

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #73309 William Mays

**Email:** it@grafbro.com  17404643070

**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:** SOUTH SHORE

**State:** Kentucky

**Country:** UNITED STATES

## Chat Transcript

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

William Mays	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which the password needs to be re-processed.
	Do you need any further assistance on the topic?
William Mays	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

#### #72305 Susan K Daniels

**Email:** skdaniels812@gmail.com  2627191131

**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:** OCONOMOWOC

**State:** Wisconsin

**Country:** UNITED STATES

### Chat Transcript

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

Susan K Daniels	I'd like to raise a Request
Acebuddy	Please select your request type.
Susan K Daniels	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server reboots and we will take care of it. We will inform you on the task's completion.
	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

I need to add Drake 24 to my second seat.

### Visitor Details

#### #72022 natasha

**Email:** natasha@nptasolutions.com  9288996926

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** LAS VEGAS

**State:** Maryland

**Country:** UNITED STATES

### Chat Transcript

natasha I need to add Drake 24 to my second seat.

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

natasha Thank you.

Gantavya Let me transfer you to our support team to help you here

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

*Shubham Yadav accepted the chat transfer request.*

natasha	ok
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?
natasha	NatashaP
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
natasha	ok
Shubham Yadav	Natasha can you please confirm do you want us to install Drake application 2024 on the server ?
natasha	I have it installed on my server, but I can not add it to the second seat
Shubham Yadav	Natasha can you please let me know what are you referring to the second seat ?
natasha	Another user
	Sarahn
Shubham Yadav	Alright natasha let me check
	Natasha kindly check now
	User should be accessing the Drake 2024 application now
natasha	ok, let me try to access it
Shubham Yadav	Sure
natasha	Ok, so, I can log in to Drake 24, BUT when I try to access any information in the program it gives me an ERROR message:
Shubham Yadav	Please try again
	It should be working now
natasha	ok, I'll try
Shubham Yadav	Yes please
natasha	Yes! That worked! Thank you!!!!
Shubham Yadav	That's great
	Is there anything else I may help you with ?
natasha	Yes, let me make sure I don't have problem with my side
Shubham Yadav	sure Natasha. Take your time
natasha	I logged out and back in and it asked me to enter password, can I set it back to remember my login?
Shubham Yadav	Yes Natasha you can set it to remember if you are using only one credentials. If you are using more than one then you mi
natasha	Also, I tried to log in to my ACE account and was not able to reset password, I am stuck on the security questions which
Shubham Yadav	Alright let me check

	Can you please let me know the user name ?
natasha	User name is NatashaP But, yes, Drake 24 is now accessible from both computers. Thank you
Shubham Yadav	Great natasha
	Natasha I have reset your self care authentication.
	You can again try to login in selfcare portal
natasha	Yay, please guide me on how to access it
Shubham Yadav	We would recommend you to register yourself on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ) to manage pa the password of the server without having to contact support.
	Just go to the link and enter your username and password
natasha	It sending me a security code, one moment
Shubham Yadav	yes please enter the code
natasha	OK, on the selecting the Security Questions screen. I think I got it form here.
Shubham Yadav	That's great natasha
	Is there anything else I may help you with ?
natasha	No, thank you. Have a fantastic day!
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Welcome natasha
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri 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.acec">https://selfcare.acec</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Shubham Yadav has ended this chat session</i>

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73229 john**

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

**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:** SAN RAFAEL

**State:** California

**Country:** UNITED STATES

## Chat Transcript

john	Hello, I am your Acebuddy
Acebuddy	Hello John, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
john	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
john	I'd like to report an Issue
Acebuddy	Please select an option!
john	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
john	re 648706 and numerous other tickets, user session for user Admin_CMBA is frozen, please log off user from server - than
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Chat request was not picked up by the operators</i>	

## Chat Transcript

## Visitor Details

### #71945 nancypafites

**Email:** nancypafites@cme-eng.com ☎ 15165517316

**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:** 56 Secs

**City:** HUNTINGTON STATION

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

nancypafites	Hello, I am your Acebuddy
Acebuddy	Hello Nancypafites, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
nancypafites	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
nancypafites	I'd like to report an Issue
Acebuddy	Please select an option!
nancypafites	Password Reset
Acebuddy	Please select an option below
nancypafites	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?
nancypafites	Yes
Acebuddy	Please wait while we connect you to our 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?
nancypafites	Password was updated yesterday but it is not working today
Shubham Yadav	Please let me know the username ?
nancypafites	Karan was on with me
	can someone call me i will be leaving office soon and need to get into quick books
Shubham Yadav	Let me check nancy
	Please just mention the user name you need to reset the password for
	Are we still connected here?
nancypafites	yes
Shubham Yadav	Please let me know the username
nancypafites	M@riaann#11
	then there is the quickbooks desktop login is where i am having the problem
	we reset password yesterday with you but today its not working i have changed in the past with no problem
Shubham Yadav	let me check from the back end
nancypafites	I will be leaving in 20 minutes
Shubham Yadav	Kindly allow me two minutes to check the same.
	As you are enrolled in selfcare portal you can reset the password
	To reset the password using Selfcare Portal, please follow the simple steps outlined below:
	<ol style="list-style-type: none"> <li>1. Visit <b>Selfcare Portal</b> <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> Click "*Forgot your password*".</li> <li>2. Enter your Server Username.</li> <li>3. Enter the CAPTCHA verification and Click <b>Continue</b> .</li> <li>4. In the window that opens, choose an authentication method from the list.</li> <li>5. Enter your new password and click <b>Reset</b> to finish.</li> </ol>
	Nancy are you there ?
nancypafites	yes
Shubham Yadav	You can reset the password using the selfcare portal.
	Are we still connected here?
nancypafites	yes
Shubham Yadav	Are you able to reset the password ?
nancypafites	don't see forgot password
Shubham Yadav	Please share screen shot
nancypafites	yes
	where is forgot password

	this is not working
	this is not working
	yes
Shubham Yadav	May I take the remote access of your local computer?
nancypafites	yes
	<i>nancypafites has initiated a remote assistance session. Would you like to access nancypafites's screen?</i>
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
nancypafites	yes
	r u on
	Rock castle construction is not my company
Shubham Yadav	<a href="https://assist.acecloudhosting.com/join/6532130983">https://assist.acecloudhosting.com/join/6532130983</a>
	Kindly Click on the link and open the downloaded file.
	As per remote session you are now able to reset password
	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)

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72144 Fenil Shah**

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

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Kamlesh, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Fenil Shah	I'd like to report an Issue
Acebuddy	Please select an option!
Fenil Shah	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Fenil Shah	Missing a folder in drive
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Fenil Shah	SKTaxAddison3
	Monika Chieml
Tushar Pharswan	May I now the missing folder name and location of that folder.
Fenil Shah	Darshak
Tushar Pharswan	Also, when is the last time you were able to see that folder.
Fenil Shah	Yesterday
Tushar Pharswan	May I now the location of that folder.
Fenil Shah	In Drive

	home location
Tushar Pharswan	May I know the path location?
Fenil Shah	Z:\
Tushar Pharswan	Kindly allow me two minutes to check the same.
	Kindly provide remote access.
	Prior providing the access, I would suggest you to close any important documents at your end.
Fenil Shah	Hello
Tushar Pharswan	Thank you for waiting.
	Kindly email us at support@acecloudhosting.com mentioning the folder name and the location path also. We will have to take care of the date you tell us.
	Is there anything else I may help you with ?
Fenil Shah	No
	Okay, will do
Tushar Pharswan	We will wait for your reply.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. You can send it to support@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72565 Nick Srinivasan**

**Email:** nsrinivasan@saiflight.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:** GREER

**State:** South Carolina

**Country:** UNITED STATES

## Chat Transcript

Nick Srinivasan Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Nick Srinivasan Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72224 David Weinstein**

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

**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:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

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

**#72033 Kandi Harper**

**Email:** officemanager.harper@gmail.com  8596231127

**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 10 Secs

**City:** NICHOLASVILLE

**State:** Kentucky

**Country:** UNITED STATES

## Chat Transcript

Kandi Harper	Hello, I am your Acebuddy
Acebuddy	Hello Kandi Harper, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kandi Harper	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kandi Harper	I'd like to report an Issue
Acebuddy	Please select an option!
Kandi Harper	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kandi Harper	ATX Issue. Needs to mirror both servers that we have.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Kandi, could you please help me with your company name
Kandi Harper	KI Harper PLLC
Sharath Kumar	one moment please
	Kandi, when you say that the servers need to mirror, could you let me know what exactly needs to be done
Kandi Harper	SO i have a server for myself Kandi Harper and a server for an employee of mine Tosha Locke. We will both be working ins server needs to also show up in the other server.
	So all my clients need to be able to be pulled up on either server to work on incomemaxes.
Sharath Kumar	understood, for this purpose, we may have to reinstall the application

	just allow me to check some details on the server before I confirm that
Kandi Harper	ok.
	I have to leave the office if you can email me I can jump back on on my phone.
Sharath Kumar	just couple of quick questions
Kandi Harper	ok
Sharath Kumar	what version of ATX are you using on the server
	ATX 2024?
Kandi Harper	ATX2025
	yes 2024
	sorry
	ATX2024
	which i downloaded and it did not show up on toshas
Sharath Kumar	we may have to get this reinstalled with network options
Kandi Harper	ok like the servers or the ATX
Sharath Kumar	ATX 2024
Kandi Harper	ok. will i loose everything I have done already
Sharath Kumar	we will require the licensing details and the server has to be backed up prior to the installation
	this will take time, we will do this tonight
Kandi Harper	It is possible for this to happen correct for them to be exactly the same everything we do in one to show in the other
	ok. I don't have to be present correct
	is there an email i can send the license details to i will have to find that informartion
Sharath Kumar	yes, I will send you an email shortly and you can provide us with the details by replying
Kandi Harper	thank you
Sharath Kumar	Is there anything else I may help you with ?
Kandi Harper	I do not have to be present during this
Sharath Kumar	not required, you can simply sign in tomorrow morning and let us know if everything is good
Kandi Harper	I will watch for the email and get the information over to you.
	Sounds great so you don't need any information for our servers you have access to all that.
Sharath Kumar	that is correct
	I will send you the email regarding this shortly
Kandi Harper	thank you
	she will not be able to work on the server correct while you are working on this

Sharath Kumar	that is correct
	Or we will proceed with the installation once the user is signed out sometime later tonight
Kandi Harper	ok. I will try to keep her off tonight lol
Sharath Kumar	that will be helpful
	anything else that I may assist you with?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	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

**#72822 Joseph Collett**

**Email:** joe.collett@lpctax.com  16504497145

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** MOUNTAIN VIEW

**State:** California

**Country:** UNITED STATES

### Chat Transcript

Joseph Collett Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Joseph Collett Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Joseph Collett I'd like to raise a Request

Acebuddy Please select your request type.

Joseph Collett 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?

Joseph Collett Yes

Acebuddy Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shashwat Verma accepted the chat transfer request.*

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

Hello Joe

Joseph Collett hi

i need to update my 2024 lacerte program

Shashwat Verma I will surely help you with this issue.

Shall we arrange the update in night hours?

Joseph Collett i am unable to use the program until the update is finished

so i need it installed now

Shashwat Verma Sure

Will update the application in 15 mins and will let you know on email.

Is that work for you?

Joseph Collett Yes

Shashwat Verma Is there anything else I may help you with ?

Joseph Collett not at this time

*The visitor's phone number was changed to 16504497145.*

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

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

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

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

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

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

*Shashwat Verma has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72030 jennwhitecpa**

**Email:** jennwhitecpa@gmail.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
jennwhitecpa	I'd like to raise a Request
Acebuddy	Please select your request type.
jennwhitecpa	Application Version Upgrade
Acebuddy	Please select the application you would like to upgrade :
jennwhitecpa	Other Application
Acebuddy	To begin the installation process, please download the setup file from your application portal and save it to your server de Following this, kindly inform us of the completion of this task by sending an email to support@acecloudhosting.com. Generally, application upgrades are completed during the night hours to avoid any downtime. Please do specify if you nee
	Do you need any further assistance on the topic?
jennwhitecpa	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.
jennwhitecpa	support ticket with reference 634648
Anurag Sharma	Hello Jennifer
jennwhitecpa	I need admin access to update my Ultra Tax
Anurag Sharma	I deeply apologize for the inconvenience caused to you.  Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
jennwhitecpa	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
jennwhitecpa	i'm good to go
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 issue is resolved, kindly give your confirmation on this chat.  Please stay connected
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

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

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #71799 Dean Angels

**Email:** deancrest@comcast.net  2394709334

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** NEW ORLEANS

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

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

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

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

*Ended due to chat idle timeout*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72187 Chris Bell**

**Email:** cbell@internaturalmrketing.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Chris Bell Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Chris Bell Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Chris Bell I'd like to report an Issue

Acebuddy Please select an option!

Chris Bell QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
Chris Bell	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Chris Bell	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	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?
Chris Bell	on phone with your support
Manish Singh	As you are on call with Ayush disconnecting this session now. (Edited)  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

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72684 matt**

**Email:** matt@myhreco.com ☎ 310-210-2191

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** SAN ANTONIO

**State:** Texas

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72668 Annette Knopp**

**Email:** annetteknopp@kmiintl.com  18885404910

**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:** 40 Secs

**City:** LONGWOOD

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Annette Knopp	Hello, I am your Acebuddy
Acebuddy	Hello Annette Knopp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Annette Knopp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Annette Knopp	I'd like to report an Issue
Acebuddy	Please select an option!
Annette Knopp	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Annette Knopp	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Annette Knopp	QuickBooks will not open once I login to Ace Cloud Hosting
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?
Annette Knopp	Myrealdata
	aknopp is user name
Shubham Yadav	Annette can you please let me know your business name or CID ?
Annette Knopp	Kraus-Manning, Inc.
	KMI International may be our account name
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Annette can you please let me know since when are you facing the issue ?
Annette Knopp	Today. Everything was working fine on Friday but I have made several attempts today and cannot login to our QuickBooks

	KMIIInt.myrealdata.net
Shubham Yadav	Thanks for the confirmation
	May I take the remote access of your local computer?
Annette Knopp	myreadlata\AnnetteK,
	yes
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/4802954542">https://assist.acecloudhosting.com/join/4802954542</a>
	Kindly Click on the link and open the downloaded file.
	<i>10:53:20 PM Shubham Yadav is sharing a file with you  <a href="#">image.png</a> - ( Size:60.05 KB )</i>
	Please go through data being consumed on the server
	<i>10:54:39 PM Shubham Yadav is sharing a file with you  <a href="#">image.png</a> - ( Size:95.99 KB )</i>
	<i>10:57:13 PM Shubham Yadav is sharing a file with you  <a href="#">image.png</a> - ( Size:111.11 KB )</i>
	As per remote session, we informed you about the disk space having zero free space and advised you to delete unwanted files.
	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)

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72884 CARLOS BELOZERCOVSKY**

**Email:** carlos@eternal-cosmetics.com ☎ 13052625355

**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 29 Secs

**City:** LAS VEGAS

**State:** Maryland

**Country:** UNITED STATES

## Chat Transcript

CARLOS BELOZERCOVSKY	Hello, I am your Acebuddy
Acebuddy	Hello Carlos, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
CARLOS BELOZERCOVSKY	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
CARLOS BELOZERCOVSKY	I'd like to raise a Request
Acebuddy	Please select your request type.
CARLOS BELOZERCOVSKY	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
CARLOS BELOZERCOVSKY	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
CARLOS BELOZERCOVSKY	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
CARLOS BELOZERCOVSKY	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at 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 implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
CARLOS	Yes

BELOZERCOVSKY

Acebuddy

Please wait while we connect you to our 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.

CARLOS  
BELOZERCOVSKY

Hello Sharath

Sharath Kumar

Hi Carlos, could you please let me know more about your QuickBooks concern

CARLOS  
BELOZERCOVSKY

Hello, good afternoon. One question, my database is much older than 10 years and I think this is making it slower. What can you do to fix it?

thanks

Sharath Kumar

Carlos, when you mentioned 'Database,' could you please clarify exactly what you are referring to?

CARLOS  
BELOZERCOVSKY

The information I have in QB since I started the company

Sharath Kumar

ok, so the QB files on the server are taking up server resources, is that your concern, Sir?

CARLOS  
BELOZERCOVSKY

Yes exactly

Sharath Kumar

got it, allow me a moment to look into the server and provide you with a solution

CARLOS  
BELOZERCOVSKY

thank you

Sharath Kumar

is your database in your D drive?

CARLOS  
BELOZERCOVSKY

yes

It takes time to save transactions, for example. In my ignorance, I thought that I could have a company with data up to 20 years onwards.

I'm buying more and more space, but QB is getting worse

Sharath Kumar

I understand your concern, I am logged into the server and just with 2 users the CPU utilization is too much

CARLOS  
BELOZERCOVSKY

and usually we are 3 people

Sharath Kumar

RAM utilization may need to be increased since there are so many applications running

I can test by adding some CPU to the server, there will be no cost for this

try it for a week or so and let us know if that resolves your concern

I will also check if there is something that can be done to free up some space on C drive, even though as of now there is a lot of free space. There is also a lot of old data that can be deleted.

OK, thanks a lot

And my idea ?

It takes time to save transactions, for example. In my ignorance, I thought that I could have a company with data up to 2019 onwards. I'm buying more and more space, but QB is getting worse

Is possible ?

Sharath Kumar

Carlos, I have yet to understand your request. Are you referring that we create multiple folders for the same company?

CARLOS  
BELOZERCOVSKY

yes

One for 2014 until 12-31-2019, and that the data cannot be touched

Sharath Kumar

got it, but still the size of the company file will still remain the same and therefore, I doubt that it will resolve your concern

CARLOS  
BELOZERCOVSKY

I don't know. Because one wouldn't use it, it would only be for consultations. It could also be as if they were different companies

Sharath Kumar

I see

If you can provide a detailed bifurcation on what files should be stored under which folders, I can have someone from the

This will have to be sent as an email request

*12:34:41 AM CARLOS BELOZERCOVSKY is sharing a file with you*

[1\\_image.png](#) - ( Size:27.48 KB )

CARLOS  
BELOZERCOVSKY

Here you have two options, One company until 31-12-2019 and another with the rest of the information

I don't understand what you mean by folders, it's not very clear to me. Is this it?

Sharath Kumar

I was referring to where this particular file is kept on the server (e.g. D:\Client data\Company)

Are you suggesting extracting the company info from the company file that you have shared above?

CARLOS  
BELOZERCOVSKY

I don't know if it's crazy. It was what occurs to me so that the file in use is not so heavy, for example

Sharath Kumar

I got your point now, However, I have to check this with someone with more expertise. It could be possible that you may have to revert to you on email as this will take some time

CARLOS  
BELOZERCOVSKY

Perfect, I appreciate it.

Sharath Kumar

I will also get the extra CPU added to the server to see if that helps

Is there anything else I may help you with ?

CARLOS  
BELOZERCOVSKY

No, thanks

Sharath Kumar

You're welcome. I will reach out to you at the earliest.

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.

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

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #73061 Karin Newburger

**Email:** knewburger@hansenrealtyervices.com  7087692030

**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:** 17 Secs

**City:** POMPANO BEACH

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy (bot) forwarded the chat request*

*Manish Singh accepted the chat transfer request.*

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.  I will surely help you with this issue.
Karin Newburger	The printer is working unless I am connected to ACE
Manish Singh	May I know what exactly the issue are you facing?
Karin Newburger	The printer wont print
Manish Singh	Alright, have you tried printing through Uniprint? (Edited)
Karin Newburger	Uniprint cant find a suitable way to transfer print
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Karin Newburger	I am the only user
Manish Singh	May I take the remote access of your local computer?
Karin Newburger	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/4992429389">https://assist.acecloudhosting.com/join/4992429389</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
Karin Newburger	ok
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.  Kindly install the uniprint on your local with the help of your local IT to resolve the issue.
Karin Newburger	OK
Manish Singh	You can reinitiate the chat if the issue persists.  Is there anything else I may help you with ?
Karin Newburger	no right now. 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 summary of our discussion.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your 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

#72859 tamara

Email: tamara@childrenscup.org

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: MANZINI

State: Manzini

Country: SWAZILAND

## Chat Transcript

tamara	Hello, I am your Acebuddy
Acebuddy	Hello Tamara, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
tamara	Technical Support (QB & App Hosting)
Acebuddy Welcome to Ace Support.	
Please chose an option :	
tamara	I'd like to report an Issue
Acebuddy	Please select an option!
tamara	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
tamara	The system is telling me my account has been disabled
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Tushar Pharswan accepted the chat transfer request.*

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
tamara	Good Day, You were also assisting me yesterday. User name is TamaraBa
Tushar Pharswan	Hello Tamara.
	Were you able to get the password for your user profile?
tamara	Yes, I was but I am now being told that my user was disabled
Tushar Pharswan	Kindly try again to login.
tamara	Thanks, I have been able to log in
Tushar Pharswan	Great.
	Is there anything else I may help you with ?
tamara	No thank you
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72454 David Weinstein**

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

**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:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

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

## Chat Transcript

## Visitor Details

### #72917 Jocelyn

**Email:** jjssaccounting@gmail.com ☎ 12087095347

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** REXBURG

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

Jocelyn	Hello, I am your Acebuddy
Acebuddy	Hello Jocelyn Johnson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jocelyn	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jocelyn	I'd like to report an Issue
Acebuddy	Please select an option!
Jocelyn	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Jocelyn	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times when issued by Intuit, It might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. We will implement the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Jocelyn	Yes
Acebuddy	Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Yash Kalra accepted the chat transfer request.*

Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Jocelyn	myrealdatal is one server and the other is Qblivepa1.myrealdatal
Yash Kalra	Kindly confirm if your user name is: <b>JocelynJ.NPRE1</b>
Jocelyn	I got an email today that there is a new payroll update: Payroll Update 22506, I need to make all my clients & my logins a That one is for Rigby Rush
Yash Kalra	Jocelyn, We've checked and found that you're using the shared server. After this chat ends, I'll schedule the update task for the server.
Jocelyn	Thank you
Yash Kalra	Could you please let us know which <b>QuickBooks version</b> you're using?
Jocelyn	Some are 2022, 2023 and 2024
Yash Kalra	Okay, I just have one more question. Could you kindly confirm if your user server name is <b>QBNXTPRE1.myrealdatal.net</b> Are we still connected here?
Jocelyn	I have two on the one and one on Qblivepa1.myrealdatal.net
Yash Kalra	Okay, I've noted the details. Is there anything else I can help you with?
Jocelyn	No, just need the payroll update one done
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link below. Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback and suggestions at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Yash Kalra has ended this chat session*

# Chat Transcript

## Update QuickBooks

### Visitor Details

**#72951 jennifer**

**Email:** jennifer@absoluterv.com 📞 14807681618

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 27 Secs

**City:** PHOENIX

**State:** Arizona

**Country:** UNITED STATES

### Chat Transcript

jennifer Update QuickBooks

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

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

*Manish Singh accepted the chat transfer request.*

jennifer We cannot sign in to QuickBooks. It says we need to update the file

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

May I know the error you are getting.

*8:31:25 PMjennifer is sharing a file with you*

*[image.png](#) - ( Size:17.86 KB )*

*This is what it shows*

Alright

May I know your company name associated with us?

jennifer Absolute Storage

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

We need to run the updates from the backend.

jennifer Ok

Manish Singh	Kindly logout all users from the server for 20-25 minutes or we can schedule this update in night hours?
jennifer	We need it done now. It won't let us sign in
Manish Singh	May I take the remote access of your server?
jennifer	yes
Manish Singh	Kindly login to the server once.
jennifer	I did, do I need out now
Manish Singh	No, please stay on the server.
	Issue resolved for now it was services issue regarding the QuickBooks update we will schedule this in night hours.
	Is there anything else I may help you with ?
jennifer	No that's all
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 w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi 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.acecl">https://selfcare.acecl</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

**#72337 Justin Edgerly**

**Email:** info@ftgleasing.com ☎ 6615702930

**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 57 Secs

**City:** CASTAIC

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Justin Edgerly	Hello, I am your Acebuddy
Acebuddy	Hello Justin Edgerly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Justin Edgerly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Justin Edgerly	I'd like to report an Issue
Acebuddy	Please select an option!
Justin Edgerly	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Justin Edgerly	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Justin Edgerly	I was migrated to a dedicated server last night. My quickbooks file is back in single-user mode, and when I try to switch to permission that I dont have
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>
Justin Edgerly	Need to get my file back to multi-user mode
Sharath Kumar	Hello Justin
Justin Edgerly	Hi
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	what is the server name that you are currently using
Justin Edgerly	FTGLeasing.myrealdatal.net
Sharath Kumar	one moment while I sign into it
	could you also help me with the username that you are sign in with

Justin Edgerly	Switch.V
	I have tried all 4
Sharath Kumar	and if you could also confirm whether you have tried switching to the multi mode user previously  1:47:47 AM Justin Edgerly is sharing a file with you <a href="#">1111.JPG</a> - ( Size:14.44 KB )
Justin Edgerly	We were always Multi-User before the migration last night  when we opened today, file is back in single user
Sharath Kumar	understood
	I need to restart the service for QuickBooks which I hope should resolve your concern
Justin Edgerly	ok
Sharath Kumar	may I log out the users
Justin Edgerly	we are all logged out  go for it
Sharath Kumar	thanks
	I also see there are some updates missing for QuickBooks  let me download it for you
Justin Edgerly	ok
Sharath Kumar	It appears to be a big update  only 30% downloaded so far
Justin Edgerly	ok
Sharath Kumar	Justin the update is still going on, would it be okay if I keep you informed on email once QB has been successfully updated
Justin Edgerly	Sure. Will this also address the multi-user issue?
Sharath Kumar	yes, I have seen instances where this does resolve the issue
Justin Edgerly	I would prefer to stay on with you until this is resolved if that's ok. I have three people breathing down my neck until this is done
Sharath Kumar	understood. not a problem  hopefully, 5 more minutes till completion
Justin Edgerly	ok
Sharath Kumar	Alright Justin, the updates have been downloaded. The server now requires a reboot in order to install the updates
Justin Edgerly	ok
Sharath Kumar	restarting the server in a few seconds  QuickBooks updates are being installed
Justin Edgerly	k

Sharath Kumar	the update did not install properly
	we will have to reinstall QuickBooks
Justin Edgerly	ok
	Lets get this fixed now while we are at it
Sharath Kumar	certainly, a few more minutes please
	Justin could you please provide me with your licensing details for QuickBooks
Justin Edgerly	let me look
Sharath Kumar	thanks!
Justin Edgerly	Didnt I buy it through you?
Sharath Kumar	I see
	let me go ahead and check with the team regarding your detail
Justin Edgerly	I have a login with Intuit with info@ftgleasing.com
	but it only shows my previous QBO, not desktop
Sharath Kumar	not a problem
Justin Edgerly	How goes it?
Sharath Kumar	am waiting for a colleague of mint to provide the licensing details
	got it
	proceeding with the installation now
Justin Edgerly	ok
Sharath Kumar	application has been installed. updating it now so that you don't face any issues afterwards
	few more minutes
Justin Edgerly	k
Sharath Kumar	Justin application has been installed
	try accessing the app and then switching to multi mode version
Justin Edgerly	ok
	Seems good
	was able to switch
Sharath Kumar	Glad to hear that
	apologies that it took so long
	anything else that I may assist you with at this moment?
Justin Edgerly	glad its done. thank you
Sharath Kumar	my pleasure

You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.

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

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

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

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

*Sharath Kumar has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #72921 David Weinstein

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

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	Setback
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	My tax software won't start. I double click the icon and it doesn't run
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 david
	Kindly confirm the application name for which you are facing the issue
	Are we still connected here?
David Weinstein	I'm on the phone with cch
	i'll try you back if it doesn't work
Shashwat Verma	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)

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72725 Kerry Durkin**

**Email:** kerrydurkincpa@lynndurkincpa.com  7813781845

**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:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

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

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #72235 Jason Altunis

**Email:** jason@millennium-creations.com  17187849772

**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:** LONG ISLAND CITY

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72254 deborah.schott**

**Email:** deborah.schott@homevestors.com  9125035213

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** SAVANNAH

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

deborah.schott	Hello, I am your Acebuddy
Acebuddy	Hello Deborah.schott, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
deborah.schott	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
deborah.schott	I'd like to report an Issue
Acebuddy	Please select an option!
deborah.schott	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
deborah.schott	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73057 David Weinstein**

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

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 7 Secs

**City:** FT LAUDERDALE

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

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

	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	Can you install or update Firefox and Chrome on my server DavidWein
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.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
	Also, the registered email for your account with us is : david@davidweinsteincpa.com
	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)

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72897 jamey**

**Email:** jamey@green-swans.com **Phone:** 7206358695

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** MORGANTOWN

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

jamey	Hello, I am your Acebuddy
Acebuddy	Hello Jamey, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jamey	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jamey	I'd like to report an Issue
Acebuddy	Please select an option!
jamey	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jamey	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jamey	My quickbooks files are not on the new server\
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sanyam Madan accepted the chat transfer request.</i>	
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
jamey	hello
Sanyam Madan	Hello Jamey , how are you doing today
jamey	I'm good, how are you
Sanyam Madan	I'm doing well. Thanks for asking
	Jamey can you please elaborate the issue
jamey	You guys moved my quickbooks file to a new server over the weekend. I logged into the new server and opened quickboo company file. I am missing all of my info from my previous quickbooks files.
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?
jamey	I am not sure the of Server Name, perhaps this? QBNXTPRO1.myrealdatal.net
	User Name: JameyN.NPro1@myrealdatal.net

Sanyam Madan	Thank you for the information and allow 2 minutes to check the same.
jamey	May I take the remote access of your server?
	yes
	the file that is open is the new one they made me start
Sanyam Madan	please allow me two minutes jamey
jamey	take your time
Sanyam Madan	please accept the request jamey
	kindly select the company file from this list and try to open it
jamey	fyi, I can't see this chat when the remote server is open
Sanyam Madan	okay , i will write it in the notepad of the server
jamey	I'm back
Sanyam Madan	Is there anything else I may help you with ?
jamey	nope, hopefully that soles the issue
	solves
	thank you
Sanyam Madan	please share your valuable feedback after the chat ends
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	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.acecl">https://selfcare.acecl</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Sanyam Madan has ended this chat session*

## Chat Transcript

How do I get quickbooks onto another computer. I already  
ace cloud hosting

## Visitor Details

#72126 jhofstetter0905

Email: jhofstetter0905@gmail.com ☎ 3028582342

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

Website: [https://www.acecloudhosting.com/?utm\\_source=Bing&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=Ace%20Cloud%20Hosting&utm\\_adgroup=Primary&i](https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&i)

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: RICHMOND

State: Virginia

Country: UNITED STATES

## Chat Transcript

jhofstetter0905 How do I get quickbooks onto another computer. I already pay for ace cloud hosting

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

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

*Shashwat Verma accepted the chat transfer request.*

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

hello

jhofstetter0905 hello

Shashwat Verma I will surely help you with this issue.

Do you have access of Myportal?

jhofstetter0905 I need to know how to get quickbooks on my computer. I already pay for Ace Cloud hosting

Shashwat Verma Sure

Do you have the access of myportal?

jhofstetter0905 I don't know. How do I find out?

Shashwat Verma No problem, kindly share your Business name registered with ACE.

jhofstetter0905 Liberty Arms

Shashwat Verma JacqueH@myrealdata.net, kindly confirm your username, is that correct?

Are we still connected here?

jhofstetter0905 No thats not my user name

Shashwat Verma libertyarmsllc@yahoo.com, is that your email address registered with us?

jhofstetter0905	yes
Shashwat Verma	Under this account CID71340, we have only one user registered that is JacqueH@myrealdata.net (Jacque Hofstetter)
jhofstetter0905	Oh yes thats me  I  i just don't recognize that user name
Shashwat Verma	Perfect, no problem
jhofstetter0905	but my name is jacque hofstetter
Shashwat Verma	Okay  Do you want me to setup your new pc on remote session or just want rdp file to login the server?
jhofstetter0905	I need it set up on a Macbook  and i'm not sure i remember my login info
Shashwat Verma	Okay  let me take the remote access for setup first, then we'll resolve your credential request  May I take the remote access of your local computer?
jhofstetter0905	do i need to be on the computer that my quickbooks is on?
Shashwat Verma	You have be on pc, on which you want to setup
jhofstetter0905	It's a macbook
Shashwat Verma	let me share you the link, open it on the new pc on which you want to setup
jhofstetter0905	okay
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/5322429355">https://assist.acecloudhosting.com/join/5322429355</a>  Kindly Click on the link and open the downloaded file.
	On the new pc(macbook)
jhofstetter0905	ok i am
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Kindly allow the permission to remote session
	Setup the rdp on remote session.
	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 the details.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!

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

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

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72657 Kathy Rogers**

**Email:** accounting@ocidesignbuild.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** HUDSONVILLE

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

Kathy Rogers Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Kathy Rogers Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Kathy Rogers I'd like to report an Issue

Acebuddy Please select an option!

Kathy Rogers QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Kathy Rogers QuickBooks Login Issue

Acebuddy I understand that you are unable to login to your QuickBooks company file. The follow help you with resolving the issue

Was that helpful?

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73176 booksboss**

**Email:** booksboss@acobloom.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** BAHUA

**State:** Punjab

**Country:** INDIA

### Chat Transcript

booksboss Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

*booksboss has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72740 Tami Linton**

**Email:** accounting@starchase.com ☎ 757-802-4434

**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:** 49 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Tami Linton 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?

Tami Linton Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Tami Linton I'd like to report an Issue

Acebuddy Please select an option!

Tami Linton QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Tami Linton Other QB related issue

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

Tami Linton I am trying to do an online back up, as it's saying the last sucessfull one was last wee backup runs automatically every night.

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 assist

Tami Linton Hello

I attempted to do an online backup, as it's saying the last successful one was last we it came back that the data back up was incomplete: the files were ope or not reachat

It is also set to run each night when the users are logged off, but yet they are not cor

Can you help as to why?

Manish Singh I will surely help you with this issue.

Tami Linton These are the files they are referencing

• D:\\Client Data\\Drive\_Q\\StarChase LLC.QBW • D:\\Client Data\\Drive\_Q\\StarChase

Manish Singh Please send us an email from the registered email address at support@acecloudhosti we could proceed further with the request.

Also, the registered email for your account with us is :  
accounting@starchase.com

And kindly mention the date of the backup you want for.

Tami Linton Yes that is correct

ok

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

Tami Linton no

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 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!

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

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

*Manish Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72039 amanda**

**Email:** amanda@sundackcpa.com  12128589022

**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:** 22 Secs

**City:** FARMINGDALE

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

amanda Hello, I am your Acebuddy

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

Hello Amanda

amanda Apologies, our other chat disconnected

DO you have my previous message

Anurag Sharma No problem

Sorry, can you please share those texts again?

amanda No problem

Anurag Sharma I just need the user with the issue

amanda Steve from my office is trying to get onto the server and for some reason its asking h  
MFA. Not sure why? No one else has come across that

Is there a way to bypass that? If not can someone reach out to help him?

Anurag Sharma I deeply apologize for the inconvenience caused to you.

amanda

Steve Sundack is the user with the issue

Anurag Sharma Thanks for the confirmation !

amanda no worries just trying to help him out

Anurag Sharma May I take the remote access of your local computer?

amanda Can you remote into Steve's? He is the one with the issue

Anurag Sharma Yes, please confirm if I can take the remote access of Steve's computer.

amanda one moment

ok he said go ahead

Anurag Sharma Thank you

Prior providing the access, I would suggest you to close any important documents at

amanda his cell is 631-697-0136 if you need him

Anurag Sharma <https://assist.acecloudhosting.com/join/1832109257>

Please ask him to kindly paste this link in the browser of local computer and join the session

Yes, if we will require that, then we will surely connect with him on call. First let me try

amanda ok I had to email him the link

one moment

Anurag Sharma Sure, please take your time

amanda apologies as he is not in the office and working remotely

Anurag Sharma Okay

So do you want me to arrange a callback for him?

amanda are you connected now

im on the phone with him he clicked join session

Anurag Sharma We can arrange a callback for him on your preferred time if you wish.

Okay, let me check.

amanda yes please call him on his cell if you dont mind

it would be easier

he said its fine to reach out to him

Anurag Sharma Is he available right now?

amanda yes he is

Anurag Sharma Okay then please ask him to contact us on Phone: **1-888-415-5240**.

So that we can connect directly on call.

amanda Can you call him or he has to call you?

ok

Anurag Sharma To be honest, I can arrange a callback for you but it takes some time. I would suggest us on the shared number above if you need immediate assistance.

amanda Ok I let him know, no rpblem  
problem\*

Anurag Sharma Okay  
Is there anything else I may help you with ?

amanda that is all thank you very much youve been very helpful

Anurag Sharma Thankyou Amanda for cooperating.

I would greatly appreciate if you could spare a minute to give your valuable feedback 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 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 ca 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 (<https://selfcare.acecloudhosting.com>).

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

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72428 Amber Cookston**

**Email:** acookston@adependablellc.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** DUNCANVILLE

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Amber Cookston	Hello, I am your Acebuddy
Acebuddy	Hello Amber Cookston, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amber Cookston	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amber Cookston	I'd like to raise a Request
Acebuddy	Please select your request type.
Amber Cookston	Password Reset
Acebuddy	Please select an option below
Amber Cookston	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for which 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 help Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71919 amanda**

**Email:** amanda@sundackcpa.com  12128589022

**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:** 28 Secs

**City:** FARMINGDALE

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

amanda	Hello, I am your Acebuddy
Acebuddy	Hello Amanda, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
amanda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
amanda	I'd like to raise a Request
Acebuddy	Please select your request type.
amanda	Password Reset
Acebuddy	Please select an option below
amanda	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server pa:
	Do you need any further assistance on the topic?
amanda	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
amanda	Good morning, I am contacting you for one of my coworkers, Dale Clossick. She need Password reset and sent to her. Can you please assist me?
	<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 ass

	I will be surely assisting you with this. Kindly help me with your server name and use
amanda	Her name is Dale Clossick
Shubham Yadav	Alright, Amanda can you please let me know the server name ?
amanda	Sundack CPA
	Dale.Cl
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
	Amanda since the user is enrolled in selfcare portal. User can use the portal to reset the password.
	This is in regard to the password reset request received. Since, you are enrolled in the selfcare portal we encourage you to use the same to reset your password. It is a quick and easy process that allows you to reset your password on your own, without any need for assistance from our Technical Support Team.
	To reset the password using Selfcare Portal, please follow the simple steps outlined below:
	<ol style="list-style-type: none"> <li>1. Visit <b>Selfcare Portal</b> <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> Click "*Forgot your password?"</li> <li>2. Enter your Server Username.</li> <li>3. Enter the CAPTCHA verification and Click <b>Continue</b>.</li> <li>4. In the window that opens, choose an authentication method from the list.</li> <li>5. Enter your new password and click <b>Reset</b> to finish.</li> </ol>
amanda	I dont think shes enrolled
	Are you able to reset and provide her with a new one?
Shubham Yadav	Amanda I checked and found she is enrolled on self care portal.
	Yeah sure we can reset the password if you are facing issues with self care. You can now proceed with the password reset.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we can proceed further with the request.
amanda	ok thank you!
Shubham Yadav	Welcome amanda
	We will be providing you a new password over the same mail.
	Is there anything else I may help you with ?
amanda	that is all. THanks again
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback about 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 summarizing the 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 review it. 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 (<https://selfcare.acecloudhosting.com>).

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

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73262 brian**

**Email:** brian@texasaccountingfirm.com  18327697135

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

**Operator:** Shashwat Verma

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 28 Secs

**City:** PORT ARTHUR

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

brian Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

brian Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

brian I'd like to raise a Request

Acebuddy

Please select your request type.

brian Reboot your Server

Acebuddy Kindly send an email to support@acecloudhosting.com from your registered email address and mention the reason for server reboot and the support team will be happy to update you on the task.

Do you need any further assistance on the topic?

brian Yes

Acebuddy Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

brian Just checking on timeframe

*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 with your request.

Hello Brian

Brian, Do you wish to reboot your server?

brian I emailed earlier

Just keeping everyone out of server till done

Shashwat Verma I apologize for any delay. Thank you for your patience.

We are rebooting the server right now.

brian Awesome no problem

Thanks

You are the best

Shashwat Verma Thanks, we have initiated the reboot.

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 by calling us at (1-888-415-5240) if any further assistance is required.

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72076 Michael Hutchinson**

**Email:** michael@chinsonsgrillshack.com ☎ 16494326543

**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:** GRAND TURK

**State:** Turks And Caicos Islands

**Country:** TURKS AND CAICOS ISLANDS

## Chat Transcript

Michael Hutchinson Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Michael Hutchinson Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Michael Hutchinson I'd like to raise a Request

Acebuddy Please select your request type.

Michael Hutchinson Other Request

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

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

Michael Hutchinson No, That'll be all!

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

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73172 krisika**

**Email:** krisika@hkidata.com ☎ 7383092838

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

**Operator:** Rohit Kumar

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 41 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

## 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 re

krisika Hi

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Tushar Pharswan accepted the chat transfer request.*

krisika Hi

*Tushar Pharswan is transferring the chat to Rohit Kumar.*

*Rohit Kumar accepted the chat transfer request.*

Rohit Kumar Thank you for contacting Ace Cloud Hosting. My name is Rohit Kumar. I will be assisti

Hi Krisika

How can I help you today

krisika Quickbook not open in all pc

*11:31:26 AMkrisika is sharing a file with you*

[IMG-20250226-WA0000.jpg](#) - ( Size:74.49 KB )

*This errore*

Rohit Kumar May I know which version of QB you all are using?

krisika 2022 version

Rohit Kumar I will surely help you with this issue.

krisika Yes

Rohit Kumar Please allow me 2-3 minutes so I can check this for you.

krisika Ok

Rohit Kumar May I know your user name?

krisika Hkidata01

Rohit Kumar If you all are facing the issue. Can we reboot the server? I will send everyone an alert work.

krisika Yes

Rohit Kumar Thanks.

Please give me 5 more minutes and then you can login again.

krisika Ok

Rohit Kumar Thank you for your patience

Please try to login again and access QB again.

Please let me know if it is working now?

krisika Yes

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

krisika Quickbook working fine

Thank you

Rohit Kumar

This message has been deleted

Is there anything else I may help you with ?

krisika

No

Thank you

Rohit Kumar

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 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 work. 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 website (<https://selfcare.acecloudhosting.com>).

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

*Rohit Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72527 ShruthiS**

**Email:** shruthis@norwintechologies.com

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 56 Secs

**City:** BANGALORE

**State:** Karnataka

**Country:** INDIA

## Chat Transcript

ShruthiS	Hello, I am your Acebuddy
Acebuddy	Hello Shruthis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ShruthiS	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ShruthiS	I'd like to raise a Request
Acebuddy	Please select your request type.
ShruthiS	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your Operating System
ShruthiS	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server on your Windows PC
	Do you need any further assistance on the topic?
ShruthiS	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you with your issue.
	Hello
ShruthiS	Hello
	I need access for the folder - D:\Subs\ACCSCIENT Shared Folder\Checks\Appridata and D:\Subs\OvalEdge\OvalEdge
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
ShruthiS	okay
Shashwat Verma	Kindly email the folder access request from invoice@norwintechologies.com or Bharath.Vellanki@fthco.com to support@acecloudhosting, mentioning the same in the subject.
ShruthiS	639027
	Already they gave the access but now it is not showing

Shashwat Verma	Okay
	Kindly allow me two minutes to check the same.
ShruthiS	ok
Shashwat Verma	We have checked that ticket but we don't have permission to give you access for D:\Shared Folder\Checks\Appridat\2025
ShruthiS	Okay
Shashwat Verma	Kindly email the request, will do the needful
	Is there anything else I may help you with ?
ShruthiS	Ok will send the email
Shashwat Verma	Sure
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding your 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 review it. 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 self-care 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/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72605 Glenn Hammill**

**Email:** glenn@hammillconsulting.com ☎ 925.944.4791

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 11 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Glenn Hammill	Hello, I am your Acebuddy
Acebuddy	Hello Glenn Hammill, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Glenn Hammill	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Glenn Hammill	I'd like to raise a Request
Acebuddy	Please select your request type.
Glenn Hammill	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you wi once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Glenn Hammill	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Glenn Hammill	Please see ticket ID 642145
	<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 as
	Hello Glenn (Edited)
	Kindly allow me two minutes to check the same.
	I will surely help you with this issue.
	Do you want to update Lacerte 2024?
Glenn Hammill	yes please, i downloaded the updates but cannot install them
Shashwat Verma	Yes sure

Kindly allow me two minutes to check the same.

Kindly logoff from the server

Glenn Hammill      okay

Shashwat Verma      We have noted your request and will complete it in 10 mins, we'll email you when we

Is that work for you?

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 (1-888-415-5240) if any further assistance is required.

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73029 john cortopassi**

**Email:** john@johnacortopassicpa.com **Phone:** 16319796917

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 1 Min 11 Secs

**City:** SMITHSTOWN

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

john cortopassi

Hello, I am your Acebuddy

Acebuddy	Hello John Cortopassi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
john cortopassi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
john cortopassi	I'd like to raise a Request
Acebuddy	Please select your request type.
john cortopassi	Restart
Acebuddy	Hello John Cortopassi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
john cortopassi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
john cortopassi	I'd like to report an Issue
Acebuddy	Please select an option!
john cortopassi	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
john cortopassi	my mac updated last night and now i can't logon
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 with your issue.
	Hello John
john cortopassi	i've been waiting a half hour for a call back
	My mac updated last night and now i can't logon
Shashwat Verma	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
	May I take the remote access of your local computer?
john cortopassi	yes
	maybe mac didn't upgrade
Shashwat Verma	Okay, let me try
	Prior providing the access, I would suggest you to close any important documents at

<https://assist.acecloudhosting.com/join/4392508817>

Kindly Click on the link and open the downloaded file.

john cortopassi ok you should be in

Shashwat Verma We are connected on the remote session and will proceed with the troubleshooting of the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.

john cortopassi ok

ace recently made my ip with you static

my client password or user name password. i have 2

Shashwat Verma Kindly enter your credentials of JOHN

john cortopassi it might be other passweord

Shashwat Verma Okay

john cortopassi ok

how do i upgrade it

Shashwat Verma We have plans for that, shall I share with you?

john cortopassi yes also mac wants to upgrade to 15.3.1 sequoia is that ok?

Shashwat Verma We recommend upgrading your disk space to resolve this and ensure uninterrupted c are our available Disk Space plans designed to meet your needs:

Plan1 : 200GB : \$120/Month

Plan2 : 100GB : \$60/Month

Plan3 : 80 GB : \$50/Month

Plan4 : 60 GB : \$40/Month

Plan5 : 40 GB : \$28/Month

Upgrading your C: drive space will enhance performance and prevent potential slowd operational disruptions. Please let us know how we can assist you further in upgradin allocation.

No problem

john cortopassi hoe many gb do i have now

40 should be good right?

Shashwat Verma Let me share you the statistics

Its totally depends on the usage of the users

Allow me 1 mins to share the storage overview.

john cortopassi ok

*11:41:56 PM Shashwat Verma is sharing a file with you  
[image.png](#) - ( Size:4.76 KB )*

*here is the usage*

	sorry its too small
Shashwat Verma	Okay
john cortopassi	ok i see
Shashwat Verma	Okay
	You can open that, it's in image format
john cortopassi	lets do 100
Shashwat Verma	Sure, kindly email us from john@johnacortopassicpa.com to support@acecloudhostin mentioning Plan2 : 100GB : \$60/Month
	Rest will be assured by us.
john cortopassi	ok
	ok crewe all set now? Pk to upgrade to sequoia tonight?
	sorry typos. we done?
Shashwat Verma	Once we get the email , will do the same
	yes
	Is there anything else I may help you with ?
john cortopassi	oh thank you bye
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us 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 ca working. I will appreciate that. or you may send your feedback at quality@acecloudh Thanks!
	Note: You may change/reset your server password on your own by registering on our ( <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/know">https://www.acecloudhosting.com/know</a>

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73306 James Felter**

**Email:** jfelter@jfeltercpa.com ☎ 13303285882

**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:** CLEVELAND

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

James Felter Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

James Felter Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

James Felter I'd like to report an Issue

Acebuddy Please select an option!

James Felter Password Reset

Acebuddy Please select an option below

James Felter Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@acecloudhosting.com and mention the username for which 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?

James Felter 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

**#73277 martha**

**Email:** martha@wootoncpa.com ☎ 14058505592

**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:** LAS CRUCES

**State:** New Mexico

**Country:** UNITED STATES

## Chat Transcript

martha Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

martha Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

martha I'd like to raise a Request

Acebuddy Please select your request type.

martha Other Request

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

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

martha No, That'll be all!

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

*Acebuddy has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73144 Amanda gatlin**

**Email:** allconstructionandframing@gmail.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:** WINTER HAVEN

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Amanda gatlin Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Amanda gatlin Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Amanda gatlin I'd like to raise a Request

Acebuddy Please select your request type.

Amanda gatlin Password Reset

Acebuddy Please select an option below

Amanda gatlin Not Enrolled to Selfcare Portal

Acebuddy

Please drop an email on support@acecloudhosting.com and mention the username for which 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?

Amanda gatlin 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

**#72165 David Garza**

**Email:** david@davidgarza.net  15627167160

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

**Operator:** Yash Kalra

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

**Operating System:** Apple iPhone

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 1 Min 26 Secs

**City:** CERRITOS

**State:** California

**Country:** UNITED STATES

### Chat Transcript

David Garza Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

David Garza Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

David Garza	I'd like to raise a Request
Acebuddy	Please select your request type.
David Garza	Other Request
Acebuddy	Please drop an email to support@aceclouddhosting.com with a brief description of you technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the appropriate option
David Garza	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
David Garza	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
David Garza	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps will help you with resolving the issue
	Was that helpful?
David Garza	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you
<i>Acebuddy (bot) forwarded the chat request</i>	
David Garza	help!
	your chat logged me out!
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you with this.
	I will be surely assisting you with this. Kindly help me with your server name and usage details.
David Garza	what happened to the other guy I was working with?
	this sucks !
	I was working with someone else and your chat logged me out!
	we can't get into qb!
Yash Kalra	I completely understand that sometimes things can get challenging, but please don't hesitate to assist you
David Garza	I tried to warn support two days ago but no response from you
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and usage details.
David Garza	ticket 636941
	Allied International
Yash Kalra	Kindly allow me two minutes to check the same.

David Garza	you should have our info  your chat will log me off soon  this is extremely frustrating!
Yash Kalra	May I take the remote access of your local computer?  David, please provide your confirmation so we can proceed with resolving the issue.
David Garza	I am having a user try to log in again  it's working now  what happened?
Yash Kalra	Is the issue, we tried to make some changes from the backend.
David Garza	I don't understand  I need to know why this happened
Yash Kalra	The user session was not properly disconnected earlier. I've now made some changes to temporary files from the backend. Please let me know if anyone else is facing the same issue. I would also recommend checking the backend for that user as well.
	Are we still connected here?
David Garza	This is troubling  I am worried that our concerns were ignored two days ago and it led to this problem  I would like to know how we can make our own backups
Yash Kalra	Don't worry—we're here to help you out. I'll ensure that this issue doesn't occur again. I will also make the necessary changes for all users to prevent this in the future.
David Garza	please send me instructions on how we can make copies of our data  You can email me instructions
Yash Kalra	Okay, I will mail you the instructions after this chat ends. Should we proceed to close the chat?
	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 (1-888-415-5240) if any further assistance is required.

*Yash Kalra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71933 Jennifer White**

**Email:** jennifer@jennwhitecpa.com ☎ 15305219484

**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:** 17 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Jennifer White Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jennifer White Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jennifer White Setback

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

Whom Would You Like to Connect With?

Jennifer White Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jennifer White I'd like to report an Issue

Acebuddy Please select an option!

Jennifer White Other Issue

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

Jennifer White I need UltraTax update and it has to be run as an administrator

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shubham Yadav accepted the chat transfer request.*

Shubham Yadav Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you with your issue.

Jennifer White Hi

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

Jennifer White User Name :-myrealdata\JenniferWhite

Client ID - CID74666

Shubham Yadav Thank you for the information and allow 2 minutes to check the same.

May I take the remote access of your local computer?

Jennifer White yes

Shubham Yadav Prior providing the access, I would suggest you to close any important documents at this time.

<https://assist.acecloudhosting.com/join/8052340042>

Kindly Click on the link and open the downloaded file.

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

Are you able to connect ?

Are we still connected here?

As per remote session you are now able to update the application

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 call (1-888-415-5240) if any further assistance is required.

*Shubham Yadav has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72858 michellesteele4**

**Email:** michellesteele4@hotmail.com ☎ 13045532294

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** ALEXANDRIA

**State:** Louisiana

**Country:** UNITED STATES

## Chat Transcript

michellesteele4 Hello, I am your Acebuddy

Acebuddy Hello Michellesteele4, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

michellesteele4 Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

michellesteele4 I'd like to report an Issue

Acebuddy Please select an option!

michellesteele4 QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

michellesteele4 Other QB related issue

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

michellesteele4 Awaiting my license was suppose to have by now

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Tushar Pharswan accepted the chat transfer request.*

Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be as
	Hello Michelle,
michellesteele4	Tushar I was told I would have my Quickbooks license by now and my current subscri
	Friday.
Tushar Pharswan	I will connect with the team regarding this matter to resolve this and will update you
	the onboarding team which deals with the new client s is not available now but will b
michellesteele4	Thank you. I'm getting concerned because it will disable my entire system.
Tushar Pharswan	Til then I will communicate with sales or other possible options to resolve your issue.
michellesteele4	Thank you.
Tushar Pharswan	I will make this as a priority and notify others.
	Is there anything else I may help you with ?
michellesteele4	No Thank you.
Tushar Pharswan	Kindly share your feedback by clicking the smiley icons at the end of this chat. It mea
	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
	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 ca
	working. I will appreciate that. or you may send your feedback at quality@acecloudh
	Thanks!
	Note: You may change/reset your server password on your own by registering on our
	( <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/know">https://www.acecloudhosting.com/know</a>

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#72036 Bryan Kochis**

**Email:** webmaster@brewingscience.com ☎ 719-650-4602

**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:** 31 Secs

**City:** WOODLAND PARK

**State:** Colorado

**Country:** UNITED STATES

**Chat Transcript** -----

Bryan Kochis Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Bryan Kochis Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Bryan Kochis I'd like to report an Issue

Acebuddy Please select an option!

Bryan Kochis Other Issue

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

Bryan Kochis Office install issue (Outlook)

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shashwat Verma accepted the chat transfer request.*

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

Hello Bryan

Bryan Kochis Hi. I am following up on a call I got earlier. I have a user on BSI/myrealdatal.net (Chris Corcoran) who has been using Outlook after you guys did a compliance check. We updated to Microsoft 365 yesterday (as noted in your notes). But ChrisCor did NOT get his Outlook back.

I am logged in to our ACE server as ChrisCor right now

Shashwat Verma I will surely help you with this issue.

	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
Bryan Kochis	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at
	Kindly accept the invitation
	We are connected on the remote session and will proceed with the troubleshooting of the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
Bryan Kochis	ok
Shashwat Verma	We are working from backend, kindly allow me 4-5 mins.
	It's taking more than usual time to repair the Office365 application
Bryan Kochis	ok
	Want to make sure he doesn't lose his IMAP settings / .ost file he had as well.
Shashwat Verma	Okay
	We'll update you on email, when we are done with it.
	Is that work for you?
Bryan Kochis	Sure. Do you want to close the chat?
Shashwat Verma	Yes
	Is there anything else I may help you with ?
Bryan Kochis	No just want to get this fixed. Do you want me to stay logged into the remote server?
Shashwat Verma	No it's not required.
	We'll do from our end
	Thanks, we'll update you on email very soon.
Bryan Kochis	ok
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us 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 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 ( <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

**#72246 scott kushnick**

**Email:** skushnick@kdhlcc.com ☎ 7183123400

**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:** SCARSDALE

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

scott kushnick Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

scott kushnick Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

scott kushnick I'd like to raise a Request

Acebuddy Please select your request type.

scott kushnick Other Request

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

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

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72077 Michael Hutchinson**

**Email:** michael@chinsonsgrillshack.com  16494326543

**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 20 Secs

**City:** GRAND TURK

**State:** Turks And Caicos Islands

**Country:** TURKS AND CAICOS ISLANDS

### Chat Transcript

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

Acebuddy	Please send us an email at support@aceclouddhosting.com and we will provide you an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Michael Hutchinson	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be available to assist you today.
	Hello Michael, could you please let me know the application that needs to be updated?
Michael Hutchinson	hello
	I am trying to send emails from quickbooks and it is first saying I need to update then says I am unable to send emails because I am currently signed out of intuit ID*
	It then asks me to please sign in to continue
Sharath Kumar	give me one moment, let me quickly sign into the server and check your QuickBooks licensing details
	Michael, I do see there are updates pending for your QuickBooks Premier 2020 edition.
Michael Hutchinson	I was told it was done yesterday
Sharath Kumar	It appears that there is an error with installed updates
Michael Hutchinson	Ticket ID: 633961 Issue: QB Update Issue We would like to inform you that we have successfully installed all pending updates for QuickBooks kindly check now and let me know the current status of your reported issue. Please feel free to reach us if you need assistance. You may contact us on our 24/7 helpline on 888-415-5240 (toll-free) or you can reach us on our instant chat support through Ace Cloud Hosting We would love to hear from you, please share your feedback at quality@aceclouddhosting.com. Best regards, Get In Touch with Us
Sharath Kumar	This is not usual but I have seen instances like this where the error appears even after installation
Michael Hutchinson	So what is the next step?
Sharath Kumar	I can get the updates installed right now, will need 30 minutes of downtime, though
	Also, Ian will have to sign off till the updates are complete
Michael Hutchinson	yes thats fine
Sharath Kumar	could you please ask Ian to sign off so that I can proceed with the installation
	I have also sent a message to Ian requesting to log off but he's still working

Michael Hutchinson	you can do the update its fine
Sharath Kumar	he's signed out, thank you
	I will proceed with the update and will keep you informed on email once I make sure the updates are installed correctly
	anything else that I may assist you with in the meantime?
Michael Hutchinson	no that is it. Let me know once its done so I can retry. Thanks
Sharath Kumar	certainly
	You may end this chat now. Once you end this chat, you will receive an email from us confirming the end of the 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 manager can understand 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 Self-care 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*

