

Visitor Details

#79006 Katie Rainis

Email: katie@rcstructures.com 📞 5167802612

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 36 Secs

City: FARMINGDALE

State: New York

Country: UNITED STATES

Chat Transcript

Katie Rainis	Hello, I am your Acebuddy
Acebuddy	Hello Katie Rainis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Katie Rainis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Katie Rainis	I'd like to report an Issue
Acebuddy	Please select an option!
Katie Rainis	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Katie Rainis	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Katie Rainis	When I open QuckBooks, it says that my subscription has expired and if I do not renew within 1 day I will lose access to Q
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	

Shivam Singh accepted the chat transfer request.	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Katie Rainis	Hi Shivam
Shivam Singh	I apologize for the inconvenience caused to you.
	Could you please hare the screenshot of the prompt.
	3:18:30 PMKatie Rainis is sharing a file with you 1_image.png - (Size:28.19 KB)
	Could you please confirm if you are using QuickBooks Premier 2021 ?
	Are we 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.
Shivam Singh has ended this chat session	

Chat Transcript

I want to install Micro

Visitor Details

#78969 Omar Torres

Email: omar@sanjoseproduce.com 📞 9565339468

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

Website: https://www.acecloudhosting.com/ace-support/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace+cloud+hosting&utm_adgroup=Primary&gad_

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 41 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Omar Torres	I want to install Microsoft Remote Desktop on a new Mac
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
	Akash is transferring the chat to Support(QB & App Hosting).
	Anjainay Singh accepted the chat transfer request.
Anjainay Singh	/thank
	Anjainay Singh is transferring the chat to Anurag Sharma.
	Anurag Sharma accepted the chat transfer request.
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Omar
	As I can see you are already on chat with Abhay.
	Thus, I am ending this chat session here.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Anurag Sharma has ended this chat session

Cha

Hello,

Visitor Details

#79618 Darlene Crowell

Email: darlene@draketaxes.com 📞 19163070614

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 48 Secs

City: AMARILLO

State: Texas

Country: UNITED STATES

Chat Transcript

Darlene Crowell	Hello, I am your Acebuddy
Acebuddy	Hello Darlene Glory S Crowell, I'm your Ace Buddy. I'll be happy to as
	Whom Would You Like to Connect With?
Darlene Crowell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Darlene Crowell	I'd like to report an Issue
Acebuddy	Please select an option!
Darlene Crowell	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Darlene Crowell	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Darlene Crowell	QB will not start
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat V
	Hello Darlene
Darlene Crowell	Hello, I lost the number for customer service support
	My QB is frozen and I also have to pay for my biling
	I’m sure they are unrelated - items.
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Darlene Crowell	CID is 74586
Shashwat Verma	Thanks for the confirmation !
	Kindly try to re-login the sever and try to access the QB.
Darlene Crowell	Ok hold on
Shashwat Verma	Sure, please take your time

	Darlene Crowell	I'm on....
		Same issue...it says - Admin not recognized.
	Shashwat Verma	Could you please share the screenshot of the prompt you are facing?
		<i>11:24:48 AMDarlene Crowell is sharing a file with you</i> IMG_0007.png - (Size:247.82 KB)
		<i>11:24:49 AMDarlene Crowell is sharing a file with you</i> IMG_0006.png - (Size:282.45 KB)
	Darlene Crowell	Also please send me the correct customer service number for IT in ca
		Wait - did you get the photos?
	Shashwat Verma	Yes
		<i>11:25:58 AMDarlene Crowell is sharing a file with you</i> IMG_0007.png - (Size:247.82 KB)
		<i>11:25:58 AMDarlene Crowell is sharing a file with you</i> IMG_0006.png - (Size:282.45 KB)
		May I take the remote access of your local computer?
	Darlene Crowell	Yes
		I'm on an iPad because I'm away from home
	Shashwat Verma	No issues
		Prior providing the access, I would suggest you to close any importar
		Kindly accept the invite
	Darlene Crowell	Done
		Where will i find it? Email?
	Shashwat Verma	It will prompt on your screen
		https://assist.acecloudhosting.com/join/2022500504
		Or try the above link
		Kindly Click on the link and open the downloaded file.
		888-415-5240 for future reference.
	Darlene Crowell	Oh no....I'm having issues...i remember that you guys cannot connect
	Shashwat Verma	We can connect on the Ipad
		Kindly use the link above.
	Darlene Crowell	When I click on it and it download....it shows a file and nothing happ
	Shashwat Verma	Kindly RUN that file from the download location
		<i>11:32:20 AMDarlene Crowell is sharing a file with you</i> IMG_0008.png - (Size:127.52 KB)

		<i>This is what it does when i click on it</i>
		I deeply apologize for the inconvenience caused to you.
		Darlene, just to confirm—does the QuickBooks prompt you're seeing
	Darlene Crowell	No...what happened what I had created a new file from the existing c different file
	Shashwat Verma	Could you please try to use the exit button to close the current file or
	Darlene Crowell	I don't have my laptop with me. I do have another device but it's also
		Do you want me to use another iPad? I can see if I can get it.
	Shashwat Verma	Darlene, just to clarify—on an iPad, we can initiate a remote session remote cursor control.
		<i>11:37:36 AMDarlene Crowell is sharing a file with you</i> <i>IMG_0010.png</i> - (<i>Size:288.42 KB</i>)
		Kindly disregard this prompt
	Darlene Crowell	Ok...let me see if I can close out of it
	Shashwat Verma	Thanks
		We really appreciate your efforts.
	Darlene Crowell	You cannot remote access onto the server?
		I remember we did that once.
	Shashwat Verma	We have in the initial stage tried it.
		Let me try once again
		Kindly open the server window.
	Darlene Crowell	Ok. You mean go to the server...hold on
	Shashwat Verma	Yes
		Got it
		Perfect
	Darlene Crowell	Ok sorry..i didn't see it the first time...
	Shashwat Verma	No problem!
		Kindly allow me 2-3 mins.
	Darlene Crowell	Thank you so much! I'm working on an emergency project.
		Do you know if I can open other QB clients?
	Shashwat Verma	Give us 2-3 mins more
		Darlene, could you please locate the file now.
	Darlene Crowell	Yes

		Yes that is the new file
		That I was trying to open
	Shashwat Verma	Okay
		Darlene, allow me 5-6 mins, we are doing some changes from backer
	Darlene Crowell	Ok
		Do you know if you can open the other QB files?
	Shashwat Verma	Could you please share the credentials of admin of this file?
		There is a repair process running in the QuickBooks suite from the ba
	Darlene Crowell	Admin - Eros*052402
		But I haven't set it up yet unless it pulled it from their 2022 file
	Shashwat Verma	Thanks for the confirmation !
		Let me try the same
		File is under repair, it might take 15-20 mins.
	Darlene Crowell	Ok
		I hope the other files are working....I never had this problem with cre
	Shashwat Verma	Darlene, Most likely, the file should work fine after the ongoing repair. If the is QuickBooks application and its file-level functionality. That said, we are doing our best to recover the file from our end. We Please note that this issue does not affect any other QuickBooks
		Is that work for you?
	Darlene Crowell	Yes that is fine...there was nothing in that file
		It's a blank file
		Meaning i haven't transferred any info on it yet
	Shashwat Verma	Okay, in that case, kindly try to create the new file, in case there is n
	Darlene Crowell	Ok - you said I can open a different QB file?
	Shashwat Verma	Yes you can open now
	Darlene Crowell	I'm testing a different file right now
	Shashwat Verma	Sure,Is there anything I can assist you with from my side?
	Darlene Crowell	Yes there is...can you update CFS 2025?
		QB is running good....
	Shashwat Verma	Noted, will get it done and keep you posted on email
		Perfect

	Darlene Crowell	Ok lastly - I need to pay my overdue bill. I've been sick a couple wee service right?
	Shashwat Verma	Yes, you can use myportal.acecloudhosting.com for this purpose. Your username is CID74586 . If you don't remember your password, You can also check your due invoices there. For any billing-related qu
		Also, we have updated the application cfs 2025
		<i>12:06:58 PMShashwat Verma is sharing a file with you</i> <i>image.png - (Size:29.62 KB)</i>
		Thank you for choosing ACE cloud Hosting, you have a wonderful day

Shashwat Verma has ended this chat session



Cha

Hello,

Visitor Details

#79991 ricky pais
Email: ricky@brannanhessel.cpa
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 17 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

	ricky pais	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	ricky pais	I'd like to report an Issue
	Acebuddy	Please select an option!
	ricky pais	Password Reset
	Acebuddy	Please select an option below
	ricky pais	Already Enrolled to Selfcare Portal
	Acebuddy	Please follow the process mentioned in the link below inorder to rese
		Do you need any further assistance on the topic?
	ricky pais	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Sing
	ricky pais	hello
	Manish Singh	How may I assist you with?
		<i>7:19:19 PMricky pais is sharing a file with you</i> <i>Image20250731094851.jpg - (Size:528.97 KB)</i>
		May I take the remote access of your local computer?
	ricky pais	please send me a link so i can access on my local, i am currently on i
	Manish Singh	https://assist.acecloudhosting.com/join/1012402501
		Prior providing the access, I would suggest you to close any importar
		We are connected on the remote session and will proceed with the tr Once the issue is resolved, kindly give your confirmation on this chat
		Please send us an email from the registered email address at suppor
		Also, the registered email for your account with us is : [ian@heroic.cq
	ricky pais	will he need to tell you the new password, or wil you be sending me i
	Manish Singh	We will be the one sending you the password Ricky.
	ricky pais	ok
	Manish Singh	Is there anything else I may help you with ?
	ricky pais	i will try and get this sorted then, thank you.

	no
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day
	You may end this chat now. Once you end this chat, you will receive ;
	I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by re
	For self-help, check out our Knowledge Base (https://www.acecloudh.com/knowledge-base)
	<i>Manish Singh has ended this chat session</i>

Cha

Hello,

Visitor Details

#78998 test

Email: test@gmail.com ☎ +16887849764

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

City: NEW DELHI

State: Delhi

Country: INDIA

Chat Transcript

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

	Acebuddy	Hello Cindy Keeney, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Cindy Keeney	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Cindy Keeney	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Cindy Keeney	Other Request
	Acebuddy	Please drop an email to support@acecloudhosting.com with a brief d
		If you are facing any issue/problem with your server, Please select th
	Cindy Keeney	Yes, I'm facing issues with my server
	Acebuddy	Please select an option!
	Cindy Keeney	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Cindy Keeney	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks compai
		Was that helpful?
	Cindy Keeney	No
	Acebuddy	No issues, please wait while I connect you to one our support engine
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh M
	Cindy Keeney	hello! thank you. i am having an issue with quickbooks. i was logged
	Ashutosh Mishra	Hello Cindy, I will be surely assisting you with this. Kindly help me wi
	Cindy Keeney	i'm not sure what the server name is. where would i find that?
		is it BSSFenterprise ?
	Ashutosh Mishra	Yes
	Cindy Keeney	okay thats the server and the username i'm trying to get into is Adm
		but my own username is cindy
		it won't let me type anything though, it just keeps coming up as erro
	Ashutosh Mishra	I see only single user logged in the server with username AdamH. Is
	Cindy Keeney	no it is not

	Ashutosh Mishra	Thanks for the confirmation !
		I see your username is Cindy.K
		Is this issue occurring only for you, or are other users on the server a
	Cindy Keeney	something i do see that is different is the location under all of our co
		no one else is here yet so i'm not sure if this is happening to everyon
	Ashutosh Mishra	I will surely check for this, please also let me know Is this the first tin
	Cindy Keeney	yes this has never happened to me before
	Ashutosh Mishra	May I take the remote access of your server to identify issue?
	Cindy Keeney	yes of course
	Ashutosh Mishra	Prior providing the access, I would suggest you to close any importar
	Cindy Keeney	sure, no pronlem
	Ashutosh Mishra	Please accept the message on server.
		We are connected on the remote session and will proceed with the tr
		Once the issue is resolved, kindly give your confirmation on this chat
		Please open the file again.
		Please enter password for company file.
	Cindy Keeney	thank you! it's fixed!
		sorry for taking so long i didn't know i could still move anything while
	Ashutosh Mishra	The company file opened without any issues, may i know did the issu
		That's Ok, we are here to assist.
	Cindy Keeney	i was logging out of my own and logging into admin and when i got c
		H505 about multi user mode
	Ashutosh Mishra	Thank you for providing the details. We will keep the ticket open and
		Is there anything else I may help you with ?
	Cindy Keeney	thank you, i really appreciate your help! couldn't have done it withou
	Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your v
		You may end this chat now. Once you end this chat, you will receive a
		I request you to kindly spare a moment to fill that out for me so that
		quality@acecloudhosting.com. Thanks!
		Note: You may change/reset your server password on your own by re
		For self-help, check out our Knowledge Base (https://www.acecloudh
		<i>Ashutosh Mishra has ended this chat session</i>

Chat

Hello,

Visitor Details

#79130 Brent
Email: brent@austinguitarhouse.com 📞 512-243-6036
Department: Support(QB & App Hosting)
Operator: Yash Kalra
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 5 Secs
City: AUSTIN
State: Texas
Country: UNITED STATES

Chat Transcript

Brent	Hello, I am your Acebuddy
Acebuddy	Hello Brent, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brent	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brent	I'd like to report an Issue
Acebuddy	Please select an option!
Brent	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Brent	Still will no conncet to server after you guys pacthed what ever issue
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Yash Kalra accepted the chat transfer request.

Yash Kalra

Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra.

I will be surely assisting you with this. Kindly help me with your serve

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 m

Yash Kalra has ended this chat session

Cha

Hello,

Visitor Details

#79431 tjkandeda

Email: tjkaneda@vintegritywine.com

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 23 Secs

City: KANSAS CITY

State: Missouri

Country: UNITED STATES

Chat Transcript

tjkaneda

Hello. I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

	tjkaneda	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	tjkaneda	I'd like to report an Issue
	Acebuddy	Please select an option!
	tjkaneda	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	tjkaneda	QuickBooks Login Issue
	Acebuddy	I understand that you are unable to login to your QuickBooks compai
		Was that helpful?
	tjkaneda	No
	Acebuddy	No issues, please wait while I connect you to one our support engine
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
	Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumi
	tjkaneda	Hello
	Abhay Kumar Saraswat	Hello
		How are you doing today?
	tjkaneda	We have a few users that are having issues logging into QB are you l
		I am fine thanks
	Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
		Yes, ATL datacenter is having some issue with few servers.
		Our backend team is looking into it already.
		Is this for account: Vintegrity LLC ?
	tjkaneda	got it, yeah we thought it was internet but then was told our STL staf
	Abhay Kumar Saraswat	Okay.
	tjkaneda	Vintegrity LLC
		it seems our KC staff is now on. I am trying to confirm STL is okay
	Abhay Kumar Saraswat	Yes, please.
		As I told you that our backend team is working on it and trying to fix

tjkaneda	Got it, at this time. I guess all we can do is wait. At least our KC staff
Abhay Kumar Saraswat	No worries.
	And thank you for understanding.
	We'll update you once the issue is resolved permanently.
	Is there anything else I may help you with ?
tjkaneda	great thanks...no we are good thank you
tjkaneda has ended this chat session	

Cha

Hello,

Visitor Details

#79727 tony.ho
Email: tony.ho@cethcpa.com 📞 17138829868
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: SUGAR LAND
State: Texas
Country: UNITED STATES

Chat Transcript

tony.ho	Hello, I am your Acebuddy
Acebuddy	Hello Tony.ho, 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 cl
Ended due to chat idle timeout	

Chat

Hello,

Visitor Details

#78963 Jonathan Jones
Email: jonathan@musicnomad.com 📞 14076202298
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Mac OS
Browser: Google Chrome
Device: Desktop
Average Response Time: 23 Secs
City: SANTA ROSA
State: California
Country: UNITED STATES

Chat Transcript

Jonathan Jones	Hello, I am your Acebuddy
Acebuddy	Hello Jonathan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jonathan Jones	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jonathan Jones	I'd like to report an Issue
Acebuddy	Please select an option!
Jonathan Jones	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Jonathan Jones	I need to login to MyPortal to reset server password for a user but it i
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Abhay Kumar Saraswat accepted the chat transfer request.

Abhay Kumar
Saraswat

Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar

Is this for account: **MusicNomad LLC** ?

Jonathan Jones

Yes, please hold I may have figured it out. One minute

Abhay Kumar
Saraswat

Take your time.

The visitor's name was changed from jonathan to Jonathan Jones.

Jonathan Jones

Just figured it out thank you

Abhay Kumar
Saraswat

Is there anything else I may help you with ?

Are we still connected here?

Abhay Kumar Saraswat has ended this chat session

Chào,

Visitor Details

#79834 Jacob LaCour

Email: jacob@expertbookkeeping.net

Department: Support/OP & App Hosting

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 32 Secs

City: WINSTON SALEM

State: North Carolina

Country: UNITED STATES

Chat Transcript		
	Jacob LaCour	Hello, I am your Acebuddy
	Acebuddy	Hello Jacob Lacour, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Jacob LaCour	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Jacob LaCour	I'd like to report an Issue
	Acebuddy	Please select an option!
	Jacob LaCour	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an av
	Jacob LaCour	my browser or computer is locked
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
	Jacob LaCour	ms it may have a virus
		<i>Tushar accepted the chat transfer request.</i>
	Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I wil
	Jacob LaCour	thank you
	Tushar	I will be surely assisting you with this. Kindly help me with your serve
		We will look into it afterwards I find your server, also rest assured ou
		<i>7:15:25 AMJacob LaCour is sharing a file with you</i> <i>1_image.png - (Size:2.32 KB)</i>
		Your account is in disconnected state, I will be removing it from task
		Kindly try to login again.
	Jacob LaCour	will do
	Tushar	Also is it the first time you are facing this issue and are other users f
	Jacob LaCour	what can casue this?
		tons of crap out therer?
	Tushar	Do you have any screen shot of the things you are mentioning.
	Jacob LaCour	I do not
		it just had my computer locked no mouse no control at all on the ser

	Tushar	The disconnection issue can be caused by unstable internet connecti
		were you ideal for a while before this happened ?
	Jacob LaCour	nope
		i wi ll let you knowo if it happens again thanks
	Tushar	Okay we have noted down this at our end thank you for your valuabl
		Is there anything else I may help you with ?
	Jacob LaCour	im good thanks
	Tushar	Kindly share your feedback by clicking the smiley icons at the end of
		Thank you for choosing ACE cloud Hosting, you have a wonderful day
		You may end this chat now. Once you end this chat, you will receive i
		I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!
		Note: You may change/reset your server password on your own by re
		For self-help, check out our Knowledge Base (https://www.acecloudh

Tushar has ended this chat session



Cha
Hello,

Visitor Details

#79464 Brooke Hommel
Email: bhommel@ohioams.com ☎ 216-264-1065
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 12 Secs
City: BRUNSWICK
State: Ohio

	Country: UNITED STATES	
	Chat Transcript	
	Brooke Hommel	Hello, I am your Acebuddy
	Acebuddy	Hello Brooke Hommel, I'm your Ace Buddy. I'll be happy to assist you
		Whom Would You Like to Connect With?
	Brooke Hommel	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Brooke Hommel	I'd like to report an Issue
	Acebuddy	Please select an option!
	Brooke Hommel	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	Brooke Hommel	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an av
	Brooke Hommel	Quickbooks will not open
	Acebuddy	Please wait while we connect you to a Support Representative
		Acebuddy (bot) forwarded the chat request
		Abhay Kumar Saraswat accepted the chat transfer request.
	Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kum
		Is this for account: Ohio AMS ? (Edited)
	Brooke Hommel	Hello Abhay! Yes this is for account Ohio AMS
	Abhay Kumar Saraswat	Hello Brooke.
		Thanks for the confirmation !
		I will be surely assisting you with this.
		Is this issue occurring only for you, or are other users on the server a
	Brooke Hommel	only for me
	Abhay Kumar Saraswat	Okay.
		And since when you are facing this issue?
	Brooke Hommel	My quickbooks has been freezing a lot the past couple of weeks. Tod
		loading screen then the app closes its self

	Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
		Kindly allow me two minutes to check the same.
		I'm checking details on server.
		Thank you for your patience.
		And here is the reason that why QB is not opening.
		<i>10:55:16 PM</i> Abhay Kumar Saraswat is sharing a file with you <i>image.png</i> - (<i>Size:22.31 KB</i>)
		I just checked and found that C: drive is almost full and that is not all
	Brooke Hommel	Okay, I am not sure how to clear space on the C: drive
		<i>10:57:52 PM</i> Abhay Kumar Saraswat is sharing a file with you <i>image.png</i> - (<i>Size:11.42 KB</i>) <i>Out of 64.16 GB , only 2.34 GB is available, which is 1</i>
	Abhay Kumar Saraswat	Let me try to free up the space for you.
		Please allow me a minute.
	Brooke Hommel	that would be great thank you!
	Abhay Kumar Saraswat	No worries.
		Kindly allow me two minutes.
		Thank you for your patience.
		I just checked and found nothing trash or unwanted files on C: drive
		But I just need to confirm that which QB version are you guys using t
	Brooke Hommel	We are using the quickbooks 23.0
	Abhay Kumar Saraswat	Because as I can see there are two QB versions installed on your ser QB Enterprise 17 and 23
	Brooke Hommel	we no longer use the 17
	Abhay Kumar Saraswat	Okay, so if you can send us an email to support then after your appr
		However, that will not help much more to increase the space in C: dr
		There should be minimum 20% space should be there in C: drive to r
		If you can allow me, then I can share the drive plans with you.
	Brooke Hommel	Okay, do you know where i can find the C drive location to take a loo
	Abhay Kumar Saraswat	Yes, you can go to run option and there type C: to see the drive.
	Brooke Hommel	can you also send the drive plans

	Abhay Kumar Saraswat	Sure. Allow me a minute.
		In case you wish to upgrade the space, we are delighted to offer you below. Please choose the one that suits your needs. Plan1 : 60 GB : \$40/Month Plan2 : 40 GB : \$28/Month Plan3 : 20GB : \$15/Month
		Are we still connected here?
	Brooke Hommel	Yes, i am still here - could I be sent the email to uninstall the Quickbc
	Abhay Kumar Saraswat	Sure, you can send an email right now and I'll check and confirm.
		Support email is: support@acecloudhosting.com
	Brooke Hommel	okay i just sent the email
	Abhay Kumar Saraswat	Let me check.
		Kindly allow me a minute.
	Brooke Hommel	thank you
	Abhay Kumar Saraswat	Thank you for your patience.
		I just want to confirm with you that are you using any QB 17 file? (Ed
	Brooke Hommel	We are not using the QB 17 and have switched to QB 23
	Abhay Kumar Saraswat	Great, I was just checking because in email you have mentioned abo
		So, I was just confirming with you.
	Brooke Hommel	Yes, I was seeing if we could keep the last file from QB17 incase som
	Abhay Kumar Saraswat	No need to worry for that, we have already a backup of that.
	Brooke Hommel	Oh okay perfect thank you!
	Abhay Kumar Saraswat	I tried to uninstall the QB17 but unable to do so because one of the i
		<i>11:28:29 PM</i> Abhay Kumar Saraswat is sharing a file with you <i>image.png</i> - (<i>Size:14.51 KB</i>)
	Brooke Hommel	i instructed that person to log off immediately
	Abhay Kumar Saraswat	Great.
		Let me check again.
	Brooke Hommel	they should be logged out
	Abhay Kumar Saraswat	Yes, now there is no one.

		Let me try again.
		<i>11:32:19 PM</i> Abhay Kumar Saraswat is sharing a file with you <i>image.png</i> - (<i>Size:16.23 KB</i>)
		It will take some time.
		Please stay online with me.
	Brooke Hommel	will do thank you
	Abhay Kumar Saraswat	Thank you for your patience.
		I've successfully uninstalled QB17 from your server.
		However, as I said that not helped much.
		<i>11:40:47 PM</i> Abhay Kumar Saraswat is sharing a file with you <i>image.png</i> - (<i>Size:18.87 KB</i>)
		Approximately 3 GB space increased.
	Brooke Hommel	okay, If i add the 20GB will that be enough to run the application?
		we only need to run the application for about 2 more weeks or so
	Abhay Kumar Saraswat	Yes, definitely.
		Sorry to hear. But if you don't mind, can I know the reason?
	Brooke Hommel	we no longer use quickbooks for our Ohio AMS company file and for 1 to use on their quickbooks online account
	Abhay Kumar Saraswat	Okay. I understood.
		So, can I proceed further with the 20GB plan?
	Brooke Hommel	Yes we can add the 20GB to our plan
	Abhay Kumar Saraswat	Great.
		Can you please send another email to us mention the same?
		Please make sure that you are sending the email with the registered
		bhommel@ohioams.com
		In our records, this is your registered email address.
	Brooke Hommel	that email address no longer exists. that is my old email address an
	Abhay Kumar Saraswat	Ok, no worries.
		Then, reply on the same email chain which you sent earlier for the Q
	Brooke Hommel	okay I just sent the updated email
	Abhay Kumar Saraswat	Let me check.

		Kindly allow me a minutes.
		Let me send you the pricing there.
		Please give me the approval with price.
		Thank you for your patience.
		Just sent you an email, please confirm.
	Brooke Hommel	Yes I just received the email - would you like for me to reply to the er
	Abhay Kumar Saraswat	Yes, just reply according to that email. Everything is mentioned there.
	Brooke Hommel	Okay, I replied to the email with the confirmation of adding the 20GB
	Abhay Kumar Saraswat	Let me check.
		Thank you for your patience.
		Yes, I received.
		Let me update the backend team to add the 20GB in C: drive.
		Please be online with me.
	Brooke Hommel	will do
	Abhay Kumar Saraswat	Thank you for your patience.
		I just confirmed with the backend team and they asked 10-15 minute
		I'll keep you updated on the same email once the space has been inc
		Are we still connected here?
	Brooke Hommel	okay great thank you! I will just look for the email with the confirmat
	Abhay Kumar Saraswat	Yes, thank you for understanding.
		Is there anything else I may help you with ?
	Brooke Hommel	no that was going to be it
	Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your vi
		You may end this chat now. Once you end this chat, you will receive a
		I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!
		Note: You may change/reset your server password on your own by re
		For self-help, check out our Knowledge Base (https://www.acecloudho
		Thank you for choosing ACE cloud Hosting, you have a wonderful day
		As we haven't got any response from your end, We are closing this cl

Cha
Hello,

Visitor Details

#79890 camilleward.cpa
Email: camilleward.cpa@outlook.com ☎ 435-760-3701
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: 21 Secs
City: OGDEN
State: Utah
Country: UNITED STATES

Chat Transcript

camilleward.cpa	Hello, I am your Acebuddy
Acebuddy	Hello Camille Ward, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
camilleward.cpa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
camilleward.cpa	I'd like to report an Issue
Acebuddy	Please select an option!
camilleward.cpa	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
camilleward.cpa	Accessing remote server. I need the server ID.

	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 surely assisting you with this. Kindly help me with your account details.
	camilleward.cpa	Server name is CCPR.myrealdata.net
		Username camille.w@myrealdata.net
	Yash Kalra	Kindly allow me two minutes to check the same.
		Camille, upon checking we found that your client id is CID72915
		To help me assist you better for the Accessing remote server
		1. Are you receiving any error message while attempting to connect 2. Were you able to connect to the server before, or is this your first time?
		(Edited)
	camilleward.cpa	I did not receive the download link for the server or the RDP connectors.
	Yash Kalra	Camille, your users name is camille.w@myrealdata.net.
	camilleward.cpa	Thank you. Could you send me the download connectors?
	Yash Kalra	Please allow me 2 minutes.
		Thank you for staying connected. Please use the link below to download the connectors. https://we.tl/t-LRXpLNqd6E
	camilleward.cpa	Thank you.
	Yash Kalra	Camille, Is the issue resolved? (Edited)
	camilleward.cpa	Yes
	Yash Kalra	Is there anything else I may help you with ?
		I would greatly appreciate if you could spare a minute to give your valuable feedback.
		Thank you for choosing ACE cloud Hosting, you have a wonderful day ahead.
		You may end this chat now. Once you end this chat, you will receive a confirmation mail from us.
		I request you to kindly spare a moment to fill that out for me so that we can improve our services. quality@acecloudhosting.com . Thanks!
		Note: You may change/reset your server password on your own by re-creating a new user on your server.
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
		<i>Yash Kalra has ended this chat session</i>

Chat

Hello,

Visitor Details

#79777 Yobani De Leon
Email: deleonpumping@yahoo.com ☎ 18188969781
Department: Support(QB & App Hosting)
Operator: Sanyam Madan
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 40 Secs
City: PACOIMA
State: California
Country: UNITED STATES

Chat Transcript

Yobani De Leon	Hello, I am your Acebuddy
Acebuddy	Hello Yobani De Leon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Yobani De Leon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Yobani De Leon	I'd like to report an Issue
Acebuddy	Please select an option!
Yobani De Leon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Yobani De Leon	Pop up asking for software changes needed to computer
Acebuddy	Please wait while we connect you to a Support Representative

		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Sanyam Madan accepted the chat transfer request.</i>
	Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Ma
	Yobani De Leon	Hello
	Sanyam Madan	Hello Yobani , how are you ?
	Yobani De Leon	Good and yourself
	Sanyam Madan	Can you please elaborate your issue?
		Good, thank you for asking
	Yobani De Leon	I keep getting a pop up asking for software changes needed to the cc
	Sanyam Madan	I will be surely assisting you with this. Kindly help me with your serve
	Yobani De Leon	from ace cloud hosting
		umm Im not sure on that info
	Sanyam Madan	Kindly allow me two minutes to check the same.
	Yobani De Leon	ok
	Sanyam Madan	May I take the remote access of your server?
	Yobani De Leon	yes
	Sanyam Madan	Prior providing the access, I would suggest you to close any importar
	Yobani De Leon	ok give me a sec
		ok done
	Sanyam Madan	Please allow me3-4 minutes.
	Yobani De Leon	ok
	Sanyam Madan	Thank you for your patience.
		Please log in now and check again
	Yobani De Leon	ok
		I dont see the pop up at athe moment
	Sanyam Madan	That was just a pop up of routine update of basic window application
	Yobani De Leon	Ok thanks
	Sanyam Madan	Is there anything else I may help you with ?
	Yobani De Leon	That will be all thanks
	Sanyam Madan	I would greatly appreciate if you could spare a minute to give your va
		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 a

I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by re

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

Sanyam Madan has ended this chat session

Cha

Hello,

Visitor Details

#79800 Ed Street

Email: estreet@redw.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: CHEYENNE

State: Wyoming

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Cha
Hello,

Visitor Details

#79704 Rhonda Stallings
Email: rs@emersonrussell.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: CHATTANOOGA
State: Tennessee
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze y
		Was that helpful?
		As we haven't got any response from your end, We are closing this cl
		<i>Ended due to chat idle timeout</i>

Cha

Hello,

Visitor Details

#79129 ERICAJOHNS
Email: ericajohns@southernwoodframing.com ☎ 3017512317
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 21 Secs
City: PORT TOBACCO
State: Maryland
Country: UNITED STATES

Chat Transcript

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

	ERICAJOHNS	QuickBooks Issue
	Acebuddy	What type of QuickBooks Issue are you facing?
	ERICAJOHNS	Other QB related issue
	Acebuddy	Please specify the issue you are facing before I connect you to an av
	ERICAJOHNS	IT KEEPS KICKING ME OUT
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
	Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kum
	ERICAJOHNS	QB wont let me work in it. I am able to log in and then I keep getting TO YOU ALL MORE THAN MY COWORKERS. THIS IS INSANITY.
	Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	ERICAJOHNS	right.
	Abhay Kumar Saraswat	Is this for account: Southernwood Framing LLC ?
	ERICAJOHNS	yeah
	Abhay Kumar Saraswat	Thanks for the confirmation !
		Kindly allow me two minutes to check the same.
	ERICAJOHNS	okay
	Abhay Kumar Saraswat	Surely, I'll look into the issue for you.
	ERICAJOHNS	okay
	Abhay Kumar Saraswat	Could you please confirm whether you and the other users started e
	ERICAJOHNS	i dont know i need to get payroll down
		done*
	Abhay Kumar Saraswat	Okay.
		Allow me a minute, let me jump on a server.
	ERICAJOHNS	none of us could get in earlier and now its letting us in, but i cant clic
	Abhay Kumar Saraswat	I apologize for the trouble you’ve experienced. I want to assure you t
	ERICAJOHNS	okay
	Abhay Kumar Saraswat	Just be online with me, I'm on the server and checking few things on
		Meanwhile, could you please confirm me that is there any open ticke

	ERICAJOHNS	okay
	Abhay Kumar Saraswat	I just checked and noticed that new updates are available for Quick Please refer to the screenshot below.
		<i>10:40:21 PM</i> Abhay Kumar Saraswat is sharing a file with you image.png - (Size:13.73 KB)
	ERICAJOHNS	can you run them then? the updates, which are NON STOP, are supp I JUST NEED TO BE ABLE TO PAY MY EMPLOYEES, I DONT CARE WHAT
	Abhay Kumar Saraswat	Yes, I can run these updates for you. But I need everyone logout from the server for 10 minutes to comple
		Because after completing the updates, the server will need restart.
		Could you please ask the users to save their work and log out of the
	ERICAJOHNS	i am working on getting the only person who is able to get in out. on
	Abhay Kumar Saraswat	Sure.
		Take your time.
		Thank you for understanding.
	ERICAJOHNS	everyone is out
	Abhay Kumar Saraswat	Thank you.
	ERICAJOHNS	please let me know as soon as this is rectified, as i need to process p
	Abhay Kumar Saraswat	Kindly allow me 10 minutes to update and restart the server.
	ERICAJOHNS	okay.
	Abhay Kumar Saraswat	Sure, I'll get back to you as soon as possible.
		Please stay with me. Thank you.
	ERICAJOHNS	okay.
	Abhay Kumar Saraswat	Still working on it. Please stay with me.
	ERICAJOHNS	okay
	Abhay Kumar Saraswat	Thank you for your patience.
		I've completed all the QB updates.
		<i>11:04:38 PM</i> Abhay Kumar Saraswat is sharing a file with you image.png - (Size:63.62 KB)
		Could you please login and launch QB and check for the payroll? (Edi

	ERICAJOHNS	STILL ISNT WORKING
	Abhay Kumar Saraswat	What error are you getting now?
		Can you share the screenshot? (Edited)
	ERICAJOHNS	its the same thing.
		im in.
		its running slow
	Abhay Kumar Saraswat	I apologize that still you are facing this issue.
		May I take the remote access of your server, so I could also check th
	ERICAJOHNS	im in. thank you.
	Abhay Kumar Saraswat	Okay.
		I appreciate your patience.
		Is there anything else I may help you with ?
		Are we still connected here?

Abhay Kumar Saraswat has ended this chat session

Cha
Hello,

Visitor Details

#79055 krisika
Email: krisika@hkidata.com ☎ 7383092838
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Android
Browser: Google Chrome
Device: Mobile
Average Response Time: 2 Mins 5 Secs
City: BORSAD
State: Gujarat
Country: INDIA

Chat Transcript	
krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
krisika	Hi
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 Sing
krisika	Quickbook not open in all user
Manish Singh	Hii Krisika
	I will surely help you with this issue.
krisika	Ok
Manish Singh	As I can check your QuickBooks Accessibility ticket is with Escalation
	And they will be in touch with Nilay, today regarding the issue.
	Let me quickly check the services from the backend once.
krisika	Ok
Manish Singh	Krisika, Kindly logout all users from the server regarding server rebo
krisika	Ok
Manish Singh	Are we still connected here?
krisika	Yes
	U can proceed the server reboot
	Yes

	Manish Singh	Kindly allow me two minutes to check the same.
	krisika	Server reboot successfully ??
		Ok
	Manish Singh	There is currently a technical outage. Please try to access server after 15 minutes.
		You may try in the meantime; however, we will update you as soon as we are able to.
	krisika	Ok
	Manish Singh	Is there anything else I may help you with ?
	krisika	No
	Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	krisika	Thank you
	Manish Singh	You may end this chat now. Once you end this chat, you will receive a confirmation message from us.
		I request you to kindly spare a moment to fill that out for me so that we can improve our service. You can reach us at quality@acecloudhosting.com . Thanks!
		Note: You may change/reset your server password on your own by re-creating a new user on your server.
		For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/)

Manish Singh has ended this chat session

Chat

I would like to reset my

Visitor Details

#79628 Yasmin
Email: yasmin@yvspartners.com 📞 4048849359
Department: Support(QB & App Hosting)
Operator: Anurag Sharma
Website: <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min

City: ATLANTA
State: Georgia
Country: UNITED STATES

Chat Transcript

Yasmin	I would like to reset my password with user name mnc_yasmin
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be a
	<i>Dikshant Yadav is transferring the chat to Support(QB & App Hosting,</i>
Yasmin	ok
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sha
	Hello Yasmin
	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 m
	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 :
	I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by re
	For self-help, check out our Knowledge Base (https://www.acecloudh
	<i>Anurag Sharma has ended this chat session</i>



Cha
Hello,

Visitor Details

#79115 jean duvall
Email: jean@marinecitycontracting.com ☎ 18105313586
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: WEST BLOOMFIELD
State: Michigan
Country: UNITED STATES

Chat Transcript

jean duvall	Hello, I am your Acebuddy
Acebuddy	Hello Jean Duvall, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jean duvall	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	【 】
	We are currently experiencing higher than normal contact volume re
	Are you also experiencing issues related to server connectivity?
jean duvall	No, I'd like to report another Issue
Acebuddy	Please chose an option :
jean duvall	I'd like to report an Issue
Acebuddy	Please select an option!
jean duvall	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jean duvall	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze y
	Was that helpful?
jean duvall	Yes
Acebuddy	I'm glad to hear that! Should you need further assistance, please do
Acebuddy has ended this chat session	

Visitor Details

#79713 Amy Wiggins
Email: awdiver@yahoo.com ☎ 2178170131
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/ace-support/
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 13 Secs
City: GEORGE TOWN
State: Cayman Islands
Country: CAYMAN ISLANDS

Chat Transcript

Amy Wiggins	Hello,
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assist
Amy Wiggins	We have hosted Quickbooks with you and are experiencing performa
Dev Dubey	Hello Amy, how may I help you today?
Amy Wiggins	Appreciate if you can assist please.
Dev Dubey	Sure, Please confirm your Account name or CID Number.
Amy Wiggins	Cayman Islands Baptist Church
	I am logged into the server QBNXTPRE1
Dev Dubey	Thanks, Amy.
Amy Wiggins	QBNXTPRE1.myrealdata.net
Dev Dubey	Transferring the chat to the support team now to assist. (Edited)
Dev Dubey is transferring the chat to Support(QB & App Hosting).	

		Abhay Kumar Saraswat accepted the chat transfer request.
	Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar.
	Amy Wiggins	Thank you Abhay
		We have hosted Quickbooks with you and are experiencing performance issues. I have been logged out and tried to launch it again, and it will not launch.
	Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
		Could you please confirm me your username?
		I will be surely assisting you with this.
	Amy Wiggins	AmyM.NPRE1@myrealddata.net
	Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.
	Amy Wiggins	I am now seeing the Quickbooks splash screen saying it is opening Quickbooks.
	Abhay Kumar Saraswat	Okay.
		May I take the remote access of your server?
	Amy Wiggins	Yes please.
	Abhay Kumar Saraswat	We are connected on the remote session and will proceed with the troubleshooting. Once the issue is resolved, kindly give your confirmation on this chat.
		Are we still connected here?
	Amy Wiggins	Yes here too
	Abhay Kumar Saraswat	Hello Amy
	Amy Wiggins	Hi
	Abhay Kumar Saraswat	Is your issue resolved?
	Amy Wiggins	I saw where you started Quickbooks and it came up much faster.
	Abhay Kumar Saraswat	Yes, because there was no user at that time as It is a shared server.
	Amy Wiggins	Thank you. I will monitor while i am using and if any issues arise I will let you know.
	Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
		You are welcome.
		Yes, you can contact us anytime.
	Amy Wiggins	THanks.
	Abhay Kumar Saraswat	Is there anything else I may help you with ?
	Amy Wiggins	Thats it. THanks

Abhay Kumar
Saraswat

My pleasure to assist you.

I would greatly appreciate if you could spare a minute to give your vi

You may end this chat now. Once you end this chat, you will receive a

I request you to kindly spare a moment to fill that out for me so that
quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by re

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

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

Abhay Kumar Saraswat has ended this chat session

Cha

Hello,

Visitor Details

#79698 Cesar Diaz
Email: cesar.diaz@intercentrohn.com ☎ +50499919175
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: 18 Secs
City: ?
State: Honduras
Country: HONDURAS

Chat Transcript

Cesar Diaz

Hello, I am your Acebuddy

Acebuddy

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

		Whom Would You Like to Connect With?
	Cesar Diaz	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Cesar Diaz	I'd like to report an Issue
	Acebuddy	Please select an option!
	Cesar Diaz	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an av
	Cesar Diaz	i can not access to remote desktop
	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>
		<i>10:54:04 PMCesar Diaz is sharing a file with you</i> <i>1_image.png - (Size:8.2 KB)</i>
	Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra.
	Cesar Diaz	I will be surely assisting you with this. Kindly help me with your serve
		intercentro
		cmartinez
	Yash Kalra	Kindly allow me two minutes to check the same.
		To help me assist you better, please answer the following que
		1. Were you able to connect to the server before, or is this your first 2. When was the last time you were able to connect to the server su
	Cesar Diaz	one ahour ago was working fine
	Yash Kalra	May I take the remote access of your local computer?
	Cesar Diaz	something happens with invernation he can not access
	Yash Kalra	Could you please check and let us know if this issue is occurring only
	Cesar Diaz	we only cause with this user
	Yash Kalra	May I take the remote access of your local computer?
	Cesar Diaz	go ahead
	Yash Kalra	Prior providing the access, I would suggest you to close any importar
		Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/7232654297

		We are connected on the remote session and will proceed with the tr Once the issue is resolved, kindly give your confirmation on this chat
	Cesar Diaz	thanks
	Yash Kalra	Cesar, we assisted you regarding Logging issue. Is there anything else I may help you with ?
	Cesar Diaz	nothing else
	Yash Kalra	I would greatly appreciate if you could spare a minute to give your va
		Thank you for choosing ACE cloud Hosting, you have a wonderful day
	Cesar Diaz	thanks again
	Yash Kalra	You may end this chat now. Once you end this chat, you will receive a I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks! Note: You may change/reset your server password on your own by re For self-help, check out our Knowledge Base (https://www.acecloudh

Yash Kalra has ended this chat session

Cha
Hello,

Visitor Details

#79866 RAVI SHAH
Email: ravi@yourtaxadvisors.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 1 Min 28 Secs
City: AHMEDABAD
State: Gujarat
Country: INDIA

	Chat Transcript	
	RAVI SHAH	Hello, I am your Acebuddy
	Acebuddy	Hello Ravi Shah, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	RAVI SHAH	VDI/DaaS Support
	Acebuddy	Please wait while we connect you to an available Representative.
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Suneetha Barre accepted the chat transfer request.</i>
	Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I v
	RAVI SHAH	Hii, I m unable to open Taxwise software in my RDC
	Suneetha Barre	Hi Ravi I will surely assist you on this
		Kindly confirm your Business name
	RAVI SHAH	"The application was unable to start correctly...click ok to close applica
		ABIC CPA ASSOCIATES
	Suneetha Barre	Thank you for sharing details with us
		Kindly allow me to transfer this chat to concerned team
		<i>Suneetha Barre is transferring the chat to Support(QB & App Hosting</i>
	RAVI SHAH	OK PLEASE
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh M
		Hello Ravi, I will surely help you with this issue.
	RAVI SHAH	Yes Please
	Ashutosh Mishra	May I know if the issue is with the 2024 version of TaxWise?
	RAVI SHAH	No its with every year version
	Ashutosh Mishra	Kindly allow me two minutes to check the same.
	RAVI SHAH	ok
	Ashutosh Mishra	I am running some verifications from backend; this may take 10 to 15
	RAVI SHAH	ok
	Ashutosh Mishra	Is this the first time you are facing this issue?
	RAVI SHAH	

Cha

Hello,

Visitor Details

#79823 krisika

Email: krisika@hkidata.com 📞 7383092838

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Android

Browser: Google Chrome

Device: Mobile

Average Response Time: 31 Secs

City: BORSAD

State: Gujarat

Country: INDIA

Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Shivam Singh accepted the chat transfer request.
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Sing

	Hello Krisika
krisika	Can you reboot server
Shivam Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
krisika	Ok
Shivam Singh	We have rebooted the server.
	Is there anything else I may help you with ?
krisika	Ok
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day
	<p>You may end this chat now. Once you end this chat, you will receive a</p> <p>I request you to kindly spare a moment to fill that out for me so that</p> <p>quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server password on your own by re</p> <p>For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)</p>
	<i>Shivam Singh has ended this chat session</i>

Cha

Hello,

Visitor Details

#79446 Saurav

Email: saurav.raval@datastub.in

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: VISNAGAR

State: Gujarat

Country: INDIA

Chat Transcript

Saurav	Hello, I am your Acebuddy
Acebuddy	Hello Saurav, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Saurav	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Saurav	I'd like to raise a Request
Acebuddy	Please select your request type.
Saurav	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief d
	If you are facing any issue/problem with your server, Please select th
Saurav	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Saurav	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Saurav	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks compai
	Was that helpful?
Saurav	Yes
Acebuddy	I'm glad to hear that! Should you need further assistance, please do
	<i>Acebuddy has ended this chat session</i>



Cha

Hello,

Visitor Details

#79468 Bryan Kochis
Email: webmaster@brewingscience.com ☎ 719-650-4602
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: WOODLAND PARK
State: Colorado
Country: UNITED STATES

Chat Transcript

Bryan Kochis	Hello, I am your Acebuddy
Acebuddy	Hello Bryan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Bryan Kochis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bryan Kochis	I'd like to report an Issue
Acebuddy	Please select an option!
Bryan Kochis	Password Reset
Acebuddy	Please select an option below
Bryan Kochis	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention is processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this cl
Ended due to chat idle timeout	

Cha

Hello,

Visitor Details

#79334 Omprakash Ahuja

Email: prakash@om-hospitality.com 📞 12817724678

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: 31 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

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

		I will be surely assisting you with this. Kindly help me with your serve
	Omprakash Ahuja	hi Shubham, hope you are doing well
		merlindata
		juuhi ahuja
		getting error message while launching rdp
		[Window Title] Remote Desktop Connection [Content] Remote Deskt does not belong to the specified network. Verify the computer name code: 0x3000016 Extended error code: 0x0 Timestamp (UTC): 07/13,
	Shubham Kataria	Hello Omprakash, I'm doing well, thanks for asking! How about you?
		I will surely help you with this issue. Please allow one minute to chec
	Omprakash Ahuja	awesome, now that i have you online
	Shubham Kataria	Great
		Kindly confirm if you're the only user who is facing this issue.
	Omprakash Ahuja	not sure, its the weekend and no on else is working
	Shubham Kataria	Alright
		May I take the remote access of your local computer?
	Omprakash Ahuja	sure
	Shubham Kataria	Prior providing the access, I would suggest you to close any importar
	Omprakash Ahuja	ok
	Shubham Kataria	https://assist.acecloudhosting.com/join/1442405050
		Kindly paste this link in the browser of local computer and join the se
		We are connected on the remote session and will proceed with the tr Once the issue is resolved, kindly give your confirmation on this chat
		Thank you for your patience.
		As per our remote session your issue has been resolved.
		Is there anything else I may help you with ?
		Are we still connected here?
		As you're disconnected from the chat, we are ending the session nov
		Thank you for choosing ACE cloud Hosting, you have a wonderful day
		<i>Shubham Kataria has ended this chat session</i>

Cha

Hello,

Visitor Details

#79503 brandi

Email: brandi@qimsolutions.com

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 17 Secs

City: CLAXTON

State: Georgia

Country: UNITED STATES

Chat Transcript

brandi	Hello, I am your Acebuddy
Acebuddy	Hello Brandi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brandi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
brandi	I'd like to report an Issue
Acebuddy	Please select an option!
brandi	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
brandi	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze y
	Was that helpful?
brandi	No

	Acebuddy	No issues, please wait while I connect you to one our support engine
		<i>Acebuddy (bot) forwarded the chat request</i>
	brandi	doesn't fix the issue
		<i>Ashutosh Mishra accepted the chat transfer request.</i>
	Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh M
	brandi	It's froze up and will not let me close it down and I have done end ta screens come up without me even clicking on the QB to open
	Ashutosh Mishra	Hello Brandi, I will be surely assisting you with this. Kindly help me w
	brandi	CBACoastal.myrealddata.net
		Brandi Lawrence
	Ashutosh Mishra	Thank you for providing the details. Let me check that for you.
		Please check now.
	brandi	appears to be good now
	Ashutosh Mishra	That's great. May I know if this is recurring issue and if it is happenin
	brandi	Yes earlier it did for anther user
	Ashutosh Mishra	I see, please also let me know the username of affected user and als
	brandi	JeffMadewell
		Ashutosh, is there a way to set your default printer by chance. We ar
	Ashutosh Mishra	Sure, we can assist with this. I see you also have Uniprint installed or
	brandi	So we all use a different printer, would that matter
		Can you see what the default printer is set for. Mine may not be on tl
	Ashutosh Mishra	Uniprint will allow all users to send the print job to their local default
		On the server the default printer is the Uniprint. On your local machin show you the local printers.
	brandi	ok thank you.
	Ashutosh Mishra	Is there anything else I may help you with ?
	brandi	no thank you
	Ashutosh Mishra	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 a
		I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!
		Note: You may change/reset your server password on your own by re

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

Ashutosh Mishra has ended this chat session

Cha

Hello,

Visitor Details

#78915 Kirk Thirapatpibul

Email: kthirapatpibul@uscalibration.com ☎ 19493363368

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 39 Secs

City: COSTA MESA

State: California

Country: UNITED STATES

Chat Transcript

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

	Kirk Thirapatpibul	User Replacement
	Acebuddy	We do not recommend modifying an existing user due to technical cl add a new user from MyPortal.
		Registered Account Owners have the ability to add/disable users via to manage users via MyPortal!
		Do you need any further assistance on the topic?
	Kirk Thirapatpibul	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
	Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kum
	Kirk Thirapatpibul	Hi, last Friday own account owner submitted a request to transfer the
	Abhay Kumar Saraswat	Sure, I'll assist you in this.
		Is this for account: usCalibration ?
	Kirk Thirapatpibul	yes
	Abhay Kumar Saraswat	Thanks for the confirmation !
		Let me check your ticket.
		Kindly allow me two minutes to check the same.
		Thank you for your patience.
		I've just reviewed ticket #721658 and confirmed that our relevant te
		<i>11:41:22 PMAbhay Kumar Saraswat is sharing a file with you</i> <i>image.png - (Size:12.08 KB)</i>
	Kirk Thirapatpibul	Ok, I need help with signing into https://myportal.acecloudhosting.co
	Abhay Kumar Saraswat	I just want to confirm that would you like us to remove the previous a
	Kirk Thirapatpibul	I try Forgot Username with my email address but it says nothing shou
	Abhay Kumar Saraswat	Let me check the owner details in MyPortal.
	Kirk Thirapatpibul	Don't need to as long as I have permission to add/remove users.
	Abhay Kumar Saraswat	Let me verify whether you've been granted access to the MyPortal
		Thank you for your patience.
		I just checked and found that currently, no one on this account is aut manage the users on your end.
	Kirk Thirapatpibul	ok please do so

		how long would it take to add me?
	Abhay Kumar Saraswat	We'll need to escalate this further, as the request will be handled by
	Kirk Thirapatpibul	ok thank you. Is there a case# or something I can reference to follow
	Abhay Kumar Saraswat	Yes.
		The ticket number which I shared above is the reference ticket numb
	Kirk Thirapatpibul	thank you
	Abhay Kumar Saraswat	If you need then I can transfer this chat to the billing team and you c
	Kirk Thirapatpibul	I thought you're going to escalate that for me?
	Abhay Kumar Saraswat	Yes, surely I will.
		I assumed you were planning to contact the billing team since you w
		Is your query resolved?
	Kirk Thirapatpibul	yes
	Abhay Kumar Saraswat	Okay.
		Is there anything else I may help you with ?
	Kirk Thirapatpibul	that's it. Do you think they'll complete it in a day or so?
	Abhay Kumar Saraswat	Yes, definitely.
		And I'll update them to look into this request on priority.
	Kirk Thirapatpibul	ok. have a good day
	Abhay Kumar Saraswat	You too.
		Is there anything else I may help you with ?
		I would greatly appreciate if you could spare a minute to give your vi
		You may end this chat now. Once you end this chat, you will receive a
		I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!
		Note: You may change/reset your server password on your own by re
		For self-help, check out our Knowledge Base (https://www.acecloudh.com/knowledge-base)
		Thank you for choosing ACE cloud Hosting, you have a wonderful day
		<i>Abhay Kumar Saraswat has ended this chat session</i>

Cha

Hello,

Visitor Details

#79143 hillary

Email: hillary@aeroconcrete.net 📞 13093147264

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: 4 Mins 37 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

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

	hillary	No
	Acebuddy	No issues, please wait while I connect you to one our support engine
		<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 surely assisting you with this. Kindly help me with your serve
	hillary	HillaryH.ENT
		QbNXTEnt.myrealddata.net
	Yash Kalra	Kindly allow me two minutes to check the same.
		May I take the remote access of your server?
	hillary	Yes
	Yash Kalra	Prior providing the access, I would suggest you to close any importar
	hillary	I already restrted my computer twice
		Hello?
	Yash Kalra	Hello Hillary, please re-login again and let us know the status of the i
	hillary	still not working
	Yash Kalra	We are connected on the remote session and will proceed with the tr Once the issue is resolved, kindly give your confirmation on this chat
	hillary	I have to leave for a few minutes then I will be back but please conti
	Yash Kalra	Please re-login again.
		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 m

Yash Kalra has ended this chat session

Visitor Details

#79705 Ashley Johnson
Email: ajohnson@ipsiscan.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: 32 Secs
City: LANSDALE
State: Pennsylvania
Country: UNITED STATES

Chat Transcript

Ashley Johnson	Hello, I am your Acebuddy
Acebuddy	Hello Ashley Johnson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ashley Johnson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ashley Johnson	I'd like to report an Issue
Acebuddy	Please select an option!
Ashley Johnson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ashley Johnson	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Ashley Johnson	Ticket ID: 738955
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 K
	Hello Ashley
Ashley Johnson	Hi there, someone is on our company phone so i wasn't able to call in

	Shubham Kataria	No problem, I will assist you here.
		May I take the remote access of your server?
	Ashley Johnson	yes
	Shubham Kataria	Prior providing the access, I would suggest you to close any importar
	Ashley Johnson	good to go
	Shubham Kataria	We are connected on the remote session and will proceed with the tr Once the issue is resolved, kindly give your confirmation on this chat
		Thank you for your patience.
	Ashley Johnson	do you think it's something with intuit/ the payment processor?
	Shubham Kataria	As per the remote session you will connect with us again once your p
	Ashley Johnson	since one person was able to send an email out and myself and the c
	Shubham Kataria	I've checked with the team, and they've confirmed that this issue is i
		We require to set up the app password and we will set up this later o
	Ashley Johnson	ok thank you, it does ask to log into the payments though
		which you saw
	Shubham Kataria	According to the escalation team, it was just a glitch.
	Ashley Johnson	that's concerning that it's a glitch that's not happening for only me
	Shubham Kataria	Don't worry, we will set up the app password for you, and you'll be a
	Ashley Johnson	And the other person on my team?
	Shubham Kataria	If that solution works for you, we will apply the same configuration fc
	Ashley Johnson	ok
	Shubham Kataria	During the remote session, our escalation team will perform multiple
		Once your president is available to provide the code, please feel free
	Ashley Johnson	thanks
	Shubham Kataria	You're welcome
		Is there anything else I may help you with ?
	Ashley Johnson	not yet
	Shubham Kataria	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 i
		I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!
		Note: You may change/reset your server password on your own by re

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

Shubham Kataria has ended this chat session

Cha

Hello,

Visitor Details

#79596 Mary Jouett

Email: mary@jouettholdings.com ☎ 12627646092

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: 23 Secs

City: PLEASANT PRAIRIE

State: Wisconsin

Country: UNITED STATES

Chat Transcript

Mary Jouett	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 report an Issue
Acebuddy	Please select an option!
Mary Jouett	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?

	Mary Jouett	Setback
	Acebuddy	Please select an option!
	Mary Jouett	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an av
	Mary Jouett	I just sent an email, but one of my employees is unable to get into th you please restart the server?
	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 Sha
		Hello Mary
	Mary Jouett	Hi there
	Anurag Sharma	I will be surely assisting you with this. Kindly help me with your serve
	Mary Jouett	Server name should be Jouett Holdings... the user name that is havin
	Anurag Sharma	Thanks for the confirmation, I have successfully rebooted the server
		Is there anything else I may help you with ?
	Mary Jouett	No that's it... just looking to get a restart. I did already send in the er
	Anurag Sharma	Yes, I have rebooted it as per your request.
		Is there anything else I may help you with ?
	Mary Jouett	That's it... thank you. I will "chat"back if anything else is needed. Hav
	Anurag Sharma	Thanks for the confirmation !
		I would greatly appreciate if you could spare a minute to give your va
		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 a
		I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!
		Note: You may change/reset your server password on your own by re
		For self-help, check out our Knowledge Base (https://www.acecloudh
		<i>Anurag Sharma has ended this chat session</i>

Visitor Details

#79122 himanshu

Email: himanshu@erufinlaw.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: DELHI

State: Delhi

Country: INDIA

Chat Transcript

himanshu	Hello, I am your Acebuddy
Acebuddy	Hello Himanshu Chhabra, I'm your Ace Buddy. I'll be happy to assist y
	Whom Would You Like to Connect With?
himanshu	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	【
	We are currently experiencing higher than normal contact volume re
	Are you also experiencing issues related to server connectivity?
himanshu	Yes
Acebuddy	Please refer to our status page for further updates on the issue statu
	Thank you contact Ace Support. Have a wonderful day!
	Acebuddy has ended this chat session

Cha

Hello,

Visitor Details

#79016 Joan Hail

Email: joanie@kr-cpa.com ☎ 9132203414

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: 27 Secs

City: OLATHE

State: Missouri

Country: UNITED STATES

Chat Transcript

Joan Hail	Hello, I am your Acebuddy
Acebuddy	Hello Joan Hail, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Joan Hail	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joan Hail	I'd like to report an Issue
Acebuddy	Please select an option!
Joan Hail	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Joan Hail	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Joan Hail	Check printing issues
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 K
		I will be surely assisting you with this. Kindly help me with your serve
	Joan Hail	QbnxtPro1.myrealdata.net
	Shubham Kataria	Thank you for the information, Also confirm your business name or U
	Joan Hail	PTM Engineered Foundation Construction, LLC
	Shubham Kataria	Thank you, kindly elaborate which Kind of printing issue you're curre
	Joan Hail	the checks are not printing all of the information like the date and dc
	Shubham Kataria	Alright, I will surely assist you with this.
		May I take the remote access of your local computer?
	Joan Hail	sure
	Shubham Kataria	Prior providing the access, I would suggest you to close any importar
	Joan Hail	all good here
	Shubham Kataria	https://assist.acecloudhosting.com/join/2252906652
		Kindly paste this link in the browser of local computer and join the se
		We are connected on the remote session and will proceed with the tr Once the issue is resolved, kindly give your confirmation on this chat
		Thank you for your patience.
		As per our remote conversation your issue has been resolved
		Is there anything else I may help you with ?
	Joan Hail	i'm good for now
	Shubham Kataria	Glad to help.
		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 ;
		I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!
		Note: You may change/reset your server password on your own by re
		For self-help, check out our Knowledge Base (https://www.acecloudh
		<i>Shubham Kataria has ended this chat session</i>

Cha
Hello,

Visitor Details

#79492 Sonal Jain
Email: sjain@tippfloor.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: NAVIMUMBAI
State: Maharashtra
Country: INDIA

Chat Transcript

Sonal Jain	Hello, I am your Acebuddy
Acebuddy	Hello Sonal Jain, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sonal Jain	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sonal Jain	I'd like to report an Issue
Acebuddy	Please select an option!
Sonal Jain	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Sonal Jain	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks compai
	Was that helpful?
Sonal Jain	No

	Beatriz Shannon	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an av
	Beatriz Shannon	Unable to successfully login. First connect attempt since installation
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
	Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kum
	Beatriz Shannon	thanks
	Abhay Kumar Saraswat	I will be surely assisting you with this.
		Is this for account: Cedar Flat Investments LLC ?
	Beatriz Shannon	yes
	Abhay Kumar Saraswat	Thanks for the confirmation !
		Are you trying to login into ACE server?
	Beatriz Shannon	yes
	Abhay Kumar Saraswat	Okay, I'll assist you in this. (Edited)
		May I take the remote access of your local computer?
	Beatriz Shannon	when I tap to connect. A microsoft windows security pop up window i
	Abhay Kumar Saraswat	Is this issue occurring only for you, or are other users on the server a
	Beatriz Shannon	Just myself. It is my first time trying to login since i downloaded the a
	Abhay Kumar Saraswat	Okay, Thank you for the information.
		I deeply apologize for the inconvenience caused to you.
		Just need to know, do you remember your password?
	Beatriz Shannon	yes
	Abhay Kumar Saraswat	Okay.
		May I take the remote access of your local computer?
	Beatriz Shannon	yes
	Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any importar
	Beatriz Shannon	ok
		ready
	Abhay Kumar	

Saraswat	https://assist.acecloudhosting.com/join/7842161731
	Kindly paste this link in the browser of local computer and join the se
	We are connected on the remote session and will proceed with the tr Once the issue is resolved, kindly give your confirmation on this chat

Abhay Kumar Saraswat has ended this chat session

Cha

Hello,

Visitor Details

#79958 mrodriguez
Email: mrodriguez@mgrinc1.com 📞 3059780022
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: <https://www.acecloudhosting.com/support-chat.php>
Operating System: Microsoft Windows
Browser: Mozilla Firefox
Device: Desktop
Average Response Time: 26 Secs
City: WILMINGTON
State: Delaware
Country: UNITED STATES

Chat Transcript

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

	Acebuddy	Please select an option!
	mrodriguez	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an av
	mrodriguez	My printer goes into an error state when I print from certain websites server but nothing printed. I was able to print to another printer on tl
	Acebuddy	Please wait while we connect you to a Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
	Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kum
		I deeply apologize for the inconvenience caused to you.
		Is this for account: CPACWC LLC ?
	mrodriguez	yes
	Abhay Kumar Saraswat	Thanks for the confirmation !
		I will be surely assisting you with this.
	mrodriguez	Now Uniprint is allowing me to print.
	Abhay Kumar Saraswat	Great.
	mrodriguez	Previously Uniprint was in an error state so I would choose my local p
	Abhay Kumar Saraswat	If you are printing from ACE server, then I would suggest you to selec
		I apologize for the trouble you’ve experienced.
	mrodriguez	But I get a message printer is in an error state" if I try to print to mu
	Abhay Kumar Saraswat	Okay.
	mrodriguez	Thank you for the suggestion to use Uniprint. I will continue to use th
	Abhay Kumar Saraswat	Yes, because Uniprint is a utility tool which helps to redirect your pri
		And please confirm, do I need to troubleshoot that error?
		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 m
		<i>Abhay Kumar Saraswat has ended this chat session</i>

Cha

Hello,

Visitor Details

#79316 srinivas

Email: srinivas@taxgeeks.com ☎ 2252847776

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: 1 Min 34 Secs

City: HYDERABAD

State: Telangana

Country: INDIA

Chat Transcript

srinivas	Hello, I am your Acebuddy
Acebuddy	Hello Srinivas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
srinivas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
srinivas	I'd like to report an Issue
Acebuddy	Please select an option!
srinivas	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
srinivas	pending ticke tissue
Acebuddy	Please wait while we connect you to a Support Representative
Acebuddy (bot) forwarded the chat request	

Sujeet Kumar Suman accepted the chat transfer request.	
Sujeet Kumar Suman is transferring the chat to Anurag Sharma.	
Anurag Sharma accepted the chat transfer request.	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sha
	Hello Srinivas
srinivas	urgent
	after talking to senior support
	at sharefile
	## 732833 ##]
	they say firewall issue
	check the email which I sent with the link they shared
Anurag Sharma	Okay
	Kindly allow me 2-3 minutes to check the same.
srinivas	we are unable to work because we are not able to access sharefile
	they say all the sites listed on the link should be white listed
Anurag Sharma	Okay, please allow me few minutes to check the same.
srinivas	ok
Anurag Sharma	Thank you for your patience.
	May I take the remote access of your local computer? (Edited)
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You m
	Thank you for choosing ACE cloud Hosting, you have a wonderful day

Anurag Sharma has ended this chat session

Visitor Details

#79690 Albert Rodriguez
Email: albert@ar-ut.com 📞 2103107890
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: 57 Secs
City: MARION
State: Texas
Country: UNITED STATES

Chat Transcript

Albert Rodriguez	Hello, I am your Acebuddy
Acebuddy	Hello Albert Rodriguez, I'm your Ace Buddy. I'll be happy to assist you
	Whom Would You Like to Connect With?
Albert Rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Albert Rodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
Albert Rodriguez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Albert Rodriguez	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Albert Rodriguez	Ticket ID: 738881
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	I will surely help you with this issue.
	This message has been deleted

		Thank you for contacting Ace Cloud Hosting. My name is Manish Sing
		Is this the first time you're experiencing this issue? Also, are any oth
	Albert Rodriguez	yes first time has been going on since yesterday
	Manish Singh	Alright!
		Are any other users affected, or is it limited to your account only?
	Albert Rodriguez	as of now its just mine I use the Admin log in
	Manish Singh	May I take the remote access of your local computer?
	Albert Rodriguez	yes
	Manish Singh	https://assist.acecloudhosting.com/join/1812193910
		Kindly paste this link in the browser of local computer and join the se
		Prior providing the access, I would suggest you to close any importar
	Albert Rodriguez	yes one sec I need to re open the company file giviong me problems
	Manish Singh	We are connected on the remote session and will proceed with the tr Once the issue is resolved, kindly give your confirmation on this chat
	Albert Rodriguez	okay
	Manish Singh	As we haven't got any response from your end, We are closing this cl
		<i>Ended due to chat idle timeout</i>

Chat

Hello,

Visitor Details

#79416 Carrie Giancanelli

Email: carrie@beartechalloys.com 📞 714-550-1700

Department: Support(QB & App Hosting)

Operator: Dharmendra Kumar

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 45 Secs

City: ANAHEIM
State: California
Country: UNITED STATES

Chat Transcript

Carrie Giancanelli	Hello, I am your Acebuddy
Acebuddy	Hello Carrie B Giancanelli, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
Carrie Giancanelli	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Carrie Giancanelli	I'd like to report an Issue
Acebuddy	Please select an option!
Carrie Giancanelli	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Carrie Giancanelli	remote desktop can't find the computer
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Dharmendra Kumar accepted the chat transfer request.</i>
Dharmendra Kumar	Thank you for contacting Ace Cloud Hosting. My name is Dharmendra
	Let me access your account here.
	Carrie, we are experiencing some issue in our infrastructure. It's requ
Carrie Giancanelli	sorry
	i just had someone help but the issue is happening again
	<i>1:37:48 AMCarrie Giancanelli is sharing a file with you</i> <i>Screenshot 2025-07-14 123720.png - (Size:178.02 KB)</i>
Dharmendra Kumar	We are aware about it Carrie, It's requested to please allow 30 minutes.
	And ask users to attempt after that.
Carrie Giancanelli	ok ty
Dharmendra Kumar	Thank you for your patience & understanding on this, Carrie,
	Carrie, are we connected?
	Hi,

	This is to inform you that the issue has been fixed by our end.
	You may ask users to login back.
	I see on the server that users are logged in back.
	Please do let me know if there is anything else I may assist you with
	Carrie, are we still connected,
	Due to no response from your end, I am disconnecting this chat sess
	Please do connect with us via Chat/call/email for any further assistan
	Thank you for choosing ACE cloud Hosting, you have a wonderful day

Dharmendra Kumar has ended this chat session

Charm

Hello,

Visitor Details

#78924 michael Gardner
Email: michael@rayswine.com 📞 +14142589821
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: 12 Secs
City: MILWAUKEE
State: Wisconsin
Country: UNITED STATES

Chat Transcript

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

	Michael Gardner	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Michael Gardner	I'd like to report an Issue
	Acebuddy	Please select an option!
	Michael Gardner	Other Issue
	Acebuddy	Please specify the issue you are facing before I connect you to an av
	Michael Gardner	I am locked out of the company files, just like before.
	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 K
		hello Michael
	Michael Gardner	Thank you.
	Shubham Kataria	I will be surely assisting you with this. Kindly help me with your serve
	Michael Gardner	RaysWauwatosi.myrealdatalabs.net
		Michael.g1@myrealdatalabs.net
	Shubham Kataria	Thank you for the information.
		Kindly confirm if you're receiving any error while accessing the comp
	Michael Gardner	It is telling me i need window Adm
		Just like the other day.
	Shubham Kataria	Alright, please allow me a minute to check the same
		Could you please log onto the server so that we can connect over the
	Michael Gardner	In
	Shubham Kataria	Prior providing the access, I would suggest you to close any importan
	Michael Gardner	done
	Shubham Kataria	Thank you
		We are connected on the remote session and will proceed with the tr
		Once the issue is resolved, kindly give your confirmation on this chat
		Thank you for your patience.
		As per our remote conversation your issue has been resolved.
		Is there anything else I may help you with ?

michael Gardner	No, thank you.
Shubham Kataria	You're welcome
	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 a confirmation email from ACE Cloud Hosting. If you have any queries, please email us at support@acecloudhosting.com or call us at 1-800-456-7890. I request you to kindly spare a moment to fill that out for me so that we can improve our service. You can reach us at support@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by re
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Shubham Kataria has ended this chat session

Chat Session Summary

I'm trying to upgrade to new version of QB. It's saying I do not have permission because I am not an administrator.

Visitor Details

#79594 patrickrigg

Email: patrickrigg@pmrproperties.com 📞 14029689366

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: https://www.acecloudhosting.com/ace-support/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Brande&utm_term=QB

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 31 Secs

City: SAVANNAH

State: Missouri

Country: UNITED STATES

Chat Transcript	
patrickrigg	I'm trying to upgrade to new version of QB. It's saying I do not have permission because I am not an administrator.

	Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting
		<i>Aayush is transferring the chat to Support(QB & App Hosting).</i>
		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Sing
		I will surely help you with this issue.
		Would you like to update QuickBooks Pro 2024
	patrickrigg	QB is forcing me to update to Enterprise
	Manish Singh	Let me check once.
		Yes, QB update is pending we will update QuickBooks in night hours :
	patrickrigg	no. I'm trying install QB enterprise and it is not letting me.
	Manish Singh	Alright!
		Please send us an email from the registered email address at suppor
		Also, the registered email for your account with us is : patrickrigg@pmrproperties.com
		Kindly provide us with the license number and product code of QB Er
		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 m
		<i>Manish Singh has ended this chat session</i>

Cha

Hello,

Visitor Details

#79615 Deborah Campbell

Email: campbell.deb@att.net ☎ 19498874321

Department: Support(QB & App Hosting)

Deborah Campbell	Hello, I am your Acebuddy
Acebuddy	Hello Deborah Campbell, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
Deborah Campbell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Deborah Campbell	I'd like to raise a Request
Acebuddy	Please select your request type.
Deborah Campbell	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, please follow the below steps.
Deborah Campbell	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to generate the RDP link.
	Do you need any further assistance on the topic?
Deborah Campbell	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.
	Hello Deborah
Deborah Campbell	I've already configured the server. Now how do I get to it?
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
Deborah Campbell	Can you instead give me instructions how to get to the server?

	Shashwat Verma	Sure
		Could you please confirm whether you are using mac os or windo
	Deborah Campbell	windows
	Shashwat Verma	Sure, I'll share the RDP connector file with you via email after this provided to you during onboarding to log in to the server by dout
	Deborah Campbell	ok
	Shashwat Verma	Is there anything else I may help you with ?
	Deborah Campbell	No thanks.
	Shashwat Verma	Okay, will share you the file in next 5 mins.
		It would be great if you could share your feedback after this chat
		Thank you for choosing ACE cloud Hosting, you have a wonderful

Shashwat Verma has ended this chat session

Visitor Details

#79216 Mark Bos
Email: bosconcreteoffice@gmail.com ☎ 269-944-7758
Department: Support(QB & App Hosting)
Operator: Abhay Kumar Saraswat
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 41 Secs
City: TEMPE
State: Arizona
Country: UNITED STATES

Chat Transcript

	Mark Bos	Hello, I am your Acebuddy
	Acebuddy	Hello Mark Bos, I'm your Ace Buddy. I'll be happy to assist you!
		Whom Would You Like to Connect With?
	Mark Bos	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Mark Bos	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Mark Bos	Application Version Upgrade
	Acebuddy	Please select the application you would like to upgrade :
	Mark Bos	QuickBooks
	Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com
		<ul style="list-style-type: none">• QuickBooks Year• Variant : Pro / Premier / Enterprise / Accountant• License Number• Product Code
		Generally, application upgrades are completed during the night h time.
		Do you need any further assistance on the topic?
	Mark Bos	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
		<i>Acebuddy (bot) forwarded the chat request</i>
		<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
	Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay K
	Mark Bos	Hi
	Abhay Kumar Saraswat	Hello Mark
		How are you doing today?
	Mark Bos	Good\
	Abhay Kumar Saraswat	Great.
	Mark Bos	Need help
	Abhay Kumar Saraswat	Are you looking to upgrade your QB?
	Mark Bos	Yes

	Abhay Kumar Saraswat	No worries.
		I will be surely assisting you with this.
	Mark Bos	Thanks
	Abhay Kumar Saraswat	Kindly help me with your server name or account name?
	Mark Bos	How i can check that
		can you check with email.?
	Abhay Kumar Saraswat	Are you on ACE cloud environment?
		Sure.
		Please confirm me your registered email.
	Mark Bos	yes
		bosconcreteoffice@gmail.com
	Abhay Kumar Saraswat	Thank you for the information and allow me 2 minutes to check tl
	Mark Bos	okay
	Abhay Kumar Saraswat	Thank you for your patience.
		Is this for account: Bos Concrete LLC?
	Mark Bos	Yes
	Abhay Kumar Saraswat	Great.
		Thanks for the confirmation !
		Let me jump on the server and check the current QuickBooks ve
	Mark Bos	okay
		its running 2022 version i need 2024
	Abhay Kumar Saraswat	Okay.
		You can upgrade your QuickBooks in the latest Enterprise 202
		How many users do you have to use QuickBooks file at the sam
	Mark Bos	No
		Enterprise
		I need pro Version
		i paid for renewal for same
	Abhay Kumar Saraswat	Okay, no worries.
	Mark Bos	

		Pro 3 users
	Abhay Kumar Saraswat	Is your current version of Pro 2022 expired?
	Mark Bos	no
	Abhay Kumar Saraswat	So, you are just looking to upgrade into Pro 2024 version, right?
	Mark Bos	update not coming on 2022
		so i need the latest one for which i paid for
	Abhay Kumar Saraswat	Do you have any latest License number and Product key for tl
		And to whom you paid for this version, Intuit ?
	Mark Bos	yes
		397611519517409
		953332
		i got renewal charge in jan2025
	Abhay Kumar Saraswat	Great.
	Mark Bos	for pro 2024 3 users
	Abhay Kumar Saraswat	The same details I'm looking for.
	Mark Bos	okay
	Abhay Kumar Saraswat	After upgrading into Pro 2024 , would you like to uninstall the c
		Pro 2018 and Pro 2022
	Mark Bos	yes
		please do that
	Abhay Kumar Saraswat	Thank you for the confirmation.
		This process will take 30-40 minutes. Would you like to stay with me?
	Mark Bos	yes
	Abhay Kumar Saraswat	Great, no worries.
	Mark Bos	please try to make it fast
	Abhay Kumar Saraswat	Definitely, I'll try my best to upgrade it as fast as I can.
		Please stay with me.
	Mark Bos	sure

		thanks
	Abhay Kumar Saraswat	Thank you.
		Mark, sorry to bother you. But I just got the confirmation from supervisor that as per the sec email with your registered one which you have shared with me.
		Could you please just send us an email and mentioned the detail:
		However, I've already started the process of up-gradation at my c
	Mark Bos	may i have you email ??
	Abhay Kumar Saraswat	Sure, it is: support@acecloudhosting.com
	Mark Bos	Allow me 2-3 minutes
		let me send that right away
		what all things need to be mentioned in that email??
	Abhay Kumar Saraswat	Just mentioned that you are looking to upgrade Pro 2022 into Pro And you can also mention to assign this to me, Abhay .
		You can also mention that you need to remove the older version c
	Mark Bos	Okay
		Sending
	Abhay Kumar Saraswat	Thank you.
		Are we still connected here?
	Mark Bos	Done
		please check
	Abhay Kumar Saraswat	Sure.
		Kindly allow me two minutes to check the same.
	Mark Bos	You Got that.?
	Abhay Kumar Saraswat	Thank you for your patience.
		Yes, we received.
		And I assigned that email to myself.
	Mark Bos	okay
	Abhay Kumar Saraswat	Pro 2024 upgrade is almost going to be done.
	Mark Bos	okay
		<i>11:23:06 PMAbhay Kumar Saraswat is sharing a file with you</i>

		image.png - (Size:72.3 KB)
		great
	Abhay Kumar Saraswat	I'll update you promptly.
	Mark Bos	okay
	Abhay Kumar Saraswat	Please stay with me for next 10 more minutes.
	Mark Bos	no issues
	Abhay Kumar Saraswat	Thank you for your patience.
	Mark Bos	Yes
	Abhay Kumar Saraswat	I've successfully upgraded the version at my end on your server.
		You can login and check the same.
	Mark Bos	Great
		What about 2018 & 2022
		11:36:16 PMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:4.58 KB)
	Abhay Kumar Saraswat	That will I remove after this chat and will confirm you both on you
		No need to worry for that.
	Mark Bos	great
		i can see that
	Abhay Kumar Saraswat	I just tried to uninstall the Pro 2018 and got a prompt that some
	Mark Bos	2024 now
		11:39:13 PMAbhay Kumar Saraswat is sharing a file with you image.png - (Size:25.91 KB)
		i open up 2024
		may be thats why
	Abhay Kumar Saraswat	If you can close the QuickBooks and files for next few minutes, I
		yes.
	Mark Bos	its working perfrect
	Abhay Kumar Saraswat	Great. Sounds good.
	Mark Bos	thank you so much for that
	Abhay Kumar Saraswat	My pleasure to assist you.

		Could you please close QB and logout from the server for next 5 m
	Mark Bos	let me close 2024 then try again to remove old versions
	Abhay Kumar Saraswat	Yes, please.
	Mark Bos	logoff done
		please go ahead and remove
		now
	Abhay Kumar Saraswat	Thank you. Just allow me 5 more minutes.
	Mark Bos	okay
	Abhay Kumar Saraswat	
		Thank you for your patience.
		I've removed both of the QuickBooks versions from your server.
		You can login and check the same.
	Mark Bos	okay
		wait let me check
	Abhay Kumar Saraswat	Sure, please take your time.
	Mark Bos	its shows an error
		can you reboot server for once
	Abhay Kumar Saraswat	Please share the screenshot with me.
		Could you please confirm that what error you are seeing on serve
	Mark Bos	<i>11:52:04 PM</i> Mark Bos is sharing a file with you Error.jpg - (Size:122.65 KB)
		please check
		i believe we required restart
	Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.
	Mark Bos	okay
	Abhay Kumar Saraswat	Thank you.
	Mark Bos	Is it Done.?
	Abhay Kumar Saraswat	Almost.
		Restarted the server. (Edited)
	Mark Bos	okay

	Abhay Kumar Saraswat	it's working now.
	Mark Bos	let me check
	Abhay Kumar Saraswat	Sure.
		Is everything working fine?
	Mark Bos	checking
	Abhay Kumar Saraswat	Okay.
	Mark Bos	admin is logged in but
		my other user not able login
		its says password incorrect
	Abhay Kumar Saraswat	Okay.
	Mark Bos	wait checking that
	Abhay Kumar Saraswat	I can see 2 users on server.
	Mark Bos	yes
	Abhay Kumar Saraswat	Is ll good now?
		Are we still connected here?
	Mark Bos	yes
	Abhay Kumar Saraswat	Okay
	Mark Bos	reseting password for lynn
	Abhay Kumar Saraswat	Okay.
		Is there anything else I may help you with ?
		Are we still connected here?
		Are we still connected here?
	Mark Bos	its done
	Abhay Kumar Saraswat	Okay.
		Is there anything else I may help you with ?
	Mark Bos	Thank you so much
		Its all working now
	Abhay Kumar Saraswat	Great.

	My pleasure.
	I would greatly appreciate if you could spare a minute to give you
	You may end this chat now. Once you end this chat, you will recei form.
	I request you to kindly spare a moment to fill that out for me so t feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own b
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
	Thank you for choosing ACE cloud Hosting, you have a wonderful
	<i>Abhay Kumar Saraswat has ended this chat session</i>

Chat

my quickbooks is locked out and I just went and su
system is locked up. i h
computer but when log in
Lodge account with the t
C

Visitor Details

#79019 Denice Johnson

Email: crr_bookkeeper@canyonriver.net ☎ 509-933-2100

Department: Support(QB & App Hosting)

Operator: Manish Singh

Website: https://www.acecloudhosting.com/hosting/best-quickbooks-hosting-provider/?utm_source=Bing&utm_medium=cpc&utm_campaign=QB_Competitor&utm_term=Rightwor

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 33 Secs

City: ELLENSBURG

State: Washington

Country: UNITED STATES

Chat Transcript

Denice Johnson	my quickbooks is locked up on the feedback. It wouldn't let me X tried closing out and restarting my computer but when log into q me click on anything.
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assist
Denice Johnson	can you just log me out so i can go back in to my system?
Aayush	Hi Denice, please let me know your account name. I will transfer
Denice Johnson	WE actually have 6 businesses here. could be under REds fly sho Canyon River Lodge. I was on hold for over 15 minutes. so i was l right away. can I get an ETA? thanks
Aayush	Apologies, I am searching your account.
	I am unable to find with these names - REds fly shop, canyon rive
	Do you have a Client ID?
Denice Johnson	my monthly invoices don't give an id number. but it is under Cany
Aayush	Do you have a Hosting Account for your QuickBooks with us?
	There is no account with this business name with us.
Denice Johnson	we do!!! I will call and get the help i need
Aayush	Please let me know any registered email or contact number. (Edit
	The support people will also require the same to search your acco
	Kindly do the requested, so that I can quickly transfer this chat.
	<i>Aayush is transferring the chat to Support(QB & App Hosting).</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish :
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. Yo
	<i>Manish Singh has ended this chat session</i>



Chat

Hello,

Visitor Details

#79701 John Hopkins
Email: jhopkins@protrain.edu ☎ 17577165440
Department: Support(QB & App Hosting)
Operator: Manish Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 32 Secs
City: AUGUSTA
State: Georgia
Country: UNITED STATES

Chat Transcript

John Hopkins	Hello, I am your Acebuddy
Acebuddy	Hello Jhopkins, I'm your Ace Buddy.
	Whom Would You Like to Connect V
John Hopkins	Sales & Solutions
Acebuddy	Please wait while we connect you t
	<i>Acebuddy (bot) forwarded the chat</i>
	<i>Amit accepted the chat transfer re</i>
Amit	Hello J.
	How may I assist you today.
John Hopkins	Hi Amit! We are current Aceweb cu our account and subscription. Can
Amit	Sure, let me transfer you to our su
John Hopkins	Thank you.
	<i>Amit is transferring the chat to Sup</i>
	<i>Manish Singh accepted the chat tr</i>
Manish Singh	Thank you for contacting Ace Clou

John Hopkins	Hi Manish!
Manish Singh	I will surely help you with this issue
	Kindly allow me two minutes to che
John Hopkins	Thank you.
Manish Singh	Sign in to QuickBooks Desktop Navigate to: "Vendors" → "Pay Bills Online" Follow the prompts to choose betw Complete the registration and v
	Regarding these steps you need to
John Hopkins	Okay. How do I determine which ac
Manish Singh	The one who create user for Quickf
	Yes, you have to contact Intuit supp happy to assist you accordingly.
John Hopkins	Okay. I'm able to add users throug
Manish Singh	*Open QuickBooks Desktop.* Go to the *Company* menu. Select *Users* > *Set Up Users and or *Set Up Users* (in Pro/Premier). In the *User List*, look for the user This is typically the account that w The Admin user will have *full acce
John Hopkins	Okay. Thank you.
Manish Singh	Is there anything else I may help y
John Hopkins	All good. Thanks.
Manish Singh	Thank you for choosing ACE cloud

Visitor Details -----

#79008 Katie Rainis
Email: katie@rcstructures.com 📞 5167802612
Department: Support(QB & App Hosting)
Operator: Shivam Singh
Website: https://www.acecloudhosting.com/support-chat.php
Operating System: Microsoft Windows
Browser: Microsoft Edge
Device: Desktop
Average Response Time: 1 Min 14 Secs
City: FARMINGDALE
State: New York
Country: UNITED STATES

Chat Transcript -----

Katie Rainis	Hello, I am your Acebuddy
Shivam Singh	Thank you for contacting Ace Cloud
Katie Rainis	Hi, I am using QuickBooks 2021 an <div>4:14:55 PMKatie Rainis is sharing a 1_image.png - (Size:28.19 KB)</div>
Shivam Singh	That's alright, did you check the er
	Yes, I have acknowledged the issue number #728608.
Katie Rainis	I just opened the email you sent m my office are not having this issue
Shivam Singh	Okay, allow me 2 minutes to check
	You mentioned that leaving you no
Katie Rainis	correct
Shivam Singh	Thanks for the confirmation, allow
	Could you please ask other user to
Katie Rainis	Another user won't be in the office
Shivam Singh	Okay, I understand that they are n
Katie Rainis	Do you want me to just let you kno
Shivam Singh	Katie, I would like to inform you tha now, they must be facing the same
	4:34:41 PMShivam Singh is sharing

	<i>image.png</i> - (<i>Size:43.9 KB</i>)
	<i>However, I would like to info</i>
Katie Rainis	Ok thank you. So I should not have
Shivam Singh	Also, if you are able to use the app
	However, if the other user is also e
	We will assist you; accordingly, hov officially expired.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are c (1-888-415-5240) if any further ass
	Thank you for choosing ACE cloud
	<i>Shivam Singh has ended this chat :</i>



Cha

Hello,

Visitor Details -----

#79043 office
Email: office@pricecontracting.com ☎ 14062743064
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: 11 Secs
City: STEVENSVILLE
State: Montana
Country: UNITED STATES

Chat Transcript	
office	Hello, I am your Acebuddy
Acebuddy	Hello Mae, I'm your Ace Buddy. I'll I
	Whom Would You Like to Connect V
office	Technical Support (QB & App Hostin
Acebuddy	Welcome to Ace Support.
	Please chose an option :
office	I'd like to report an Issue
Acebuddy	Please select an option!
office	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are
office	QuickBooks Login Issue
Acebuddy	I understand that you are unable to help you with resolving the issue
	Was that helpful?
office	No
Acebuddy	No issues, please wait while I conn
	<i>Acebuddy (bot) forwarded the chat</i>
	<i>Tushar accepted the chat transfer i</i>
Tushar	Thank you for contacting Ace Clou
office	Hello! I was able to successfully log message saying: connection was d
	I've been using the same login for
Tushar	Thank you for the detailed descript
	As I can see the server was in rebo
	Kindly try to login again and let me
office	ok please hold
Tushar	Sure, please take your time
office	it works now, thank you!
Tushar	Is there anything else I may help y
office	nope thanks!
Tushar	

Kindly share your feedback by clicking

Thank you for choosing ACE cloud

You may end this chat now. Once your conversation ends, you will receive a confirmation message, along with a ticket number.

I request you to kindly spare a moment
working. I will appreciate that. or y
Thanks!

Note: You may change/reset your s
(<https://selfcare.acecloudhosting.com>

For self-help, check out our Knowledge

Tushar has ended this chat session

Cha

Hello,

Hello,

Visitor Details

#78986 Henil Patel

Email: admin@pursimple.com ☎ 14168178212

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: MONTREAL

State: Quebec

Country: CANADA

Chat Transcript

Henil Patel

Hello, I am your Acebuddy

Acebuddy

Hello Henil Patel, I'm your Ace Bud

		Whom Would You Like to Connect V
	Henil Patel	Technical Support (QB & App Hostii
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Henil Patel	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Henil Patel	Other Request
	Acebuddy	Please drop an email to support@a technicians will connect with you fc
		If you are facing any issue/problem
	Henil Patel	No, That'll be all!
	Acebuddy	Thank you for contacting Ace Supp

Acebuddy has ended this chat sess

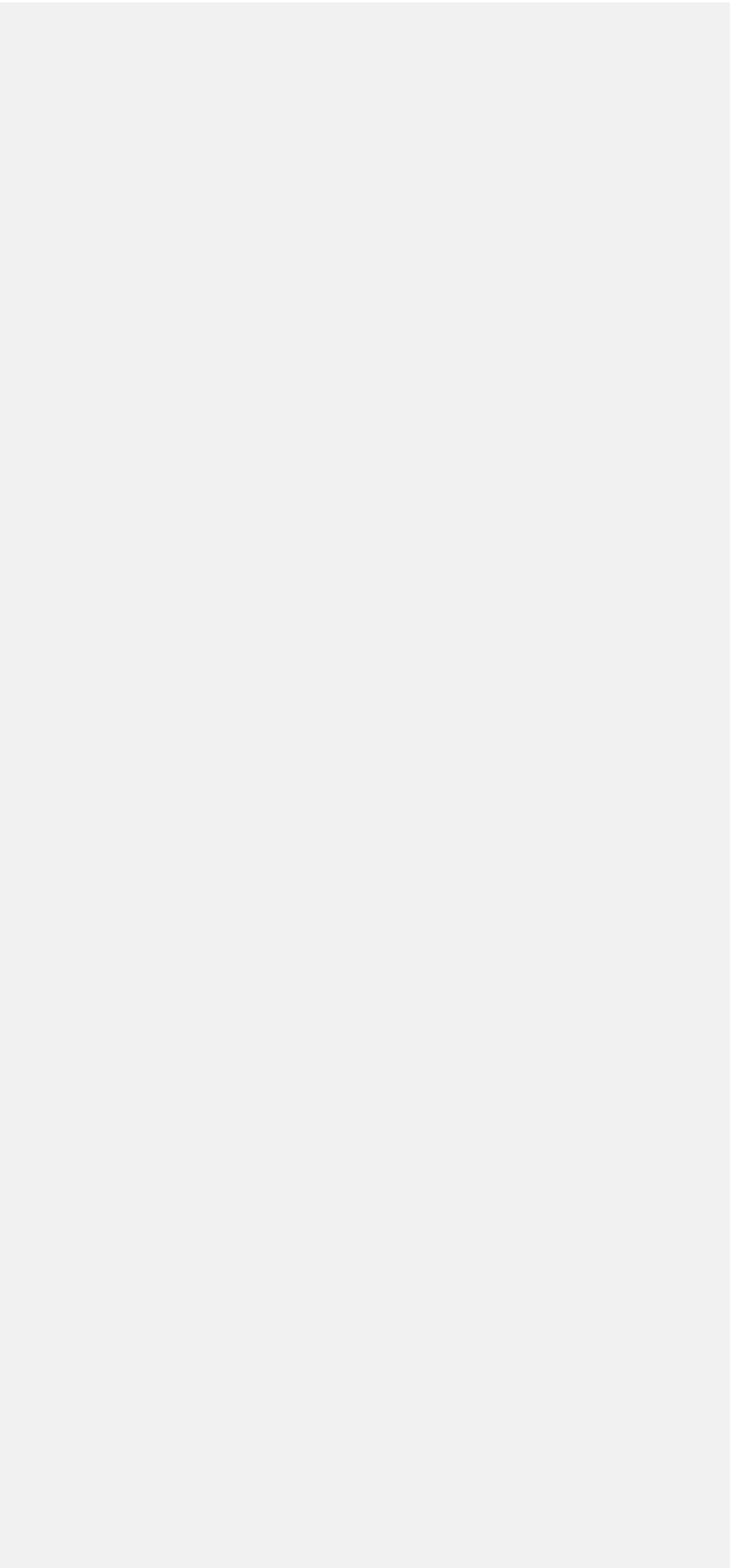
Cha

Hello,

Visitor Details -----

#79350 VISHNU IVARAJ
Email: vivaraj@accountingresourcesinc.com
Department: Support(QB & App Hosting)
Operator: Ashutosh Mishra
Website: https://www.acecloudhosting.com/support-chat
Operating System: Microsoft Windows
Browser: Google Chrome
Device: Desktop
Average Response Time: 2 Mins 35 Secs
City: COIMBATORE
State: Tamil Nadu
Country: INDIA

Chat Transcript -----



VISHNU IVARAJ	Hello, I am your Acebuddy
Acebuddy	Hello Vivaraj, I'm your Ace Buc
	Whom Would You Like to Conn
VISHNU IVARAJ	Technical Support (QB & App I
Acebuddy	Welcome to Ace Support.
	Please chose an option :
VISHNU IVARAJ	I'd like to raise a Request
Acebuddy	Please select your request typ
VISHNU IVARAJ	Other Request
Acebuddy	Please drop an email to suppo request and our technicians w
	If you are facing any issue/pro below :
VISHNU IVARAJ	Yes, I'm facing issues with my
Acebuddy	Please select an option!
VISHNU IVARAJ	Other Issue
Acebuddy	Please specify the issue you ar representative!
VISHNU IVARAJ	I facing the popup message is:
Acebuddy	Please wait while we connect y
	<i>Acebuddy (bot) forwarded the</i>
	<i>Ashutosh Mishra accepted the</i>
Ashutosh Mishra	Thank you for contacting Ace (
	<i>4:06:46 PMVISHNU IVARAJ is si</i> <i>image.png - (Size:18.79 KB)</i> <i>The same error</i>
	You can cancel this, it is just a
VISHNU IVARAJ	I click cancel but It repeats
Ashutosh Mishra	I understand you had reported
	May I take the remote access (
VISHNU IVARAJ	Yes
	Please take



Ashutosh Mishra	Prior providing the access, I w end.
VISHNU IVARAJ	ok
	I tried to open this client in oth same update asking
Ashutosh Mishra	Kindly allow me two minutes t
	I am making some changes fr
VISHNU IVARAJ	okay
Ashutosh Mishra	As per discussion over the ren for the QuickBooks Applicatio Please allow us downtime of 3

Ashutosh Mishra has ended th

