

# Chat Trans

Hello, I am your A

## Visitor Details

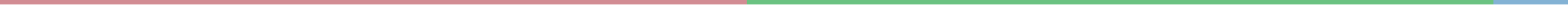
**#78788 Felix Goltsman**  
**Email:** felix@onecoremedia.com ☎ 416-665-1405  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 39 Secs  
**City:** BENIDORM  
**State:** Alicante  
**Country:** SPAIN

## Chat Transcript

Felix Goltsman	Hello, I am your Acebuddy
Acebuddy	Hello Felix Goltsman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Felix Goltsman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Felix Goltsman	I'd like to report an Issue
Acebuddy	Please select an option!
Felix Goltsman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Felix Goltsman	unable to connect to my server using Remote Desktop or Remove App connection
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Ashutosh Mishra accepted the chat transfer request.
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.

Felix Goltsman	hey there my server id is CID68772
Ashutosh Mishra	Hello Felix, I will surely help you with this issue.
Felix Goltsman	the address is onecoremedia.myrealddata.net
	i'm unable to connect to it right now from multiple devices
	what is the issue?
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
Felix Goltsman	currently to me only
	i can try connect to another user, hold on
Ashutosh Mishra	Kindly help me with your user name?
Felix Goltsman	Admin_OCM
	looks like the server become responsive again and i am able to connect again
	what was the reason for it being down?
Ashutosh Mishra	You were in disconnected state and were not logged out properly. which was the primary reason for the issue.
Felix Goltsman	ok
	thank you for your time
Ashutosh Mishra	Is there anything else I may help you with ?
Felix Goltsman	there is nothing else left to help with
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Ashutosh Mishra has ended this chat session*



# Chat Trans

Hello, I am your A

Visitor Details

#77910 Balaji Thiyagarajan

Email: bthiyagarajan@accountingresourcesinc.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 58 Secs

City: MUDRADI

State: Karnataka

Country: INDIA

Chat Transcript

Balaji Thiyagarajan	Hello, I am your Acebuddy
Acebuddy	Hello Balaji Thiyagarajan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Balaji Thiyagarajan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Balaji Thiyagarajan	I'd like to report an Issue
Acebuddy	Please select an option!
Balaji Thiyagarajan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Balaji Thiyagarajan	Ticket ID: 703108 Issue:- RDP setup
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Deepak Taneja declined the transfer request.
	Anjainay Singh accepted the chat transfer request.
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Please allow me two minutes so that I can look into it.
	Could you please provide current issue status of issue so that I can assist you with? (Edited)
Balaji Thiyagarajan	I need to activate my ACE server, your team member "Pradeep" asked my phone number for activation, but they can't ab

Anjainay Singh	Sure Thiyagarajan, I will assist you with all your issues.
	Could you please provide me the CID number related to account so that I can fetch your exact account details.
	I have got the account details.
	Pleas stay connected I am looking for the best possible resolution.
Balaji Thiyagarajan	okay
Anjainay Singh	I am facing issue in locating your account , could you please provide me your account name?
Balaji Thiyagarajan	It hasn't issued
Anjainay Singh	So you want to access the ACE server with new user credentials, am I right?
Balaji Thiyagarajan	yes
Anjainay Singh	Thankyou for clarification and confirmation.
	In order to add you as new user we need approval from bberra@accountingresourcesinc.com on same email.
	Please also provide your user information in below format. Full name- Email address- Phone Number-
Balaji Thiyagarajan	Full name- Balaji Thiyagarajan
	Email address- bthiyagarajan@accountingresourcesinc.com Phone Number- +917200333611
Anjainay Singh	Thankyou for sharing your information.
	Please provide pending approval so that we can proceed with user addition and provide you the server login credentials.
	I got the approval.
	Please stay connected.
	I will send you the new credentials while being on chat.
	I have just send you the user credentials.
Balaji Thiyagarajan	I received it
Anjainay Singh	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
Balaji Thiyagarajan	yes
Anjainay Singh	I have shared you the required details.
	Is there anything else I may help you with ?
	Are you able to login into the server?
Balaji Thiyagarajan	how to login first time without password
Anjainay Singh	May I take the remote access of your local computer?

	Download the RDP file and click on Password URL to access the password.
	Click on RDP file and click connect , enter the password and you will be able to connect to server.
	Could you please confirm what issue you are facing at your end, so that I can provide you exact resolution?
	Are we still connected?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Anjainay Singh has ended this chat session</i>

# Chat Trans

Hello, I am your A

## Visitor Details

## #77688 Sydney McMillan

**Email:** sydneywheeler14@gmail.com ☎ 18047167122

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time: 1 Min 24 Secs**

City: POWHATAN

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sydney McMillan	I'd like to report an Issue
Acebuddy	Please select an option!
Sydney McMillan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sydney McMillan	Our sage says it cannot operate on the license server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Sydney McMillan	Thank you
Manish Singh	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
Sydney McMillan	Yes, my entire team is affected
Manish Singh	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
Sydney McMillan	Yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
Sydney McMillan	thank you!
Manish Singh	Kindly try with the password
	Are we still connected here?
Sydney McMillan	Yes, there appears to be a new error
Manish Singh	Please wait
	Kindly try to access now.
Sydney McMillan	Same error sorry
Manish Singh	When was the last time you were able to access Sage 100?
Sydney McMillan	before the update this afternoon
	license server again
Manish Singh	Seems like port is blocked or can be firewall or network issue.

	Can be anything let me check.
Sydney McMillan	Interesting, I have notified our IT but doesnt ACE control that?
Manish Singh	Yes
	Let me try with rebooting server once
Sydney McMillan	ok
Manish Singh	I have checked all the services. (Edited)
Sydney McMillan	ok when should we log back in?
Manish Singh	Try to access server now
Sydney McMillan	attempting to access now
Manish Singh	This message has been deleted
	I have checked the Firewall ports seems like everything is fine,
	<i>8:39:14 AM</i> Manish Singh is sharing a file with you <a href="#"><i>image.png</i></a> - ( <i>Size:30.37 KB</i> )
	Server IP is also communicating via Ping 127.0.0.1
	Kindly connect with Sage support once.
	If there is issue from our end, we will definitely going to resolve this issue.
Sydney McMillan	ok we will do that - yes please continue to work on a resolution from your side - we will contact Sage tomorrow AM. Thank
Manish Singh	Yes, Sydney we are here to assist you 24*7
	Is there anything else I may help you with ?
Sydney McMillan	Can you please e-mail this transcript to amanda@riverstone.build?
Manish Singh	Sure, we will do that
Sydney McMillan	Thank you so much. You can CC me on the email as well
Manish Singh	Alright Noted
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*

# Chat Trans

Hello, I am your A

## Visitor Details

**#78600 charles freeman**  
**Email:** lwestphal@turkishtowelcompany.com ☎ 9789772779  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 52 Secs  
**City:** GREER  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript

charles freeman	Hello, I am your Acebuddy
Acebuddy	Hello Charles Freeman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
charles freeman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
charles freeman	I'd like to report an Issue
Acebuddy	Please select an option!
charles freeman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
charles freeman	transaction integration service issue
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request





	I have rebooted the server.
charles freeman	ok, do u want me to try again
Anjainay Singh	Please login once again into server and perform same action which was pending at your end to check if issue still persists
	Please also allow remote access once again.
charles freeman	no better, keeps starting and stopping, and everytime it does that it resets that software id
Anjainay Singh	Okay ,let me check the application issue at my end.
charles freeman	ok
Anjainay Singh	Could you please confirm whether other users are are also facing the same issue? (Edited)
charles freeman	i can't confirm that because i'm the only one that uses it
Anjainay Singh	Sure, I am discussing it with my Escalation Team.
charles freeman	i could try it on someone elses user id
Anjainay Singh	Sure , please check until I am discussing it with my senior team member.
charles freeman	ok
Anjainay Singh	As I checked on server, that every setting on ACE server is fine.
	The senior team have informed that you may need to contact to Transaction Pro application support and consult with ther
charles freeman	also it is not working from another user
Anjainay Singh	We may however proceed with reinstalling the application.
charles freeman	ok, i can start the reinstall
Anjainay Singh	Thankyou Charles.
	Thankyou for your update.
charles freeman	the reinstall is no better
Anjainay Singh	Could you please provide arrange a three way call with Transaction Pro application support , ACE cloud support so that we
charles freeman	yes i can try
	can i give them your number once i get them on phone
Anjainay Singh	Sure Charles it better idea from your side.
charles freeman	ok
Anjainay Singh	I am eagerly waiting to get this issue resolve.
	I will keep this ticket under observation.
charles freeman	ok, what number do i reach you at
Anjainay Singh	888-415-5240 this is our support number.
charles freeman	do i ask for you
Anjainay Singh	

	Could please also provide the time when you will reach us back on call so that I can update to team member who will pick
charles freeman	as soon as i call them
Anjainay Singh	Its common number for support.
	Sure Charles.
charles freeman	ok
Anjainay Singh	Is there anything else I may help you with ?
charles freeman	ij also have a document u should review
Anjainay Singh	Sure
charles freeman	i have brought it up on server
Anjainay Singh	Could you please provide that URL in this chat? (Edited)
charles freeman	<a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a>
	u mean this?
Anjainay Singh	No URL for article which I am reading on remote session.
	The issue is may be due to local admin privilege.
charles freeman	<i>7:10:00 PMAnjainay Singh is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:28.53 KB )</i>
charles freeman	<a href="https://help.truecommerce.com/en/articles/8926704-integration-service-known-issues-without-local-admin">https://help.truecommerce.com/en/articles/8926704-integration-service-known-issues-without-local-admin</a>
Anjainay Singh	Thankyou.
	We may need to provide the admin rights to all users in order to sort out the issue.
charles freeman	oik
	ok
Anjainay Singh	I will send you the disclaimer of granting the admin rights and I need approval from abutler@turkishtowelcompany.com or
charles freeman	ok, send to amey and i will tell her it's on the way
Anjainay Singh	Sure.
	You may disconnect this chat so that I can proceed with pending task.
charles freeman	ok
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	I will keep you in Cc in email.
	You may disconnect this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Anjainay Singh has ended this chat session</i>

# Chat Trans

Hello, I am your A

## Visitor Details

**#77855 Rubens S Jacob**  
**Email:** seflglass@gmail.com 📞 13058233097  
**Department:** Support(QB & App Hosting)  
**Operator:** Yash Ahi  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 6 Secs  
**City:** MIAMI  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

Rubens S Jacob	Hello, I am your Acebuddy
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rubens S Jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rubens S Jacob	I'd like to report an Issue
Acebuddy	Please select an option!
Rubens S Jacob	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rubens S Jacob	Hello. My login for Combo user is not working. I need you please reset the shortcode for the remote access
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Yash Ahi accepted the chat transfer request.*

Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Ruben. How are you doing today?
Rubens S Jacob	Hi Yash good and you??
Yash Ahi	I am also doing good. Thankyou for asking.
Rubens S Jacob	Can you please take remote control of my computer and show you my issue??
Yash Ahi	Sure Ruben. I will surely help you with that.
	Could you please help me with your server name or business name once?
Rubens S Jacob	South East Florida Glass and HAr dare
Yash Ahi	Thank you for the information and allow 2 minutes to check the same.
	Prior providing the remote access, I would suggest you to close any important documents at your end.

*seflglass declined the Screen Share request at 10:32 PM*

Rubens S Jacob	Ok thabnk. It isno in this computer. It is in Combo user computer
Yash Ahi	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/1442509849">https://assist.acecloudhosting.com/join/1442509849</a>
	Alright, so can you provide remote of that user? (Edited)
Rubens S Jacob	Ok I am doing now
Yash Ahi	Thank you.
Rubens S Jacob	Let me know thank you
Yash Ahi	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.

*The visitor's name was changed from seflglass to Rubens S Jacob.*

	Thank you for your patience Ruben.
	We need to inform you that the user is facing issues with connecting to server due to operating system on his local compi
	It is windows 7 and its now outdated, so Microsoft do not provide support of using Remote desktop connection, if there is
	So, we request you to please ask user to upgrade his operating system to latest version Windows 11.
	Then he will be able to access server without any issues.
	Are we still connected here?
	I have informed the user and I am disconnecting the remote session.
	Is there anything else I may help you with ?
	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.

*Yash Ahi has ended this chat session*



# Chat Trans

Hello, I am your A

## Visitor Details

**#77897 help**  
**Email:** help@triadcybersolutions.com 📞 3362999989  
**Department:** Supp(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 36 Secs  
**City:** ORANGEBURG  
**State:** New York  
**Country:** UNITED STATES

## Chat Transcript

help	Hello, I am your Acebuddy
Acebuddy	Hello Help, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
help	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
Acebuddy (bot) forwarded the chat request	
Shubham accepted the chat transfer request.	
help	7:31:38 PMhelp is sharing a file with you <a href="#">1_image.png</a> - ( Size:62.39 KB )
	check if this is due to payment issue

	<i>Shubham is transferring the chat to Support(QB &amp; 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 Singh. I will be assisting you today.
	How may I assist you today?
help	I already sent a msg above
Manish Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
help	please first check billing
	if any invoice fot this server is pending
Manish Singh	Triad Cyber Solutions is this your account name?
help	yuppp
Manish Singh	Let me transfer this chat to Billing Deartment.
	<i>Manish Singh is transferring the chat to Billing.</i>
	They will be available after 2 hours.
	For now, let me resolve your login issue and then I will send this ticket to Billing department.
help	ok check if there is any other issues
	ok
Manish Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
help	can not confirm
	for now Only Anne.g
Manish Singh	May I take the remote access of Anne's local computer?
	Are we still connected here?
help	yeswait
Manish Singh	User FredPeg is successfully logged into the server.
help	means no biling issue
Manish Singh	Yes, seems like it as the server is also active but for confirmation I will move this ticket to Billing department.
help	no ned for billing them
	its obvious
Manish Singh	Alright
	Is there anything else I may help you with ?
help	resolve my issue
	<i>7:50:29 PMhelp is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:14.91 KB )



Manish Singh	<a href="https://assist.acecloudhosting.com/join/7022220855">https://assist.acecloudhosting.com/join/7022220855</a>
	Kindly paste this link in the browser of local computer and join the session.
	<i>7:50:59 PM</i> help is sharing a file with you <a href="#">1_image.png</a> - ( Size:31.34 KB )
	Kindly access the remote session
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
help	thanks
	issue reesolved
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will app  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*



# Chat Trans

Hello, I am your A

Visitor Details

**#77880 Elizabeth Llamas**  
**Email:** ellamas@archwestcapital.com 📞 19495779315  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy



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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout



Chat Trans

Hello, I am your A

Visitor Details

#77857 Rubens S Jacob

Email: seflglass@gmail.com 📞 13058233097

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 36 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Rubens S Jacob	Hello, I am your Acebuddy
Acebuddy	Hello Seflglass, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rubens S Jacob	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rubens S Jacob	I'd like to report an Issue
Acebuddy	Please select an option!
Rubens S Jacob	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rubens S Jacob	Hello. Hope you are dogin well. I have a problme oppening one of our 3 companies with the Margarita user. I need premisi
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Yash Ahi accepted the chat transfer request.
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Ruben. How are you doing today?
Rubens S Jacob	Hi Yash its me again sorry how are you dooing?
	Yes, I need please if you could take remote access of Margarita user because we are not able to open one of the compani
Yash Ahi	I am doing fine. Thank you for asking.
	Sure.
	Kindly paste this link in the browser of local computer and join the session.

	<a href="https://assist.acecloudhosting.com/join/6022743574">https://assist.acecloudhosting.com/join/6022743574</a>
Rubens S Jacob	Go aheader.I will click yes for the MArgarita User
Yash Ahi	Oh okay let me send you within the server.
Rubens S Jacob	Ok better
	Thanks
Yash Ahi	I just sent a remote request.
	Lets check now.
Rubens S Jacob	Thank you so much. The problem with the file is only with this user becace the oterhs is working well
Yash Ahi	Alright, let me check that.
Rubens S Jacob	Thank you so much!
Yash Ahi	You're welcome.
	Please enter the password.
Rubens S Jacob	So it is no the file, it the place?
	Ok i will
Yash Ahi	I have just made another copy of that file for checking purpose.
	Is she trying to access this company file for the first time?
	The password is incorrect.
Rubens S Jacob	No, she always had accces. We dont know what happend
Yash Ahi	When was the last time she was able to access that file? (Edited)
	Okay it seems like first we need to upgrade the company file to use it in Quickbooks 2024.
	Can you login with your admin credentials?
Rubens S Jacob	long time ago. Last week the accountng person had access and now she also is not able to open it
	yes
	yes go ahead
Yash Ahi	Okay, enter the password. (Edited)
Rubens S Jacob	Ok give me a second
	it wont affect the other users?
Yash Ahi	Nope.
Rubens S Jacob	Ok thank you[
Yash Ahi	Now every use needs to access this company file from QB 2024.
	You're welcome. (Edited)
Rubens S Jacob	So where is the file?

	In Data?
	because we need to search and select it
Yash Ahi	Well the company file is in the original location, where it was.
	Let me show you.
Rubens S Jacob	ok
	can you please open it?
Yash Ahi	Sure.
	Ask user to try logging in to that file.
	This message has been deleted
	Alright Ruben, here you go.
	Is there anything else I may help you with ?
Rubens S Jacob	give me a second please
	there is 2 file very similar. Witch one is it?
Yash Ahi	The first one.
	LLC
Rubens S Jacob	Ok thank yoo. We dont loss any data right??
Yash Ahi	No Ruben, upgrading your company file won't affect any data.
Rubens S Jacob	and why we have two similar with two similar date and hours?
Yash Ahi	Well Ruben, I do not have idea about that. But the size of both the files seems to be different.
Rubens S Jacob	As you can see, the other one have MORE info
	My concerns is that we update the wrong file
Yash Ahi	So, do you want me to update the other file as well?
Rubens S Jacob	yes because when I go to the ATLANTA MAIN computer (user Reubens) the QB use the other file
Yash Ahi	Ok, lets got with the other file.
Rubens S Jacob	LLC - QBES.QBE
	which one user do you need?
Yash Ahi	Well if you haven't upgraded this company file 2024, then you need to do it with admin.
	Otherwise, you can login from user's credentials.
	It seems like it already upgraded.
	It is accessible also by the user.
	Is there anything else I may help you with ?



**Email:** alicen@cimodular.com 📞 3608869933

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

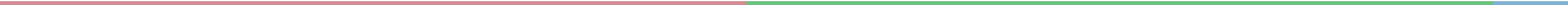
**City:** BLACK DIAMOND

**State:** Washington

**Country:** UNITED STATES

Chat Transcript

Alicen Truax	Hello, I am your Acebuddy
Acebuddy	Hello Alicen Truax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Alicen Truax	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alicen Truax	I'd like to report an Issue
Acebuddy	Please select an option!
Alicen Truax	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Alicen Truax	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolving the issue.
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>



Chat Transcript

Hello, I am your A

Visitor Details

#78389 shari  
Email: shari@jkservicesinc.com ☎ 18054079440  
Department: Support(QB & App Hosting)  
Operator: Shubham Kataria  
Website: https://www.acecloudhosting.com/support-chat.php  
Operating System: Apple iPhone  
Browser: Apple Safari  
Device: Mobile  
Average Response Time: 56 Secs  
City: LOS ANGELES  
State: California  
Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	We need to have Joel.b user access to a credit card reader
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
shari	This is on the blue isle - Drake server
	Shubham Kataria accepted the chat transfer request.
	Jim.k has the same setup but I wasn't involved in it
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Please allow two minutes to check the same. (Edited)
shari	Ok

Shubham Kataria	Kindly confirm if credit card reader is any installed application on the server.
shari	It is a Quickbooks provided credit card reader
Shubham Kataria	Kindly confirm the name of this Reader if it is already installed on the server.
shari	I have no idea it is plugged into his computer
Shubham Kataria	Could you please show me over remote session, If its showing up on your end?
shari	We did have to installed a 3rd party software previously
	On Jim.k login
Shubham Kataria	Is it possible to connect with Jim over remote so that I can see the application which you need the access for user Joel.b
shari	Let me see if he is online
Shubham Kataria	Sure
shari	I am back logged in as me and still having issues with outlook not loading properly
Shubham Kataria	Okay, lets connect over the remote and check the issue.
	May I take the remote access of your server?
shari	Yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
shari	Same issue I was having earlier
Shubham Kataria	I'm checking it over the remote. Please allow two minutes.
	Thank you for your patience.
	Outlook working fine now and We have opened it multiple times, just to make sure everything is good.
shari	Ok I'm looking for the software name
Shubham Kataria	Okay no problem
shari	you guys made us pay for it
	USB for Remote Desktop
Shubham Kataria	Alright, let me check the application on the server now
shari	Fabulatech
Shubham Kataria	Thank you, please allow me two minutes more to check the same.
shari	Ok
	Original case was 627435
Shubham Kataria	Thank you for the information. let me check this ticket.
	Could you please us the license details of Fabulatech



shari	It should already be installed
Shubham Kataria	Actually As I checked and found your account is migrated to new server that's why the application is not installed on new
shari	Oh ok probably when the acct rep sent me The list of apps I didn't know that that's what it was Qcalled. I have the email i
Shubham Kataria	Could you please check the emails for us and share the License details with us so that we can install the application on ne
shari	I have the email on my screen
	Do I need to forward it somewhere
	Are you still on my remote?
Shubham Kataria	yes, we are on the remote
	Kindly share this license with us on support@acecloudhosting.com. We will install it on the server in night hours as it will r
shari	I just sent it
Shubham Kataria	Thank you shari, We received your email and we will install it in night hours and will inform you once completed.
shari	Do we need to have anything installed on the logins tomorrow?
	Or will they automatically work?
	I feel like something had to be done on the user computer to connect
Shubham Kataria	yes, we require to install the application on Joel's local computer if it was not installed in past.
	If the application is already there, Joel can use the application once we will install it on server end.
shari	Ok it's not on his local computer
	I will have the admin submit a chat request when she gets in in the am
	He's never had it before
Shubham Kataria	Sure, once the installation completed you may ask joel to initiate the chat or we can also arrange a call for him. (Edited)
	Kindly confirm if you would like us to arrange a call back to set up the application
	Are we still connected here?
shari	Yes here
	I asked the admin who is onsite to request a chat through the website
	When she gets in tomorrow
Shubham Kataria	Okay no problem, We will be happy to assist
	Is there anything else I may help you with ?
shari	Another issue
	Beacon users (Joel.b and admin) can still see folders and files they are not supposed to
	these were supposed to be hidden
	Also the windows needs to be activated on the server because the users all think they need to do it and then I get calls ar

Shubham Kataria	Sure, I will get this done tonight.
	Kindly confirm the files and folders names which you would like to hide from them.
shari	Is thee a reason the files are still visible - I know they can access but on the other Enterprise server I can't see any other f
Shubham Kataria	Okay please allow me a minute to check the same.
	As you're connected on another chat session, we are ending this session now.
<i>Shubham Kataria has ended this chat session</i>	

# Chat Trans

Hello, I am your A

## Visitor Details

**#78704 matt**

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

**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: 56 Secs**

City: LOS ANGELES

**State:** California

**Country:** UNITED STATES

## Chat Transcript

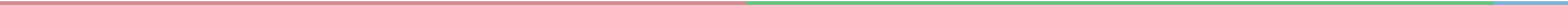
matt	Hello, I am your Acebuddy
Acebuddy	Hello Matt, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
matt	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

	Please chose an option :
matt	Setback
Acebuddy	Hello Matt, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
matt	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
matt	I'd like to report an Issue
Acebuddy	Please select an option!
matt	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
matt	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
matt	I'm not able to import a .QBJ file - appears to be a permissions issue.
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 Kumar Saraswat. I will be assisting you today.
matt	Hi - thanks for your help
	I need to import a QBJ file for 2024 end of year journal entries, and it looks like I can't do that.
Abhay Kumar Saraswat	Is this for account : <b>Signtek Inc.</b> ?
matt	It freezes when I try
	Yes, SignTek Inc
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
matt	Okay, thanks
	I did, one time trying, get an error message about required permissions and needing to contact computer administrator.
Abhay Kumar Saraswat	No worries.
	May I take the remote access of your local computer?
matt	yes
Abhay Kumar	

Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/4382622537">https://assist.acecloudhosting.com/join/4382622537</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
matt	Do you need me to log into Quickbooks?
Abhay Kumar Saraswat	Is this the same file you are talking about?
	Yes, and show me the error.
matt	That file you're looking at is the one I tried to import and it wouldn't work
	That's the error
Abhay Kumar Saraswat	Can you please show me again that path and file, please?
matt	The QBJ file is in a folder on the desktop named 2024 JOURNAL ENTRIES
	Maybe I'm importing in the wrong place? Is a QBJ file executable?
Abhay Kumar Saraswat	I'm trying to look into it.
	Kindly allow me few minutes to check the same.
	Please enter the password.
	Thank you for your patience.
	As we checked, it seems like the file is looking corrupted.
matt	I can ask the accountant to send me a new one
Abhay Kumar Saraswat	Could you please regenerate this file again?
	Yes, please.
matt	It was generated by our accountant. I'm going to have to contact them about this. Might take a few days. Thanks for tryin
Abhay Kumar Saraswat	No worries.
	If you face any further issues, please let us know.
	Is there anything else I may help you with ?
matt	No, that was it. I'll wait til I get a new file from them.
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acec">https://selfcare.acec</a>

	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
matt	You too!

Abhay Kumar Saraswat has ended this chat session



# Chat Trans

Hello, I am your A

## Visitor Details

**#78570 fkoons**  
**Email:** russ@keypre.com 📞 116102975220  
**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:** 38 Secs  
**City:** ALLENTOWN  
**State:** Pennsylvania  
**Country:** UNITED STATES

## Chat Transcript

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

The visitor's phone number was changed from 484-866-7732 to 14848667732.



fkoons	I'd like to report an Issue
Acebuddy	Please select an option!
fkoons	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
fkoons	I have a user who is having significant issues with Sage MAS 100 2024, it keeps timing out RichardHimstedt@myrealdata.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
	<i>Anjainay Singh is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
fkoons	Hello
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name?
	Hello Fred. (Edited)
fkoons	KEYSTONE
Yash Kalra	Kindly allow me two minutes to check the same.
	May I take the remote access of RichardHimstedt's server?
fkoons	not yet hang tight i may have figured it out
	he may be using the old rdp
Yash Kalra	Okay that can be a reason for the issue, please check with the new rdp login, if this resolves the issue. (Edited)
	Fred, please confirm if this resolves the issue, we are here waiting for the confirmation.
	Are we still connected here?
fkoons	I'll reconnect if it's not the issue. Thank you!
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	This message has been deleted
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide feedback on your experience. Your feedback is important to us and helps us improve our services. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Yash Kalra has ended this chat session</i>

# Chat Trans

Hello, I am your A

## Visitor Details

**#77792 nicholas**  
**Email:** nicholas@imperialpainting.com 📞 17816985894  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 46 Secs  
**City:** WEST ORANGE  
**State:** New Jersey  
**Country:** UNITED STATES

## Chat Transcript

nicholas	Hello, I am your Acebuddy
Acebuddy	Hello Nicholas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
nicholas	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
nicholas	I'd like to report an Issue
Acebuddy	Please select an option!
nicholas	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
nicholas	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?

nicholas	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
nicholas	hi
	i am with imperial painting
	the user sharon.c is frozen again
	something keeps happening when we do an action that is freezing the system so it has to be force closed out again pleas
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
nicholas	it is just quickbooks frozen for that user
Anjainay Singh	I really apologize for the inconvenience caused at your end.
nicholas	quickbooks is not always a very good program lol its ok
	let me know when the user should try to log in again
Anjainay Singh	I totally understand your concern and will assist you with all your issues.
	Could you please confirm is the user facing QB freeze issue with single company file or with multiple files.
nicholas	a single file. it is freezing when she goes to do the setup for the email
	i am going to try to do it in a different way
	i have not had this issue before setting up other users
	but she goes to send an estimate in QB and then it asks to create a new email profile
	and when hitting yes, it freezes the application
Anjainay Singh	Thankyou so much for your detailed information . please allow me two minutes so that I can look into it.
nicholas	ok
	if you want you can do a remote session with her too
	im not sure how she should contact you though since the chat portal is not supported in Nigeria
Anjainay Singh	Thankyou for confirmation and that will be best method to assist her.
	Prior providing the access, I would suggest you to close any important documents at her end.
nicholas	ok
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/9842962664">https://assist.acecloudhosting.com/join/9842962664</a>
	Please send her the URL so that I can access her local machine.
nicholas	ok i did
Anjainay Singh	Thankyou.
nicholas	is it working?



	can you chat with her directly in the remote session or should i stay on here?
Anjainay Singh	I am sending her the remote prompt please inform her to allow that.
nicholas	ok
Anjainay Singh	I got the username , thankyou. (Edited)
nicholas	ok
Anjainay Singh	Please stat connected.
nicholas	ok
Anjainay Singh	Please inform Sharon to sign in back into server after logging out.
nicholas	ok
Anjainay Singh	I’m unable to see anything on the user's end, as the screen appears to be completely black.
nicholas	hmm ok
	she is trying to log back in
Anjainay Singh	Thankyou for your confirmation.
	I really appreciate your patience.
nicholas	thank you. she is trying
Anjainay Singh	I still can't see anything on her end—the remote session screen remains completely black.
nicholas	im messaging again
	apologize for confusion. difficult since i am not with her to see what is going on
Anjainay Singh	It would be better if we assist her directly over a call in real time.
	By this mean issue will be resolved within limited time frame.
nicholas	ok
	can you call her if i give the number
Anjainay Singh	Yes I will schedule the call directly at her number.
	Please share the Sharon's details in below format Call back number- Timezone- Suitable time for call- (Edited)
nicholas	+2348137805350
	West Africa Standard Time GMT +1
	and can they call ASAP?
Anjainay Singh	She can also reach us for prompt resolution at 888-415-5240 as we are 24/7 support.
nicholas	what should she referenec for a ticket?
Anjainay Singh	Could you please share us her email address so that I can send the ticket Id to her over an email?

nicholas	sharon@imperialpainting.com
	can you also send the ticket number in case the email goes into spam
Anjainay Singh	Once this chat gets disconnected an automatic ticket ID will be created in which I will document all the issues and will sch
	I will also keep you in Cc.
nicholas	ok
	thank you
Anjainay Singh	I really appreciate your patience and cooperation with us.
	Nicholas, Is there anything else I may help you with?
nicholas	nope that is it
	did you restart her applicaiton thoughj
	so see if that resolves it
	if you can do that before actually
	or restart her user account or something
Anjainay Singh	I already tried by logging her out but I cannot access her screen so I will not give you false commitments.
	Our escalation team member will reach her and will assist her with good solutions. We need to discuss this issue with her
nicholas	ok thank you
Anjainay Singh	I will keep updating you over an email.
	Nicholas, Is there anything else I may help you with?
	Are we still connected here?
nicholas	all set
	thank you
Anjainay Singh	Please stay connected.
nicholas	ok
Anjainay Singh	She just reached us over a call.
	<a href="https://assist.acecloudhosting.com/join/4362841499">https://assist.acecloudhosting.com/join/4362841499</a>
	Could you please send her again the new URL?
	Please confirm her to download the file from URL and click on Agree and Download.
nicholas	ok
	i sent it to her
Anjainay Singh	Thankyou for your confirmation.
	Could you please confirm the status of remote session?
nicholas	she said she joined

Anjainay Singh	I really apologize for technical issue she is facing , but option to take remote session is not appearing at my end. (Edited)
	Could you please suggest her to reach us over call once again? (Edited)
nicholas	ok
	one moment
	it may be working again
Anjainay Singh	Thankyou for your information.
nicholas	one moment
	im trying to screenshare with her and see
Anjainay Singh	Thankyou Nicholas.
nicholas	yes it is working
	one moment please while i try to email again and see if it freezes
Anjainay Singh	Sure.
	Its really great to hear that.
nicholas	you can disconnect the remote session
	actually
	let me try it first
	then you can
	one moment
Anjainay Singh	I am still not able to access her screen.
	<i>10:39:22 PMnicholas is sharing a file with you</i> <a href="#"><i>image.png</i></a> - ( <i>Size:100.8 KB</i> )
	Please confirm the status of issue with me .
nicholas	i am having her test it to see if it crashes the program this time
	one moment
Anjainay Singh	Yes sure.
	is it resolved?
nicholas	1 more minute
Anjainay Singh	Sure.
nicholas	all working
	thank you for the hep
Anjainay Singh	I should be thankful to you.
	You really showed me your patience and cooperation even when I was facing technical glitch at my end.

	I will keep this issue under observation.
	Is there anything else I may help you with ?
	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
	As issue has been resolved so I am disconnecting this chat , if you still face same issue please let me know over an email
Anjainay Singh has ended this chat session	



# Chat Trans

Hello, I am your A

## Visitor Details

**#77702 Angelo Bocacao**  
**Email:** info@clmqbp.com 📞 639157602689  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 42 Secs  
**City:** PINAGBUHATAN  
**State:** Quezon  
**Country:** PHILIPPINES

## Chat Transcript

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

	I'd like to report an Issue
Acebuddy	Please select an option!
Angelo Bocacao	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Angelo Bocacao	We can't connect to the server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Angelo Bocacao	CID73565
	Green Bulb Public Relations Inc
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	Kindly allow me two minutes to check the same.
Angelo Bocacao	Okay
	I also sent an email to the support email add
	Your support ticket 704804
Tushar	Thank you for waiting.
	Is this issue faced by other users as well?
Angelo Bocacao	yes
Tushar	I can see April_gbr was just logged in and is ideal for 1 minute.
	May I know your user name.
Angelo Bocacao	Hold on
	ill chat with the users
Tushar	Sure, please take your time
	Kindly let me know if April is logged off after which I will reboot the server.
Angelo Bocacao	Please reboot now
	its okay even if there are users logged in
Tushar	Reboot is in process, if this does not resolve the issue then we will move forward with remote session.
Angelo Bocacao	ok
	let me know if server is already on
Tushar	It's on, kindly ask users to login.
Angelo Bocacao	hold on
Tushar	Sure, please take your time

Angelo Bocacao	its okay now
	thank you
Tushar	Is there anything else I may help you with ?
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey to provide feedback on your experience. I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Tushar has ended this chat session</i>



# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

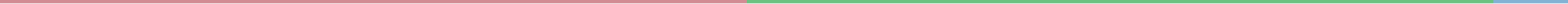
**#78578 James Brown**  
**Email:** gbrown@2cmarine.com 📞 19013555901  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**City:** SARASOTA  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

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

	Whom Would You Like to Connect With?
James Brown	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
James Brown	I'd like to raise a Request
Acebuddy	Please select your request type.
James Brown	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
James Brown	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

*Ended due to chat idle timeout*



# Chat Trans

Hello, I am your A

## Visitor Details

**#77913 tguerrero**  
**Email:** tguerrero@kenkinc.com ☎ 8183681291  
**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:** GRANADA HILLS  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

tguerrero	Hello, I am your Acebuddy
Acebuddy	Hello Tguerrero, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tguerrero	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tguerrero	Setback
Acebuddy	Hello Tguerrero, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tguerrero	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tguerrero	I'd like to report an Issue
Acebuddy	Please select an option!
tguerrero	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
tguerrero	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
tguerrero	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
tguerrero	ok, thanks
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
tguerrero	Good morning, Manish, QB at my end is not launching.
Manish Singh	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
tguerrero	Thanks



	Yes, only my account. My co-worker is able to use QBD today
Manish Singh	May I know your username?
tguerrero	Teresagu
	company kenk.myrealdata
Manish Singh	Try to access now.
tguerrero	on it...
	It's working now. Thanks. Also, tonight our time, can you please install the updates? I cannot do it, it says only the admin.
Manish Singh	As I can check users are logged into the server so we will schedule this update in night hours.
	Is there anything else I may help you with ?
tguerrero	That's all for now. Thanks. Have a nice day
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Manish Singh has ended this chat session</i>



# Chat Trans

I have added a new user through the s  
to get them a QB login and able to acc  
the RDP loaded on his comp

## Visitor Details

**#78623 Tim Nelson**  
**Email:** sales@superiorsalesdist.com ☎ 17343557260  
**Department:** Support(QB & App Hosting)  
**Operator:** Shubham Kataria  
**Website:** <https://www.acecloudhosting.com/ace-support/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** CLINTON

**State:** Michigan

**Country:** UNITED STATES

Chat Transcript

Tim Nelson	I have added a new user through the self care portal and now need to get them a QB login and able to access our compar
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
	<i>Akash is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
Tim Nelson	Hi Shubhum -- thank you for your assistance
Shubham Kataria	Hello Tim, How are you doing today?
Tim Nelson	Fine thanks! I have a new employee and have set them up in the self-care portal, downloaded the RDP and it works but I r
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your server name and user name?
Tim Nelson	SCA.myrealdata.net - Server -- user id is chase.t
Shubham Kataria	Thank you for the information.
	Kindly follow the below steps to add user in QB company file  <ol style="list-style-type: none"><li>1. Log in to the company file as Admin.</li><li>2. Select the “Company” menu.</li><li>3. Hover over “User” and select “Set Up Users and Roles”.</li><li>4. Click on “New”</li><li>5. Create a username and password. You should also provide the required roles to the user under the “Roles” Section.</li></ol> (Edited)
Tim Nelson	Thank you stand by
Shubham Kataria	you're welcome
Tim Nelson	Where would I find the company file to link the company to? It is not in the directory
	Sorry I believe I found it
Shubham Kataria	Alright
	After logging onto the company file with the admin credentials, please follow the above steps then new user will be able t
Tim Nelson	I believe it is working thank you. allow me 1-2 minutes to double check -- thank you!
Shubham Kataria	No problem, take your time.

Tim Nelson	I think we are all set!
	Sincerely appreciate your help!
Shubham Kataria	That's great
	you're welcome
	Is there anything else I may help you with ? I will be happy to assist you.
Tim Nelson	That is all for now -- thank you for your prompt and knowledgeable assistance!
Shubham Kataria	You're welcome. We are here to assist you anytime.
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shubham Kataria has ended this chat session*



# Chat Trans

Hello, I am your A

## Visitor Details

**#77989 shari**  
**Email:** shari@jkservicesinc.com 📞 18054079440  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Apple iPhone  
**Browser:** Apple Safari  
**Device:** Mobile  
**Average Response Time:** 9 Secs  
**City:** BOISE  
**State:** Idaho  
**Country:** UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
shari	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	What is the status of escalation team stopping the printer issue and fixing premier files
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Shari
	Kindly allow me two minutes to check the same.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Manish Singh has ended this chat session</i>



# Chat Trans

Hello, I am your A

## Visitor Details

**#78658 Charles Xavier**  
**Email:** support@coretechs.it ☎ 2259007448  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 23 Secs  
**City:** BELLA VISTA  
**State:** Panama  
**Country:** PANAMA

## Chat Transcript

Charles Xavier	Hello, I am your Acebuddy
Acebuddy	Hello Charlesxavier, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Charles Xavier	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Charles Xavier	I'd like to report an Issue
Acebuddy	Please select an option!
Charles Xavier	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Charles Xavier	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh email.
	Do you need any further assistance on the topic?

Charles Xavier	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 Singh. I will be assisting you today.
Charles Xavier	Hi Manish
Manish Singh	Would you like to update QuickBooks 2023?
Charles Xavier	We are getting an error while updating QuickBooks. It is affecting Payroll
	<i>9:47:38 PMCharles Xavier is sharing a file with you</i> <a href="#">499bcde9-0987-4dd5-8aef-72dafd7fc7cf.png</a> - ( Size:62.04 KB ) <i>This was sent by main user Casey Keel at CD Services Group</i>
	Error 15102
Manish Singh	Yes, we will update QuickBooks in night hours if you want as users are logged into the server right now.
Charles Xavier	This is also from Casey: "My payroll submission has crashed about 5-7 times. I have checked to make sure nothing needs
Manish Singh	Kindly logout all users for 20-25 minutes from the server or we can schedule this QB update in night hours.
Charles Xavier	Allow me a moment to check with the users to see if they can log out right now. Stay with me please
	alright, please schedule the update for tonight, they cannot log out at the moment
Manish Singh	Alright, Once the update is done, we will notify you via email.
	Is there anything else I may help you with ?
Charles Xavier	not at the moment. Thank you for the assistance
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Manish Singh has ended this chat session</i>

# Chat Trans

Hello, I am your A

## Visitor Details

**#77957 Harry Shurek**  
**Email:** harry@mygeorgiaaccountant.com ☎ 14049319318  
**Department:** Support(QB & App Hosting)  
**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Apple iPhone  
**Browser:** Google Chrome  
**Device:** Mobile  
**City:** FLOWERY BRANCH  
**State:** Georgia  
**Country:** UNITED STATES

## Chat Transcript

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

# Chat Trans

Hello, I am your A



Visitor Details

#77694 shari

Email: shari@jksservicesinc.com 📞 18054079440

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 47 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	I have 2 new users and I need to limit their access on our server. They should only have QB 24 not the previous versions
Acebuddy	Please wait while we connect you to a Support Representative
	Acebuddy (bot) forwarded the chat request
	Shashwat Verma accepted the chat transfer request.
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
shari	nor should they have access to any of the Drake software
Shashwat Verma	Hello Shari
shari	hi
Shashwat Verma	I will surely help you with this issue.
	Got it, they must only have the access of Qb 24, right?

shari	yes
	and the Beacon folder in client data
Shashwat Verma	And the Beacon folder (Edited)
	Sure
	We attempted to assign folder permissions for "Beacon" to the following users: aadmin@myrealddata.net and joel.b@myre log in to the server at least once before permissions can be assigned.
	Can you please ask those users to login the server now?
	I have just shared the file with them on email.
shari	I am logged in as joel currently
Shashwat Verma	Perfect
	Let me impose the permission for Joel
shari	let me log out and log in as the admi
Shashwat Verma	Yes, correct.
shari	ok I logged in and out as the aadmin
Shashwat Verma	Perfect.
	I got the instance.
	Allow me 6-7 mins to complete all your rest requests.
shari	ok
Shashwat Verma	Try now
	We have just given the Beacon folder shortcut on the both mentioned users and the only Qb24 icon as per your request.
shari	I can still see all of the files in Client Data
	they should only have the Beacon folder
Shashwat Verma	Yes, but till now client data was able to be accessed from any users on this server, to restrict that let me know those user:
shari	these two are the exception that should only see the Beacon folder
Shashwat Verma	Okay, doing it right now.
	Kindly check
shari	ok can we remove that whole folder from the desktop? so we will only have the shortcut to Beacon
Shashwat Verma	As I can see joel and aadmin have only Beacon folder shortcut and the Qb 24 icon.
shari	aadmin has the client data folder on the desktop
Shashwat Verma	Check now
shari	ok fixed
Shashwat Verma	Perfect

shari	can you check for Melissa's email for 365 access
	I am hoping to get those set up today also
Shashwat Verma	No, she has not sent the email yet.
	Yes, will do once get the authorization.
	Is there anything else I may help you with ?
shari	ok thank you
Shashwat Verma	Again, we really appreciate your efforts.
	We also recommend that you email us for user creation in cases where folder permission modifications are required. We g
shari	ok we tried and you guys email this am that we had to use the portal
	its been frustrating
Shashwat Verma	We'll take for that in future.
	I apologize for the trouble you’ve experienced. I want to assure you that we’re taking the necessary steps to resolve this i
	Is there anything else I may help you with ?
shari	no thank you
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*



# Chat Trans

Hello, I am your A

## Visitor Details

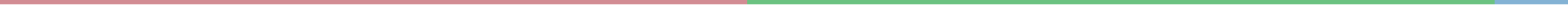
#78311 Demir Hamami  
Email: dh@renewedmaterials.com ☎ (301) 320-0042  
Department: Support(QB & App Hosting)

**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Apple Safari  
**Device:** Desktop  
**City:** SANTA BARBARA  
**State:** California  
**Country:** UNITED STATES

Chat Transcript

Demir Hamami	Hello, I am your Acebuddy
Acebuddy	Hello Demir Hamami, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Demir Hamami	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Demir Hamami	I'd like to raise a Request
Acebuddy	Please select your request type.
Demir Hamami	Password Reset
Acebuddy	Please select an option below
Demir Hamami	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Demir Hamami	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*



# Chat Trans

Hello, I am your A

Visitor Details

#78195 Ted Elvir

Email: telvir@intercentrohn.net 📞 150499420028

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 27 Secs

City: TEGUCIGALPA

State: Francisco Morazan

Country: HONDURAS

Chat Transcript

Ted Elvir	Hello, I am your Acebuddy
Acebuddy	Hello Ted, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ted Elvir	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ted Elvir	I'd like to report an Issue
Acebuddy	Please select an option!
Ted Elvir	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ted Elvir	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resol
	Was that helpful?
Ted Elvir	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	Acebuddy (bot) forwarded the chat request
	Yash Ahi accepted the chat transfer request.
	Yash Ahi is transferring the chat to Shashwat Verma.
	Shashwat Verma accepted the chat transfer request.
Shashwat Verma	

	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Ted
	I will surely help you with this issue.
Ted Elvir	Hello
Shashwat Verma	Are you able to connect to server?
Ted Elvir	can you please connect to telver user
	yes, but not to QBE
Shashwat Verma	Kindly allow me two minutes to check the same.
	May take your remote access to help you to login the server?
Ted Elvir	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
Ted Elvir	close
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/7132361326">https://assist.acecloudhosting.com/join/7132361326</a>
	Kindly Click on the link and open the downloaded file.
Ted Elvir	can you see my end ?
Shashwat Verma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
Ted Elvir	ok
Shashwat Verma	Kindly enter the password
Ted Elvir	were ?
Shashwat Verma	Ted, have you open this link on your local pc? (Edited)
Ted Elvir	no, in my remote
Shashwat Verma	I am getting an different interface, kindly open the same on your local pc
	Kindly paste the link in your local pc browser
	<a href="https://assist.acecloudhosting.com/join/1072407775">https://assist.acecloudhosting.com/join/1072407775</a>
Ted Elvir	ok give me a minute
Shashwat Verma	Use this link please
	Thats fine now
Ted Elvir	ok
Shashwat Verma	D:\Client Data\QBE2023, intercentro sa - 23,we will repair the file at this location
	Is there anything else I may help you with ?
Ted Elvir	lets see if restarting lets login

Shashwat Verma	Although the issue is from file side
	Issue resolved by rebooting the server, hence no need to repair the file
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Shashwat Verma has ended this chat session	

Chat Trans

Hello, I am your A

Visitor Details

#78147 carrie morrell

Email: officemanager@woodlawnandlandscaping.com ☎ 2527275301

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 42 Secs

City: NEWPORT

State: North Carolina

Country: UNITED STATES

Chat Transcript

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

carrie morrell	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
carrie morrell	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
carrie morrell	not printing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?
carrie morrell	i am having the same issue, quickbooks not printing through the uniport redirecting to my office printer
	this happens every few days
Shivam Singh	I deeply apologize for the inconvenience caused to you.
	Thank you for the information and allow 2 minutes to check the same.
	Could you please check now, as we have applied some changes from the backend.
carrie morrell	k
	no it didn't work'
Shivam Singh	May I take the remote access of your server?
carrie morrell	yes
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
carrie morrell	k
Shivam Singh	Please approve my request.
	This message has been deleted
carrie morrell	i have no request
	send it again
	hello
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/7062207272">https://assist.acecloudhosting.com/join/7062207272</a>
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the

*Ended due to chat idle timeout*



# Chat Trans

Hello, I am your A

## Visitor Details

**#78281 JOAN**  
**Email:** joan@enscpany.com 📞 631-734-5330  
**Department:** Support(QB & App Hosting)  
**Operator:** Tushar Pharswan  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 37 Secs  
**City:** LOCUST  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript

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

	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
JOAN	Thank you
Ankit	I will be surely assisting you with this. Kindly help me with your server name and user name?
JOAN	ESAssocInc.myrealdata.net
	myrealdata\Eierman\Joan
	<i>Ankit is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Hi Joan I will be assisting you now. (Edited)
JOAN	ok
Tushar	Kindly allow me two minutes to check the same.
JOAN	of course
Tushar	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
	and also thank you for waiting.
JOAN	yes
Tushar	<a href="https://assist.acecloudhosting.com/join/9902051861">https://assist.acecloudhosting.com/join/9902051861</a>
	Kindly Click on the link and open the downloaded file.
JOAN	done
Tushar	We are connected now.
JOAN	ok
Tushar	It is connected now.
	Is there anything else I may help you with ?
JOAN	Ok thank you, but what was the issue? I have been having problems all week.
Tushar	I haven't changed anything, may I know the time frame in which this issue occurs so that we can examine the server perf
JOAN	Usually 12pm to 6pm Eastern Standard Time
Tushar	Okay and are other users also facing this issue?
JOAN	Not that I know of
Tushar	Do you use any VPN?
JOAN	I'm not even sure of what that is
Tushar	Okay, generally this happens when there is a packet loss means a delay over the internet connection .

	I would suggest to use another internet or use your phones internet connection.
JOAN	Tushar thank you for helping, I'm back up and running, I appreciate you!
Tushar	and observe if the issue still persists or not.
JOAN	will do!
Tushar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> <p><i>Tushar has ended this chat session</i></p>



# Chat Trans

Hello, I am your A

Visitor Details

#78025 liz

Email: liz@cjklns.com 📞 9192259110

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: 47 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

liz	Hello, I am your Acebuddy
Acebuddy	Hello Liz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
liz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
liz	I'd like to report an Issue
Acebuddy	Please select an option!
liz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
liz	i can't use outlook anymore. when i got a link to reset the password it didnt work
Acebuddy	Please wait while we connect you to a Support Representative
	<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 Mishra. I will be assisting you today.
	Liz, I will be surely assisting you with this. Kindly help me with your server name and user name?
liz	mdg partners user name lizg
Ashutosh Mishra	Thanks for the confirmation !
liz	liz@cjklns.com
Ashutosh Mishra	Kindly allow me two minutes to check the same.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
liz	my coworker iryna is having the same issue
Ashutosh Mishra	Is this the first time you are facing this issue?
liz	it has happened before years ago
	i have a ticket number if that helps
Ashutosh Mishra	Sure, please let me know the ticket number.
liz	706854
Ashutosh Mishra	Liz, I also see that Nancy is using the Microsoft Outlook. Would you be able to let her know to close all the Microsoft apps
liz	ok
Ashutosh Mishra	As per the ticket number shared the password for Office 365 was reset and shared to you. Is this password not working ar
liz	it never worked
	it said it was going to email admin and i never heard back. same with iryna

Ashutosh Mishra	Thanks for the confirmation !
	Liz i see that password for you and Iryna was sent to Iryna and Wade. May I take the remote access of your local compute
liz	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
liz	ok done
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/6542170341">https://assist.acecloudhosting.com/join/6542170341</a>
	As per discussion over the remote session, The issue is resolved as signing in through the liz@cjklns.xom account is not re from backend to prevent any minor issues.

Ashutosh Mishra has ended this chat session

Chat Trans

Hello, I am your A

Visitor Details

#78228 Stacy Ciolli

Email: wildfire1789@gmail.com 📞 19702274435

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 44 Secs

City: ESTES PARK

State: Colorado

Country: UNITED STATES

Chat Transcript

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

	Whom Would You Like to Connect With?
Stacy Ciolli	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stacy Ciolli	I'd like to report an Issue
Acebuddy	Please select an option!
Stacy Ciolli	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Stacy Ciolli	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
Stacy Ciolli	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Vignesh Arul accepted the chat transfer request.</i>
	<i>Vignesh Arul is transferring the chat to Yash Kalra.</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
Stacy Ciolli	Hi my new user doesn't have QB installed on his remote login
Yash Kalra	I will be surely assisting you with this. Kindly help me with your server name and user name?
Stacy Ciolli	The servier is Wildfire Development MarkWestover
	is the user
Yash Kalra	Kindly allow me two minutes to check the same.
	Please stay connected while we are making some changes from the backend.
Stacy Ciolli	okay
Yash Kalra	May I take the remote access of your server?
Stacy Ciolli	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end. (Edited)
Stacy Ciolli	which registered email address the one for the new user or mine the account admin
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/3422775451">https://assist.acecloudhosting.com/join/3422775451</a>
	Please use this link to connect

Stacy Ciolli	here
Yash Kalra	Stacy, we assisted you regarding QuickBooks icon issue Is there anything else I may help you with?
Stacy Ciolli	No that is all
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Stacy Ciolli	of course
Yash Kalra	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )  <i>Yash Kalra has ended this chat session</i>

Chat Transcript

Hello, I am your AI Assistant

Visitor Details

#78047 Carlos

Email: carlos@neotechnetworks.com 📞 8887268138

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 4 Secs

City: MARACAIBO

State: Zulia

Country: VENEZUELA

Chat Transcript

Carlos	Hello, I am your Acebuddy
Acebuddy	Hello Carlos, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Carlos	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Carlos	I'd like to report an Issue
Acebuddy	Please select an option!
Carlos	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Carlos	cannot access SundackLLC.myrealdata.net
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only
Carlos	is the only user with that issue
Manish Singh	Alright!
	May I know what error you are getting while signing in
Carlos	the rdp connection is not finding the server
Manish Singh	Kindly allow me two minutes to check the same.
	<i>8:48:19 PMCarlos is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:30.82 KB )
	May I know your username on server ? (Edited)
	<i>8:49:35 PMCarlos is sharing a file with you</i> <a href="#">1_image.png</a> - ( Size:5.95 KB )
Carlos	melissa.sh
Manish Singh	MelissaPep is this your username?
Carlos	no
	that another melissa
	is melissa.sh



Manish Singh	Kindly try to access now.
Carlos	ok
Manish Singh	Are you able to access server?
Carlos	working on it
	it ask for the password 2 times
	and then the same error
Manish Singh	May I take the remote access of your local computer?
Carlos	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/5102313081">https://assist.acecloudhosting.com/join/5102313081</a>
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
Carlos	are you in
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
Carlos	here
Manish Singh	Is there anything else I may help you with ?
Carlos	give me a sec to do 1 more test
Manish Singh	Sure
Carlos	all done thks
Manish Singh	This message has been deleted
	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acec">https://selfcare.acec</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*



# Chat Trans

Hello, I am your A

## Visitor Details

**#77732 shari**  
**Email:** shari@jkservicesinc.com ☎ 18054079440  
**Department:** Support(QB & App Hosting)  
**Operator:** Anjainay Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 55 Secs  
**City:** MERIDIAN  
**State:** Idaho  
**Country:** UNITED STATES

## Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
shari	checking status of QB Enterprise 24 install
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.

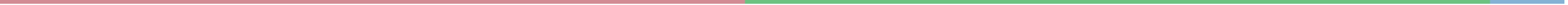
shari	hi I spoke with Melissa and she was emailing the auth for Enterprise 24. Confirming you received and checking status
Anjainay Singh	Yes we have received the approval from Melissa.
	However we would like to inform you that users are currently active on Blueisle-Ent.myrealdata.net and QB installation re
shari	it should be in blueisle-drake server
Anjainay Singh	Thankyou so much for your clarification,
	As users are still active on this server as well.
shari	how long will the reboot take
Anjainay Singh	QB 2024 installation will take 15-20 minutes and after that reboot will take 4-5 minutes.
shari	ok checking
Anjainay Singh	We can either perform the update now by logging out all users or schedule it during off-hours to avoid any disruption or d
	Are we still connected here?
	Are we still connected here?
shari	yes\
	We can do this this afternoon after 230 pst
	I was informed that you guys affected Jim's login also
Anjainay Singh	Thankyou for providing me the update.
shari	and removed some of his QB shortcut icons
	also can we have authority to rename the Icons to make it easier to decipher between
Anjainay Singh	I have scheduled the installation at 2:30 PST.
	Yes we can rename the icon as per your choice for easy to understand. (Edited)
shari	not the folder but the shortcut icons
	QBE YY for Enterprise and QBA YY for Accountant
Anjainay Singh	Could you please confirm the suitable name so that we can rename it according to your choice?
shari	For the Enterprise products please rename QBE 24 (for year 2024) QBE 2023
	For QB Accountant please use QBA 24
Anjainay Singh	Please also allow me two minutes so that I can look into this issue.
shari	For QB Premier QBP 24
Anjainay Singh	Sure we will change the name according to your choice.
	Once its done we will inform you over an email.
shari	ok Please make sure Jim, Steph and myself have all versions
	and Edna
	Joel, Aadmin should only have the QBE 2024 when it is installed

Anjainay Singh	Sure I will make sure every access are granted correctly.
shari	thank you
Anjainay Singh	Could you please confirm which QB icon was removed from Jim's login?
shari	I am not sure but sounds like a lot of them
	There were in the program list but shortcuts were removed
Anjainay Singh	Please allow me just two minutes so that I can look into it.
	As I have observer that server Blueisle-Drake.myrealdata.net has QB Premier 2024 installed on server.
shari	yes please rename the icons QBP 24
Anjainay Singh	In order to install QB 2024 Enterprise we need to grant Joel and Aadmin admin rights on server.
shari	they should have rights
	They were added yesterday
	Shashwat was helping me
Anjainay Singh	Please allow me two minutes so that I can check same at my end as well.
	Please stay connected.
shari	ok
Anjainay Singh	As I have checked and found that both users are not added in Admin groups.
shari	why must they be admin?
	they didn't need to be admin for Enterprise 23
Anjainay Singh	I apologize for confusion created , I am discussing about QB 2024.
shari	Enterprise 2024?
Anjainay Singh	Yes.
shari	I don't see why they have to be admin
	They didn't need to be admin for Enterprise 23
Anjainay Singh	Yes they don't need to be admin for QB 2023.
shari	they are not admins... I just need them to be able to access the QB Enterprise 24 when installed and their Beacon folder
Anjainay Singh	Sure we will proceed with the installation for QB 2024 and allow its access to mentioned users.
	<i>12:00:37 AMAnjainay Singh is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:8.64 KB )</i>  <i>"Could you please confirm which of the QuickBooks versions mentioned above Jim had access to, so that</i>
shari	jim , steph, edna and I should have access to all versions
Anjainay Singh	Sure , I will take care of it .
	Is there anything else I may help you with ?



Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Rosales	I'd like to report an Issue
Acebuddy	Please select an option!
Brenda Rosales	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brenda Rosales	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh email.
	Do you need any further assistance on the topic?
Brenda Rosales	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
Brenda Rosales	Hi Yash good morning
Yash Kalra	Good Morning Brenda
Brenda Rosales	i dont know where to get my server and user name
	but this is my computer name
	JXNOEPC.myrealddata.net
Yash Kalra	Kindly allow me two minutes to check the same.
	Please let me know the issue you are facing.
Brenda Rosales	i requested to purchase the QB license thru Ace Cloud
	but i dont know the progress so far
	i send couple of emails, but no one reply yet
	hopefully this will be okay before June 19
Yash Kalra	Please stay connected while I am checking tickets from the backend
Brenda Rosales	because QB only allows us to access up to June 18
	thank u
Yash Kalra	

	<p>Thank you for sharing all the necessary details with us. Here’s the current status:</p> <ul style="list-style-type: none"><li>✓ The upgrade process is already underway</li><li>✓ Our billing team is finalizing the new license procurement on your behalf</li><li>✓ Rest assured, your license will be updated <b>before 18th</b></li></ul> <p><b>Next Steps:</b></p> <p>I’ve personally expedited this request</p> <p>You’ll receive a confirmation as soon as the update is complete</p> <p>No further action is needed from your side at this time</p> <p>We appreciate your patience and will notify you immediately upon completion (Edited)</p>
Brenda Rosales	oh
Yash Kalra	Is there anything else I may help you with ?
Brenda Rosales	thank u so much
	none
	thank u for patience
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p> <p><i>Yash Kalra has ended this chat session</i></p>



# Chat Trans

Hello, I am your A

Visitor Details

#78498 team

Email: team@infiniteaccountants.com ☎ 2125440001

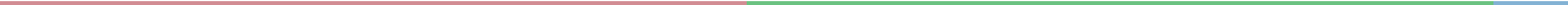
Department: Support(QB & App Hosting)

**Operator:** Acebuddy  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**City:** ZAPOTE  
**State:** Laguna  
**Country:** PHILIPPINES

Chat Transcript

team	Hello, I am your Acebuddy
Acebuddy	Hello Allen Cruz, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
team	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
team	I'd like to raise a Request
Acebuddy	Please select your request type.
team	I'd like to raise a Request
	May I know if we can still the password form the link you provided
Acebuddy	You have chosen an Invalid Option. Please try Again!
	Please chose an option :
team	I'd like to raise a Request
Acebuddy	Please select your request type.
team	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
team	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

*Acebuddy has ended this chat session*





# Chat Trans

Hello, I am your A

## Visitor Details

**#78610 Nina Oum**  
**Email:** nina.oum@nuwavecom.com  
**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:** 2 Mins 16 Secs  
**City:** LONG BEACH  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

Nina Oum	Hello, I am your Acebuddy
Acebuddy	Hello Nina Oum, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nina Oum	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nina Oum	I'd like to report an Issue
Acebuddy	Please select an option!
Nina Oum	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Nina Oum	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Nina Oum	Excel exporting issue
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 Saraswat. I will be assisting you today.
Nina Oum	I have a ticket number 718585
Abhay Kumar Saraswat	Thank you for confirming the ticket number.
	Please allow me 2 minutes to check the same.
	Thank you for your patience.
	I got the ticket.
	Please confirm, what kind of issue you are facing while exporting the excel file?
Nina Oum	it just idle and not do anything
Abhay Kumar Saraswat	Okay.
	Is this the account name: Nuwave Communications ?
Nina Oum	yes
Abhay Kumar Saraswat	And are you the only one who is facing this issue?
Nina Oum	i am not sure if everyone is facing this issue
Abhay Kumar Saraswat	Okay.
	Could you please show me on the server what exactly you were trying to execute and not working?
	For this, I need to take a remote session of your server.
	May I take the remote access of your server?
Nina Oum	yes you may
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
Nina Oum	ok
Abhay Kumar Saraswat	I'm sending you the request on server, please accept.
Nina Oum	i can show you what i did
Abhay Kumar Saraswat	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
	I just joined the session.
	Could you please do the same again from beginning?
Nina Oum	ok
Abhay Kumar Saraswat	Could you please select "next" ?
Nina Oum	i don

	i don't see where to select "next"
Abhay Kumar Saraswat	Okay.
	No worries.
	Let me cancel this remote of the server and take the remote of your local PC.
Nina Oum	k
Abhay Kumar Saraswat	Allow me a minute and I'll share another link to join the remote session for your local machine.
	<a href="https://assist.acecloudhosting.com/join/4282668518">https://assist.acecloudhosting.com/join/4282668518</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on a chat.
Nina Oum	ok
	ok
Abhay Kumar Saraswat	Thank you for your patience over the remote session.
	Is there anything else I may help you with ?
Nina Oum	no.
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>Abhay Kumar Saraswat has ended this chat session</i>

Visitor Details

#78795 BINITA ADHIKARI

Email: abctaxllc@outlook.com 📞 12025319519

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 22 Secs

City: OVERLAND PARK

State: Kansas

Country: UNITED STATES

Chat Transcript

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

BINITA ADHIKARI	representative
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
BINITA ADHIKARI	Hi Manish,
	I need to add my user in this computer
Manish Singh	I will surely help you with this issue.
BINITA ADHIKARI	currently another user shortcut are here in this computer
	but want to add Binita Adhikari Server as well
Manish Singh	Alright!
	May I take the remote access of your local computer?
BINITA ADHIKARI	sure
Manish Singh	<a href="https://assist.acecloudhosting.com/join/1132611767">https://assist.acecloudhosting.com/join/1132611767</a>
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
	<i>The visitor's name and phone number were changed.</i>
	Is there anything else I may help you with ?
BINITA ADHIKARI	hey
Manish Singh	Yes
BINITA ADHIKARI	i need you to delete the chace file
Manish Singh	Yes, I will remove the cache and junk files regarding the space issue.
	And let you know over the email.
BINITA ADHIKARI	thank you
	okay
Manish Singh	Is there anything else I may help you with ?
BINITA ADHIKARI	not for now thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v

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

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

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

Manish Singh has ended this chat session

# Chat Transcript

Hi, do I convert my file from Quickbooks Online to Quickbooks Enterprise Desktop?

## Visitor Details

**#78550 Lazarus**  
**Email:** randy@classichomes.us 📞 14072479337  
**Department:** Support(QB & App Hosting)  
**Operator:** Anurag Sharma  
**Website:** <https://www.acecloudhosting.com/integrations/saasant-transactions/>  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 4 Secs  
**City:** MOUNT DORA  
**State:** Florida  
**Country:** UNITED STATES

## Chat Transcript

Lazarus	Hi, do I convert my file from Quickbooks Online to Quickbooks Enterprise?
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be assisting you further.
	Hello
	May I please confirm your name to start with?
Lazarus	Randy Lazarus
Dikshant Yadav	Thank you, Randy
	Can you please let me know if you just looking for converting the QuickBooks Online files to QuickBooks Enterprise Desktop?

Lazarus	I currently host my other QB Enterprise files on Ace Cloud. Looking for a service that converts QBO to Enterprise. I see on
Dikshant Yadav	Usually, our support team assists you with some 3rd part application through which we can convert these files. Let me tra
Lazarus	ok
Dikshant Yadav is transferring the chat to Support(QB & App Hosting).	
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 Lazarus
Lazarus	hi
	I currently host my other QB Enterprise files on Ace Cloud. Looking for a service that converts QBO to Enterprise. I see on
Anurag Sharma	Are you currently using ACE?
Lazarus	yes
Anurag Sharma	Kindly help me with your server name and user name?
Lazarus	RandyL_OPI
Anurag Sharma	Thanks for the confirmation !
	Do you want to switch those QB online files to QB ent 2024?
Lazarus	yes but might have QB ent 2025
Anurag Sharma	You can surely switch your QB files to QB ent 2024. Intuit has not launched his QB ent 2025 software yet.
Lazarus	ok
Anurag Sharma	I would like to inform you that you would just need to have the file backup with you of your online QB files. Then we will h
	Is there anything else I may help you with ?
Lazarus	I will try to back on QBO which does not look easy to do
Anurag Sharma	I can understand that, I would suggest you to contact Intuit support. They would help you with the file backup.
	If incase they don't help you, then you can let us know. We will arrange a callback for you. And will try to do whatever pos
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

# Chat Trans

Hello, I am your A

## Visitor Details

**#78720 George Fowler**  
**Email:** gpmfowler@gmail.com ☎ 8478991763  
**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:** 39 Secs  
**City:** WILMINGTON  
**State:** Delaware  
**Country:** UNITED STATES

## Chat Transcript

George Fowler	Hello, I am your Acebuddy
Acebuddy	Hello George Fowler, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
George Fowler	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
George Fowler	I'd like to report an Issue
Acebuddy	Please select an option!
George Fowler	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
George Fowler	screen frozen
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>



Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
George Fowler	George, candlelite
	GeorgeF
Yash Kalra	Kindly allow me two minutes to check the same.
George Fowler	ok. my screen is frozen and i can't fix it. can you help?
Yash Kalra	I will be surely assisting you with this.
	Please stay connected while we are implementing some changes from the backend. (Edited)
George Fowler	ok
Yash Kalra	May I take the remote access of your local computer?
George Fowler	yes
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
George Fowler	ok that is done
	go ahead and take over
Yash Kalra	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/7552094059">https://assist.acecloudhosting.com/join/7552094059</a>
	Is there anything else I may help you with ?
George Fowler	that is all, thanks
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on
	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your response.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Yash Kalra has ended this chat session</i>

Visitor Details

**#78332 Brenda Rosales**  
**Email:** brenda.rosales@eneos.com.ph ☎ 636325071840  
**Department:** Support(QB & App Hosting)  
**Operator:** Gaurav kumar  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 1 Min 19 Secs  
**City:** SAMPALOC EAST  
**State:** National Capital Region  
**Country:** PHILIPPINES

Chat Transcript

Brenda Rosales	Hello, I am your Acebuddy
Acebuddy	Hello Brenda Rosales, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brenda Rosales	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>
Brenda Rosales	sorry can you forward me to qb support
	i think i press the wrong button
	sorry
	<i>Abhijeet Arun Thakur is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Gaurav Kumar accepted the chat transfer request.</i>
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.
Brenda Rosales	hi Gaurav
Gaurav Kumar	Hello Brenda
Brenda Rosales	my ticket number is 698269
	but billing have not come back to me, as of this time
	i have a tight deadline with intuit

Gaurav Kumar	I will surely help you with this issue.
	Kindly allow me 2-3 minutes to check the same.
Brenda Rosales	they only give me until june 18 to access qb
	sure, thank u
Gaurav Kumar	Thank you, Brenda, for waiting
	I am transferring you to the billing department they will assist you further with the query.
Brenda Rosales	thank u
Gaurav Kumar is transferring the chat to Billing.	
Gaurav Kumar has ended this chat session	

Chat Trans

Hello, I am your A

Visitor Details

#77821 Brenda Rosales

Email: brenda.rosales@eneos.com.ph ☎ 636325071840

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 33 Secs

City: AYALA-PASEO DE ROXAS

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

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

Brenda Rosales	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Rosales	I'd like to report an Issue
Acebuddy	Please select an option!
Brenda Rosales	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brenda Rosales	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh email.
	Do you need any further assistance on the topic?
Brenda Rosales	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Brenda Rosales	Dear Yash
	good morning
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you today.
	Hi Brenda. How are you doing today?
Brenda Rosales	im good.
	thank u for asking
Yash Ahi	Good morning Brenda.
Brenda Rosales	how about you.
Yash Ahi	I am also doing good Brenda. Thank you for asking.
	I will surely help you with the update.
	Could you please help me with your server name or business name?
Brenda Rosales	i don't know the server name
	where can i find it?
Yash Ahi	Business name or username?
Brenda Rosales	this is the computer name

	JXNOEPC.myrealdata.net
Yash Ahi	Yes.
Brenda Rosales	i need some help regarding QB upgrade
	i already share the signed ACH form to Shubham Kataria and Rajan Sharma, but they have not come back to me if the QB
Yash Ahi	I will surely help you with that.
Brenda Rosales	they said that the ACH form is for QB charges
	i was just worried that Intuit email me, and said that I will not be able to login after June 19
	because my QB already expires
Yash Ahi	Alright just allow me 2 minutes, let me check that.
Brenda Rosales	thank u
Yash Ahi	You're welcome Brenda.
	Thank you for your patience.
	So, it seems like, your request is already in process. The ticket is with the concerned department.
Brenda Rosales	wow
	thank u
Yash Ahi	They will inform you once it is done.
Brenda Rosales	hope before June 19?
	please
Yash Ahi	We will make sure this is done as soon as possible.
Brenda Rosales	thank u so much
Yash Ahi	Yes most probably, that will be done before June 19.
	You're welcome.
	Is there anything else I may help you with ?
Brenda Rosales	none at the moment
	thank u again
Yash Ahi	You're welcome (Edited)
	I would greatly appreciate if you could share the feedback after this chat
Brenda Rosales	sure thing
Yash Ahi	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along v

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

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

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

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77712 Sally Warren

Email: swarren@sedpweb.org

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 59 Secs

City: CORUNNA

State: Michigan

Country: UNITED STATES

Chat Transcript

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

	Please select your request type.
Sally Warren	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.  Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Sally Warren	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Sally Warren	705006 ID#
Anjainay Singh	Thankyou for confirming your request and providing me the ticket ID .
	Please be on hold for two minutes only so that I may look into the ticket.
	As I have found that you are not able to use word with QB, am I right?
	Are we still connected here?
Sally Warren	yes
Anjainay Singh	Thankyou for your confirmation.
	Could you please confirm this once again?
Sally Warren	yes
Anjainay Singh	Thankyou for your confirmation.
Sally Warren	I was told via email that Word was working but it is not at this time. I really need to get it fixed as I use Word for letters ou
Anjainay Singh	I totally understand your situation and in order to better assist you may I take remote access of your server.
	I need to capture the issue so that this may be resolve within limited time.
Sally Warren	yes
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Sally Warren	Ok
Anjainay Singh	Could you please also confirm your username on server?
Sally Warren	Chamber2 I believe
Anjainay Singh	Thankyou for your cooperation.
	I am sending you the remote access , please permit my access.
Sally Warren	where
Anjainay Singh	

	Thankyou.
	Could you please guide us to the issue when its happening?
Sally Warren	Can you see the message on myu screen
Anjainay Singh	Yes I am seeing the error , please allow me two minutes so that I can see the backend settings at my end.
Sally Warren	ok
Anjainay Singh	Thankyou for your patience , Sally.
Sally Warren	no problem
Anjainay Singh	We have made some backend settings and in order to update it please logout and login back into server.
Sally Warren	ok
Anjainay Singh	Please let me know once you are into server.
Sally Warren	I am back in.
Anjainay Singh	Thankyou for your confirmation.
Sally Warren	ok
Anjainay Singh	Please be patient with us , as I am working on it with our escalation team. (Edited)
Sally Warren	I really do not know why this is an issue, I used Word with QB last month with my letters.
Anjainay Singh	I truly understand your situation and we respect your time.
	"Could you please confirm the last time you were able to access Word?"
Sally Warren	For sure around May 5th or 7th
Anjainay Singh	Could you please logout from server for 4-5 minutes so that we can check the backend settings and fix this issue perman
	I appreciate your response.
Sally Warren	yes I am logged out
Anjainay Singh	Thankyou.
Sally Warren	I have to step away from my computer for 5 minutes. I will be back.
Anjainay Singh	Sure , I have applied the backend policy , please try to login back and try to launch Word once again.
Sally Warren	I am back
Anjainay Singh	Please login back into server so that I can take remote access.
Sally Warren	I can not get into QB
Anjainay Singh	Are you able to login into the server?
Sally Warren	no see attached picture
Anjainay Singh	May I take the remote access of your local computer?
Sally Warren	I finally got in
	7:17:35 PMSally Warren is sharing a file with you



	<a href="#">1_image.png</a> - ( Size:256.52 KB )
Anjainay Singh	That's Great
Sally Warren	Word is still not working
Anjainay Singh	Please stay connected with us as we are working on resolution and once we make any change we will ask you to login into
Sally Warren	What about uninstalling from my desktop and reinstalling?
	How do I log into word?
Anjainay Singh	Its last step to proceed with fixing the issue , however we are checking for the permissions on certain folders which mayb
Sally Warren	ok
	Am I still waiting to do something?
Anjainay Singh	Please allow us 5-10 minutes , as I along with my escalation team member are checking the initial settings and in order to
Sally Warren	ok
Anjainay Singh	Please login.
	and share your screen. (Edited)
Sally Warren	I am in
Anjainay Singh	We have cooperatively fixed the issue.
Sally Warren	Let me log into my file and see if it works inside of QB
Anjainay Singh	Sure , I am still here until this issue is not getting resolved.
Sally Warren	It seems to be working now. THANK YOU!!!!
Anjainay Singh	I really appreciate your patience.
	Is there anything else I may help you with ?
Sally Warren	I do not think I have any other issues at this time.
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
Sally Warren	certainly
Anjainay Singh	That's really great to hear from your end.
	I will also share the ticket id with you over the mail once this chat is disconnected.
	You may disconnect this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Sally Warren	Thank you.

*Anjainay Singh has ended this chat session*

# Chat Trans

unable to log

## Visitor Details

**#78584 wake**

**Email:** loriw@taxproak.com 📞 9076772977

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

**Operator:** Abhay Kumar Saraswat

**Website:** https://www.acecloudhosting.com/?utm\_source=google&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Brande&utm\_term=ace%20cloud%20hosting&utm\_adgroup=Primary,ljgMVmxCtBh2uDxcLEAAYASAAEgLTfvD\_BwE

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** EAGLE RIVER

**State:** Alaska

**Country:** UNITED STATES

## Chat Transcript

wake	unable to log in
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assisting you further.
	Dev Dubey is transferring the chat to Support(QB & App Hosting).
	Abhay Kumar Saraswat accepted the chat transfer request.
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	Kindly help me with your server name and user name?
wake	tpalaskallc.myrealdata.net
Abhay Kumar Saraswat	Thank you for the information and allow 2 minutes to check the same.
	Can i get your name please?
wake	Lori
Abhay Kumar Saraswat	From Tax Professionals of Alaska LLC, right?
wake	yes

Abhay Kumar Saraswat	Thanks for the confirmation !
	Could you please confirm me Lori, where were you trying to log in?
wake	rdg.myrealdata.net
Abhay Kumar Saraswat	Okay.
	And what error were you getting there?
wake	the logon attempt failed
Abhay Kumar Saraswat	Okay.
	I just checked and found that your account were locked.
wake	can you unlock it
Abhay Kumar Saraswat	Yes.
	I've unlocked it.
	Could you please try to login again and confirm me?
wake	Trying
Abhay Kumar Saraswat	Sure, take your time.
wake	I got out and went back in, put in my new password and still says the logon attempt failed
Abhay Kumar Saraswat	Okay.
	Thank you for the information and allow 2 minutes to check the same.
	I apologize for any delay. Thank you for your patience.
	May I take the remote access of your local computer?
wake	yes
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/9012884950">https://assist.acecloudhosting.com/join/9012884950</a>
	Kindly paste this link in the browser of local computer and join the session.
wake	done
Abhay Kumar Saraswat	I can't see you on remote.
	Could you please download the setup file for remote session?
wake	it is still downloading
Abhay Kumar Saraswat	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti chat.
	Hello Lori

	As we checked, you are successfully logged in into the server.
	Is there anything else I may help you with ?
wake	Not at the moment. Thank you
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	<p>You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey link to provide your feedback.</p> <p>I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback.</p> <p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Abhay Kumar Saraswat has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#77906 Kim Henderson**

**Email:** officebbhomes@gmail.com 📞 208-870-6045

**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 24 Secs

**City:** CORINNE

**State:** Utah

**Country:** UNITED STATES

Chat Transcript

Kim Henderson

Hello, I am your Acebuddy

	Acebuddy	Hello Kim Henderson, I'm your Ace Buddy. I'll be happ
		Whom Would You Like to Connect With?
	Kim Henderson	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
		Please chose an option :
	Kim Henderson	I'd like to report an Issue
	Acebuddy	Please select an option!
	Kim Henderson	Other Issue
	Acebuddy	Please specify the issue you are facing before I conne
	Kim Henderson	I have a ticket, 707444 to install ace cloud hosting on are together right now, but she has to leave soon and but was hoping to do this before she left me
	Acebuddy	Please wait while we connect you to a Support Repres
		<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
		I will surely help you with this issue.
		Kindly allow me two minutes to check the same.
		Thank you for your patience.
		Please allow me few more minutes i am opening the r
	Kim Henderson	thank you
		<i>8:53:31 PMAshutosh Mishra is sharing a file with you <a href="#">StephanieF.q14@myrealdata.net.rdp.zip</a> - ( Size:827 B</i>
		<i>Please download and unzip folder to find the</i>
		question. I am chatting with you on my laptop, Kim, I laptop to unzip this folder? if so, can you send it to he
	Ashutosh Mishra	Sure i can send the application to her on the mail too also, only the credentials like password of Stephanie r
	Kim Henderson	ok, i'll trust the process and unzip this from your chat
	Ashutosh Mishra	Sure, give it a try and i will also send over the email to
	Kim Henderson	i tried link in this chat as well as the one on my email connectin, please ask admionstrator
	Ashutosh Mishra	I see, let's check what is happening on your local com
		May I take the remote access of your local computer?

Kim Henderson	again, i am on my laptop not her new one in this chat
Ashutosh Mishra	Yes, once we verify that issue is not with application s too.
	Prior providing the access, I would suggest you to clos
Kim Henderson	done
Ashutosh Mishra	Kindly paste this link in the browser of local computer
	<a href="https://assist.acecloudhosting.com/join/1642817501">https://assist.acecloudhosting.com/join/1642817501</a>
	As per discussion over the remote session, The issue i Stephanie and now the server is accessible.
	You may end this chat now. Once you end this chat, yo conversation, along with a ticket number and survey f
	I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your f Thanks!
	Note: You may change/reset your server password on (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://v

*Ashutosh Mishra has ended this chat session*

# Chat Trans

Hello, I am your A

## Visitor Details -----

**#77700 shari**  
**Email:** shari@jkservicesinc.com 📞 18054079440  
**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 25 Secs

**City:** MERIDIAN  
**State:** Idaho  
**Country:** UNITED STATES

Chat Transcript -----

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I conne
shari	Is there an Enterprise 24 Accountant that can be insta
Acebuddy	Please wait while we connect you to a Support Repres
	<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
	Hello Shari
shari	I'm back lol
	sorry
Shashwat Verma	No problem
shari	It looks like the Beacon file was in 24
	so I need Enterprise Accountant 24
Shashwat Verma	But currently you don't have the license for that, corre
shari	yes I do
	I have the enterprise bundle
Shashwat Verma	Then,I will surely help you with this issue.
	Let me share the details then
	But unfortunately, once again we have to loop the me





# Chat Trans

Hello, I am your A

## Visitor Details

**#78079 shari**  
**Email:** shari@jkservicesinc.com ☎ 18054079440  
**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:** 17 Secs  
**City:** MERIDIAN  
**State:** Idaho  
**Country:** UNITED STATES

## Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I conne
shari	need assistance with new server logons
Acebuddy	Please wait while we connect you to a Support Repres
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Dharmendra Kumar declined the transfer request.</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>

	Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name today.
	shari	Hi the links I received by email do not work when I try information
	Shubham Kataria	Hello Shari, I will be surely assisting you with this. Kindly help me
	shari	blueisle-drake
	Shubham Kataria	Please allow me a minute to check the same.
		Thank you for your patience.
		May I take the remote access of your local computer?
	shari	yes
	Shubham Kataria	Prior providing the access, I would suggest you to close
		<a href="https://assist.acecloudhosting.com/join/6142171704">https://assist.acecloudhosting.com/join/6142171704</a>
		Kindly paste this link in the browser of local computer
		We are connected on the remote session and will proceed the time, I am putting the chat on hold, please do not give your confirmation on this chat.
		As per our remote conversation stephanie and Jim are the users you will reconnect with us.
		Is there anything else I may help you with ?
	shari	not now will login after 8PST
	Shubham Kataria	Sure
		Thank you for choosing ACE cloud Hosting, you have a
		You may end this chat now. Once you end this chat, your conversation, along with a ticket number and survey link
		I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your feedback
		Thanks!

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

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

*Shubham Kataria has ended this chat session*

# Chat Trans

Hello, I am your A

## Visitor Details

**#78205 krisika**  
**Email:** krisika@hkidata.com 📞 7383092838  
**Department:** Support(QB & App Hosting)  
**Operator:** Ashutosh Mishra  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Android  
**Browser:** Google Chrome  
**Device:** Mobile  
**Average Response Time:** 20 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 a Support Representative.
krisika	Hi
Acebuddy	Please wait while we connect you to a Support Representative.
	<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 Mishra.

krisika	Quickbook very slow
	But working now
	Thank you
Ashutosh Mishra	I understand the QuickBooks is working fine now.
	May I know if the issue came up during certain task or
	Are we still connected here?
krisika	No
Ashutosh Mishra	Is there anything else I may help you with ?
krisika	No
	Thank you
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have a
	You may end this chat now. Once you end this chat, yo conversation, along with a ticket number and survey f
	I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your f Thanks!
	Note: You may change/reset your server password on (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://v

*Ashutosh Mishra has ended this chat session*

# Chat Trans

Hello, I am your A

## Visitor Details

**#78421 Rafael Hernandez**  
**Email:** rhernan@ethiccorp.com 📞 2676263650  
**Department:** Support(QB & App Hosting)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php

**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 1 Min 6 Secs  
**City:** PHILADELPHIA  
**State:** Pennsylvania  
**Country:** UNITED STATES

Chat Transcript -----

Rafael Hernandez	Hello, I am your Acebuddy
Acebuddy	Hello Rafael Hernandez, I'm your Ace Buddy. I'll be ha
	Whom Would You Like to Connect With?
Rafael Hernandez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rafael Hernandez	I'd like to report an Issue
Acebuddy	Please select an option!
Rafael Hernandez	Other Issue
Acebuddy	Please specify the issue you are facing before I conne
Rafael Hernandez	remote desktop blacking out my 2nd monitor and will monitors either
Acebuddy	Please wait while we connect you to a Support Repres
	<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
	I will surely help you with this issue.
Rafael Hernandez	hello
Manish Singh	May I take the remote access of your local computer?
Rafael Hernandez	sure
Manish Singh	<a href="https://assist.acecloudhosting.com/join/1352094419">https://assist.acecloudhosting.com/join/1352094419</a>
	Prior providing the access, I would suggest you to clos
	Kindly paste this link in the browser of local computer
Rafael Hernandez	i think its conected
Manish Singh	We are connected on the remote session and will proc

	the time, I am putting the chat on hold, please do not give your confirmation on this chat.
Rafael Hernandez	ok
Manish Singh	Is there anything else I may help you with ?
Rafael Hernandez	that is all
	thanks
Manish Singh	I would greatly appreciate if you could spare a minute smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a
	You may end this chat now. Once you end this chat, yo conversation, along with a ticket number and survey f
	I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your f Thanks!
	Note: You may change/reset your server password on (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://v

*Manish Singh has ended this chat session*

# Chat Trans

Hello, I am your A

## Visitor Details

**#78726 Ben Marchiafava**  
**Email:** accounting@coxcactusfarm.com 📞 14803004770  
**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:** PHOENIX  
**State:** Arizona

Country: UNITED STATES

Chat Transcript

Ben Marchiafava	Hello, I am your Acebuddy
Acebuddy	Hello Ben Marchiafava, I'm your Ace Buddy. I'll be hap
	Whom Would You Like to Connect With?
Ben Marchiafava	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ben Marchiafava	I'd like to raise a Request
Acebuddy	Please select your request type.
Ben Marchiafava	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.cor technicians will connect with you for further assistanc
	If you are facing any issue/problem with your server, I
	As we haven't got any response from your end, We ar Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Trans

Hello, I am your A

Visitor Details

#78499 team  
Email: team@infiniteaccountants.com ☎ 2125440001  
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:** 30 Secs  
**City:** ZAPOTE  
**State:** Laguna  
**Country:** PHILIPPINES

Chat Transcript -----

team	Hello, I am your Acebuddy
Acebuddy	Hello Allen Cruz, I'm your Ace Buddy. I'll be happy to a
	Whom Would You Like to Connect With?
team	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
team	I'd like to report an Issue
Acebuddy	Please select an option!
team	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
team	Other QB related issue
Acebuddy	Please specify the issue you are facing before I conne
team	Hello can we still see the password from the link you p
Acebuddy	Please wait while we connect you to a Support Repres
	<i>Acebuddy (bot) forwarded the chat request</i>
team	User Name: myrealdata\AllenC.NPRE
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name
team	Server Name: QBNXTPRE.myrealdata.net
Ashutosh Mishra	Hello Allen, I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
team	Password Link : <a href="https://otp.acecloudhosting.com/view/eae2db24f59067597a34d2a9">https://otp.acecloudhosting.com/view/eae2db24f59067597a34d2a9</a>
	Okay thanks
Ashutosh Mishra	Allen please let me know the ticket number that will b



	team	Okay wait
	Ashutosh Mishra	Sure, please take your time
	team	Hello I caanot see any ticker number
		Ticket ID: Issue: User Addition Thank you for ordering details and instructions to connect with your server be attached herewith a connector (Usernames.RDP file) f may download the same on your desktop and connec user credentials provided. For Macintosh Operating Sy connect to the server. Some old version of macOS doe attached setup guide to access on the server using M NOT OPEN IN BROWSER) RD Gateway Server: RDG.my shortcut) NOTE: The password you received via link ca password for future reference or you can change it im Password Link : <a href="https://otp.acecloudhosting.com/view/eae2db24f59067597a34d2a9">https://otp.acecloudhosting.com/view/eae2db24f59067597a34d2a9</a> User Name: myrealdata\IASAdmin.NPRI <a href="https://otp.acecloudhosting.com/view/0cf974faf3f1be6a1976423">https://otp.acecloudhosting.com/view/0cf974faf3f1be6a1976423</a> Kindly enroll here to change the password attached guide for detailed instructions. To access the Smartphones: Please download the 'Microsoft Remote For your reference, please find the URLs below. Play S <a href="https://play.google.com/store/apps/details?id=com.microsoft.rdc.android">id=com.microsoft.rdc.android</a> iTunes Store: <a href="https://itunes.apple.com/us/app/microsoft-remote-desktop-gateway/id1295203466?mt=12">https://itu10/id1295203466?mt=12</a> For Printing: You need to ins local/regular computer. Below is the link to the softwa refer to the attached document. <a href="https://www.uniprint.com">https://www.uniprint.</a> the Universal printer driver on the server for printing. server, and you will be able to print documents from t problem or have any query, please let us know immedi support to set up your accounts. We are 24x7 availab Anjainay Singh - ACE Support Team
	Ashutosh Mishra	Sure, May i know when did you get this link?
	team	714001 - can you try this ?
		on email
	Ashutosh Mishra	Thanks for the confirmation !
	team	It seems the password link has expired.
		Yes , may we know the password even if expired ?
		I can reset the password however i would require an a
		I will send you an email after this chat requesting for : password link. Would that work for you?
		Okay
	team	will work
		The password may not have expired however the link simply reset and send you a new password.

	Is there anything else I may help you with ?
team	Okay .
	None so far
Ashutosh Mishra	Thanks for the confirmation !
team	will wait the email
	what email will you send ?
	the email provided on this chat right?
Ashutosh Mishra	Yes, I will send to registered email <b>allen@infiniteacc</b>
team	Okay will wait
	thanks
Ashutosh Mishra	Thank you for choosing ACE cloud Hosting, you have i
	I would greatly appreciate if you could spare a minute chat.
	You may end this chat now. Once you end this chat, y conversation, along with a ticket number and survey f
	I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your f Thanks!
	Note: You may change/reset your server password on ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://v">https://v</a>

*Ashutosh Mishra has ended this chat session*

# Chat Trans

Hello, I am your A

## Visitor Details

#78728 jgao  
Email: jgao@npftax.com ☎ 16263228826

**Department:** Support(QB & App Hosting)  
**Operator:** Shashwat Verma  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 31 Secs  
**City:** IRVINE  
**State:** California  
**Country:** UNITED STATES

Chat Transcript -----

jgao	Hello, I am your Acebuddy
Acebuddy	Hello Jeremy Gao, I'm your Ace Buddy. I'll be happy to
	Whom Would You Like to Connect With?
jgao	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jgao	I'd like to raise a Request
Acebuddy	Please select your request type.
jgao	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.cor technicians will connect with you for further assistanc
	If you are facing any issue/problem with your server, I
jgao	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
jgao	Other Issue
Acebuddy	Please specify the issue you are facing before I conne
jgao	Restore deleted data
Acebuddy	Please wait while we connect you to a Support Repres
	<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
	Hello Jeremy
jgao	Hi, do you know whether ACE backs up the data on th

	Shashwat Verma	Yes we do.
		I will surely help you with this issue.
	jgao	How far will it back up to ?
		We might need to retrieve some data that got accider
	Shashwat Verma	Yes, we have the data of last 45 days of your server.
		Okay
		Kindly confirm us the location of that file/folder and th
	jgao	Oh, great. Here is our server NPFTax.myrealddata.net
		We need to retrieve the data at D:\CLIENT DATA\DPG\
	Shashwat Verma	Okay, we have noted your request, kindly email us th to security reason.
		Once we get the email, will proceed with the restorati
		Is that work for you?
	jgao	Sure, I will send the email now.
	Shashwat Verma	Thanks
		Is there anything else I may help you with ?
	jgao	One second. Let me send the email
	Shashwat Verma	Sure, please take your time
		Perfect, we got the email, will update you on email, or
	jgao	Just finished the email.
		Sounds good. Please update me asap. Need to check
	Shashwat Verma	Jeremy, to get the file restore, we have to coordinate least, Hope you understand. (Edited)
	jgao	That's fine. I will check tomorrow
	Shashwat Verma	Perfect
		Is there anything else I may help you with ?
	jgao	Thank you for your help!
	Shashwat Verma	It would be great if you could share your feedback aft
	jgao	That's all I need.
	Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a
		<i>Shashwat Verma has ended this chat session</i>

# Chat Trans

Hello, I am your A

## Visitor Details

**#77838 shari**  
**Email:** shari@jkservicesinc.com 📞 18054079440  
**Department:** Support(QB & App Hosting)  
**Operator:** Harsh Bhardwaj  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Mac OS  
**Browser:** Mozilla Firefox  
**Device:** Desktop  
**Average Response Time:** 1 Min 1 Sec  
**City:** MERIDIAN  
**State:** Idaho  
**Country:** UNITED STATES

## Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I conne
shari	users joel.b and aadmin have access to view/open fol
Acebuddy	Please wait while we connect you to a Support Repres
Acebuddy (bot) forwarded the chat request	

		<i>Manish Singh accepted the chat transfer request.</i>
	Manish Singh	Thank you for contacting Ace Cloud Hosting. My name
	shari	Is Sashwat working today
	Manish Singh	No, Mam how may I assist you today?
	shari	please see ticket 706387
		from yesterday
		this has been an ongoing issue and I am on day 4 of p
	Manish Singh	I apologize for the trouble you’ve experienced. I want
		steps to resolve this issue.
		Shari, Malkeet has emailed you regarding the matter.
		Regarding the permission access.
	shari	yes that is why I am messaging now
		I don't know why it hasn't been resolved yet. This is n
		been able to access the system for 2 business days b
	Manish Singh	I apologize for any delay.
		Kindly allow me two minutes to check the same.
	shari	ok
	Manish Singh	Let me transfer the chat to the agent who is working c
		Please wait
		<i>Manish Singh is transferring the chat to Harsh Bhardw</i>
		<i>Harsh Bhardwaj accepted the chat transfer request.</i>
	shari	hi
	Harsh Bhardwaj	Thank you for contacting Ace Cloud Hosting. My name
		Hi Shari
		I will be assisting you today with all the ongoing issue
	shari	ok
	Harsh Bhardwaj	and make sure that we will resolve it permanently
		Please allow me 2-3 minutes while I check the ticket
	shari	ok
		Please ensure we are only affecting 2 users joel.b and
	Harsh Bhardwaj	Sure
		Let me make the permission changes only for the 2 u
		The reason they can access the folders is because the

		the QuickBooks issue
		Let me make the corrections
		Please allow me 4-5 minutes
	shari	ok
	Harsh Bhardwaj	Thank you for your patience
		The changes are almost done
		The changes have been made
	shari	ok log off and back on?
	Harsh Bhardwaj	Please ask Joel and Aadmin to log off from the server
	shari	I am logged in as joel and can still see the full folder li
		they should only see the Beacon folder
	Harsh Bhardwaj	Okay let me take the remote access
		They cannot open the Client Data folder
	shari	but they shouldn't see them
		I have access on the other blue isle server and I litera
	Harsh Bhardwaj	Okay I see what you meant
		Let me make one more change regarding this
		Thank you for your patience.
		Please log off and try checking
		Is it working as expected?
	shari	yes as joel
		I am testing the others now
	Harsh Bhardwaj	Okay great!
		Please take your time
		How are things looking so far?
	shari	ok seems to be good for joel, aadmin and myself... on
		how can I fix that
	Harsh Bhardwaj	Let me check that
	shari	I am waiting on my other users to get in for the day
	Harsh Bhardwaj	Alright
		Let me make the backend changes for the recycle bin

		Thank you for your patience.
		I have made changes from the backend to resolve the
	shari	ok thank you fingers crossed no more issues
		have a great day
	Harsh Bhardwaj	Yes Shari 😊
		You too have a good one!
		Thank you for choosing ACE cloud Hosting, you have a
		You may end this chat now. Once you end this chat, yo conversation, along with a ticket number and survey f
		I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your f Thanks!
		Note: You may change/reset your server password on (https://selfcare.acecloudhosting.com).
		For self-help, check out our Knowledge Base (https://w

Harsh Bhardwaj has ended this chat session

# Chat Trans

Hello, I am your A

## Visitor Details

**#78759 Jenifer camp**  
**Email:** jc@acpnational.com  
**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:** 25 Secs  
**City:** MIAMI  
**State:** Florida



Country: UNITED STATES

Chat Transcript -----

Jenifer campa	Hello, I am your Acebuddy
Acebuddy	Hello Jenifer Campa, I'm your Ace Buddy. I'll be happy
	Whom Would You Like to Connect With?
Jenifer campa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jenifer campa	I'd like to report an Issue
Acebuddy	Please select an option!
Jenifer campa	Other Issue
Acebuddy	Please specify the issue you are facing before I conne
Jenifer campa	locked out
Acebuddy	Please wait while we connect you to a Support Repres
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer requ</i>
	<i>Sujeet Kumar Suman is transferring the chat to Abhay</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer rec</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name today.
Jenifer campa	i am locked out
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to yo
	We were on chat before.
	I've unlocked your account already.
	Could you please check and confirm the same?
Jenifer campa	thank you
Abhay Kumar Saraswat	Are you able to logged in on the server now?
	Are we still connected here?

*Abhay Kumar Saraswat has ended this chat session*

# Chat Trans

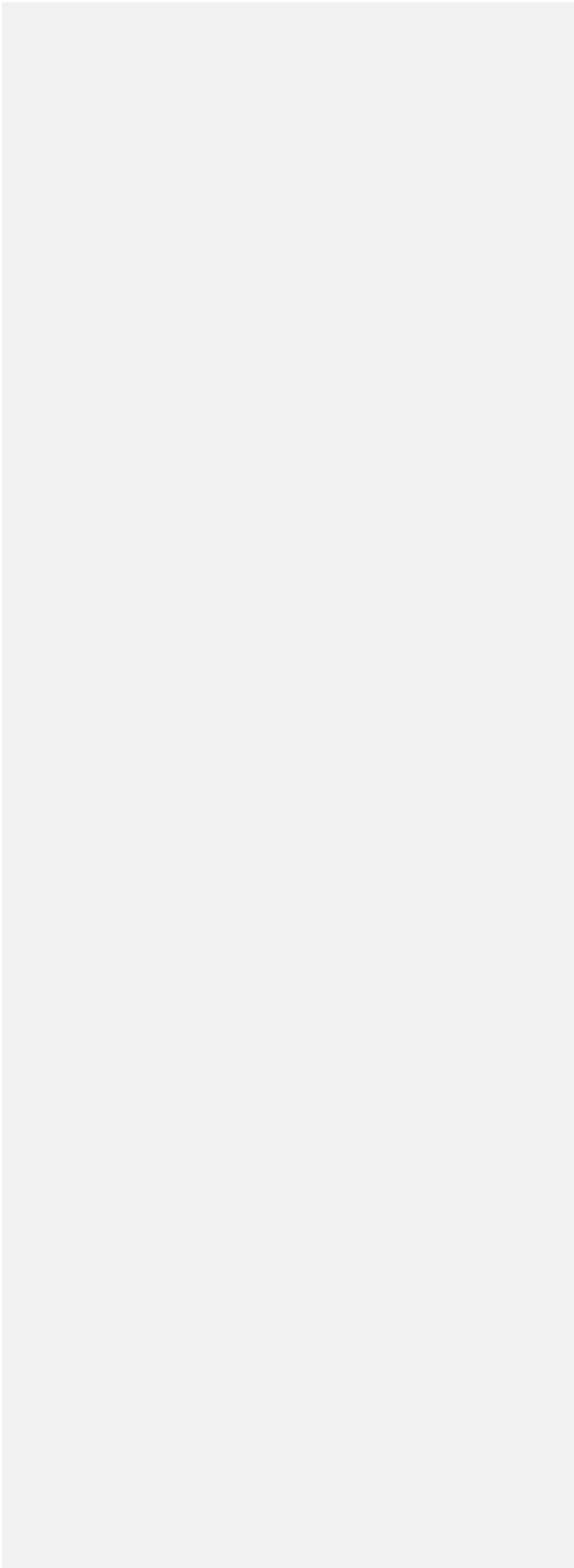
Hello, I am your A

## Visitor Details

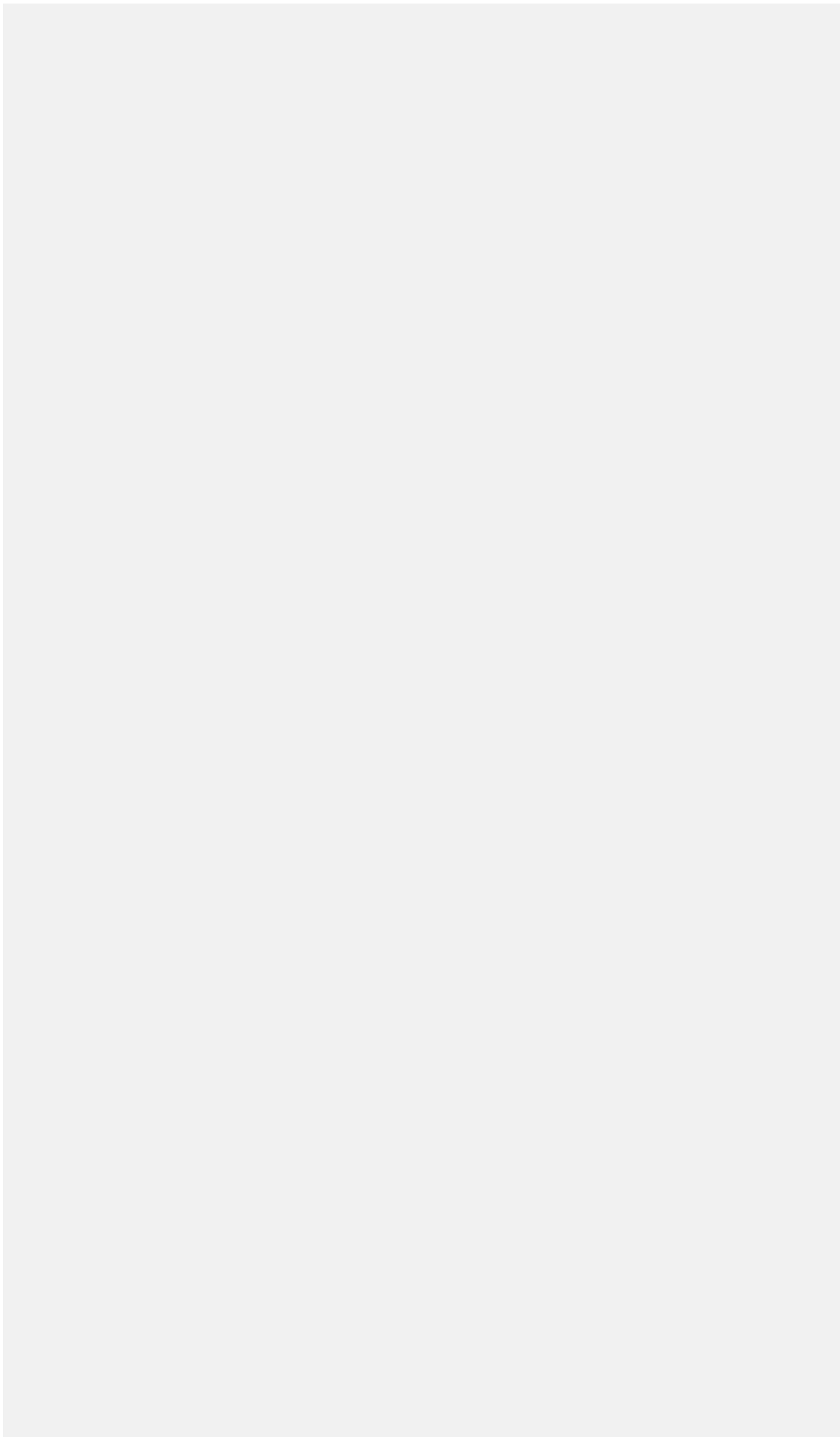
**#78152 carrie morrell**  
**Email:** officemanager@woodlawnandlandscaping.com ☎ 2527275301  
**Department:** Support(QB & App Hosting)  
**Operator:** Shivam Singh  
**Website:** https://www.acecloudhosting.com/support-chat.php  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 32 Secs  
**City:** NEWPORT  
**State:** North Carolina  
**Country:** UNITED STATES

## Chat Transcript

carrie morrell	Hello, I am your Acebuddy
Acebuddy	Hello Officemanager, I'm your Ace Buddy. I'll be h
	Whom Would You Like to Connect With?
carrie morrell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
carrie morrell	I'd like to report an Issue
Acebuddy	Please select an option!
carrie morrell	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
carrie morrell	Other QB related issue
Acebuddy	Please specify the issue you are facing before I co representative!



carrie morrell	printer not working
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh and I will be assisting you today.
carrie morrell	it's me again
	printer not fixed
Shivam Singh	As we applied some backend changes which have been deployed to the server, it may take some time to reflect on the printer.
carrie morrell	everytime you guys tell me to reboot i loose you
Shivam Singh	Allow me 5 minutes to check with my resources and I will get back to you.
carrie morrell	k
Shivam Singh	I really apologize for the same, but your session has ended. We will try to make local changes. (Edited)
carrie morrell	i don't know how to fix that
	you guys host the network
	can you check and see what the last guy did, after i rebooted it
Shivam Singh	I understand, I am working closely with our resources to resolve the issue.
carrie morrell	k
	do we need to redo the vpn
Shivam Singh	I really appreciate your patience; I am working on it.
	Meanwhile, May I take the remote access of your computer?
carrie morrell	yes
Shivam Singh	Prior providing the access, I would suggest you to restart the printer and check if it works or not.
carrie morrell	okay
Shivam Singh	Thanks
	<a href="https://assist.acecloudhosting.com/join/64224966">https://assist.acecloudhosting.com/join/64224966</a>
	Kindly paste this link in the browser of local computer.
	As the issue is resolved.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?



	Are we still connected here?
	As there was no response, we are disconnecting I call us at (1-888-415-5240) if any further assistar
	Thank you for choosing ACE cloud Hosting, you h
	<p>You may end this chat now. Once you end this ch regarding this conversation, along with a ticket n</p> <p>I request you to kindly spare a moment to fill that how I am working. I will appreciate that. or you m quality@acecloudhosting.com. Thanks!</p> <p>Note: You may change/reset your server passwor Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>).</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebas">https://www.acecloudhosting.com/knowledgebas</a></p>

*Shivam Singh has ended this chat session*

