

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #70482 Ben Hanni

**Email:** bkhanni@bpinnovations.com  13307541361

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

**Operator:** Dharmendra Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 1 Sec

**City:** HILTON HEAD ISLAND

**State:** South Carolina

**Country:** UNITED STATES

## Chat Transcript

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

Ben Hanni	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times, they 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@acecloudhost.com. We will need to be connected to your server to resolve the issue.
	Do you need any further assistance on the topic?
Ben Hanni	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Dharmendra Kumar accepted the chat transfer request.</i>
Ben Hanni	Case# 614797 was open for installing QB 24. I replied and received Case# 618949 I can not open the company file in QB
Dharmendra Kumar	Hello Ben,  Thank you for providing the details, let me look into this.
	I am accessing your server now.
	After that we'll share the server screen,
Ben Hanni	ok, I had logged off, do you want me to log back on then?
Dharmendra Kumar	yes please,
Ben Hanni	ok, I'm back in the server
Dharmendra Kumar	ok, allow me 1 min. here.
	Now you will get a pop-up. I will request you to please close any confidential document on the screen.
Ben Hanni	do you want me to open QB 24 so you can see it??  or did you want to run as administrator here?
Dharmendra Kumar	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71425 Jaspreet Singh**

**Email:** jas@cpajs.com **Phone:** 15102743079

**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:** UNION CITY

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

## Visitor Details

**#70661 William Eden**

**Email:** weden@bastionpoint.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:** RICHMOND

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

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

## Visitor Details

### #71004 Megan Burton

**Email:** megan@meganburton.com ☎ 14049153870

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

**Operator:** Shubham Kataria

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 41 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Megan Burton	Hello, I am your Acebuddy
Acebuddy	Hello Megan Burton, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Megan Burton	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Megan Burton	I'd like to raise a Request
Acebuddy	Please select your request type.
Megan Burton	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Megan Burton	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
Megan Burton	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.

Megan Burton	Kimberly is in need of being set up  Can she call in for assistance
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Megan Burton	I'm not sure  my company is seeding treasures
Shubham Kataria	thank you for the information  Let me check this
	<i>3:55:18 PMMegan Burton is sharing a file with you</i> <a href="#"><u>IMG_1916.png</u></a> - ( Size:242.03 KB )
	Kindly confirm if would like to set up the RDP login on your computer
	Are we still connected here?
Megan Burton	I have it on my computer I need Kimberly to set it up on hers  she will be calling I. Or texting in
Shubham Kataria	I would like to inform you that Kimberly ligutan is connected with us via another chat session. we are assisting her on real
Megan Burton	Can you note the account that it is okay for her to receive assistance  perfect
Shubham Kataria	Could you please confirm Kimberly's business name
Megan Burton	the password is Answer2# please do not reset  Kimberly is a new hire / virtual admin for me at seeding treasures
Shubham Kataria	Okay let me check
Megan Burton	She may not know our company name I hired her we have many companies  <i>4:02:52 PMMegan Burton is sharing a file with you</i> <a href="#"><u>IMG_1917.png</u></a> - ( Size:556.61 KB )
	I directed her to call for support
Shubham Kataria	In Seeding Treasures, we are unable to locate her account. We only have your account listed.
Megan Burton	She not on the account she will use my login the agreement with ace was 1 user  <i>4:04:55 PMMegan Burton is sharing a file with you</i> <a href="#"><u>IMG_1918.png</u></a> - ( Size:672.93 KB )
Shubham Kataria	Understood, we are now assisting her. Thank you for the information (Edited)
Megan Burton	Thank you
Shubham Kataria	You're welcome! We're currently helping her and will complete her login setup  Is there anything else I may help you with ?
Megan Burton	That's all I will disconnect

Shubham Kataria Sure

Before you disconnect, I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.

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

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

Thanks!

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

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

*Shubham Kataria has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70785 Chris Siefker

**Email:** chris@siefker.com ☎ 15199915651

**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:** AMHERSTBURG

**State:** Ontario

**Country:** CANADA

### Chat Transcript

Chris Siefker Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

#### #70471 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:** Mozilla Firefox

**Device:** Desktop

**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	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	

I sent an email request to move 20 GB from the D drive to the C Drive. Can you do so now?

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Chat request was not picked up by the operators*

David Weinstein Kindly move 20 GB from the D drive to the C drive as soon as you can. I sent an email.

*Visitor changed the visitor's Email to David@davidweinsteincpa.com.*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #71431 Ashlee Maitland

**Email:** office@sadlonandassociates.com  18282000079

**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:** 34 Secs

**City:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

Ashlee Maitland Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ashlee Maitland Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Ashlee Maitland	I'd like to report an Issue
Acebuddy	Please select an option!
Ashlee Maitland	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Ashlee Maitland	Popup requesting password reset but i have reset all my passwords
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.
Ashlee Maitland	Hi Manish
Manish Singh	I will surely help you with this issue.
Ashlee Maitland	I am having a password expiry notice pop up and i cant get it to go away. i chatted with support last week and reset all th
Manish Singh	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Ashlee Maitland	Only one user. the pop up has been there but thats why i chatted last week and changed all the passwords. it now says it work
Manish Singh	May I take the remote access of your local computer?
Ashlee Maitland	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/5082158362">https://assist.acecloudhosting.com/join/5082158362</a>
Prior providing the access, I would suggest you to close any important documents at your end.	
We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting kindly give your confirmation on this chat.	
Is there anything else I may help you with ?	
Ashlee Maitland	I just want to be sure our account is secure
Manish Singh	Yes, it is
Ashlee Maitland	and not connected to the davis media account or whatever you said
Manish Singh	As you have changed the password according to you.
Ashlee Maitland	sometimes in quickbooks our username changes to things we are not associated with
Manish Singh	Yes, noted.
Ashlee Maitland	okay thank you
Manish Singh	Is there anything else I may help you with ?
Ashlee Maitland	that is 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

*ashlee maitland has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

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**#70701 johnathon**

**Email:** johnathon@islandentertainment.com

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

**Operator:** Yash Kalra

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 26 Secs

**City:** HAMMOND

**State:** Mississippi

**Country:** UNITED STATES

### Chat Transcript

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johnathon	Hello, I am your Acebuddy
Acebuddy	Hello Johnathon Patty, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
johnathon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
johnathon	I'd like to report an Issue
Acebuddy	Please select an option!
johnathon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
johnathon	Ticket ID: 618605

Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	Kindly allow me two minutes to check the same.
	May I take the remote access of your local computer?
johnathon	Yes
	Yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
johnathon	okay
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/2072958931">https://assist.acecloudhosting.com/join/2072958931</a>
johnathon	The user is Leah. Can you request access?  actually can you wait 2 minutes
Yash Kalra	Sure, please take your time
johnathon	Okay. Ready for you to request access on Leah's login  let me know when you get in.
Yash Kalra	Johnathon, we are connected now.
johnathon	Okay. You can chat with Leah on the session and report back to me when fixed.
Yash Kalra	Johnathon, as discussed, we recommend adding QuickBooks 24 to the server.  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)

*Yash Kalra has ended this chat session*

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## Chat Transcript

## Visitor Details

### #70713 Leon Stepanian

**Email:** ag.alfred@gmail.com

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

**Operator:** Yash Kalra

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 4 Secs

**City:** OXNARD

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Leon Stepanian	Hello, I am your Acebuddy
Acebuddy	Hello Leon Stepanian, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Leon Stepanian	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Leon Stepanian	I'd like to report an Issue
Acebuddy	Please select an option!
Leon Stepanian	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Leon Stepanian	Hey, our word, outlook, and excel wont open. We did a reinstall earlier today but it still won't open.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Leon Stepanian	Hey Yash, Server Name is Quickpro Accountancy and the username is ga.Lucy
	Also this is affecting all users

Yash Kalra

Kindly allow me two minutes to check the same.

*Leon Stepanian has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #71218 ANKITA YADUVANSI

**Email:** ankitay@dfccpa.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:** SURAT

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

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

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

#### #70993 CHRIS GILBERT

**Email:** chrisgil0125@gmail.com  12766989819

**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:** 2 Secs

**City:** YOUNGSVILLE

**State:** North Carolina

**Country:** UNITED STATES

### Chat Transcript

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

CHRIS GILBERT	I'd like to report an Issue
Acebuddy	Please select an option!
CHRIS GILBERT	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
CHRIS GILBERT	Ticket #623698. Need reset asap, please
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
CHRIS GILBERT	Since 145 I've been trying to get this reset. I've heard multiple times how you're going to help me, but no help yet.
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Chris
CHRIS GILBERT	And I've had two requests to "elaborate" on my password reset issue. No elaboration necessary. Please just reset it.
	Anurag. I forgot the pw. Why do you need elaboration?
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Nothing required Chris
	I just checked that you have sent us the email.
	I just want to confirm that you want the password reset for the user TracyAr.npro@myrealdata.net of the server QBNXTPrc
CHRIS GILBERT	yes, sir.
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	I am sending you the email with a new password.
CHRIS GILBERT	Thank you, Anurag!
Anurag Sharma	Just sent the email to you.
	Is there anything else I may help you with ?
CHRIS GILBERT	Let me make sure it works, please.
Anurag Sharma	Sure, please take your time
	Please confirm when you are logged in.
CHRIS GILBERT	It worked. Thank you!
Anurag Sharma	Glad to know.
	Is there anything else I may help you with ?
CHRIS GILBERT	Actually, please wait one minute or so...
Anurag Sharma	Okay

	Please tell me how I can help you?
CHRIS GILBERT	Okay...QBS finally opened. We're good. Have a great rest of your day.
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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.
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Anurag Sharma has ended this chat session*

## Chat Transcript

0x5000004 Receiving this error code when trying to log in

### Visitor Details

#### #70852 William Rockefeller

**Email:** william.h.rockefeller@gmail.com **Phone:** 6104057961

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

**Operator:** Aarush Aneja

**Website:** <https://www.acecloudhosting.com/quickbooks-hosting/>

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** BRYN MAWR

**State:** Pennsylvania

**Country:** UNITED STATES

### Chat Transcript

William Rockefeller	0x5000004 Receiving this error code when trying to connect
Aayush Verma	Thank you for contacting ACE. My name is Aayush Verma. I will be assisting you further.
William Rockefeller	ok thank you
	I am trying to connect to the remote pc and it is giving me this error
Aayush Verma	Hi William, please let us know the account name.
	Then I will transfer this chat to our support team.
William Rockefeller	I'll find it
Aayush Verma	Do you have the client ID?
William Rockefeller	It's Rockefeller Properties  the account name
Aayush Verma	I am unable to find an account with this name.  Do you have registered email address or contact number or client ID?
William Rockefeller	Foresight is the name of our accountant  who we booked the service through  Foresight Business Solutions
Aayush Verma	Got it.  <i>Aayush Verma is transferring the chat to Support(QB &amp; App Hosting).</i>
William Rockefeller	Ok thank you  <i>Aarush Aneja accepted the chat transfer request.</i>
	<i>Aarush Aneja is transferring the chat to Tushar Pharswan.</i>
Aarush Aneja	Thank you for contacting Ace Cloud Hosting. My name is Aarush Aneja. I will be assisting you today.
William Rockefeller	Hello thank you  0x5000004  This is the error I'm receiving  <i>Tushar Pharswan has not responded for the transfer request.</i>
	when trying to login to the remote PC
Aarush Aneja	We will surely assist you  May I take the remote access of your local computer?
William Rockefeller	Yes
Aarush Aneja	Prior providing the access, I would suggest you to close any important documents at your end.  <a href="https://assist.acecloudhosting.com/join/2992086746">https://assist.acecloudhosting.com/join/2992086746</a>  Prior providing the access, I would suggest you to close any important documents at your end.

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting  
kindly give your confirmation on this chat.

We are connected back

We added the correct details in the RDP and you can connect back on to the server

We believe your issue is now resolved

William, Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

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.

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.  
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/>)

*Aarush Aneja has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70973 craig**

**Email:** craig@enscpnay.com  7188351978

**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:** 6 Secs

**City:** HOWARD BEACH

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

craig	Hello, I am your Acebuddy
Acebuddy	Hello Craig, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
craig	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
craig	I'd like to report an Issue
Acebuddy	Please select an option!
craig	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
craig	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times they 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. If further assistance is needed, we will need to escalate the issue to our support team.
	Do you need any further assistance on the topic?
craig	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar Pharswan accepted the chat transfer request.</i>
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
craig	ESASSICINC
	SORRY THATS ESASSOCINC
Tushar Pharswan	Is your QuickBooks opening?
craig	YES, BUT I AM HAVING AN ISSUE WITH ONE OF THE PAYROLL TAX FORMS.
Tushar Pharswan	May I know the QuickBooks version?

craig	WHEN i TRY TO RUN A PROGRAM UPDATE, THERE IS AN ERROR 15212 UNDER THE MAINTENANCE RELEASE - THE LOCATIC QUICKBOOKS 2023
Tushar Pharswan	We will update it for you.
	<i>11:54:52 PMcraig is sharing a file with you <a href="#">ERROR.pdf</a> - ( Size:30.76 KB )</i>
	<i>ERROR</i>
	Kindly log off from the server and try to check after 40 minutes.
	Is there anything else I may help you with ?
craig	OK THANK YOU, CAN YOU TELL IF ANYONE IS LOGGED IN BESIDES ME
Tushar Pharswan	No is now.
craig	OK THANKS. PLEASE EMAIL craig@enscpany.com when I can log back in
Tushar Pharswan	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 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 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> )
craig	have a great day
Tushar Pharswan	You too.

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70122 Sue Anne Huber**

**Email:** sue.huber@bouldercrest.org  540-454-5734

**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:** BLUEMONT

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Sue Anne Huber	Hello, I am your Acebuddy
Acebuddy	Hello Sue Anne Huber, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sue Anne Huber	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sue Anne Huber	I'd like to raise a Request
Acebuddy	Please select your request type.
Sue Anne Huber	Change in Users
Acebuddy	Please select your desired option!
Sue Anne Huber	User Addition
Acebuddy	Kindly email us the full name of the User(s) who needs to be added at support@acecloudhosting.com from your registered account.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71504 angela**

**Email:** angela@maineyacht.com

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 15 Secs

**City:** PORTLAND

**State:** Maine

**Country:** UNITED STATES

## Chat Transcript

angela	Hello, I am your Acebuddy
Acebuddy	Hello Angela, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
angela	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
angela	I'd like to report an Issue
Acebuddy	Please select an option!
angela	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
angela	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
angela	When I just tried to open one of the companies, I received an "Unhandled exception in script"
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
angela	Morning
Shubham Kataria	Hello Angela
	Good Day

9:28:23 PMangela is sharing a file with you

[image.png](#) - ( Size:23.6 KB )

Here is a screenshot of the error

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

angela I don't know the server name.

Shubham Kataria Kindly provide your business name

angela Delmar Systems

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

Kindly confirm if you're receiving this error while opening QB company file only?

angela I opened the host and then before I could click on anything the message popped up

Shubham Kataria I will surely help you with this issue.

May I take the remote access of your server?

angela yes

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

angela It appears the message has gone away

I only use ACE for QB and have not logged into anything because of the error.

Shubham Kataria Okay, no problem. Let me take the remote session and check it

angela ok

Shubham Kataria Kindly accept the request

angela I am still on chat

Shubham Kataria Thank you for your patience.

As per the remote session the exception error went away but I will keep the ticket under observation for next 24 hours, If

angela Am I to understand that you are going to send an email?

Shubham Kataria Yes, I will email you after this chat

angela Thank you for your time

Shubham Kataria you're welcome

Is there anything else I may help you with ?

angela All set.

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

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

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

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

Thanks!

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

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

*Shubham Kataria has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70565 Ruby Jeanette Fanai

**Email:** jeanette@churchnetworkhub.com **Phone:** 12064122576

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Secs

**City:** KENT

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

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

	Please select an option!
Ruby Jeanette Fanai	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ruby Jeanette Fanai	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution.
	Was that helpful?
Ruby Jeanette Fanai	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Aarush Aneja accepted the chat transfer request.</i>
	<i>Aarush Aneja is transferring the chat to Shubham Kataria.</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Ruby Jeanette Fanai	I have been trying repeatedly to call in to support as this is an urgent issue. We are unable to access any of our company files at night.
Shubham Kataria	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Ruby Jeanette Fanai	Our company name is The Church Network Hub and my name is Jeanette
Shubham Kataria	thank you for the information.
	Could you please if you are the only user who is unable to access company file
Ruby Jeanette Fanai	No, all users are unable to access
Shubham Kataria	Kindly confirm the error if receiving any
Ruby Jeanette Fanai	Let me try again and I will tell you
Shubham Kataria	thank you
Ruby Jeanette Fanai	Error - 6175,0
	We're sorry, but Quickbooks can't open your company file.
Shubham Kataria	I will surely help you with this issue.
	May I take the remote access of your server?
Ruby Jeanette Fanai	No, but you can tell me what to do. That is why I tried to call in
	or you can just fix it on our server
Shubham Kataria	In order to open the company file, we require to perform some troubleshooting after taking the remote
	If you allow me to take the remote session that will be really helpful to assist you

Ruby Jeanette Fanai	No, I don't allow remote sessions. If you can't fix it on the server, you need to tell me what to do.
Shubham Kataria	sure, we will assist you
Ruby Jeanette Fanai	You can call me if that is easier
Shubham Kataria	Could you please provide the location of the company file
Ruby Jeanette Fanai	On the server where you guys set it up in a folder called Client Data
Shubham Kataria	and please specify the name of the company file which you are trying to access (Edited)
Ruby Jeanette Fanai	there are over 40
Shubham Kataria	okay, let me check
	please allow me 2-3 minutes
Ruby Jeanette Fanai	Can you please just have someone call me? I prefer to talk to someone over the phone versus chat my number is 206-412-2576
	This is urgent. We cannot work without this access and I have already been trying to resolve this for almost an hour
Shubham Kataria	I deeply apologize for the inconvenience caused to you.  there was an update pending on QB, I have updated it  Could you please try to access now for once else i will schedule a call back for you

*Jeanette Fanai has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70505 Amanullah Sajwani

**Email:** sajwanicpa@hotmail.com ☎ 19018572194

**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:** 6 Secs

**City:** COLLIERVILLE

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

Amanullah Sajwani	Hello, I am your Acebuddy
Acebuddy	Hello Amanullah Sajwani, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Amanullah Sajwani	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Amanullah Sajwani	I'd like to raise a Request
Acebuddy	Please select your request type.
Amanullah Sajwani	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 :
Amanullah Sajwani	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Amanullah Sajwani	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Amanullah Sajwani	not able to log in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Amanullah Sajwani	ok
Anurag Sharma	Hello Amanullah
	<i>1:10:22 AMAmanullah Sajwani is sharing a file with you</i>
	<i><u>1_image.png</u> - ( Size:487.7 KB )</i>
Amanullah Sajwani	619150
	Server Name RAS
	user amans
Anurag Sharma	I deeply apologize for the inconvenience caused to you.

Amanullah Sajwani	not able to log in
Anurag Sharma	Kindly allow me two minutes to check the same.  Please try to login back to the server now.
Amanullah Sajwani	ok  not able getiing error message  gateway certificate expired
Anurag Sharma	Are you facing the same issue?
Amanullah Sajwani	yes can you call me on 9018572194  since morning  was on call with subnum for one hour  issue resolved at that time  but when i try to log in after 30 min not able
Anurag Sharma	I can surely arrange a callback for you. Please share me the availability time and timezone.
Amanullah Sajwani	now cst  if you can fix issue no need of call
Anurag Sharma	Okay  Yes, I can surely assist you on chat as well.
Amanullah Sajwani	plz escalatemy issue
Anurag Sharma	Kindly allow me 2-3 minutes to check the same.
Amanullah Sajwani	ok
Anurag Sharma	May I take the remote access of your local computer?
Amanullah Sajwani	ok
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Amanullah Sajwani	ok
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/3092950115">https://assist.acecloudhosting.com/join/3092950115</a>  Kindly paste this link in the browser of local computer and join the session.
Amanullah Sajwani	shunum also did same thing in morning he did some thing but that did now last please fix it correctly
Anurag Sharma	Did he installed any application on your local?  Please connect to this so that I can assist you further.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting kindly give your confirmation on this chat.
	I would like to inform you that we are working on the backend to resolve this issue.

We will update you once the issue is resolved.

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*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70198 Brandon Delfino**

**Email:** bdelfino@cahillheating.com  18472344494

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

**Operator:** Shubham Yadav

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Sec

**City:** CHICAGO

**State:** Illinois

**Country:** UNITED STATES

### Chat Transcript

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

	Please chose an option :
Brandon Delfino	I'd like to raise a Request
Acebuddy	Please select your request type.
Brandon Delfino	Password Reset
Acebuddy	Please select an option below
Brandon Delfino	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?
Brandon Delfino	Yes
Acebuddy	Please wait while we connect you to our Support Representative  <i>Acebuddy (bot) forwarded the chat request</i>
Brandon Delfino	Need reset payroll PIN  <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?  Are we still connected here?
Brandon Delfino	Sure  myreldata\BrandonDelfino
Shubham Yadav	Thanks for the confirmation  As I can check your ticket id #615210. I would like to inform you that we have arranged a call for this issue to be resolved
Brandon Delfino	Thank u. We are doing payroll today really need it asap.
Shubham Yadav	sure bdelfino  We will be reaching you out as soon as possible  Is there anything else I may help you with ?
Brandon Delfino	That's all thank u  <i>bdelfino has ended this chat session</i>

# Chat Transcript

error in qbks when trying to run update on server

## Visitor Details

### #71635 Deanna Logoteta

**Email:** dlogoteta@awakenjustice.org ☎ 7752196737

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** RENO

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Deanna Logoteta error in qbks when trying to run update on server

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

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

*Yash Ahi accepted the chat transfer request.*

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

Hi Deanna. How are you doing today?

I will surely help you with this issue.

Could you please help me with your server name or business name?

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.

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

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/>)

*Yash Ahi has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71622 kparker**

**Email:** kparker@truenorthoutdoor.com  913-379-1811

**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:** 1 Min 11 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

kparkr Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

kparkr Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

kparkr I'd like to report an Issue

Acebuddy

	Please select an option!
kparker	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
kparker	May Brother printer will not print anything from the remote desk top, but will print from my local desk top. This just started.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
kparker	myrealdatal.net KarenTNO
Yash Kalra	May I take the remote access of your local computer?
kparker	The remote desktop?
Yash Kalra	No, the local computer.
kparker	Yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/5502050406">https://assist.acecloudhosting.com/join/5502050406</a>
kparker	I am chatting from my remote desktop so the download will be on my remote desktop. Is that ok?
Yash Kalra	Please join using the file only, as we're encountering some errors while attempting to connect via remote session.
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/1072470651">https://assist.acecloudhosting.com/join/1072470651</a>
	Karen, as discussed, kindly share your contact number. Our senior engineer will call you shortly to provide an immediate solution.
	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)

*Yash Kalra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #70435 Eduardo

**Email:** corporateit@sdf-itc.com  15125169214

**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:** 5 Secs

**City:** VILLAHERMOSA

**State:** Tabasco

**Country:** MEXICO

## Chat Transcript

Eduardo	Hello, I am your Acebuddy
Acebuddy	Hello Eduardo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Eduardo	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Eduardo	I'd like to report an Issue
Acebuddy	Please select an option!
Eduardo	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Eduardo	Hello we requested the access to microsoft apps for an user, the email sent raised the ticket #618307 The invoice was al
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.

Eduardo	Hello Anurang
Anurag Sharma	Hello Eduardo
	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
Eduardo	Sure, thanks
Anurag Sharma	I apologize for any delay. Our engineer is currently working on this. You will receive an email from our end within 30 minutes.
	Is there anything else I may help you with ?
Eduardo	Understood, thanks
Anurag Sharma	Is there anything else I may help you with ?
Eduardo	Just that for no
Anurag Sharma	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	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.
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70241 Dean Goninen**

**Email:** dean@lifelineav.com ☎ 608-348-3057

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** ST LOUIS

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70512 REGINA MOORE**

**Email:** regina@dowdysauto.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Sec

**City:** BOISE

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

REGINA MOORE	Hello, I am your Acebuddy
Acebuddy	Hello Regina Moore, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
REGINA MOORE	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
REGINA MOORE	I'd like to report an Issue
Acebuddy	Please select an option!
REGINA MOORE	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
REGINA MOORE	In regards to ticket ID 619169 our certificate has expired
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.
	Kindly allow me two minutes to check the same.
REGINA MOORE	Sorry Looks like I just got an email from support and it is all fixed. SOrry to waste your time! I appreciate your help!
Tushar Pharswan	We are always here to help you, thank you for letting us know that it is fixed.
REGINA MOORE	Have a great day!
Tushar Pharswan	Is there anything else I may help you with ?
REGINA MOORE	Nope we are all good!
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

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

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

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

*Tushar Pharswan has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70231 Tarek Debira**

**Email:** t@bohemienbar.com 13475068625

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

**Operator:** Acebuddy

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please select an option!
Tarek Debira	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

---

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70119 Tom Gargiulo

**Email:** tg@nationalincometax.com ☎ 727-345-7790

**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:** WILDWOOD

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

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

	Please select an option!
Tom Gargiulo	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

Hello, I am your Acebuddy

### Visitor Details

#### #70255 David Weinstein

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

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 6 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	I submitted a request to move 15 GB from the D Drive to the C drive
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?
David Weinstein	I sent the email request
Shubham Yadav	David I have checked your request. Kindly allow two minutes
David Weinstein	I'm going to log out
	thank you\
Shubham Yadav	David can you please let me know the reason for the transfer ?
David Weinstein	need swap space
Shubham Yadav	Alright David, we will proceed with this and will update you on the mail.
	Thanks for the confirmation
	Is there anything else I may help you with ?
David Weinstein	ol
Shubham Yadav	This message has been deleted
	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)
	<i>Shubham Yadav has ended this chat session</i>

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## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70965 Sunita Karamchandani**

**Email:** sunita@skcpallc.com  14198823599

**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:** SYLVANIA

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

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

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71193 Robert Kelly**

**Email:** robert.kelly@partnersdata.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 14 Secs

**City:** DURHAM

**State:** Minnesota

**Country:** UNITED STATES

## Chat Transcript

Robert Kelly	Hello, I am your Acebuddy
Acebuddy	Hello Robert Kelly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert Kelly	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Kelly	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Kelly	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Robert Kelly	Ticket ID: 625488
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.
Robert Kelly	ok thank you
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Okay, Is this the first time you are facing this issue and is the issue faced by other users too?
Robert Kelly	it appears to only be me
	I noticed it last Friday and thought maybe it would clear up with our scheduled weekly reboot of the server but when I tried to open application I have open and I open it in safe mode. I've been trying to reach Ace support since yesterday but it appears you are not responding.
Manish Singh	Yes, this is the common issue we are having now a days.
Robert Kelly	Excel crashing?
	or being busy?

	or both :)
Manish Singh	We need to reinstall O365
	I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this issue.
	The reinstallation can be done in night hours.
Robert Kelly	ok
	I'll ask all my users to log out tonight so you can reboot if needed.
	my last user should be offline by 6PM Pacific Time.
Manish Singh	Thanks Robert, we have noted your request.
	Thank you for your patience.
Robert Kelly	ok, thank you. Have a good rest of your shift. I appreciate your help. Bye.

*Robert Kelly has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71677 Asif Ali**

**Email:** admin@qscpa.com  16145587724

**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:** 44 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

Asif Ali

Hello, I am your Acebuddy

Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Asif Ali	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Asif Ali	I'd like to report an Issue
Acebuddy	Please select an option!
Asif Ali	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Asif Ali	One of the remote desktop cannot be accessed.
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.
Asif Ali	We We are ruesi ng this user name to connect to Cloud for Desktop QB "Office_3Qs@myrealdata.net"
	Using*
Tushar Pharswan	Okay do you know the correct password for this user? also what is the error ?
	Do you want to set up the icon through which you can login to the user profile?
	Are we still connected here?
Asif Ali	Yes
	I know the correct password
Tushar Pharswan	The user session is in disconnected state.
Asif Ali	Hbjn98(*)
	This is the password
Tushar Pharswan	Kindly ask Office_3Qs try to login again.
Asif Ali	Ok. Let me see
Tushar Pharswan	If unable to login, then we will proceed with the remote session troubleshooting.
Asif Ali	I am checking
	<i>11:37:36 PM Asif Ali is sharing a file with you <a href="#">image.png</a> - ( Size:7.98 KB )</i>
Tushar Pharswan	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.

<https://assist.acecloudhosting.com/join/8182845770> (Edited)

After you are ready.

Kindly Click on the link and open the downloaded file.

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.

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  
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/>)

*Tushar Pharswan has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70921 Raymond Crump**

**Email:** ray@raycrumpcpa.com ☎ 8045982500

**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:** 5 Secs

**City:** GLEN ALLEN

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Raymond Crump	Hello, I am your Acebuddy
Acebuddy	Hello Raymond Crump, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Raymond Crump	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Raymond Crump	I'd like to raise a Request
Acebuddy	Please select your request type.
Raymond Crump	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 :
Raymond Crump	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Raymond Crump	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Raymond Crump	server has been reset overnight and your tech team is working on it. i find my personal icons have disappeared from my c
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>
	<i>Tushar Pharswan is transferring the chat to Anurag Sharma.</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Raymond
Raymond Crump	tushar has previously taken my chat this morning. my name is Raymond Crump and server RWCCP1
Anurag Sharma	Thankyou for the information.
	Kindly allow me two minutes to check the same.
	Thank you for your patience.
	Raymond are you facing the same issue again?
Raymond Crump	RAYMOND was missing icons this morning; now i find that my microsoft has been reset retaining no login infomratino. my

Tushar was dealing with CHRISTY not being able to login and was migrating that to a new user

Anurag Sharma

Okay

Kindly allow me two minutes to check the same.

Raymond as I can check on my end. It seems like there is some user profile corruption issue occurring which is causing th 2 to 3 hours so that we can figure out the actual cause and fix this issue for you.

Thankyou for understanding.

Is there anything else I may help you with ?

Raymond Crump

oh my, that is much of the workday! i ask taht someone call when i can go back to work 804.598.2500

Anurag Sharma

We will send you an email informing you that we have fixed the issue.

Raymond Crump

great. i'll keep checking my email every five minutes --- that was sarcasm

Anurag Sharma

I deeply apologize for the inconvenience caused to you.

I will add a note on it to inform you on call as well.

Raymond Crump

thank you for that.

Anurag Sharma

Please provide me your phone number.

Raymond Crump

804.598.2500

Anurag Sharma

Thanks for the information!

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

**#70746 Sinu Paul**

**Email:** paulsinu@gmail.com  13173958365

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

**Operator:** Yash Ahi

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Secs

**City:** PALAKKAD

**State:** Kerala

**Country:** INDIA

## Chat Transcript

Sinu Paul	Hello, I am your Acebuddy
Acebuddy	Hello Paulsinu, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sinu Paul	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sinu Paul	I'd like to report an Issue
Acebuddy	Please select an option!
Sinu Paul	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sinu Paul	logon attempt Failed in RDP file
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Paul. How are you doing?
Sinu Paul	fine
	logon attempt Failed in RDP file
Yash Ahi	I will surely help you with this issue Paul.
	As per the conversation over the previous chat, we requested you to please send us an email for password reset.
Sinu Paul	you can take remote access

Yash Ahi	Alright.
	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/6362297465">https://assist.acecloudhosting.com/join/6362297465</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
	But there is high possibility that your password is expired, and we may have to reset that.
	Remote session is just for checking the settings of RDP, if the username entered is correct or not.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting kindly give your confirmation on this chat.
	Lets try the password Paul
Sinu Paul	logon issue for new add user
	ArunKumar and Durgaka
Yash Ahi	Alright, please allow me 2 minutes to check that.
	Alright Paul. Let me reset the password for that user from the backend.
Sinu Paul	okey
Yash Ahi	Thank you for your patience Paul.
	I have set the same password that we gave you.
	Lets try it now.
	Here we go Paul.
	The user is now able to login.
Sinu Paul	okey thankyou, please setup for durga KA too
Yash Ahi	Sure, please allow me a minute.
Sinu Paul	okey
Yash Ahi	Thank you for your patience Paul.
	I have set the password for user Durga too.
	Its the same password that we sent you over the email.
Sinu Paul	Let me check
Yash Ahi	Sure.
Sinu Paul	Sure, please allow me a minute
Yash Ahi	Sure Paul, take your time.
Sinu Paul	Okey thankyou for assistance.
Yash Ahi	You're welcome Paul.
	Is there anything else I may help you with?
Sinu Paul	no

Yash Ahi	Alright. I am closing the remote session now.
	I would greatly appreciate if you could share the feedback after this chat.
Sinu Paul	okey thanks
Yash Ahi	After this chat you will get the reference ticket ID
	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 Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.ace">https://selfcare.ace</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Yash Ahi has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70799 donna**

**Email:** donna@brkimcpa.com

**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:** 5 Secs

**City:** CARROLLTON

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

donna	Hello, I am your Acebuddy
Acebuddy	Hello Donna, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
donna	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
donna	I'd like to report an Issue
Acebuddy	Please select an option!
donna	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
donna	print
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
donna	okay
	this is my local.
	<i>11:34:33 PM donna is sharing a file with you <a href="#">image.png</a> - ( Size:24.88 KB )</i>
	as i told you, i cannot download any program now
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
donna	okay
Anurag Sharma	Donna as I can check you do not have enough space in your local computer. Thus, I request you to please contact your IT
donna	I told you.
	but I am not sure what kinds of things I can delete.
Anurag Sharma	Please try to remove the Temp files.
	Maybe that can free up some space.
	Or try to clean up your recycle bin.
donna	would you please tell me how to erase?
Anurag Sharma	Please try the things I mentioned you above.
	Maybe that can help.

donna	there is nothing in recycle bin
Anurag Sharma	Or delete the unnecessary applications from the server.
donna	I have no idea which one is unnecessary..  how can I delete the temp?
	i want to find which app/files take too many space, but I dont know how to find it
	I want to delete as much as I can.
Anurag Sharma	I can totally understand your problem. I would suggest you to please contact your IT person. Who has the expertise in it. /
donna	we do not have IT Team
Anurag Sharma	On the keyboard. Click the windows icon and R button.
donna	yes
Anurag Sharma	And then type " temp"
donna	i found how to delet from google, and I deleted it
Anurag Sharma	Okay  Please check if any space is free now?
donna	but do you know how to find which files/apps take too many space?
Anurag Sharma	You can right click on the application and go to their properties section to check these details.  <i>11:42:49 PM donna is sharing a file with you</i> <a href="#"><u>image.png</u></a> - ( Size:3.99 KB )
donna	I think I can remote with you now.  please give me the link and help me out
Anurag Sharma	I would suggest you to please take your time and take the guidance of someone who can help you with this. And then re-i  Okay, you can try.
	Prior providing the access, I would suggest you to close any important documents at your end.
donna	okay  please give me the link
Anurag Sharma	<a href="https://assist.aceclouddhosting.com/join/5012503826">https://assist.aceclouddhosting.com/join/5012503826</a>
	Kindly paste this link in the browser of local computer and join the session.
donna	now we connecte
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti kindly give your confirmation on this chat.
donna	please delete it  if you find large file
Anurag Sharma	Donna I deeply apologize but I cannot help you with that due to restrictions on my device. You can use Chatgpt, it will hel

donna	okay
	by the way.
	please go ahead for Uniprint something
Anurag Sharma	Okay
	The issue seems to be resolved.
	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)
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70154 Kim Roberts

**Email:** krcr80@gmail.com ☎ 19378982178

**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:** 4 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Kim Roberts	Hello, I am your Acebuddy
Acebuddy	Hello Krcr80, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kim Roberts	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kim Roberts	I'd like to report an Issue
Acebuddy	Please select an option!
Kim Roberts	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kim Roberts	Hello, I have a question....Can I have user setup at a different location than this main location? Secondly I need that user
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.
Kim Roberts	Hello
Manish Singh	Hii, how may i assist you today?
Kim Roberts	.Can I have user setup at a different location than this main location? Secondly I need that user JudyD printer change to E
Manish Singh	Yes, you can we will share the RDP link when user is created and user can login from another location easily.
	And regarding printer issue.
Kim Roberts	Okay, the user is already created can it be updated?
	JudyD.NPRO
	Do you need server info?
Manish Singh	May I take the remote access of your local computer?
Kim Roberts	yes
	Im on KimR.NPRO
Manish Singh	Need to take remote access of Judy.

Kim Roberts	okay,
	one second and i will login in
Manish Singh	<a href="https://assist.acecloudhosting.com/join/9562551185">https://assist.acecloudhosting.com/join/9562551185</a>
	Paste this link on any browser so that i can take access.
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting kindly give your confirmation on this chat.
Kim Roberts	hello
	I'm on kims profile now
Manish Singh	Kindly give me the access of the local computer not the server.
	<a href="https://assist.acecloudhosting.com/join/6252565053">https://assist.acecloudhosting.com/join/6252565053</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting kindly give your confirmation on this chat.
	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*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #70282 Gary Grubbs

**Email:** gary@heartchurch.org **Phone:** 8636989576

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** WINTER HAVEN

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

Gary Grubbs Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Gary Grubbs Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Gary Grubbs I'd like to raise a Request

Acebuddy Please select your request type.

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70021 Lee Roberts**

**Email:** lee@equitablecpa.com **Phone:** 8016608585

**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:** STEER TOWN

**State:** Saint Ann

**Country:** JAMAICA

## Chat Transcript

Lee Roberts Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71710 carmel.hamerenterprisesllc**

**Email:** carmel.hamerenterprisesllc@outlook.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 25 Secs

**City:** MISSOULA

**State:** Montana

**Country:** UNITED STATES

## Chat Transcript

carmel.hamerenterprisesllc Hello, I am your Acebuddy

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

	Whom Would You Like to Connect With?
carmel.hamerenterprise	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
carmel.hamerenterprise	I'd like to report an Issue
Acebuddy	Please select an option!
carmel.hamerenterprise	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
carmel.hamerenterprise	Ticket ID: 631874
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.
carmel.hamerenterprise	I received an email to please call or chat regarding this ticket #
	I am in need of a software update
Tushar Pharswan	I will be surely assisting you with this. Kindly help me with your server name and user name?
carmel.hamerenterprise	HamerEnt.myrealdatal.net
	My user is Carmel Batman
	The update that I need is for Drake Accounting
Tushar Pharswan	Kindly let me know which Drake Accounting version needs to be updated.
carmel.hamerenterprise	2025
Tushar Pharswan	Kindly allow me two minutes to check the same.
	It is now updated.
	Is there anything else I may help you with ?
	Are we still connected here?
carmel.hamerenterprise	Sorry. That should be all. Thank you so very much! Have a great evening!
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary.
	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.
	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 (<https://www.acecloudhosting.com/knowledgebase/>)

*Tushar Pharswan has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #71457 Jennifer Farmer

**Email:** farmeritavillefarms@gmail.com ☎ +16128399015

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

### Chat Transcript

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

## QuickBooks Update

Acebuddy

Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times, 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 need to be aware of the issue and share a confirmation via email.

Do you need any further assistance on the topic?

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#70826 LEO HSU**

**Email:** leohsu@southeastworldwide.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:** CERRITOS

**State:** California

**Country:** UNITED STATES

## Chat Transcript

LEO HSU Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

LEO HSU Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
LEO HSU	I'd like to raise a Request
Acebuddy	Please select your request type.
LEO HSU	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 :
LEO HSU	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

**#70881 ap**

**Email:** ap@joannabranzellinteriordesign.com  7756222680

**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:** 9 Secs

**City:** RENO

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

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

ap	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.  Please chose an option :
ap	I'd like to report an Issue
Acebuddy	Please select an option!
ap	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ap	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
ap	We own QB desktop licensing but the previous owner's info is there instead, prohibiting us from being able to login to QB
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
ap	Hi Anurag!
Anurag Sharma	Hello Ap
ap	I need help getting the sign-in credentials for our Desktop changed to the actual current holder rather than the original pu
The email I received yesterday after chatting with someone at Ace said that I need to contact QB directly, but I cannot a:	
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
ap	joanna@jbid.co
right now the user ID that is auto=populating (and is incorrect) is tracyb@buildingprofits.net	
Anurag Sharma	So this is the actual and correct username right?
ap	yes
Anurag Sharma	As I can understand you want to update your license details of your QB. Am I right?
ap	yes please!
Anurag Sharma	Do you have the license and product key with you? (Edited)
ap	I don't know. Where would I find that?
I am logged into QB desktop right now.	
Anurag Sharma	May I take the remote access of your server?
ap	yes!
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
ap	Im good i think

Anurag Sharma Thanks for the confirmation !

Anurag Sharma Please accept the remote access on the server.

ap this is where the issue is.

Anurag Sharma You don't know the password?

Anurag Sharma Of your QB.

ap any password that i have tried doesn't work. when I have contacted QB they do not recognize this username as valid so I the joanna@jbid.co username i mean.

Anurag Sharma I deeply apologize for the inconvenience caused. But, this is an application specific error which we are uncapable to do. B

ap oh good!

Anurag Sharma You can arrange a three way call with QB and Ace to resolve this issue on call. You can then directly contact both at the sa

Anurag Sharma Will it work?

ap Yes, but I will need to do that at another time!

Anurag Sharma I am out of time for today. i could do it tomorrow.

Anurag Sharma No problem. You can share us your phone number along with your availability time and timezone when we can reach out to you.

ap 6125980852 Call tomorrow (Friday 1/17/25) anytime between 9am-4pm Pacific Standard Time.

Anurag Sharma Thanks for the confirmation !

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

ap no that's it for now. THank you!

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

ap for sure.

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

Anurag Sharma 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.

Anurag Sharma 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.

Anurag Sharma Thanks!

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

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

*Anurag Sharma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

#71614 joanna

Email: joanna@mariastax.com ☎ 16613422623

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: 45 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

## Chat Transcript

joanna	Hello, I am your Acebuddy
Acebuddy	Hello Joanna, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
joanna	Technical Support (QB & App Hosting)
Welcome to Ace Support.	
Please chose an option :	
joanna	I'd like to report an Issue
Acebuddy	Please select an option!
joanna	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
joanna	Ticket number 631071
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.

joanna	Hello my ticket number is 631071  I was on hold for over an hour trying to get ahold of someone to get this issue resolved asap
Tushar Pharswan	Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan. I will be assisting you today.
joanna	I need temporary permissions given to my users to update their ATX programs
Tushar Pharswan	I deeply apologize for the inconvenience caused to you.  Kindly allow me two minutes to check the same.  We are emailing you a disclaimer on ticket kindly accept that and permission will be given as soon as you accept.
	Is there anything else I may help you with ?
joanna	I also need user Jasmin to have her drive mapped to allow access to the C:// client drive
Tushar Pharswan	Kindly email us regarding that to the same ticket.
joanna	Okay, I am doing that now
Tushar Pharswan	Okay.  Kindly ask Jasmin to login on the server and reach us to why a call session, chat session or we can schedule a call back re schedule the call back to map the drive.  Is there anything else I may help you with ?
joanna	She accepted remote access  At the moment, that is all
Tushar Pharswan	Okay her setup will be done now.  Our other engineer is currently assisting with drive map.  Is there anything else I may help you with ?
	Are we still connected here?
joanna	yes  no, thank you that was all
Tushar Pharswan	Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a 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. 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

**#70457 jacob**

**Email:** jacob@backstoptax.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

jacob Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

jacob Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

jacob I'd like to report an Issue

Acebuddy Please select an option!

jacob Other Issue

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

jacob I am trying to set up dual monitor mode but when I changes the setting on my main desktop nothing changes when I log in

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Anurag Sharma accepted the chat transfer request.*

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
jacob	Hello Anurag, thank you for helping me with my issue. Do you need me to elaborate more?
Anurag Sharma	Hello Jacob
	Yes, please elaborate your issue.
jacob	I am having issue setting up the dual monitor mode
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
jacob	backstop.myrealdata.net is the server and username is jacob.f
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
jacob	yes please
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
jacob	they are all closed
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/5822986536">https://assist.acecloudhosting.com/join/5822986536</a>
	Kindly paste this link in the browser of local computer and join the session.
jacob	Joined
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting kindly give your confirmation on this chat.
	Jacob as I can see you have initiated the chat from the server. I would require your local computer's remote access.
	Kindly re-initiate another chat from your local computer.
	As we discussed this on the remote session and you confirmed that you are now going to re-initiate another chat from your local computer.
	We are connected on the other chat.
	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

### #70563 Lynnette Swanson

**Email:** lynnette.swanson@bouldercrest.org  15405542727

**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:** BLUEMONT

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

Lynnette Swanson	Hello, I am your Acebuddy
Acebuddy	Hello Lynnette Swanson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lynnette Swanson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lynnette Swanson	I'd like to raise a Request
Acebuddy	Please select your request type.
Lynnette Swanson	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 :
Lynnette Swanson	Yes, I'm facing issues with my server
Acebuddy	Please select 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
	<i>Ended due to chat idle timeout</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #70417 Becky Rivard

**Email:** becky@beckyrivardcpa.com  15304489276

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #70951 Christine Baleto

**Email:** ajtr11.mr@gmail.com  16714875301

**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:** HAGATNA

**State:** Guam

**Country:** GUAM

## Chat Transcript

Christine Baleto

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Christine Baleto

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

**#71679 paul**

**Email:** paul@neotechnetworks.com  8887268138

**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 6 Secs

**City:** MARACAIBO

**State:** Zulia

**Country:** VENEZUELA

## Chat Transcript

paul Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

paul Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

paul I'd like to raise a Request

Acebuddy Please select your request type.

paul 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 :

paul Yes, I'm facing issues with my server

Acebuddy Please select an option!

paul Other Issue

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

paul	a user is blocked and i need it unblocked asap
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.
paul	hello sharath
	the user is harvey
	they failed their password several times and mightve blocked the user
Sharath Kumar	Alright Paul, give me one moment to check the user account
	Could you let me know the user account name that Harvey is signing in with (Edited)
paul	! sec
	Harvey.W@myrealdata.net
	That's what's on the downloaded RDP file
Sharath Kumar	Harvey Weinreb - this is the user, right?
paul	Correct
Sharath Kumar	The account is not blocked on the server
	it is active and unlocked.
paul	hmm
Sharath Kumar	could you make sure that the credentials are correct
paul	let me try to login agian
	I just reset the password via the customer portal
	let me try
Sharath Kumar	sure
paul	ok i was able to login
	thank you
<i>paul has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #71506 Charles Xavier

**Email:** support@coretechs.it  2259007448

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 29 Secs

**City:** BETANIA

**State:** Panama

**Country:** PANAMA

## Chat Transcript

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

Charles Xavier Hello Manish

User Casey Keel had to get a new user session created on her computer and now we need her server connections back see the rdp session and the QuickBooks direct remote connect shortcut (not sure how to name that, sorry)

Manish Singh I will surely help you with this issue.

May I take the remote access of your local computer?

Charles Xavier yes please, provide the link

Manish Singh <https://assist.acecloudhosting.com/join/2492606081>

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

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting kindly give your confirmation on this chat.

Charles Xavier all yours

she also needs the direct Quickbooks shortcut that "opens QB locally" without using the RDP file

let me grab the old one for you

that one

nevermind

it's working

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

Charles Xavier not at the moment

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

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 Thanks!

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

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

*Manish Singh has ended this chat session*

# Chat Transcript

Chat 71597

## Visitor Details

### #71603 Jojo Puthenpurayil

Email: jojo@epitexas.com ☎ 17135849319

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

Website: [https://www.acecloudhosting.com/hosting/quickbooks-enterprise/?utm\\_source=Bing&utm\\_medium=cpc&utm\\_campaign=QB\\_License&utm\\_term=hosting%20quickbooks%20enterprise%20in%20the%20cloud&utm\\_e](https://www.acecloudhosting.com/hosting/quickbooks-enterprise/?utm_source=Bing&utm_medium=cpc&utm_campaign=QB_License&utm_term=hosting%20quickbooks%20enterprise%20in%20the%20cloud&utm_e)

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 5 Mins 50 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

## Chat Transcript

Jojo Puthenpurayil Chat 71597

hi Manish

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

Jojo Puthenpurayil I was talking to Manish Singh, did the account update is over for EPI Valves Texas LLC?

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

*Tushar Pharswan accepted the chat transfer request.*

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

Jojo Puthenpurayil hi

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

Jojo Puthenpurayil im waiting

Tushar Pharswan It seems you are connected over the call session so we will disconnect this chat 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 w

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

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/>)

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70230 Stacy Ciolli**

**Email:** wildfire1789@gmail.com ☎ 19702274435

**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:** 11 Secs

**City:** ESTES PARK

**State:** Colorado

**Country:** UNITED STATES

### Chat Transcript

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

	Please select an option!
Stacy Ciolli	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Stacy Ciolli	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company f help you with resolving the issue
	Was that helpful?
Stacy Ciolli	No
Acebuddy	No issues, please wait while I connect you to one our support engineers
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I wil  Kindly help me with your server name and user name?
Stacy Ciolli	I can get the login for quickbooks to open. user StacyCiol.NPRE  RDG.myrealdata.net is the server
Yash Kalra	Kindly allow me two minutes to check the same.
	Stacy, please contact your admin regarding this issue. They are the ones for the QB company file. We can only assist you with the RDP login.
Stacy Ciolli	Its not my files its the server.  when i click on it nothing opens  in the past the server needed to be rebooted  when this happens
Yash Kalra	Stacy, please allow me some time while I am making some changes fro resolve this issue.
Stacy Ciolli	okay
Yash Kalra	May I take the remote access of your local computer?
Stacy Ciolli	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important d  Kindly paste this link in the browser of local computer and join the sessio <a href="https://assist.aceclouddhosting.com/join/6002451189">https://assist.aceclouddhosting.com/join/6002451189</a>
Stacy Ciolli	here
Yash Kalra	Stacy, we have resolved the issue regarding QuickBooks. Is there anythi
Stacy Ciolli	no thanks

Yash Kalra

I would greatly appreciate if you could spare a minute to give your valuable chat by clicking on the smilies.

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

Stacy Ciolli

sure thing

Yash Kalra

You may end this chat now. Once you end this chat, you will receive an email confirmation, 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 working. I will appreciate that. or you may send your feedback at quality Thanks!

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

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

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#70394 Mary Jouett**

**Email:** mary@jouettholdings.com **Phone:** 12627646092

**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:** PLEASANT PRAIRIE

**State:** Wisconsin

**Country:** UNITED STATES

### Chat Transcript

Mary Jouett

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71447 Dena Buckendorf**

**Email:** denab@buckendorf.net  19702520621

**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 51 Secs

**City:** DELTA

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Dena Buckendorf	Hello, I am your Acebuddy
Acebuddy	Hello Dena Buckendorf, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
Dena Buckendorf	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dena Buckendorf	I'd like to report an Issue
Acebuddy	Please select an option!
Dena Buckendorf	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Dena Buckendorf	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Please manage the application updates at the backend and apply the necessary patches 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 screen and share it to support@acecloudhosting.com. Our engineers will manually apply the patches if need be and share a confirmation via email.
	Do you need any further assistance on the topic?
Dena Buckendorf	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 and I will be assisting you today.
Dena Buckendorf	Hello
	Client payroll updates won't process
Sharath Kumar	Hi Dena, what is error that you receive while updating payroll?
Dena Buckendorf	That another update is in progress and cannot process?
	I've tried using the unfreeze tool and I still cannot get the payroll up.
Sharath Kumar	

	noted, no need to worry. let me quickly sign into the server and che
Dena Buckendorf	ok
Sharath Kumar	the company is Unrivaled Plumbing and Heating Corporation
Dena Buckendorf	got it, am signed into the server and checking some settings
Sharath Kumar	Ok.
Dena Buckendorf	and you are using QB Accountant Desktop Plus 2024 for updating th
Sharath Kumar	Yes
Dena Buckendorf	There a few updates that are pending, that could be the possible re
Sharath Kumar	I've been trying to set up direct deposit and I cannot get past the ba
Dena Buckendorf	the payroll update will not complete and a message comes up stati
Sharath Kumar	with other quickbooks products?
	We will have to update QuickBooks to see if that resolves your conc
	there are users logged in on the server currently and they need to k
Dena Buckendorf	Ok. we can't do this then right now.. My other clients are activly wor
Sharath Kumar	the morning
Dena Buckendorf	No problem, I will schedule to update both the QuickBooks and its p
Sharath Kumar	so that no users are logged in at that time
Dena Buckendorf	Thank you very much.. Do you think this is why the direct deposit a
Sharath Kumar	going through?
Dena Buckendorf	I cannot confirm that it is the reason, but I do have seen instances w
Sharath Kumar	resolves such concerns
Dena Buckendorf	Ok.. Thank you.
Sharath Kumar	anything else that I may assist you with?
Dena Buckendorf	No. Thank you,
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive
	regarding this conversation, along with a ticket number and survey
	I request you to kindly spare a moment to fill that out for me so tha
	how I am working. I will appreciate that. or you may send your feed
	quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by r
	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 da

*Sharath Kumar has ended this chat session*

