double check the 2023 as well.
Sharath Kumar	<p>It gave me the error once for 2023 but then it opened on the second attempt</p> <p>I think it is just trying to establish the connection between the other servers and it takes a couple tries to be successful</p>
Tesfazion	<p>If that is the case ok but I am having issues with 2022 &amp; 2023.</p> <p>I think you are correct, start to open now. Thank you for your help.</p>
Sharath Kumar	<p>It should open now as I am connected to all other servers</p> <p>Great! Anything else that I may assist you with?</p> <p>Are we still connected here?</p>
Tesfazion	Yes, connected, thank you!!
Sharath Kumar	<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>
	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

**#74716 Jared Weinstock**

**Email:** license@thecalidagroup.com  13105079045

**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:** 5 Secs

**City:** VAN NUYS

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Jared Weinstock	Hello, I am your Acebuddy
Acebuddy	Hello Daniel Brook, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jared Weinstock	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jared Weinstock	I'd like to raise a Request
Acebuddy	Please select your request type.
Jared Weinstock	Setback
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jared Weinstock	I'd like to report an Issue
Acebuddy	Please select an option!
Jared Weinstock	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jared Weinstock	I have an existing ticket 663685
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 Daniel
	Kindly allow me two minutes to check the same.
	Do you still face any issue, as ticket is in resolved state?
	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.

*Shashwat Verma has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74221 samona**

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

**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 9 Secs

**City:** WEST UNITY

**State:** Ohio

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
samona	program install
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.
	Hii Samona!
samona	In my ace account i need Adobe and Mircosoft office installed
	I downloaded the files you just need to install
Manish Singh	As I can check Adobe Acrobat is already installed on the server and regarding MS Office 365 we only install E3, E5 and ap Enterprise.
samona	adobe reader is not what i want
Manish Singh	Alright, As I can check there is a ticket related to that
	But can you share the proof of license that you have for O365.
	So that we can proceed with the installation.
	Are we still connected here?
samona	yes
	will my login info work
Manish Singh	You can share the license that you have for O365.
samona	share to who
Manish Singh	To the same email that you have sent or can email us on support@acecloudhosting.com (Edited)
	Are we still connected here?
samona	yes
Manish Singh	Kindly email us so that we can proceed with the request.
	Is there anything else I may help you with ?
samona	okay and thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w 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 appi 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> ).

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73770 Debbie

**Email:** debbie@itdistributorsinc.com ☎ 15164571439

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** LAKE WORTH

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Debbie	My migration
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Debbie	My ticket number is 655002
	CID # 72391
	you were doing an over night migration for me for my quickbooks enterprise - i still haven't received any email
Shubham Yadav	Thanks for the confirmation Debbie
	As I can check your request is under process and we are working on it.
	We apologize for the delay.
Debbie	This was supposed to be done last night
	when will this be done?
Shubham Yadav	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.
Debbie	What issue needs to be resolved?
Shubham Yadav	Debbie we are working on it and we will inform you soon till the morning.
Debbie	they told me at least 4 hours - now it is almost 24 hours
Shubham Yadav	I understand your concern Debbie and I apologize for this delay.
	We made some changes in the back end and that took time to reflect.
	We will surely inform you once it is done in few hours.
	I appreciate your patience.
Debbie	I want this done in a few hours - I have been waiting a whole day
Shubham Yadav	Debbie I totally acknowledge your request and we are working on it.
	We will inform you shortly in few hours.
Debbie	Fine - I will look out for the emails
Shubham Yadav	Thank you debbie for your understanding and patience
	We are working on this in priority.
	Is there anything else I may help you with ?
Debbie	No that's it
Shubham Yadav	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 your 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 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 (<https://selfcare.acecloudhosting.com>).

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

*Shubham Yadav has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74247 Nathan Urry**

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

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** DRAPER

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

Nathan Urry	Hello, I am your Acebuddy
Acebuddy	Hello Nathan.urry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nathan Urry	Managed Security

Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
Nathan Urry	What is case 657531?
<i>Janardan Mishra accepted the chat transfer request.</i>	
Janardan Mishra	Thank you for choosing ACE cloud Hosting. My name is Janardan. How may I help you today?
Nathan Urry	What is case 657531?
Janardan Mishra	It seems issue is related to some application issue however you selected VDI/DaaS Support during chat. So your chat is with VDI team.
Nathan Urry	please transfer me
Janardan Mishra	Unfortunately we do not have access to your machine and account so let us transfer your chat to concerned team.
Nathan Urry	thank you\
Janardan Mishra	Kindly wait while we transfer you.
<i>Janardan Mishra is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Nathan Urry	thank you
Ashutosh Mishra	I will surely help you with 657531.
	Kindly allow me two minutes to check the same.
Nathan Urry	thank you
Ashutosh Mishra	I understand you want list of email addresses who are sent chat transcripts of your interactions as per 657531, is that cor
Nathan Urry	Please confirm that the only address that receives emails from Ace is nathan.urry@wholdllc.com?
	Happy to confirm I am looking for that from the nathan.urry@wholdllc.com email address
Ashutosh Mishra	Yes, since the account holder email address is [nathan.urry@wholdllc.com](mailto:nathan.urry@wholdllc.com), hence this only point of contact for us.
Nathan Urry	thank you
	please close that ticket
Ashutosh Mishra	Great to see the query is resolved.
	We will close the ticket, thank you for choosing ACE cloud Hosting, you have a wonderful day.
Nathan Urry	you too
Ashutosh Mishra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w 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 appri you may send your feedback at quality@acecloudbhosting.com. Thanks!

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

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

*Ashutosh Mishra has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73500 Christopher Facendola

**Email:** chris@amgair.com ☎ 201-782-1782

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** RAMSEY

**State:** New Jersey

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please select an option!
Christopher Facendola	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Christopher Facendola	We are using an App called webgility and it isn't allowing me to login I keep getting an error.
Acebuddy	Please wait while we connect you to a Support Representative
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Rohan Prajapati accepted the chat transfer request.</i></p>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Chris, How are you doing today ?
Christopher Facendola	Hi Rohan, I'm doing well I just can't get webgility to work on my hosting server.
	Giving me an SSL Security Error
Rohan Prajapati	Thanks for the information.
	I will surely try to help you with this issue.
	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
	Are we still connected here?
Christopher Facendola	yes sorry
	you can go ahead
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
Christopher Facendola	you'll see the error window
Rohan Prajapati	Kindly accept the remote session request (Edited)
	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.
	Please try to login back to the Webgility app
	I'm not able to Type anything on your Notepads (Edited)
Christopher Facendola	it still does not allow me to login
Rohan Prajapati	Kindly allow me some time to check the same from the backend
Christopher Facendola	ok
Rohan Prajapati	Please log off and login back
	I have made few changes
	Are we still connected here?

	Are we still connected here?
Christopher Facendola	yes
	logging back in now
Rohan Prajapati	Thank you
Christopher Facendola	I got a windows error that webgility is not responding
Rohan Prajapati	Let me check this
Christopher Facendola	sorry oyu can take control now i just needed to minimize the window
Rohan Prajapati	Chris, I would need to reboot the server once
Christopher Facendola	that is fine go ahead
Rohan Prajapati	Please ask the user HowardY to log off from the server for at least 3 minutes
Christopher Facendola	He's logged out.
Rohan Prajapati	Thanks for the confirmation !
	Chris, you can check now it seems to be working fine now
Christopher Facendola	Yeah looks good thank you.
Rohan Prajapati	Is there anything else I may help you with ?
Christopher Facendola	Nope thats it thank you.
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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> )

*Rohan Prajapati has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #73836 Ana Moreno

**Email:** ana@svefoundation.org

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

**Operator:** Tushar Pharswan

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Secs

**City:** SAN JOSE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Ana Moreno	Hello, I am your Acebuddy
Acebuddy	Hello Ana Moreno, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ana Moreno	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ana Moreno	I'd like to report an Issue
Acebuddy	Please select an option!
Ana Moreno	Password Reset
Acebuddy	Please select an option below
Ana Moreno	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?
Ana Moreno	Yes
Acebuddy	Please wait while we connect you to our 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.  Hello Ana.  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.  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 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> )
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*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #74545 assembly

**Email:** assembly@rortax.com

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

assembly	Hello, I am your Acebuddy
Acebuddy	Hello Assembly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
assembly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
assembly	I'd like to report an Issue
Acebuddy	Please select an option!
assembly	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
assembly	Unable to print documents from the cloud server. When re-directing through Uniprint, the federal portion of returns in Lac a format that is unreadable.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
assembly	HI Rohan
Rohan Prajapati	Hello Assembly. How are doing today ? (Edited)
assembly	Pretty ok! We've unfortunately still got some printing issues with this account on the cloud server
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
assembly	Ok!
Rohan Prajapati	May I know if you are still facing the same issue that we resolved on Wednesday?
assembly	Yes
	I have noticed something really strange, which is that printing capabilities seem to stop after a specific time in the early a
Rohan Prajapati	May I know if all users are facing the same issue or its just you ?
assembly	I believe it is just Assembly
Rohan Prajapati	Assembly, it would be within our expertise if you were unable to print from the server. However, since this issue is related

formatting of the Lacerte reports, I would recommend contacting Lacerte Support, as they are the best point of contact for due to application limitations.

However, if you'd like, I can try looking into this issue and will do my best to resolve it. (Edited)

assembly Well, it's both Lacerte and anything else I try to print from the cloud server

Rohan Prajapati Okay. Did you try printing something from your local PC, and was it as good as you expected?

assembly Oh, actually-- you know what, I just printed a test page through uniprint on the cloud and that looks fine. It was the notepe

Rohan Prajapati That's what I was saying. It is related only to Lacerte reports.

assembly So, I don't know what to do currently. I do not think I can get in touch with Lacerte support today. Do you think you can so temporarily for today?

Rohan Prajapati May I take the remote access of your local computer?

assembly Please do

Rohan Prajapati Prior providing the access, I would suggest you to close any important documents at your end.

assembly Ok

Rohan Prajapati Kindly Copy and Paste the below link in any browser of your Local PC and Join the session

<https://assist.acecloudhosting.com/join/8522875422>

assembly Ok, that worked!

Can I disconnect from the Zoho assist now?

Rohan Prajapati Thanks for the confirmation !

I would request you to please give your Valuable feedback after ending the chat.

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

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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 you may send your feedback at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com). Thanks!

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

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

*Rohan Prajapati has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #74021 Nathan Urry

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

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 27 Secs

**City:** LOS ANGELES

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Nathan Urry Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Nathan Urry Managed IT

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

*Acebuddy (bot) forwarded the chat request*

*Himanshu accepted the chat transfer request.*

Himanshu Thank you for choosing ACE cloud Hosting, my name is Himanshu Jha. I will be assisting you today. How may I help you.

Please allow me 5 minutes, i am connecting you with the concered department.

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

*Shashwat Verma accepted the chat transfer request.*

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

Nathan Urry hi

Shashwat Verma Hello nathan

Nathan Urry what is the status of each of our requests?

	I have a number outstanding right now
Shashwat Verma	We have forwarded your case for POC change and summarize the details on email.
Nathan Urry	forwarded to who?
	please make the change
Shashwat Verma	on nathan.urry@wholdllc.com
	POC change request is in process and concern team will update you for the same
	For the folder permission we require a confirmation from nathan.urry@wholdllc.com, which we have already informed on   and chat.
Nathan Urry	i just confirmed over email
Shashwat Verma	Let me check
Nathan Urry	thank you
Shashwat Verma	Sure, we have just got the confirmation.
Nathan Urry	thank you
Shashwat Verma	We'll do the needful and will inform you on email.
	Is there anything else I may help you with ?
Nathan Urry	yes - printing
<i>Shashwat Verma is transferring the chat to Shivam Singh.</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
Shivam Singh	Kindly allow me two minutes to check the same.
Nathan Urry	thank you
Shivam Singh	As you mentioned, you are having printing issue. kindly let me know as to what concern you have.
Nathan Urry	I live 250 miles from where I need to print
	I don't have access to those printers and I need access for me and Vincent Rosales (lives in the Phillipines)
Shivam Singh	Kindly let me know, if you have any of the printer mapped locally.
Nathan Urry	I don't know
Shivam Singh	Please allow me two minutes to have a look into it.
Nathan Urry	thank you
Shivam Singh	Thank you for waiting
	As we see there are tickets related to the same concern.
Nathan Urry	thank you
Shivam Singh	As per your request, we have forwarded the ticket to the network team to explore possible solutions. However, please note printing has limitations. Without a static IP and a firewall for the IPSec tunnel, network printing will not be feasible. This is because network printing requires a stable, secure connection, which typically depends on these configurations.

I will also share an email explaining the possible constraint in achieving the required request.

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.

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

*Shivam Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73846 Brittany

**Email:** accountant@universalaccounting.com  8013601669

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 52 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

Brittany Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Brittany Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brittany	I'd like to report an Issue
Acebuddy	Please select an option!
Brittany	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brittany	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Brittany	My QB/RDP has been incredibly slow....I assumed it was my internet connection however, I received a message yesterday that I needed more server space
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Brittany
Brittany	hello
	My RDP is INCREDIBLY SLOW .... what do I need to do to fix this lag?
	I got a message yesterday in QB that said QB was running slow because I was running out of Disk/Server space
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Brittany	Brittany.chr@myrealdata.com
	Is that what you need? if not where do I find the info needed
Anurag Sharma	Please confirm if it is UACenter.myrealdata.net.
	Are we still connected here?
	Are we still connected here?
Brittany	yes
Anurag Sharma	Thanks for the confirmation.
	Please confirm if this is your server name?
Brittany	yes
Anurag Sharma	Thanks for the confirmation.
	Kindly allow me two minutes to check the same.
Brittany	ok

Anurag Sharma	Brittany, as I can check you are facing low disk space issue on the server. (Edited)
Brittany	You right now have only 14% of disk space left in the server.
Anurag Sharma	ok.... so what do i need to do to get rid of the ridiculous lag....
Anurag Sharma	I would suggest you to add some disk space on the server.
	<b>Plan1: 200GB: \$120/Month</b>
	<b>Plan2: 100GB: \$60/Month</b>
	<b>Plan3: 80 GB: \$50/Month</b>
	<b>Plan4: 60 GB: \$40/Month</b>
Brittany	ok how much will that cost me each montb
	what do I have right now?
Anurag Sharma	These are the plans you can opt for.
Brittany	what do I have now?
Anurag Sharma	Suppose you opt for plan 3, then your monthly billing will be updated to the billing you are paying right now plus \$50 in a
	You currently have 60 GB of disk space in your C drive.
Brittany	Ok please upgrade me to the 80g plan
Anurag Sharma	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur request.
	The registered email address is Jenniferc@universalaccounting.com
Brittany	ok.... How do I update that as she is no longer in the accounting department
Anurag Sharma	Please email us with this request as well.
Brittany	ok... how long will it take for the change to go into affect
Anurag Sharma	Actually this primary contact change request is being handled by our other department. I will forward this request of yours they will assist you with this.
Brittany	ok
Anurag Sharma	Please confirm if you have sent us an email ?
Brittany	I am asking her to do it right now
Anurag Sharma	Okay
	Do you want me to stay connected on chat till then?
Brittany	Sure.... I am waiting for confirmation that it has been sent
Anurag Sharma	Okay, no problem
	Please take your time.
	Are we still connected here?
Brittany	y

Anurag Sharma	Please confirm if she has sent the mail to us.
Brittany	she is working on it rn...
Anurag Sharma	If it will take time, then also it is fine. You can send the mail after the chat as well.
	Are we still connected here?
	Are we still connected here?
Brittany	ok
Anurag Sharma	Please confirm if she has sent the mail to us? (Edited)
	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.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73514 Jeffery Wadsworth**

**Email:** jwadsworth@delmarsystems.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:** 51 Secs

**City:** LAFAYETTE

**State:** Louisiana

**Country:** UNITED STATES

## Chat Transcript

Jeffery Wadsworth	Hello, I am your Acebuddy
Acebuddy	Hello Jeffery Wadsworth, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jeffery Wadsworth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jeffery Wadsworth	I'd like to report an Issue
Acebuddy	Please select an option!
Jeffery Wadsworth	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jeffery Wadsworth	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jeffery Wadsworth	Our support number is 652577. We are just looking for any update you have.
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.
Jeffery Wadsworth	Hello Manish.
Manish Singh	Hii Jeffery
	I will surely help you with this issue.
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Jeffery Wadsworth	All users are seeing the issue.
	First time to my knowledge.
Manish Singh	Kindly allow me two minutes to check the same.
Jeffery Wadsworth	Thanks Manish.
Manish Singh	May I know the QB company file which is having issue?
Jeffery Wadsworth	Apparently, all of them, Manish.
Manish Singh	Alright!
Jeffery Wadsworth	I can send you another screenshot if you wish.
Manish Singh	Kindly check with company file Maine Yacht Center, LLC

	If this is accessible for all users.
Jeffery Wadsworth	Ok, let me get an accountant to try it.
Manish Singh	Sure, please take your time.
Jeffery Wadsworth	Ok, Angela was told to check it out. Just waiting for reply.
Manish Singh	Alright
	Kindly check all your company file one by one and let me know.
Jeffery Wadsworth	Ok, Angela received a message and screenshot is available.
Manish Singh	May I take the remote access of Angela server?
	<i>10:05:19 PM Jeffery Wadsworth is sharing a file with you <a href="#">error.jpg</a> - ( Size:75.49 KB )</i>
Jeffery Wadsworth	She is remote but I can get on her system and share my screen? Whatever works best for you.
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Jeffery Wadsworth	Ok, let me tell her to close everything.
	Everything is closed. You can access it.
Manish Singh	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.
Jeffery Wadsworth	Ok
Manish Singh	Need to reboot the server once
Jeffery Wadsworth	Ok. Sounds good.
Manish Singh	Kindly ask Angela to login after 2 minutes.
Jeffery Wadsworth	Ok, Will do.
Manish Singh	Kindly login once.
Jeffery Wadsworth	Having her try.
	She is in MYC fine
	Can she try the other databases
Manish Singh	Yes, Please
Jeffery Wadsworth	Gamage is good as well.
	MMR fine too. Looks good, Manish.
Manish Singh	Great!
	Is there anything else I may help you with ?
Jeffery Wadsworth	I have to check with our other clients, but if they have a problem, I will get in touch with you and your great team. Thanks
Manish Singh	Sure, please do we would be happy to assist you.

	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
Jeffery Wadsworth	Sure
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with 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 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> )
Jeffery Wadsworth	You too.

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #74120 matt

**Email:** matt@sheelybuilds.com  757-615-3026

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** CHESAPEAKE

**State:** Virginia

**Country:** UNITED STATES

### Chat Transcript

matt	Hello, I am your Acebuddy
Acebuddy	Hello Matt, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
matt	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
matt	I'd like to report an Issue
Acebuddy	Please select an option!
matt	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
matt	Can no longer print in Quickbooks.
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.
matt	Thank you
Manish Singh	Kindly use Uniprint
matt	im not sure how that works...
	it defaults to uniprint but we dont have uniprint
Manish Singh	Alright, let me check once
matt	All of the normal printers I use are gone
Manish Singh	Checking please wait.
	Kindly check now
matt	I just checked. My printers are no longer listed
Manish Singh	Let me transfer you to a specialist who can better address your concern.
	<i>Manish Singh is transferring the chat to Yash Ahi.</i>
matt	ok thank you
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Matt. How are you doing today?
matt	great. my printers on the dedicated server are no longer there
Yash Ahi	I will surely help you with that Matt.

	Could you please help me with your server name or business name?
matt	Sheely Contractors LLC  SHEELYCLLC
Yash Ahi	Thankyou for the information.  Kindly allow me two minute.
matt	Sure, thank you
Yash Ahi	Thank you for your patience.  May I take the remote access of your local computer?
	Are we still connected here?
matt	yes
Yash Ahi	Prior providing the access, I would suggest you to close any important documents at your end.
matt	ok thanks
Yash Ahi	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/2582442829">https://assist.acecloudhosting.com/join/2582442829</a>
	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.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Yash Ahi has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #73393 info

Email: info@brkimcpa.com ☎ 9729724930

Department: Support(QB & App Hosting)

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** FULLERTON

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

info	Hello, I am your Acebuddy
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
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	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at 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@acecloudh 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?
info	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
info	please update QB today
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
info	Good morning. please update QB now.
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server name and user name?

	info	Donna_BK
		this is username
Shubham Yadav		Thank you for the information and allow 2 minutes to check the same.
	info	okay
Shubham Yadav		Can you please let me know if the users are logged in the server ?
	info	only me
Shubham Yadav		As I can check Quick Books is already updated.
	info	every last day of month, I request, but I think i didn't  that is why i am asking you to update today if it is possible.
Shubham Yadav		Alright Donna
		I would like to inform you that QB is fully updated.
	info	okay. thank you. then
Shubham Yadav		Welcome Donna
		Is there anything else I may help you with ?
	info	nope. thanks

*info has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#74709 scott**

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

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** PHOENIX

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

scott	Hello, I am your Acebuddy
Acebuddy	Hello Scott, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
scott	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
scott	I'd like to raise a Request
Acebuddy	Please select your request type.
scott	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option below :
scott	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
scott	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
scott	log in not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati accepted the chat transfer request.</i>
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Scott, How are you doing today ?
	I will surely help you with this issue.
scott	Hi Rohan! I am attempting to log in using the remote desktop shortcut that was provided on my desktop and it no longer work for me - can you help me get this back up and running so that when I click on it, I'm able to get in like I was?
Rohan Prajapati	May I know what error you are getting while loging to the server ?
scott	The User Profile Service failed the log in'
Rohan Prajapati	Thank you for all the information

	Kindly allow me 5-6 minutes to check the same.
scott	Sure thing!
Rohan Prajapati	May I take the remote access of your local computer?
scott	Sure thing
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
scott	Done
Rohan Prajapati	Kindly Copy and Paste the below link in any browser of your Local PC and Join the session
	<a href="https://assist.acecloudhosting.com/join/7762664414">https://assist.acecloudhosting.com/join/7762664414</a>
	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.
	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

Our hosted quickbooks desktop is not opening on any of the computers in our office. It has been a few hours since some of the employees have been able to log in

### Visitor Details

#### #74010 Martin

**Email:** martin@tridentcorp.com  2404466661

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

**Operator:** Shashwat Verma

**Website:** [https://www.acecloudhosting.com/quickbooks-hosting/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=ace+cloud+hosting&utm\\_adgroup=Primary&gad\\_BhDGARlsABg4\\_J1F8rovVXfA8g03Y4\\_H6GcNWofwifj0X1F8ljGCB9iVQtthcxVOER0aAnwsEALw\\_wcB](https://www.acecloudhosting.com/quickbooks-hosting/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace+cloud+hosting&utm_adgroup=Primary&gad_BhDGARlsABg4_J1F8rovVXfA8g03Y4_H6GcNWofwifj0X1F8ljGCB9iVQtthcxVOER0aAnwsEALw_wcB)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** WAYNESBORO

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Martin	Our hosted quickbooks desktop is not opening on any of the computers in our office. It has been a few hours since some of our employees have been able to log in
Siddhant	Thank you for contacting ACE. My name is Siddhant. I will be assisting you further.
	Hi Martin, I am transferring this chat to the support team. They will be assisting you further.
	<i>Siddhant is transferring the chat to Support(QB &amp; App Hosting).</i>
Martin	ok thanks
	<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 Martin
Martin	Hello
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Martin	ok
Shashwat Verma	May I take the remote access of your local computer?
Martin	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/3332375902">https://assist.acecloudhosting.com/join/3332375902</a>
	Kindly Click on the link and open the downloaded file.
Martin	ok looks like you are connected
Shashwat Verma	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.
	as per remote session we help you to reset the password for MarkD_TE@myrealdatal.net and other user login issue was resolved
	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 survey 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 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> )

Shashwat Verma has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

3

**#73429 Loretta Lomas**

**Email:** featherfinancial@gmail.com ☎ 15302832341

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** QUINCY

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration :

Loretta Lomas	Hello, I am your Acebuddy
Acebuddy	Hello Lori Lomas, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Loretta Lomas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Loretta Lomas	I'd like to report an Issue
Acebuddy	Please select an option!
Loretta Lomas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Loretta Lomas	Ticket #651809

Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Loretta Lomas	It is urgent
<i>Rohan Prajapati accepted the chat transfer request.</i>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
	Hello Lori, How are you doing today?
	Thank you for providing the ticket Number.
Loretta Lomas	I'm fine
Rohan Prajapati	Kindly allow me 5-6 minutes to check the same.
	That's Great
	May I take the remote access of your server?
Loretta Lomas	yes PLEASE
Rohan Prajapati	Prior providing the access, I would suggest you to close any important documents at your end.
Loretta Lomas	OK good to go
Rohan Prajapati	Kindly accept the remote session request
Loretta Lomas	I don't see it
Rohan Prajapati	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
Loretta Lomas	DO YOU NEED ME TO DO SOMETHING WITH THIS CLOSING APP MESSAGE?
Rohan Prajapati	Lori, Just login back and try to follow the same steps for updating the License.
	Lori, may I know how frequently you need to update this license in a month?
Loretta Lomas	The license update is rare. But product updates can be daily
Rohan Prajapati	Okay Lori, Once it's done, we will send a disclaimer to you, which you will need to approve and acknowledge so that we can grant you permanent restricted admin rights. This way, you won't have to contact us about this repeatedly.
	Will that be okay for you ?
Loretta Lomas	That would be wonderful!
Rohan Prajapati	Sure Lori.
	Is it good now ?
	Are we good to go ?
Loretta Lomas	yes, thank you
Rohan Prajapati	Thanks for the confirmation !

Is there anything else I may help you with ?

Loretta Lomas No thanks

Rohan Prajapati Thanks for the confirmation !

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

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

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

14 ↗

**#74129 Joseph Fabian**

**Email:** joey.fabian@southjerseyccpas.com ☎ 6092730327

**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:** WATERTOWN

**State:** New Jersey

**Country:** UNITED STATES

### Chat Transcript

Chat Duration :

Joseph Fabian

	Hello, I am your Acebuddy
Acebuddy	Hello Joseph Fabian, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Joseph Fabian	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joseph Fabian	I'd like to raise a Request
Acebuddy	Please select your request type.
Joseph Fabian	Password Reset
Acebuddy	Please select an option below
Joseph Fabian	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be reset and we'll share an update once the request is processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

## Chat Transcript

Ace is hosting our UltraTax. I have a message pop up that I have 9 days remaining on your license for UltraTax CS. I am not able to upload the license. I need this license updated ASAP so I don't lose access to my tax prep software.

### Visitor Details

7 M

**#73661 summer**

**Email:** summer@leafbookcfo.com ☎ 14694095890

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 27 Secs

**City:** HARVEST

**State:** Alabama

**Country:** UNITED STATES

Chat Duration :

### Chat Transcript

summer Ace is hosting our UltraTax. I have a message pop up that I have 9 days remaining on your license for UltraTax CS. I am not able to upload the license. I need this license updated ASAP so I don't lose access to my tax prep software.

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).*

*Rohan Prajapati accepted the chat transfer request.*

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

Hello Summer, How are you doing today ?

summer I'm good.

*12:19:22 AM summer is sharing a file with you*

[UT License.png](#) - ( Size:55.96 KB )

*A screen shot of the message.*

Rohan Prajapati Thank you for Providing the information.

That's Great

Kindly allow me 4-5 minutes to check the same.

summer No problem.

Rohan Prajapati Summer, please log off and login back.

We have provided you Temp Admin rights, you may proceed with updating the license.

summer Let me try it .

Rohan Prajapati Sure take your time

Do not forget to log off from the server once and login back

summer That's the red Log Off button, right?

Rohan Prajapati Yes Summer

Has this been updated ?

summer Working on it.

Rohan Prajapati Okay Summer

summer	I think it worked.
	I logged back out and logged in again. It looks like I'm good now. Thank you!
Rohan Prajapati	Is there anything else I may help you with ?
summer	That's all for today. Thank you for the assistance.
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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 ( <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> )

*Rohan Prajapati has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

20

#### #74427 Sarah Carruthers

**Email:** sarah@redhenbusiness.com  13144924343

**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:** 15 Secs

**City:** SPRINGFIELD

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

Chat Duration

Sarah Carruthers	Hello, I am your Acebuddy
Acebuddy	Hello Sarah, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sarah Carruthers	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sarah Carruthers	I'd like to raise a Request
Acebuddy	Please select your request type.
Sarah Carruthers	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 :
Sarah Carruthers	Restart
Acebuddy	Hello Sarah, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sarah Carruthers	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sarah Carruthers	I'd like to report an Issue
Acebuddy	Please select an option!
Sarah Carruthers	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sarah Carruthers	I need to verify who can speak to support and make changes to our account
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.
Sarah Carruthers	Hi Manish
Manish Singh	Hii Sarah
Sarah Carruthers	I need to verify who is listed as a contact allowed to talk to support for our users?

Manish Singh	Sara And Cora are the one who can make request as Point of contact (POC)
Sarah Carruthers	Thank you for that verification. That is all.
Manish Singh	Is there anything else I may help you with ?
Sarah Carruthers	Not at this time. Thank you!
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Manish Singh has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

20

#### #74402 accounting

**Email:** accounting@smartworksproducts.com  7327649990

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** SOMERSET

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

accounting	Hello, I am your Acebuddy
Acebuddy	Hello Accounting, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
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	Password Reset
Acebuddy	Please select an option below
accounting	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?
accounting	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.
accounting	i have tkt 662120. trying to get into quickbooks and keep asking me the password . The password I have does not work. please reset my password
Anurag Sharma	Hello Accounting
	I will surely help you with this.
	Please allow me 3-4 minutes to check the same. (Edited)
accounting	can you just sent me the new password tomorrow
Anurag Sharma	Okay I will surely do that for you.
accounting	If this will take only 5 minutes I can still wait
Anurag Sharma	Please confirm if you want the new password for server login?
accounting	yes
Anurag Sharma	Thanks for the confirmation
	Could you please confirm the user name of the user who wants the new password?

accounting	eva@smartworksproducts.com
Anurag Sharma	Thanks for the confirmation
	Please approve the request from the primary contact account so that we can proceed with the request.
accounting	or you can use EVA
Anurag Sharma	From this email Id vjlund@smartworksproducts.com
accounting	yes
Anurag Sharma	Please send us the approval from this account and I will share you the new password link via mail.
	Will it be fine?
	Thanks for the confirmation.
	I have received the approval from the primary contact.
	I will be sharing you the new password within 5-10 minutes.
	Is there anything else I may help you with ?
accounting	no thank you
	am i done
Anurag Sharma	Thank you so much for such a wonderful chat session.
	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 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 ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Anurag Sharma has ended this chat session*

## Chat Transcript

Visitor Details

#73793 krisika

Email: krisika@hkidata.com ☎ 7383092838

Department: Support(QB & App Hosting)

Operator: Malkeet Nagpal

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 2 Mins 4 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Duration :

Chat Transcript

krisika Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

krisika Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

krisika I'd like to report an Issue

Acebuddy Please select an option!

krisika Other Issue

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

krisika Hi

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.

krisika Hi

Manish Singh Hii Krisika

krisika Quickbook not open in all pc

Manish Singh	I will surely help you with this issue.
krisika	Yes
Manish Singh	Is this the first time you are facing this issue?
krisika	No
Manish Singh	Kindly allow me two minutes to check the same.
krisika	Ok
Manish Singh	Let me transfer this chat to the Escalation Team as they are handling this case.
<i>Manish Singh is transferring the chat to Malkeet Nagpal.</i>	
<i>Malkeet Nagpal accepted the chat transfer request.</i>	
Malkeet Nagpal	Thank you for contacting Ace Cloud Hosting. My name is Malkeet Nagpal. I will be assisting you further.
krisika	Quickbook not open in all pc
<i>7:00:10 PMkrisika is sharing a file with you <a href="#">17416133709054114983665312237795.jpg</a> - ( Size:5.03 MB )</i>	
<i>This error</i>	
Malkeet Nagpal	Thank you for the same, are you on HKiData01.
krisika	Server on but Quickbook not open
Malkeet Nagpal	Please share me a username once.
<i>Are you at HKiData01?</i>	
krisika	Yes
Malkeet Nagpal	Please approve it.
krisika	Ok
Malkeet Nagpal	when did it happened like 10 -15 minutes ago?
<i>and was it working before that.</i>	
<i>Also May I know if the Pinkalc user name was working last week and was working today as well?</i>	
krisika	Today working
Malkeet Nagpal	May I know if the Pinkalc user name was working last week?
krisika	Yes
Malkeet Nagpal	okay, thank you for the confirmation. I am restarting the server. Please inform users to logout from the server.
krisika	Ok
<i>All server logout</i>	
<i>Are you connected ?</i>	
Malkeet Nagpal	apologies

	for the delay as there was some tech issues, and yes we are connected now.
	I have initiated a reboot task.
krisika	Ok
	Quickbook working fine in all pc
	Thank you
Malkeet Nagpal	Is there anything else I may help you with ?
krisika	No
	Thank you
Malkeet Nagpal	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 ( <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> )

*Malkeet Nagpal has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

20

**#74431 Betty Willis**

**Email:** betty@qualitycarshippers.com

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** MURRIETA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Chat Duration

Betty Willis	Hello, I am your Acebuddy
Acebuddy	Hello Betty Willis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Betty Willis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Betty Willis	I'd like to report an Issue
Acebuddy	Please select an option!
Betty Willis	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Betty Willis	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?
Betty Willis	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>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.
Betty Willis	661811 Case
Sharath Kumar	Hello Betty, Thank you for the ticket number
	let me quickly look into this for you
Betty Willis	No one in our office can get into Quick Books for the past two days since the update Quick Books did with hub
	This needs to be FIXED as soon as possible. it is hindering our daily operations
Sharath Kumar	Thank you for your patience. Sorry to hear that you are still experiencing the issue.
	Could you confirm whether this happens with a particular company file or is this happening while opening all the files

Betty Willis	We only have one company file
Sharath Kumar	I see, May I know the file path
Betty Willis	What is a file path
Sharath Kumar	where is this file located, what is its name
Betty Willis	Quality Car Shippers QBW
Sharath Kumar	alright, and is it located in here? D:\Client data\updated company files
<i>8:55:39 PM Betty Willis is sharing a file with you <a href="#">image.png</a> - ( Size:12.14 KB )</i>	
<i>8:56:35 PM Betty Willis is sharing a file with you <a href="#">1_image.png</a> - ( Size:11.68 KB )</i>	
<i>8:56:56 PM Betty Willis is sharing a file with you <a href="#">1_image.png</a> - ( Size:154.22 KB )</i>	
	got it, thank you
	I saw it in your email that you have already tried all that could you make a copy of this company file to your desktop and open from there
Betty Willis	Yes, more than once. Tech support reinstalled the update last night and we are still having the issue People are working remotely - will me making a copy of the company file to my desktop and open from there effect it for everyone else who uses it?
Sharath Kumar	not at all since we will not be making any changes to the original file Actually, let me do that for you
Betty Willis	This issue MUST be corrected as soon as possible so everyone can complete their work - Everyone is at least 2 days behind
Sharath Kumar	absolutely, I understand your urgency and I am trying my best to get this issue resolved at the earliest I have now created a new folder on your desktop named "copy of Quality Car Shippers"
Betty Willis	Okay. Now what?
Sharath Kumar	In it I have placed the file, could you try opening that file and let me know if it is accessible
<i>9:04:25 PM Betty Willis is sharing a file with you <a href="#">1_image.png</a> - ( Size:107.81 KB )</i>	
	oh, the first file, that's what QuickBooks reads The one with the green icon
Betty Willis	I opened the wrong file?
Sharath Kumar	that is correct.

9:06:46 PMBetty Willis is sharing a file with you

[1\\_image.png](#) - ( Size:13.89 KB )

9:07:06 PMBetty Willis is sharing a file with you

[1\\_image.png](#) - ( Size:279.05 KB )

Betty Willis Still can't get in

Sharath Kumar I see

Alright, so on the same folder, I have placed a previous version of the file (from 3/18)

by same folder, I mean on your desktop

could you try opening that and let me know the result

Betty Willis The copy file?

Sharath Kumar yes, folder on your desktop called Copy of \_\_

the file inside it is a previous version that I have restored from our backup

were you able to open that?

Betty Willis The green file?

Sharath Kumar that's right!

Betty Willis It's doing the samething

Sharath Kumar and this error occurs after you login to the company file?

Betty Willis Yes

Keeps taking me to the infomation page about the hub

Sharath Kumar Understood, would you be comfortable with providing the admin credentials for this company file. We will troubleshoot this and will reach out to you when the file is accessible again to all

Betty Willis sure

What are admin credentials?

Sharath Kumar The username and password to sign into the company file

Betty Willis The administrators username and password?

Sharath Kumar but the admin account has all the privileges

Betty Willis I will have to contact her. Give me a minute

Sharath Kumar Sure, in the meantime, let me try another workaround

Betty Willis USername is Admin password is !!March323!!

Sharath Kumar Great! Thank you

Could you once again open the "copy of" folder

inside that there is a new folder

Did that open?

Betty Willis	Yes that opened it
	Is that how we have to get in now?
Sharath Kumar	Okay, good to hear that
	You may copy this file to its original location but make a slight change to its name like add the word "new"
Betty Willis	How do I do that? Close it and copy?
Sharath Kumar	However, before you do that, I want to inform you that this is a backup that I found from 17th of March, 10 PM IST
	There could be changes made to the file after that
Betty Willis	So only information up to the 17th is in there correct?
Sharath Kumar	could you make sure that this is the file that you need and no relevant changes were made since then March 17, 10 PM (Indian standard time)
Betty Willis	How do I check that?
Sharath Kumar	so you'll have to convert the time to yours
Betty Willis	What is Indian Standard time vs USA Pacific time
	It's 9:01 am 3/20/2025 here right now
Sharath Kumar	My bad, the time zone set on the server is UTC
Betty Willis	What time is that?
Sharath Kumar	4:02 PM currently
	so the time difference is of 7 hours
Betty Willis	So that would be 3pm on the 17th here
Sharath Kumar	the file that you were able to open is from March 17, 3 PM pacific time
	Perfect!
	so my question is, would that be an issue
Betty Willis	So I need to verify the information entered upto 3pm pacific time...if anyone entered anything after that time might be missing?
Sharath Kumar	That is totally correct
Betty Willis	Okay. Give me a minute to check
Sharath Kumar	Sure!
Betty Willis	I'm not sure how to check the information it went down on the 18th
	When I just signed in it showed that qb needs a critical update
Sharath Kumar	Possible to check the transactions and invoices that you remember?
	I can get this updated in some time and you can let me know if that resolves your concern, but I am

	not sure that will work
Betty Willis	I don't handle Invoices and such. So I'm not sure. Does everyone else in our office have this access?
Sharath Kumar	Could you please clarify the access that you are referring to
Betty Willis	Most of our people are working remotely and have access through chrome remote
Sharath Kumar	Oh! understood, since the file is currently on your desktop, it will be only accessible to you
Betty Willis	nevermind it's not chrome remote it's through your server
Sharath Kumar	What you can do is copy the "new folder" and paste it in updated company files under Client Data
Betty Willis	Can you walk me through that
Sharath Kumar	Sure, it will best if I take your remote session
Betty Willis	Beth, Heather, and Jazmine still can't sign in and are having the issues okay
Sharath Kumar	let me send you a request for the same on the server and help you with this  Prior providing the access, I would suggest you to close any important documents at your end.
Betty Willis	Sounds good  All documents are closed except for my email
Sharath Kumar	you may minimize that  check the server screen I have sent you the request (Edited)  Ok, so now the file is on your desktop 9under the folder Copy of  This is only accessible to you since it is on your user profile  the windows on the left is pointing to folder name "updated company file" under D drive  The files and folder under D drive can be accessed with others
Betty Willis	No, I didn't copy the New Folder  No. the file can't be open by other employee
Sharath Kumar	got it
Betty Willis	Still doing the same thing on their computer  Still saying to download the doctor
Sharath Kumar	ask them to open the restored folder and access the file  Are we still connected here?
	Are we still connected here?
Betty Willis	She's trying now
Sharath Kumar	ok, great!
Betty Willis	

	it just popped up
	it's open and she's in the restored file
Sharath Kumar	awesome!
Betty Willis	She's in. Let me check with the others now
Sharath Kumar	That should do it, my advise would be to keep the both files for a while
	once you make sure there are no changes, you can delete the original file and use the restored file from now on
	I have disconnected from the remote session
Betty Willis	They don't have access to the restored folder
Sharath Kumar	checking
	are you sure they are accessing the correct folder as all users have access to the "restored" folder under updated company files
	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.
	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

18

**#74269 srinivas**

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

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

**Operator:** Anurag Sharma

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

**Operating System:** Apple iPad

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 1 Min 7 Secs

**City:** IRVING

**State:** Texas

**Country:** UNITED STATES

Chat Duration :

### Chat Transcript

srinivas	Hello, I am your Acebuddy
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
srinivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
srinivas	server down'
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Srinivas
srinivas	Hi can you connect to escalation team
	TAXG2
	TAXG1
	SERVER NAME
Anurag Sharma	Okay
	Thankyou for the information.
	Kindly allow me 3-4 minutes to check the same.
srinivas	OK
	SWERVER USAGE is 925
	92%

Anurag Sharma	Please stay connected. I have contacted the escalation team to review this issue. (Edited)
srinivas	Ok
	we lost access
	now we got it back
Anurag Sharma	Okay
	Please allow me few minutes.
	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.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

12 M

#### #73923 Marty Jones

**Email:** client.services@amowc.com  18133412600

**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:** TAMPA

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Chat Di

Marty Jones	Hello, I am your Acebuddy
Acebuddy	Hello Angela Breeding, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Marty Jones	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Marty Jones	I'd like to raise a Request
Acebuddy	Please select your request type.
Marty Jones	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 :
Marty Jones	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!
<i>Acebuddy has ended this chat session</i>	

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

28

**#74794 mike**

**Email:** mike@backstoptax.com ☎ 6026867247

**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:** 24 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Chat Duration :

mike	Hello, I am your Acebuddy
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mike	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mike	I'd like to report an Issue
Acebuddy	Please select an option!
mike	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mike	Need help with making sure a site I access opens with Chrome and that setting are correct.
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.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
mike	Hi Shubham
Shubham Kataria	Hello Mike
mike	Backstop Tax LLC mike@backstoptax.com
Shubham Kataria	Thank you for the information.
	Could you please confirm which site you would like to access from chrome
mike	Yes...it's a link after I open another application. It's supposed to be used with Chrome. Everything got reset on an earlier call today with Ace. I have everything back except that this issue isn't functioning correctly.
	And it opens with Internet Explorer, which I can't seem to fix
	<a href="https://workflow.cchaxcess.com/xcmv2/account/PartialLogin?ReturnUrl=%2Fxcmv2%2F">https://workflow.cchaxcess.com/xcmv2/account/PartialLogin?ReturnUrl=%2Fxcmv2%2F</a>
	Might help if you can see what happens.
Shubham Kataria	Basically, you want the link to open in Google Chrome whenever it's clicked, right?
	This message has been deleted

mike	Yes, and hopefully it will work correctly. Normally I'm able to access the site and bring up a list of jobs. Now nothing shows up.
Shubham Kataria	I will surely help you with this issue.  May I take the remote access of your server?
mike	Please
Shubham Kataria	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.
	Kindly close the application and open again
	Thank you for your patience.
	As per our remote conversation your issue has been resolved.
	Is there anything else I may help you with ?
mike	No, you've been incredibly helpful. Thank you.
Shubham Kataria	You're welcome. We are here to assist you  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.
mike	Will do
Shubham Kataria	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> )

*Shubham Kataria has ended this chat session*

## Chat Transcript

## Visitor Details

**#74832 harshad.b**

**Email:** harshad.b@matchpointsolutions.com ☎ +917972189948

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 51 Secs

**City:** MUMBAI

**State:** Maharashtra

**Country:** INDIA

Chat Duration :

## Chat Transcript

harshad.b	Hello, I am your Acebuddy
Acebuddy	Hello Harshad Bhandari, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
harshad.b	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
harshad.b	I'd like to report an Issue
Acebuddy	Please select an option!
harshad.b	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
harshad.b	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
harshad.b	No access to QB
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>	
harshad.b	Hi
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.

	Harshad
harshad.b	Not available to login to QB
	Matchpoint Solutions
	MPUser8
	this issue is for all users
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
harshad.b	you guys need to access the QB and run the doctrine runner file
Anurag Sharma	We will surely do the needful to resolve the issue.
	May I take the remote access of your local computer?
harshad.b	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
harshad.b	all other files closed
	send ur file
Anurag Sharma	<a href="https://assist.aceclouddhosting.com/join/4692306922">https://assist.aceclouddhosting.com/join/4692306922</a>
	Kindly paste this link in the browser of local computer and join the session.
harshad.b	everything done
Anurag Sharma	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.
harshad.b	sure
Anurag Sharma	The issue seems to be resolved now
harshad.b	ty
Anurag Sharma	Is there anything else I may help you with ?
harshad.b	no
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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@aceclouddhosting.com. Thanks!

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

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

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

8

**#73759 Fenil Shah**

**Email:** tax@sktaxaddison.com  8473508121

**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 : 8

Fenil Shah Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Fenil Shah Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Fenil Shah I'd like to raise a Request

Acebuddy Please select your request type.

Fenil Shah	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 :	
Fenil Shah	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Fenil Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Fenil Shah	my atx24 is not working
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
Fenil Shah	ok
<i>Gaurava Tyagi has not responded for the transfer request.</i>	
<i>Chat request was not picked up by the operators</i>	
my atx24 is not working	

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

19 Mar, 1

**#74381 Berish Lefkowitz**

**Email:** berish@healthdirectny.com **Phone:** 13473946032

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 6 Secs

**City:** BROOKLYN

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Chat Duration : 50 M

Berish Lefkowitz	Hello, I am your Acebuddy	19 M
Acebuddy	Hello Berish, I'm your Ace Buddy. I'll be happy to assist you!	1
	Whom Would You Like to Connect With?	1
Berish Lefkowitz	Technical Support (QB & App Hosting)	1
Acebuddy	Welcome to Ace Support.	1
	Please chose an option :	1
Berish Lefkowitz	I'd like to raise a Request	1
Acebuddy	Please select your request type.	1
Berish Lefkowitz	Other Request	1
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.	1
	If you are facing any issue/problem with your server, Please select the appropriate option below :	1
Berish Lefkowitz	Yes, I'm facing issues with my server	1
Acebuddy	Please select an option!	1
Berish Lefkowitz	Other Issue	1
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!	1
Berish Lefkowitz	download	1
Acebuddy	Please wait while we connect you to a Support Representative	1
	<i>Acebuddy (bot) forwarded the chat request</i>	1
	<i>Ashutosh Mishra accepted the chat transfer request.</i>	1
Berish Lefkowitz	hello	1
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.	1
Berish Lefkowitz	great	1
	please help me download the sever	1
	server	1
Ashutosh Mishra	I understand you want the RDP application to login on the server, is that correct?	1
Berish Lefkowitz	yes	1
Ashutosh Mishra	I will be surely assisting you with this. Kindly help me with your server name and user name?	1

Berish Lefkowitz	health direct
	berish_hd
Ashutosh Mishra	Thanks for the confirmation !
	I will share the RDP over the email.
	Is there anything else I may help you with ?
Berish Lefkowitz	yes
	i also need wholesome hardware
	akiva_wh
	im waiting for the email
Ashutosh Mishra	Please elaborate on the concern so I can identify the issue and provide assistance.
Berish Lefkowitz	email
	i need two rdp
Ashutosh Mishra	The second RDP is for user Akiva_HD ?
Berish Lefkowitz	no,(WholesomeH.myrealdatal.net) user Akiva_WH, pls send the email
Ashutosh Mishra	Sure, I can send the email once the chat ends. Please close the chat as after that the ticket will be generated and I will be able to email you.
	Rest assured within 15 minutes you will receive the requested RDP.
Berish Lefkowitz	you can take control of my screen
	are you there?
Ashutosh Mishra	May i know if you were facing any issue with the server for which you want to start a remote session?
Berish Lefkowitz	i will show you when its downloaded lets do it fast ,please
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
Berish Lefkowitz	k
	lets go
Ashutosh Mishra	I have sent invite for remote session on your email [ <b>berish@healthdirectny.com</b> ](mailto: <b>berish@healthdirectny.com</b> )
	Please click on the link to join session.
	<i>The visitor's phone number was changed to 13476616808.</i>
	<i>The visitor's phone number was changed from 13476616808 to 13473946032.</i>

Closing the chat, As the issue is resolved over the remote session

1

*Ashutosh Mishra has ended this chat session*

1