

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #72172 Stephanie Howe

**Email:** stephaniehowe2019@gmail.com ☎ 16098902888

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

**Operator:**

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 1 Min 16 Secs

**City:** MORRISVILLE

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy (bot) forwarded the chat request*

*Sharath Kumar accepted the chat transfer request.*

Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Stephanie Howe	Hi Sharath :)
	We have been struggling all week after having QB Enterprise installed on our server. I've worked with several people at Ace Cloud Hosting to try and resolve the issue. We were able to get back into QB Pro Plus, but we are still unable to open our main QB file in QB Pro Plus.
Sharath Kumar	Hi Stephanie, sorry to hear about the issue
	As I mentioned, we have been working on this issue. Have you sent in a request to support for this, if yes, what is the ticket number that you have received?
Stephanie Howe	We are able to get back into QB Pro, and are planning on installing QBE on our local computer, so we just want to uninstall QB Enterprise.
Sharath Kumar	I am looking into it, one moment please
Stephanie Howe	Thanks
Sharath Kumar	Hello Stephanie, it appears that our team has already figured out the issue and was able to resolve the issue for Dawn and I.
	Can I have Sumeet (who worked on this previously) reach out to you to discuss this matter?
Stephanie Howe	Of course, thank you.
Sharath Kumar	What will be the correct phone number to reach you?
Stephanie Howe	609-647-7357
Sharath Kumar	Alright, I will have Sumeet reach out to you at the earliest.
	Is there anything else that I can assist you with?
Stephanie Howe	Thank you so much!
	Nope that's it....have a great weekend!
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Stephanie Howe has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #72749 Doak Painter

**Email:** doakpaintercpa@outlook.com ☎ 14322108445

**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:** PANAMA CITY BEACH

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #72736 Betty Ramos

**Email:** customercare@executiverefreshments.com **Phone:** 12146960205

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 51 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Betty Ramos	Hello, I am your Acebuddy
Acebuddy	Hello Betty, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Betty Ramos	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Betty Ramos	I'd like to report an Issue
Acebuddy	Please select an option!
Betty Ramos	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Betty Ramos	ticket # 642081
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shubham Yadav accepted the chat transfer request.*

Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
Betty Ramos	can I please talk to Saurabh Surana
Shubham Yadav	Kindly allow me two minutes to check the same.
Betty Ramos	we had a call schduled for yesterday but I got sick  i was hoping i could get the call today if possible now if he is available
Shubham Yadav	Betty Saurabh Surana is not available right now  But we can still reach you out
Betty Ramos	the issues has been with logging in as a temporary profile  but I have more information, it not only happen to me, it happen to our other user our CPA  they also lost information already done  so why is this happening  and how can I tell if I am logged i n corectly or not  I dont see a way to me knowing if I am logged in properly or with a temporary profile.
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
Betty Ramos	I dont want to keep losing hours of work
Shubham Yadav	Betty I understand your concern. Let me check from back end.  Betty, upon checking, there is no temporary profile created at the moment. The case has already been escalated, and one
Betty Ramos	I have a meeting between 10:30- 11:00 am CST, before or after will be best.  I just want to make sure when I log in I am logging in to the right user.  I will wait for the call just NOT between 10:30 am - 11:00 am CST
Shubham Yadav	Sure Betty we will reach you out with in the time frame you have mentioned.  No problem betty. We are looking into this matter on priority.  We will reach you out.
Betty Ramos	thanks
Shubham Yadav	Welcome Betty
	Is there anything else I may help you with ?
Betty Ramos	no thank you
Shubham Yadav	Thank you for choosing ACE cloud Hosting, you have a wonderful day.  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi

Thanks!

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

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

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #72828 Deanna Logoteta

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

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 24 Secs

**City:** RENO

**State:** Nevada

**Country:** UNITED STATES

### Chat Transcript

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

	Please select an option!
Deanna Logoteta	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Deanna Logoteta	There is an update on our Quickbooks that needs to be done and it says I'm not authorized to do that
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Dlogoteta
	I will surely help you with this issue.
Deanna Logoteta	Hello. I know we are on a shared drive so is this something you will have to do this evening?
Shashwat Verma	Let me check
	Kindly allow me two minutes to check the same.
	Are you just facing that update prompt, as the QuickBooks Enterprise 2024 is already updated on shared server.
Deanna Logoteta	When I go to logon to Qbks, it states that there is an update that needs to be done but I'm not authorized, even though I'm
Shashwat Verma	Let me check at your end.
	May I take the remote access of your server?
Deanna Logoteta	I
	I actually have to log off now. I will reach out later when I can send a screenshot
Shashwat Verma	Okay, no problem.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #71985 eduardocantore

**Email:** eduardocantore@hotmail.com ☎ 17877917090

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 1 Min 25 Secs

**City:** ROSARIO

**State:** Santa Fe

**Country:** ARGENTINA

## Chat Transcript

eduardocantore	Hello, I am your Acebuddy
Acebuddy	Hello Eduardocantore, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
eduardocantore	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
eduardocantore	I'd like to report an Issue
Acebuddy	Please select an option!
eduardocantore	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
eduardocantore	According to what was discussed earlier, the user assist-6 should be able to enter the RIMAS folder and subfolders
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.

eduardocantore	Hi, Sarath
Sharath Kumar	Hello Eduardo, is there a ticket number for your concern that you can refer?
eduardocantore	608106
Sharath Kumar	Looking into it, one moment please
	taking some time to go through all the notes
eduardocantore	ok
Sharath Kumar	I just got to the excel sheet you sent regarding user permissions
eduardocantore	The user accesses the RIMAS folder, but cannot access the 2024 and 2025 subfolders
	<i>7:46:39 PMeduardocantore is sharing a file with you</i> <a href="#"><u>WhatsApp Image 2025-02-05 at 10.56.28_d2ea405b.jpg</u></a> - ( Size:693.0 KB )
Sharath Kumar	noted
	<i>7:47:05 PMeduardocantore is sharing a file with you</i> <a href="#"><u>WhatsApp Image 2025-02-05 at 10.56.13_6acc2c56.jpg</u></a> - ( Size:754.7 KB )
	what about other folders such as FUEL and Maintenance
	is it the same case on those folders as well?
eduardocantore	I confirm to you
	The problem is RIMAS folder only
Sharath Kumar	understood
	I am looking into it
	one moment please
eduardocantore	ok
	Please wait five minutes. I will back
Sharath Kumar	sure, take your time
	I have redone the permissions could you try again and let me know if it resolves your concern
eduardocantore	ok, i here,
	Ok, now. thanks
	Yes the user have access
Sharath Kumar	glad to know that
	anything else that I may assist you with?
eduardocantore	No, thanks again
Sharath Kumar	my pleasure
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w

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

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

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

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

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #72177 David Garza

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

**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 11 Secs

**City:** WHITTIER

**State:** California

**Country:** UNITED STATES

### Chat Transcript

David Garza Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

David Garza Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
David Garza	I'd like to report an Issue
Acebuddy	Please select an option!
David Garza	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
David Garza	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolv
	Was that helpful?
David Garza	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>
David Garza	636982
	<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.
David Garza	636982
Manish Singh	Hii David, we have arranged the callback regarding the issue as per your request.
David Garza	nobody has called me
Manish Singh	You will receive the callback soon.
	Regarding the QuickBooks Administrator issue we have restarted the services of application from the backend.
	Is it still causing issues?
David Garza	they couldn't set multiuser mode
	Nobody explained what was the reason behind the login problem with QuickBooks
	I need to explain to the boss why this happened
Manish Singh	It was the services issue but as the chat get disconnected i was unable to explain.
David Garza	THey thought we would have 100% up time with your service
	we have only been on your server for a short amount of time and we already have problems
Manish Singh	Yes, we have but sometimes the QuickBooks services turn to manual instead of Automatic which cause this issue.
	I apologize for the trouble you've experienced.
David Garza	I assume you guys don't specialize in QuickBooks
	I need detailed instructions on how I can backup the companies and keep my own copies of backups
Manish Singh	May I take the remote access of your server?
	I will help you with the backup of the QB company file.

David Garza	I've lost confidence in your service so we need to prepare
Manish Singh	I will definitely be going to help you can I take remote session and help you regarding the QuickBooks company file backu
David Garza	can you send me instructions via email? Surely you have documentation for backing up?
	hello?
Manish Singh	Sure David
	I will share the steps with you over the email
	you can follow those steps to back up your company files.
	Although we take up the back on daily basis, so you don't have to worry, you can connect with us any time and we will pr
David Garza	how do we transfer the files back to me?
Manish Singh	We will provide you with the SOP over the email for the same.
	Would you like the assistance regarding QuickBooks company file backup over the remote session?
	Are we still connected here?
David Garza	yes
	yes I need someone who is familiar with Intuit Data Protect
Manish Singh	Alright, let me arrange a callback accordingly.
	So that you can be better understood regarding the issue.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Manish Singh has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

**#72087 amanda****Email:** amanda@sundackcpa.com  12128589022**Department:** Support(QB & App Hosting)**Operator:****Website:** <https://www.acecloudhosting.com/support-chat.php>**Operating System:** Microsoft Windows**Browser:** Google Chrome**Device:** Desktop**Average Response Time:** 36 Secs**City:** FARMINGDALE**State:** New York**Country:** UNITED STATES**Chat Transcript**

amanda	Hello, I am your Acebuddy
Acebuddy	Hello Amanda, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
amanda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
amanda	I'd like to report an Issue
Acebuddy	Please select an option!
amanda	Password Reset
Acebuddy	Please select an option below
amanda	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?
amanda	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
amanda	Hello again, my coworker, Melissa Pepitone, does not know her password to logon to the SelfCare Portal. Shhe tried chatti
Sharath Kumar	Hi Amanda, since you are one of the authorized contact. I request you to sign into your MyPortal account
amanda	Is that the same as SelfCare Portal?

Sharath Kumar	<p>you will see the accounts for all the users for Sundak</p> <p>let me send you a detailed document about this</p>
	<p><i>9:41:21 PM Sharath Kumar is sharing a file with you</i></p> <p><i>(My Portal) How to Manage ACE Server Users.pdf - ( Size:1.33 MB )</i></p>
	<p>the username for MyPortal will be CID72746</p> <p>click on forget password and you will receive the new password on your email</p>
amanda	ok one second please
Sharath Kumar	sure, take your time
amanda	Where is this sent to?
	<p><i>9:44:51 PM amanda is sharing a file with you</i></p> <p><i>1_image.png - ( Size:298.75 KB )</i></p>
Sharath Kumar	it should be in your email
	I see that there are multiple authorized contacts for your account, could be possible that the One time Password was sent
amanda	havent received anything
Sharath Kumar	One moment, Amanda. Let me check for workaround for this
amanda	ok
Sharath Kumar	Hi Amanda, just send an email request to - support@acecloudhosting.com I will provide you with the new password for Melissa shortly
amanda	Ok, so I should send an email to that email address and ask them to provide me with a new password for melissa?
Sharath Kumar	that is correct
amanda	ok thank you
Sharath Kumar	Amanda, Is there anything else I may help you with?
amanda	that is it thank you
Sharath Kumar	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Thanks!
	<p>Note: You may change/reset your server password on your own by registering on our Selfcare Portal (<a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a>)</p> <p>For self-help, check out our Knowledge Base (<a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a>)</p>
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73089 eminer**

**Email:** eminer@kegtechnologies.net ☎ NA

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

**Operator:** Anurag Sharma

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** EAST CHINA

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

eminer Hello, I am your Acebuddy

QB Error 15212 while updating QB

*Yash Kalra is transferring the chat to Anurag Sharma.*

*Anurag Sharma accepted the chat transfer request.*

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

Hello Eminder

eminer Hi again, I am getting a QB Error 15212 while updating QB.

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

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

Are we still connected here?

eminer Where do I find it

Anurag Sharma Please confirm if it is KEGTechnologies.myrealdatal.net ?

eminer ErinM\_KEG

yes

Anurag Sharma	Thanks for the confirmation !
	Eminer, I would like to inform you that I have scheduled the QB update during the night hours when users are less active
	Is there anything else I may help you with ?
eminer	I have an error. will this correct the error? It says there is an issue with saving the files.
Anurag Sharma	Yes, QB requires an update. After updating QB you will not face this error again.
	Is there anything else I may help you with ?
eminer	No that was it. Thanks again!! have a good night.
Anurag Sharma	Thank you so much Eminer
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #72994 Michael Hines

**Email:** mike@dejenetax.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** IRVINE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

*michael hines has ended this chat session*

## Chat Transcript

Need to get connected to the server

### Visitor Details

#### #72893 Wally Child

**Email:** wally.child.cpa@outlook.com ☎ 20285214192

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

**Operator:** Shashwat Verma

**Website:** [https://www.acecloudhosting.com/proseries-tax-hosting/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=Tax\\_Software\\_Hosting&utm\\_term=&utm\\_adgroup=Dynamic\\_Tax&gad\\_source=1&gclid=Cj0yZVYaaospEALw\\_wcB](https://www.acecloudhosting.com/proseries-tax-hosting/?utm_source=google&utm_medium=cpc&utm_campaign=Tax_Software_Hosting&utm_term=&utm_adgroup=Dynamic_Tax&gad_source=1&gclid=Cj0yZVYaaospEALw_wcB)

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 20 Secs

**City:** GARLAND

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Wally Child	Need to get connected to the server
Vatsal	Thank you for contacting ACE. My name is Vatsal. I will be assisting you further.
Wally Child	okay thanks
Vatsal	Hi! How are you today?
Wally Child	Good
Vatsal	Just to confirm, do you currently hold an account with ACE?
Wally Child	Yes
Vatsal	May I have the company name or the CID
Wally Child	The account is under CPPR
Vatsal	Carefree Professional Practice Resources, is it the same? Kindly confirm
Wally Child	yes
Vatsal	Okay
	I am transferring this chat to the support team, they'll be assisting you further.
Wally Child	Okay thanks
<p><i>Vatsal is transferring the chat to Support(QB &amp; App Hosting).</i></p> <p><i>Shashwat Verma accepted the chat transfer request.</i></p>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Wallace
Wally Child	Okay cool thanks
	Hello
	i need help connecting to the server
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
Wally Child	Yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/5982680496">https://assist.acecloudhosting.com/join/5982680496</a>
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting kindly give your confirmation on this chat.

	Are we still connected here?
	Are we still connected here?
Wally Child	I was connected and now it won't let me connect
Shashwat Verma	Okay
Wally Child	It kicked me out of the remote desktop and won't let me connect again
Shashwat Verma	Sure
	<a href="https://assist.acecloudhosting.com/join/2652749898">https://assist.acecloudhosting.com/join/2652749898</a>
	Kindly Click on the link and open the downloaded file.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Shashwat Verma has ended this chat session*

## Chat Transcript

quickbooks froze

### Visitor Details

#### #73323 bedfordfeedandseed

**Email:** bedfordfeedandseed@yahoo.com ☎ 18122794136

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** BLOOMINGTON

**State:** Indiana

**Country:** UNITED STATES

## Chat Transcript

bedfordfeedandseed	quickbooks froze need a reset
Riten	Thank you for contacting ACE. My name is Riten. I will be assisting you further.  Hi Brad, let me transfer you to the support chat to help you with this!
	<i>Riten is transferring the chat to Support(QB &amp; App Hosting).</i>
bedfordfeedandseed	ok
	<i>Ashutosh accepted the chat transfer request.</i>
Ashutosh	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh. I will be assisting you today.
bedfordfeedandseed	my quickboks os froze on one of my computers  is
Ashutosh	Kindly allow me two minutes to check for the same.
bedfordfeedandseed	still here?
Ashutosh	Thank you for your patience. Could you confirm if users JackTr.nent1 and BradF.Nent1 are both experiencing issues with Q
bedfordfeedandseed	jusr bradF  the other one is working at the moment  I attempted a payroll update and it froze
Ashutosh	I will logout the bradF.Nent1 and you can login back, since you are part of shared server all the updates are completed du
bedfordfeedandseed	ok
Ashutosh	I have logged out bradF.Nent1 please login back after few minutes, I will also schedule payroll updates for the night hours
bedfordfeedandseed	i can log back on to the server now but the actual quickbooks wont load
Ashutosh	Please allow me 2 minutes to check.  Thank you for your patience, we are rebooting the server to fix the issue.
bedfordfeedandseed	still working on it?
Ashutosh	Please login back after few minutes as the issue should be resolved by now.  We have initiated the reboot; it may take few minutes to complete the restart after which you can login back.  Please check if the issue is resolved now.
	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.

*Ashutosh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72895 Jared Dixon**

**Email:** jareddeaglerock@gmail.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** COALVILLE

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

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

	Setback
Acebuddy	Please select your request type.
Jared Dixon	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly <i>Ended due to chat idle timeout</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72616 AccountsSavvy**

**Email:** manishsahay@virtualemployee.com

**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:** 34 Secs

**City:** CHANDIGARH

**State:** Chandigarh

**Country:** INDIA

### Chat Transcript

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

Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

AccountsSavvy I'd like to report an Issue

Acebuddy Please select an option!

AccountsSavvy Other Issue

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

AccountsSavvy RDP Connection not working

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.

I will surely help you with this issue.

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

AccountsSavvy My RDP connection not working properly. Hanged too & issue faced while connecting

AccountsSavvyCPA

Yash Ahi Thanks for the confirmation !

Kindly allow me two minutes to check the same.

AccountsSavvy Okay. just for info when I am trying to connect a pop up shown contact your administrator

Yash Ahi No issues. Let me check that.

AccountsSavvy Logon attempt failed to shown as well

Yash Ahi I am making some changes at the backend

May I take the remote access of your local computer?

AccountsSavvy Sure

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

AccountsSavvy ok

Yash Ahi Kindly paste this link in the browser of local computer and join the session.  
<https://assist.acecloudhosting.com/join/1072674427>

AccountsSavvy Loading on initializing remote session

but not working

Is there any specific reason?

Yash Ahi You can try it again.

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till I disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

Is there anything else I may help you with ?

The issue seems to be fixed now.

*AccountsSavvy has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72275 Bill Jacobsen**

**Email:** bill@jacobsentree.com ☎ 605-323-8177

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 9 Secs

**City:** BRANDON

**State:** South Dakota

**Country:** UNITED STATES

### Chat Transcript

Bill Jacobsen Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Bill Jacobsen Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Bill Jacobsen I'd like to raise a Request

Acebuddy	Please select your request type.
Bill Jacobsen	Printer/Scanner Addition
Acebuddy	Please select your desired option :
Bill Jacobsen	Printer Addition
Acebuddy	Kindly install the client version of 'Uniprint' on your local Desktop by following the instructions mentioned.  Once the local client has been installed, Please try printing from the server and select 'Uniprint' option prompted.
	Do you need any further assistance on the topic?
Bill Jacobsen	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
Bill Jacobsen	okay. now logged in on desktop
Anurag Sharma	Okay
	May I take the remote access of your local computer?
Bill Jacobsen	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
Bill Jacobsen	all set
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/5022116869">https://assist.acecloudhosting.com/join/5022116869</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 then disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at +91 9876543210.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72970 Larry Garcia**

**Email:** larry@standardus.com ☎ 6302899500

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 58 Secs

**City:** DES PLAINES

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

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

*Sharath Kumar accepted the chat transfer request.*

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

Larry Garcia You were supposed to call me at 12:00 PM CST today 02/21/2025.

# 72962

Sharath Kumar Thank you for providing me with the ticket number. Let me quickly check on the status and see what's

Larry, the person who was supposed to call you is still in a meeting. I will have him reach out to you at

Larry Garcia Whatever

bye

Sharath Kumar my apologies for the delay. I have passed on the information to Gaurav, who will be calling you shortly. Anything else that I may assist you in the meantime

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

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

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #72778 info

**Email:** info@brkimcpa.com ☎ 9729724930

**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:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

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

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#72603 Jsarajena

Email: jsarajena@nexagy.com

**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:** 24 Secs

**City:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

Jsarajena	Hello, I am your Acebuddy
Acebuddy	Hello Jsarajena, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Jsarajena	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	Please select an option!
Jsarajena	I'd like to report an Issue
	Was just working with Support and now neither of the two sign ins are working. KathyW or JoninaS. Wh
Acebuddy	Looks like you've chosen an invalid option, Please try again.
	Please select an option!
Jsarajena	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Jsarajena	no access
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
Jsarajena	Hello...we were just working together and now the other accountant cannot access either. Did you disc
	Should I have her contact you directly?
Shashwat Verma	No we don't have disconnected any of the user, nevertheless we'll try our best to assist you.

I will surely help you with this issue.

Yes, we need the user remote session for the issue

We can share you the link for remote , you can just forward to her

Jsarajena ok

Shashwat Verma Shall I share you the link for remote?

Jsarajena yes

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

<https://assist.acecloudhosting.com/join/7142465429>

Kindly Click on the link and open the downloaded file.

Kindly share the link with her

Jsarajena I have sent her the link....

Shashwat Verma Okay

Let her join the session.

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till i disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

Kindly ask kathy to join again

<https://assist.acecloudhosting.com/join/4912631197>

Use this link please, looks earlier session was joined by Jonnie by mistake

issue resolved but also want to inform you that your c drive running very low

Jsarajena Ok thank you. Are you working on the Jonina S reset?

Shashwat Verma No he is not connected currently.

Did the POC send the email to us?

Jsarajena Yes

Shashwat Verma Let me check

Jsarajena 12:39 pm EST

Shashwat Verma Yes we got that

Will share the password to him in 10mins (Edited)

Is that work for you?

Jsarajena Yes, thank you

Shashwat Verma Do you want to look on C drive issue, it result in server slowness and login issue? (Edited)

Jsarajena Yes, will notify Guy

Shashwat Verma Okay, will also mentioned the details on email

Is there anything else I may help you with ?

Jsarajena	No we just need new password for access...that will solve it.
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this con-
	form.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am
	feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="#">https://www.acecloudhosting.com/selfcare</a> )
	For self-help, check out our Knowledge Base ( <a href="#">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73059 lsmith.gandf**

**Email:** lsmith.gandf@gmail.com ☎ 209-599-8911

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 8 Secs

**City:** RIPON

**State:** California

**Country:** UNITED STATES

### Chat Transcript

lsmith.gandf

Hello, I am your Acebuddy

Acebuddy	Hello Lsmith.gandf, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ismith.gandf	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ismith.gandf	I'd like to report an Issue
Acebuddy	Please select an option!
Ismith.gandf	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ismith.gandf	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you resolve this issue.
	Was that helpful?
Ismith.gandf	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Ismith.gandf	Hi, we can not log into QB as it is saying we need Administrator Permissions
Sharath Kumar	Hello, Please allow me 2 minutes to sign into the server and check what is happening
Ismith.gandf	Ok, thanks.
Sharath Kumar	Thank you for your patience. I think I have identified the problem
	The service for QuickBooks is currently in a stopped state
	I am trying to start it, but the system won't allow me. Could you please let me know when you have some time?
Ismith.gandf	We don't have anything to save
Sharath Kumar	got it, restarting the server now
	The server is up now and making some appropriate changes so that this issue doesn't occur again
Ismith.gandf	Ok, thanks. Can you also check to see if there is a Quickbooks update to install? I believe there is one available.
Sharath Kumar	Definitely
	I have checked and found that the latest update did not install correctly. Updating the application now.
	The application is now up to date, could you please try launching the application now and let me know if you are still experiencing the issue.
Ismith.gandf	OK
	I am in

Sharath Kumar	Glad to hear that!
	Anything else that I may assist you with?
Ismith.gandf	I did create a ticket before I spoke with you so you could cancel that.
	Thanks
Sharath Kumar	I will do that!
Ismith.gandf	Thanks again
Sharath Kumar	My pleasure
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this con form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="#">https://www.acecloudhosting.com/selfcare</a> )
	For self-help, check out our Knowledge Base ( <a href="#">https://www.acecloudhosting.com/knowledgebase/</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73201 Emanuela Verardi**

**Email:** customerservice@vedafarming.com  495454756834

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

**Operator:** Manish Singh

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** SAN DIEGO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Emanuela Verardi	Hello, I am your Acebuddy
Acebuddy	Hello Emanuela Verardi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Emanuela Verardi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Emanuela Verardi	I'd like to report an Issue
Acebuddy	Please select an option!
Emanuela Verardi	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Emanuela Verardi	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
Emanuela Verardi	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Emanuela Verardi	ok its me again :)
Manish Singh	Yes
	Kindly check now.
Emanuela Verardi	ok
Manish Singh	Is everything working fine?
Emanuela Verardi	mine is logging in
	let me confirm iwth others
Manish Singh	Kindly check with other user too
	Is everything working fine on other users end?
Emanuela Verardi	sorry waiting on two more

Manish Singh	Please take your time.
Emanuela Verardi	ok we are all good
	THANK YOU SOO MUCH
Manish Singh	Is there anything else I may help you with ?
	Are we still connected here?
Emanuela Verardi	all good thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on sm
	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 co form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="#">ht</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72092 Kevinder**

**Email:** k.singh@innercircle.cpa

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 58 Secs

**City:** JANDPUR

**State:** Punjab

**Country:** INDIA

## Chat Transcript

Kevinder	Hello, I am your Acebuddy
Acebuddy	Hello K.singh, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Kevinder	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kevinder	I'd like to report an Issue
Acebuddy	Please select an option!
Kevinder	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Kevinder	RDP login is not working.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Kevinder	sure sir
Sharath Kumar	could you please help me with your server name and user account that you are signed in with
Kevinder	ok sure
	myrealdatalICA_Kevinder
Sharath Kumar	looking into it, one moment
Kevinder	okay
Sharath Kumar	Kevinder, when was the last time that you were able to sign in?
Kevinder	6.30 PM IST
	after this it is not working
Sharath Kumar	is there any error message that you receive?
Kevinder	It is showing blue screen right now
	and sometimes the cursor is getting freezed
Sharath Kumar	I am on the server, checking some settings
Kevinder	okay

Sharath Kumar	Hello Kevinder, I have made some changes to the server for you
	Could you please log off from the erver and ign back in
Kevinder	ok sure
	It is not working showing blue screen agin
Sharath Kumar	could you send a screenshot oof the same
Kevinder	Unable to take a screenshot
Sharath Kumar	I am sending you a link so that I can take remote session  do open this link on your local computer
	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/1672474798">https://assist.acecloudhosting.com/join/1672474798</a>
	Are we still connected here?
Kevinder	yes sir
Sharath Kumar	Please open the link on your local computer so that we can be on a remote session
Kevinder	Zoho assist is not responding
Sharath Kumar	try restarting your computer
Kevinder	yes i did
Sharath Kumar	try a different browser to open the link (Edited)
Kevinder	okay
	again it is not responding
Sharath Kumar	that is strange
	I have sent you a request on the remote server, are you able to accept that?
Kevinder	yes
Sharath Kumar	sending the request again
Kevinder	ok
Sharath Kumar	unable to connect for some reason
	could you please try restarting your computer once again
	and check if the internet speed is ample

*K.singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72314 Nasimul Hassan**

**Email:** cs@columbiataxservice.com **Phone:** 14109299778

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** HEDGESVILLE

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

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

Nasimul Hassan	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Nasimul Hassan	Hi Sarath
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
Nasimul Hassan	ok
Sharath Kumar	Hello Nasimul, How may I assist you today
Nasimul Hassan	Re:[## 636896 ##] Request to update quickbooks  the app still shows the update prompt, and we need to close the app before we can open a new company file otherwise it keeps updating the payroll
<i>8:57:49 PM Nasimul Hassan is sharing a file with you <a href="#">Screenshot 2025-02-11 102725.png</a> - ( Size:36.98 KB )</i>	
Sharath Kumar	understood, let me quickly sign into the server and look why is that happening
Nasimul Hassan	we closed all quickbook instances from our user id  pls update the quickbooks 2024
Sharath Kumar	could you confirm it is 2024 version of QuickBooks that you are using
	Sure, I am on it
Nasimul Hassan	yes, we are using that  also pls remove the 2023 desktop shortcuts from all my users
Sharath Kumar	would you like to get the 2023 version uninstalled from the server?  or shall I just remove the shortcut instead?
Nasimul Hassan	no. leave it for now  just remove the shortcut
Sharath Kumar	got it. The quickbooks update appears to be big  it will take 5 minutes to complete
Nasimul Hassan	ok
Sharath Kumar	That is done  Try opening the application now
Nasimul Hassan	let us check  did you remove the shortcuts? I still see it on my instance
Sharath Kumar	Yes sir, that is also done

refresh your desktop and 2023 version should be gone

Nasimul Hassan thanks. I can see that

and also the update prompt does not appear anymore

Sharath Kumar great to hear that

Nasimul Hassan now we are testing the payroll update issue

pls bear with us

Sharath Kumar sure, I will be here

Nasimul Hassan Thanks. it looks like it is working as expected.

Sharath Kumar good to know it is working, However, I reopened QuickBooks and found there are still updates that are

Nasimul Hassan do you want us to close QB again? we can do it

Sharath Kumar some of the updates have been downloaded but require a server restart in order to install

my suggestion would be to get this done later today or afterhours so that your work is not interrupted

Nasimul Hassan lets do it now.

we are okay with it

Sharath Kumar Alright, I can do that

I see you have disconnected but Rita is still on the server

Nasimul Hassan you can disconnect her.

no problem

Sharath Kumar ok. restarting the server

Done, the application is now up to date

Is there anything else I may help you with ?

Nasimul Hassan no. thanks

Sharath Kumar My pleasure

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

I request you to kindly spare a moment to fill that out for me so that my managers can know how I am providing feedback at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com). Thanks!

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

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

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

*Nasimul Hassan has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72625 s.corbin23**

**Email:** s.corbin23@gmail.com ☎ 2514592867

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** YOUNGSTOWN

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

s.corbin23	Hello, I am your Acebuddy
Acebuddy	Hello S.corbin23, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
s.corbin23	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
s.corbin23	I'd like to report an Issue
Acebuddy	Please select an option!
s.corbin23	Password Reset
Acebuddy	Please select an option below
s.corbin23	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@aceclouddhosting.com and mention the username for which the passw request is processed.
	Do you need any further assistance on the topic?

As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly click on the 'Ask a Question' button.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73232 rbason**

**Email:** rbason@basoncpa.com  3362735649

**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:** HIGH POINT

**State:** North Carolina

**Country:** UNITED STATES

### Chat Transcript

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

	Application Addition
Acebuddy	Please select your Application
rbason	Other Application
Acebuddy	<p>Kindly email us the below mentioned information on support@acecloudhosting.com from your registered account.</p> <ul style="list-style-type: none"> <li>• Application name and version</li> <li>• Setup/Installer download link (if any)</li> <li>• Activation Code / License information</li> <li>• Any other info/guide needed to install the application.</li> </ul>
	We will update you via email once the installation is complete.
	Application Addition usually takes 1-2 Hour(s)
	Do you need any further assistance on the topic?
rbason	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

*Acebuddy has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72888 mike**

**Email:** mike@knl-inc.net ☎ 13058052390

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 1 Min

**City:** HIALEAH

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

mike	Hello, I am your Acebuddy
Acebuddy	Hello Mike, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
mike	Technical Support (QB & App Hosting)
Acebuddy Welcome to Ace Support.	
Please chose an option :	
mike	I'd like to report an Issue
Acebuddy	Please select an option!
mike	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mike	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mike	Need help with Bank Feed
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
Hello Mike	
mike	hello
Shashwat Verma	I will surely help you with this issue.
Kindly allow me two minutes to check the same.	
mike	thank you
Shashwat Verma	So you are facing the issue with bank feed, it looks like it because you have some pending update of Q
mike	oh ok can you take care of the updates? or do I need to do that?
Shashwat Verma	Yes, definitely.
Once we are done , will let you know on email as updates are done in night hours.	
mike	so I need to wait for updates to be completed and then I can add the bank feeds?
Shashwat Verma	If you want on priority basis, we can do the same in 30mins for you.
mike	What do you suggest?
Shashwat Verma	Update requires other user to get logoff from server, hence we can move Forword as per your need.

mike	understood, logged off
Shashwat Verma	Sure, we'll do the same and will let you know in 25-30 minutes.
	Is that work for you?
mike	perfect! thank you
Shashwat Verma	Is there anything else I may help you with ?
mike	not at the moment -I will wait on update to complete the bank feeds - thank you for your help
Shashwat Verma	Sure, It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this co form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="#">https://www.acecloudhosting.com/selfcare</a> )
	For self-help, check out our Knowledge Base ( <a href="#">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73265 Suzanne Beauchemin**

**Email:** suzanne@bobstireco.com  17742638701

**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:** 21 Secs

**City:** NEW BEDFORD

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

Suzanne Beauchemin	Hello, I am your Acebuddy
Acebuddy	Hello Suzanne, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Suzanne Beauchemin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Suzanne Beauchemin	I'd like to report an Issue
Acebuddy	Please select an option!
Suzanne Beauchemin	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Suzanne Beauchemin	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Suzanne Beauchemin	error message
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Suzanne
Suzanne Beauchemin	Hi
	I was in quickbooks and all of a sudden received a popup that connection had been lost and I need to re-started and now it says I need to download a file doctor
	not sure if I should?
	cannot access without proceeding
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Suzanne Beauchemin	ok

Shashwat Verma	Kindly confirm the Quickbooks version you are using, is it QB 24?
Suzanne Beauchemin	yes
Shashwat Verma	Thanks for the confirmation !
	It's looks like QuickBooks is pending with update, will do that in 10-15 minutes.
Suzanne Beauchemin	ok
Shashwat Verma	Once we are done we'll let you know on email.
	Is that work for you?
Suzanne Beauchemin	yes
Shashwat Verma	Kindly logoff from server for 10 mins
	We'll update you on email.
	Is there anything else I may help you with ?
Suzanne Beauchemin	that is all
	thank you
Shashwat Verma	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this co form.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="#">https://www.acecloudhosting.com/selfcare/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

**#72316 David Weinstein**

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

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David Weinstein, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to raise a Request
Acebuddy	Please select your request type.
David Weinstein	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our
	If you are facing any issue/problem with your server, Please select the appropriate option below :
David Weinstein	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
David Weinstein	All the servers TaxInfo.I and Mildred.H need to have administrative settings
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?

David Weinstein	My server is DavidWein
Shubham Yadav	Thanks for the confirmation
David Weinstein	David@davidweinsteincpa.com
Shubham Yadav	David can you please state reason for admin rights.
David Weinstein	CS Workpapers doesn't work without the admin rights
Shubham Yadav	Thank you for the information
	David please mail us the same stating reason so that we can proceed with your request.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we can proceed with your request.
David Weinstein	Is there a ticket # I can reference this too
Shubham Yadav	David you can send us a new mail for this request we will be sharing you disclaimer for the rights.
David Weinstein	why is my outlook typing slow?
Shubham Yadav	David as i am check your previous ticket already running with server slowness might be the reason for it.
	David are you there ? (Edited)
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at +91 20 63638205.

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73292 office**

**Email:** office@jande.com **Phone:** 2063638205

**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:** 16 Secs

**City:** NAMPA

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

office	Hello, I am your Acebuddy
Acebuddy	Hello Office, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
office	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
office	I'd like to report an Issue
Acebuddy	Please select an option!
office	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
office	We just upgraded to Enterprise and cannot get the company files to load so we have no access
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
	So you are unable to find the company file, right?
office	I can find the company file but when I select it and then enter my credentials it says I need to backup some empty company files
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
office	Thank you!
	Yes please :) I have closed out of everything else for you already
Shashwat Verma	Thanks, you are smart.
	<a href="https://assist.acecloudhosting.com/join/9822715927">https://assist.acecloudhosting.com/join/9822715927</a>

Kindly Click on the link and open the downloaded file.

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till I disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

issue resolved on remote session

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

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

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

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

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

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #72782 info

**Email:** info@brkimcpa.com  9729724930

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

**Operator:** Gurwinder Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 42 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

info

	Hello, I am your Acebuddy
Acebuddy	Hello Okjoo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help:
	Was that helpful?
info	Restart
Acebuddy	Hello Okjoo, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	I'd like to report an Issue
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
info	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>Gurwinder Singh accepted the chat transfer request.</i>
Gurwinder Singh	Thank you for contacting Ace Cloud Hosting. My name is Gurwinder Singh. I will be assisting you today.
info	The QB won't open, even after rebooting.

Gurwinder Singh	Let me check this, give me 2-3 mints please.
info	Sure.
Gurwinder Singh	Okjoo, are you the only user facing this issue, or other user as well.
info	Yes.
	Only mine.
Gurwinder Singh	And are you trying to open Quicbooks Enterprise 23
info	Yes.
Gurwinder Singh	Let me take remote session of your server, please accept my request.
info	Ok.
Gurwinder Singh	Okjoo, Can i logoff your server session for 2-3 mint.
info	Sure.
Gurwinder Singh	Enter password please
	Choose the file which you are trying to open and click open, and enter company password.
info	I did.
Gurwinder Singh	I see you are trying to sign in "Green Therapy" file, correct !!
info	Yes.
Gurwinder Singh	Did you tried to open any other file.
	Please try if you didn't tried before
info	Ok
Gurwinder Singh	I think Green therapy just opens
info	yes.
	Can i try the other?
Gurwinder Singh	Sure please try
	Always logoff from the file, don't cross it pleasr
info	oh okay. it works.
	Thanks.
Gurwinder Singh	Closing the Quickbooks is not the correct to close company file, Otherwise it could freeze.
info	I got it. Thanks
Gurwinder Singh	Is there anything else I may help you with ?
info	Outlook won't open, but we were told all staffs may need to log off.
	We can't do it now. Can you check mine?

Gurwinder Singh	Sure, let me check on your end atleast.
info	Thanks
Gurwinder Singh	Okjoo, all users are facing this Outlook issue !!
info	No. Just two including me.
Gurwinder Singh	Ok
	I am trying to add a new Outlook profile for you.
	Okjoo, can't we reboot the server now !
info	I can do it, but not all staffs.
Gurwinder Singh	Okjoo, I see you also came on chat earlier today for the same issue and technician has scheduled a call for you.
info	Ok.
	I can wait for it.
Gurwinder Singh	Sure, thanks. The call is scheduled for you. One of our technician is going to connect with you for this Quickbooks file opening issues.
	Kindly confirm when can we give you a call.
info	Absouletely. Thank you again.
Gurwinder Singh	Shall we call you today and what time.
info	I think we schedule after work.
Gurwinder Singh	Sure Okjoo, I can schedule this after 6 pm CST, is this fine.
info	I mean that one of our staff was asked to check our server maintenance after work hours.
Gurwinder Singh	Ok, then I will schedule tonight in after hrs
info	Yes. THank you.
Gurwinder Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
info	You too.

*Gurwinder Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72062 ankit**

**Email:** ankit@hkidata.com

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

**Operator:** Acebuddy

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**City:** VADODARA

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

ankit Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

*ankit has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73043 Larry Garcia**

**Email:** larry@standardus.com ☎ 6302899500

**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 36 Secs

**City:** DES PLAINES

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Larry Garcia	Hello, I am your Acebuddy
Acebuddy	Hello Larry Garcia, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Larry Garcia	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Larry Garcia	I'd like to report an Issue
Acebuddy	Please select an option!
Larry Garcia	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Larry Garcia	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you to resolve this issue.
	Was that helpful?
Larry Garcia	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Larry Garcia	No one can not get into QB. This is the exact same thing that happened on Friday 2/21/2025. It took 7 hours to fix this issue on my computer and FIX IT ASAP. THIS IS UNACCEPTABLE. We need a credit to our bill also.
Manish Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Larry Garcia	Hurry, time is BIG MONEY
Manish Singh	May I take the remote access of your server?
Larry Garcia	AND MY COMPUTER TOO!
Manish Singh	Alright
	<a href="https://assist.acecloudhosting.com/join/9882316485">https://assist.acecloudhosting.com/join/9882316485</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till then, you can leave the session.

disconnect it. Once the issue is resolved, kindly give your confirmation on this chat.

We are escalating this case to the escalation team regarding the issue.

Is there anything else I may help you with ?

Larry Garcia How long will this take? Are they going to remote in? Do we disconnect or what?

When?

Now what?

Hello. Are we still connected?

Manish Singh I am currently sharing my screen with my senior engineer.

Please allow me 2-3 minutes to run further steps.

Larry Garcia ok.

Manish Singh Please attempt again.

Larry Garcia What?

Is this Standard Ind Company file?

Manish Singh Yes

Is there anything else I may help you with ?

Larry Garcia Hello? You there? Nothing has changed.

Manish Singh Running the update once to patch the file.

Larry Garcia ok

Manish Singh We have updated the application.

Larry Garcia Now what?

Manish Singh Need to check if the company file will be accessed successfully.

Larry Garcia By me signing in or you testing it?

Manish Singh Yes (Edited)

Larry Garcia Now what?

Manish Singh Escalating the case, Larry

We have your contact information 630-289-9500

We will arrange a callback accordingly.

Larry Garcia ok. So then just disconnect and wait? When will you call back?

Manish Singh Are you having any preferred time to call you?

Larry Garcia Now

We can't work unless QB is working.

Manish Singh It will take some time around 30-35 minutes.

	I will share you the email and escalate the case.
	Is there anything else I may help you with ?
Larry Garcia	ok. we have no other choice so disconnect?
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this co form.  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="#">https://www.acecloudhosting.com/selfcare/</a> )
	For self-help, check out our Knowledge Base ( <a href="#">https://www.acecloudhosting.com/knowledgebase/</a> )

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72868 Michael Parente**

**Email:** michael@parentefinancial.com  5084734492

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 41 Secs

**City:** MILFORD

**State:** Massachusetts

**Country:** UNITED STATES

### Chat Transcript

Michael Parente	Hello, I am your Acebuddy
Acebuddy	Hello Michael Parente, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Michael Parente	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael Parente	I'd like to report an Issue
Acebuddy	Please select an option!
Michael Parente	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Michael Parente	After recent ram upgrade received a new RPD to log in. The new login takes fills both of my monitors. Can you help me change so only fills one monitor? Tried adjusting but then sizing was not correct.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sharath Kumar accepted the chat transfer request.</i>
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar. I will be assisting you today.
	Hello Michael, could you let me know if you are on a windows computer or is it a Mac
Michael Parente	Windows
Sharath Kumar	Alright, Michael. The setting for this is on the RDP file that you use to remote into the server
	Right Click on your RDP file and click edit
Michael Parente	ok
Sharath Kumar	could you provide with a screenshot of the options that you are receiving now
Michael Parente	Do I unclick use all my monitors
	in the display tab
Sharath Kumar	yes sir, that is correct
	If you want that to be permanent setting, I suggest saving it
	save option is on the first tab
Michael Parente	Ok thank you for your help looks good
Sharath Kumar	glad to hear that, anything else that I may assist you with?>
	Are we still connected here?
	Are we still connected here?
Michael Parente	Yes all set

Sharath Kumar

You may end this chat now. Once you end this chat, you will receive an email from us regarding this contact form.

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

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

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

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

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hi, I need tech support. Can you assist?

### Visitor Details

**#73190 Tim Webber**

**Email:** timwebber@jetmicro.com  9042138770

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

**Operator:** Shubham Yadav

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

utm\_source=google&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Branded&utm\_term=ace+cloud+hosting&utm\_adgroup=5UBzXu9n6R8093Xo7BlzzmBnGb8ZaSIQ66Y5UM5aZJhoCSA0QAvD\_BwE

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** FLEMING ISLAND

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Tim Webber

Hi, I need tech support. Can you assist?

Aayush Verma

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

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

8:17:39 PM Tim Webber is sharing a file with you

[XL.jpg](#) - ( Size:277.59 KB )

Shubham Yadav accepted the chat transfer request.

Tim Webber I'm working in Excel and got that error. I cant save or even close out of Excel. not sure what disk it's ref

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

Tim Webber Thank you. did you see the screenshot and message above?

Shubham Yadav Yes Tim

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

Tim Webber my name is Tim Webber. I'm not sure of the server name. where would I find that?

company is Jet Micro Corp

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

Tim as I can check you E Drive is completely utilized. There is zero space free as of now.

you might need to upgrade the plan.

Tim Webber Ok, how do we do that so I can get unfrozen?

Shubham Yadav Tim are you referring to any freeze happening on the server ?

To ensure optimal performance and meet your needs, I recommend considering the following disk spac

Plan 1: 200 GB - \$120/Month

Plan 2: 100 GB - \$60/Month

Plan 3: 80 GB - \$50/Month

Plan 4: 60 GB - \$40/Month

Plan 5: 40 GB - \$28/Month

Tim Webber It appears that just Excel is frozen. I cant save or even close the program

Can you tell me what plan I'm currently on?

Shubham Yadav Tim there is no plan addition in E drive till now.

It is 80 GB default since onboarding time.

Tim Webber I'm not sure what the E drive is. Is that where ALL of our data is stored?

Shubham Yadav Yes Tim all data is stored in that drive.

Which is completely full right now.

Tim Webber so we are using 80GB now and we need to add more?

Shubham Yadav Yes Tim.

You are right

Tim Webber can we please add 40GB more?

Shubham Yadav Sure Tim

We can add 40 GB storage in the drive.

Tim Webber	and how quickly will that take place. I just spent a good deal of time entering data in that spreadsheet have the same thing happen
Shubham Yadav	I am adding the storage right now.
	Please just mail us for adding 40 GB storage in E Drive.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we can proceed further.
Tim Webber	email sent
Shubham Yadav	Thanks for the confirmation
Tim Webber	Please let me know when the additional space is available so I can go back to work in Excel
Shubham Yadav	Sure give me 2 minutes please
Tim Webber	Thank you
Shubham Yadav	Tim I have successfully added the storage.
	Please check now
Tim Webber	I see it. Thank you. Have a good one
Shubham Yadav	Welcome Tim
	Is there anything else I may help you with ?
Tim Webber	Nope. all set
Shubham Yadav	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this session.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am using the service. You can provide your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="#">https://www.acecloudhosting.com/selfcare</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72791 Desiriah Mabray**

**Email:** caoffice@elevators.com **9169333550**

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 27 Secs

**City:** OAKLAND

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Desiriah Mabray	Hello, I am your Acebuddy
Acebuddy	Hello Desiriah Mabray, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Desiriah Mabray	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Desiriah Mabray	I'd like to report an Issue
Acebuddy	Please select an option!
Desiriah Mabray	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available operator
Desiriah Mabray	windows security myrealdata log in
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma
	Hello Desiriah
	Are we still connected here?
Desiriah Mabray	hello, yes
Anurag Sharma	Could you please elaborate your issue?

Desiriah Mabray	elevators1!
Anurag Sharma	I am so sorry, could you please explain your issue?
	4:56:45 AM Desiriah Mabray is sharing a file with you <a href="#">Screenshot 2025-02-18 152606.png</a> - ( Size:38.48 KB )
	Thanks for the confirmation !
	May I take the remote access of your local computer?
Desiriah Mabray	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important d
Desiriah Mabray	all set
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/8862944894">https://assist.acecloudhosting.com/join/8862944894</a>
	Kindly paste this link in the browser of local computer and join the sessi
	We are connected on the remote session and will proceed with the troub
	the time, I am putting the chat on hold, please do not disconnect it. Onc
	give your confirmation on this chat.
	Desiriah after this chat, I will send you an email. You can just revert back
	approval from the primary contact with the password reset request.
	Once we will get the approval from the primary contact. We will send yo
	You can use that password to login into the server.
Desiriah Mabray	okay. Via Email correct?
Anurag Sharma	Yes
	Is there anything else I may help you with ?
Desiriah Mabray	i do not think so
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valua
	chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an e
	conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my
	working. I will appreciate that. or you may send your feedback at quality
	Thanks!
	Note: You may change/reset your server password on your own by regist
	( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosti">https://www.acecloudhosti</a>

Anurag Sharma has ended this chat session

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72027 Jody**

**Email:** jweisberg@skolnickcpa.com **Phone:** 19197882115

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

**Operator:** Acebuddy

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**City:** RALEIGH

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

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

Kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72067 Mohammed Testing**

**Email:** ankitmissed2@crm-masters.com ☎ 8900067153

**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:** NEW DELHI

**State:** Delhi

**Country:** INDIA

## Chat Transcript

Mohammed Testing	Hello, I am your Acebuddy
Acebuddy	Hello Shruti.r, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	As we haven't got any response from your end, We are closing this chat. Kindly re-initiate the chat.

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#71979 Mohita Chadha**

**Email:** mohita@kaurtax.com  19097099000

**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:** 28 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Mohita Chadha Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Mohita Chadha Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Mohita Chadha I'd like to report an Issue

Acebuddy Please select an option!

Mohita Chadha Setback

Acebuddy Welcome to Ace Support.

Please chose an option :

Mohita Chadha I'd like to report an Issue

Acebuddy Please select an option!

Mohita Chadha Other Issue

Acebuddy Please specify the issue you are facing before I connect you to an availa

Mohita Chadha

Hello - I am trying to update Lacerte, however, I am getting an error say  
Can you please help with that?

Acebuddy

Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Tushar Pharswan accepted the chat transfer request.*

Tushar Pharswan

Thank you for contacting Ace Cloud Hosting. My name is Tushar Pharswan

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

Mohita Chadha

KTPC\_Accountant

is the username

I believe the server name is kaurtax.myrealdta.net

Tushar Pharswan

May I know the application version?

Mohita Chadha

This is for the 2023 Lacerte

Tushar Pharswan

Kindly allow me two minutes to check the same.

Mohita Chadha

thank you!

Tushar Pharswan

Kindly log of the user KTPC\_Acount.

Mohita Chadha

log out?

Tushar Pharswan

I will be updating the application after the user log out.

Mohita Chadha

okay that makes sense, I have just logged out

Thank you!

Tushar Pharswan

I will email you once its updated.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Mohita Chadha

thank you

there is nothing else

just the update

how long do you anticipate that taking?

Tushar Pharswan

It is updated, server is rebooting as of now.

It is up and working.

You can login now. (Edited)

Mohita Chadha

thank you!

Tushar Pharswan

Kindly share your feedback by clicking the smiley icons at the end of thi

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 confirmation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my working. I will appreciate that. or you may send your feedback at quality Thanks!

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

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

*Tushar Pharswan has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72158 Dawn Rubrecht**

**Email:** dawn@rubrechtsllc.net

**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:** CAPE CORAL

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

Dawn Rubrecht

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

Dawn Rubrecht

Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dawn Rubrecht	I'd like to raise a Request
Acebuddy	Please select your request type.
Dawn Rubrecht	Change in Users
Acebuddy	Please select your desired option!
Dawn Rubrecht	User Addition
Acebuddy	Kindly email us the full name of the User(s) who needs to be added at <a href="#">support@acecloudhosting.com</a> from your registered email address and we'll update you once the request is processed.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72790 Rahim Momin**

**Email:** rahim@supremetaxsvc.com  18323759062

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 6 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

Rahim Momin	Hello, I am your Acebuddy
Acebuddy	Hello Rahim Momin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rahim Momin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rahim Momin	I'd like to report an Issue
Acebuddy	Please select an option!
Rahim Momin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Rahim Momin	642900
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Rahim Momin	ticket number 642900
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yadav and I am here to help you with your issue.
Rahim Momin	we are still not able to access MS excel for two new user
Shubham Yadav	May I take the remote access of your server?
Rahim Momin	yes\
Shubham Yadav	Prior providing the access, I would suggest you to close any important documents and click on the link provided below.
	<a href="https://assist.acecloudhosting.com/join/3062797770">https://assist.acecloudhosting.com/join/3062797770</a>
	Kindly Click on the link and open the downloaded file.
Rahim Momin	are you able to connect
Shubham Yadav	We are connected on the remote session and will proceed with the troubleshooting. Please note that it may take some time, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will let you know and ask for your confirmation on this chat.
	As per remote session we will install the Excel application on the server and then troubleshoot the issue with concern department
	Is there anything else I may help you with ?
Rahim Momin	no thanks
Shubham Yadav	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

You may end this chat now. Once you end this chat, you will receive an email confirmation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my working. I will appreciate that. or you may send your feedback at quality Thanks!

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

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

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72580 sang**

**Email:** sang.wong@snrtea.com  6262640797

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

**Operator:**

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** ROWLAND HEIGHTS

**State:** California

**Country:** UNITED STATES

### Chat Transcript

sang Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

sang Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
sang	I'd like to report an Issue
Acebuddy	Please select an option!
sang	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
sang	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your
	Was that helpful?
sang	No
Acebuddy	No issues, please wait while I connect you to one our support engineers
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Sharath Kumar accepted the chat transfer request.</i>	
Sharath Kumar	Thank you for contacting Ace Cloud Hosting. My name is Sharath Kumar.
sang	Hi Sharath
	the authentication just keeps cycling
	could you please restart the server
Sharath Kumar	Hello Sang, allow me a moment to check this issue before I restart the s
	Thank you for your patience. I am on Sunrightcorp server and see two o
	Jean and Antony
sang	you can boot them and restart server
Sharath Kumar	understood.
	restarting the server now
sang	ty
Sharath Kumar	You're welcome
	The server has been restarted, could you please try signing in now and I
	your issue.
	Are we still connected here?
sang	yes
	im trying right now
	able to log on
Sharath Kumar	glad to hear that

sang	jus lil slow right now
Sharath Kumar	oh, my advice is to wait for a minute or two since your user profile just loaded
	it may take couple minutes to load all the services and applications
	Is Antony facing the same issue as you?
	Sang, could you please confirm if the slowness is still there
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may call us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Sharath Kumar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73211 Bhavin**

**Email:** bookkeeping@sandiegocpasteve.com  +1 646 661 2865

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

### Chat Transcript

Bhavin	Hello, I am your Acebuddy
--------	---------------------------

Acebuddy	Hello Bhavin, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Bhavin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Bhavin	I'd like to report an Issue
Acebuddy	Please select an option!
Bhavin	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Bhavin	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company f help you with resolving the issue
	Was that helpful?
Bhavin	No
Acebuddy	No issues, please wait while I connect you to one our support engineers
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Yadav accepted the chat transfer request.</i>	
Bhavin	Hi Shubham
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yada
Bhavin	I have raised the ticket earlier about the same Qb issue. Previously it go showing the same error in different company file
	Please see the below snip for your reference.
<i>11:57:48 PM Bhavin is sharing a file with you <a href="#">1_image.png</a> - ( Size:7.6 KB )</i>	
Shubham Yadav	Thank you for the information and allow 2 minutes to check the same.
Bhavin	Version: Quickbooks Accountant Desktop 2019
Shubham Yadav	Let me check
Bhavin	Okay
Shubham Yadav	Please check now
	I have restarted the QB services
Bhavin	Let me check
Shubham Yadav	Sure
Bhavin	Will it show the same issue everytime when i open the compnay file ?

	Becuase now it is working
Shubham Yadav	No Bhavin I have applied settings for all the QBs now
	It will work for all now
	Is there anything else I may help you with ?
Bhavin	No, Thanks for the help
Shubham Yadav	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my working. I will appreciate that. or you may send your feedback at quality. Thanks!
	Note: You may change/reset your server password on your own by registering at <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> .
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #71795 Roberts

**Email:** shane.roberts.cpa@outlook.com **Phone:** 4357605161

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** HERRIMAN

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

Roberts	Hello, I am your Acebuddy
Acebuddy	Hello Shane Roberts, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Roberts	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Roberts	I'd like to raise a Request
Acebuddy	Please select your request type.
Roberts	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief desc technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the a
Roberts	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Roberts	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an availa
Roberts	New User setup
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma
	Hello Shane
Roberts	Hi Anurag, I am a new user with a company and need help getting Ace s
	desktop
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server n
Roberts	is the server name the CID?
	CID72915
	User name: Shane.R@myrealdatal.net
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?

Roberts	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents.
Roberts	they are all closed
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/9562445155">https://assist.acecloudhosting.com/join/9562445155</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. At the time, I am putting the chat on hold, please do not disconnect it. Once we are done, I will give your confirmation on this chat.
	On the remote session, I have successfully setup RDP on your device. I will provide you the password details. If you face any issue, please let us know and we will contact us again.
	As you have received your password now. Is there anything else I can help you with?
Roberts	That should be all. Thanks
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback on this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email with a confirmation message, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my team can review it and work on it. I will appreciate that. or you may send your feedback at qualitysupport@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering at our self-care portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase">https://www.acecloudhosting.com/knowledgebase</a> ).

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73259 will.okeefe**

**Email:** will.okeefe@emailshutters.com  16185670384

**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 19 Secs

**City:** AUSTIN

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

will.okeefe	Hello, I am your Acebuddy
Acebuddy	Hello Will.okeefe, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
will.okeefe	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
will.okeefe	I'd like to report an Issue
Acebuddy	Please select an option!
will.okeefe	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
	<i>9:48:38 PMwill.okeefe is sharing a file with you <a href="#">1_image.png</a> - ( Size:9.03 KB )</i>
	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>9:49:02 PMwill.okeefe is sharing a file with you <a href="#">image.png</a> - ( Size:9.03 KB )</i>
	<i>When trying to open a custom built application on the server</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 surely help you with this issue.
will.okeefe	

	thank you
Manish Singh	Kindly allow me two minutes to check the same.
	May I know the name of the application you are trying to install?
will.okeefe	The error occurs when opening an already installed application  are you able to tell if there were any settings updates that occurred over am wondering why this error did not happen yesterday but is happening changes on our end
Manish Singh	Is this issue occurring only for you, or are other users on the server also
will.okeefe	all users are experiencing it
Manish Singh	May I know the name of the application.
will.okeefe	HShuttersCBGInvoice
Manish Singh	May I take the remote access of your server?
will.okeefe	yes
Manish Singh	Prior providing the access, I would suggest you to close any important documents
will.okeefe	done!
Manish Singh	May i know your username
will.okeefe	brianjo
Manish Singh	This message has been deleted
will.okeefe	yes  i am testing something now
Manish Singh	Seems like everything working fine.
will.okeefe	i'm testing it now
Manish Singh	Yes, please
will.okeefe	we just bypassed the error. The connection still did not work
	<i>10:09:52 PM will.okeefe is sharing a file with you <a href="#">image.png</a> - ( Size:4.26 KB )</i>
Manish Singh	Checking
	Downloading .Net framework to check if this works.
will.okeefe	before doing that, are you able to tell me if there were any updates made  this connection issue isn't related to .NET, it is an issue connecting to our
Manish Singh	We have made the required changes from the backend to resolve the issue made last day we haven't done anything. (Edited)
will.okeefe	it looks like it works now! What did you update?

Manish Singh	There was some policies issue on server that we have corrected.
will.okeefe	got it. thank you for your help
	this solves my issue
Manish Singh	Is there anything else I may help you with ?
will.okeefe	no thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email confirmation of the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my records are updated. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
	Note: You may change/reset your server password on your own by registering at 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/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Manish Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#73271 Sally Warren**

**Email:** swarren@sedpweb.org

**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:** 19 Secs

**City:** FLUSHING

**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	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief desc technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the a
Sally Warren	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Sally Warren	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Sally Warren	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. application updates at the backend and apply the necessary patches as might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the e support@acecloudhosting.com. Our engineers will manually check and i be and share a confirmation via email.
	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>
Sally Warren	RE 649284
	<i>Shashwat Verma accepted the chat transfer request.</i>

Shashwat Verma

	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.
	Hello Sally
Sally Warren	hello I have a reference # 649284
Shashwat Verma	Sure
	Kindly allow me two minutes to check the same.
	I will surely help you with this issue.
Sally Warren	I really need the update installed. I have a huge meeting and need to get back to it.
Shashwat Verma	Sure, we'll start the update in 2 mins, kindly logoff from server.
Sally Warren	I am logged out.
Shashwat Verma	Thanks, we'll update you on email when we are done with it, it should take about 2 mins. (Edited)
	Is there anything else I may help you with ?
Sally Warren	That is all. Thank you!
Shashwat Verma	It would be great if you could share your feedback after this chat ends. I request you to kindly spare a moment to fill that out for me so that my team can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
	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 with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my team can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
	Note: You may change/reset your server password on your own by registering at <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> .
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

**#72900 Kerry Durkin****Email:** kerrydurkincpa@lynndurkincpa.com ☎ 7813781845**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:** 2 Secs**City:** WILMINGTON**State:** Delaware**Country:** UNITED STATES**Chat Transcript**

Kerry Durkin	Hello, I am your Acebuddy
Acebuddy	Hello Kerrydurkincpa, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Kerry Durkin	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Kerry Durkin	I'd like to report an Issue
Acebuddy	Please select an option!
Kerry Durkin	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available operator
Kerry Durkin	slow server
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma
	Hello Kerry
	I will surely help you with this issue.
	Let me check your server statistics
	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 call us at (1-888-415-5240) if any further assistance is required.

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72042 lance blakely**

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

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

**Operator:** Shubham Yadav

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** KENNEWICK

**State:** Washington

**Country:** UNITED STATES

### Chat Transcript

lance blakely Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

lance blakely Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

lance blakely I'd like to raise a Request

Acebuddy Please select your request type.

lance blakely Other Request

Acebuddy	Please drop an email to support@acecloudhosting.com with a brief desc technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the a
lance blakely	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
lance blakely	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an availa
lance blakely	get qb file off of server and process to disconnect services
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Yadav accepted the chat transfer request.</i>
Shubham Yadav	Thank you for contacting Ace Cloud Hosting. My name is Shubham Yada'
lance blakely	Hello
Shubham Yadav	I will be surely assisting you with this. Kindly help me with your server n
lance blakely	PPDPainting.myreldata.net
	PPD_Support
Shubham Yadav	Kindly allow me two minutes to check the same.
	Lance can you please specify
lance blakely	We have converted to QuickBooks Online
	We want to get our old QB files off of the sever
	and then we will be disconnecting services.
	Can you please tell me what that process looks like?
Shubham Yadav	Kindly allow me two minutes to check the same.
	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed further with the request.
	Lance are you there ?
lance blakely	yep
	i'll just send an email
Shubham Yadav	Thanks for the confirmation
	We will proceed and update you on the mail
	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 call us at (1-888-415-5240) if any further assistance is required.

*Shubham Yadav has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#72894 Ezra Dilger**

**Email:** reception@rortax.com ☎ 7633189052

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 11 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with a link to change your password once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Ezra Dilger	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Ezra Dilger	Ticket ID
	645280
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.
	Hello
	Kindly allow me two minutes to check the same.
	We have checked your Lacerte update request
	Will do the same in 15mins and will let you know on email.
	Is that work for you?
Ezra Dilger	Will the update be starting in 15 minutes or be done in 15 minutes?
Shashwat Verma	Will be done within 15 mins
	Is there anything else I may help you with ?
Ezra Dilger	That is all for now, thank you
Shashwat Verma	It would be great if you could share your feedback after this chat ends. 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 with a link to continue the conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my team can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering at <a href="https://selfcare.acecloudhosting.com">selfcare.acecloudhosting.com</a> .
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )
	<i>Shashwat Verma has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#72589 Ryan**

**Email:** aedifex@outlook.com  2062342314

**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:** SEATTLE

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

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

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71866 help**

**Email:** help@triadcyersolutions.com  3362999989

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

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

*Sushant accepted the chat transfer request.*

help Hi

Sushant Thank you for choosing ACE cloud Hosting, my name is Sushant. I will be  
How may I help you

help canot login

TPCCSVR.myrealdata.net

Sushant Please wait while we connect you to our concern department.

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

*Sharath Kumar accepted the chat transfer request.*

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

Could you please help me the your user account name

help TPCCSVR.myrealdata.net

hopepegues

when I login it goes to the fred

Sharath Kumar checking why that is happening

help ok

Sharath Kumar on the RDP connector, could you check the username mentioned is hope

help wait

Sharath Kumar sure, take your time

Are we still connected here?

help yes

Sharath Kumar Please sign out of the remote desktop and check the username on the R

kindly confirm that the username is hopepegues

help yes I will

give me some time

Sharath Kumar certainly, you want me to stay connected or you may let me know if the

help stay connected

and wait

until I confirm

Sharath Kumar noted!

help its hopePE

not fred

Sharath Kumar okay, I am going to take a remote session to check why this is happenin

sending you the request for the same in a moment

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

help Im not able to get in

Sharath Kumar what is the error message that you receive while signing in?

help can you please reset your password ?

reset\*

Sharath Kumar I just checked your account and found it was in a restricted state due to

help so

next

Sharath Kumar I have reenabled your account just now

try signing in with your last known password and let me know if you were

help this restriction was the reason that I was not able to login

Sharath Kumar I'm glad to hear you were able to sign in! To avoid any future issues, I recommend you to change your password once a week.

anything else that I may assist you with?

help please wait

Sharath Kumar sure, no problem

Are we still connected here?

help hey you can leave thanks for the help today bye

Sharath Kumar Of course, let us know if you need anything

You may end this chat now. Once you end this chat, you will receive an email with a summary of our conversation, along with a ticket number and survey feedback form.

I request you to kindly spare a moment to fill that out for me so that my team can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

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

*Sharath Kumar has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#73000 Melanie Hirsch**

**Email:** m@hirschconsultants.com

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Melanie Hirsch	Hello, I am your Acebuddy
Acebuddy	Hello Melanie Hirsch, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Melanie Hirsch	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Melanie Hirsch	I'd like to raise a Request
Acebuddy	Please select your request type.
Melanie Hirsch	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered account. Mention the reason for server reboot and the support team will be happy to update you.
	Do you need any further assistance on the topic?
Melanie Hirsch	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Melanie Hirsch	646111

*Anurag Sharma accepted the chat transfer request.*

Anurag Sharma

Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma

Hello Melanie

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

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

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#71948 diane**

**Email:** diane@briteav.com ☎ 801-520-5881

**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:** COALVILLE

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

diane

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

diane	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
diane	I'd like to raise a Request
Acebuddy	Please select your request type.
diane	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the below :
diane	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

*Acebuddy has ended this chat session*

