

## Visitor Details

### #77010 leahbeth

**Email:** leahbeth@earlebmoshier.com ☎ 617-755-8433

**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:** 58 Secs

**City:** FRAMINGHAM

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

leahbeth	Hello, I am your Acebuddy
Acebuddy	Hello Leah Beth Allekian, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
leahbeth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
leahbeth	I'd like to report an Issue
Acebuddy	Please select an option!
leahbeth	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
leahbeth	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
leahbeth	I am trying to access the QuickBooks Payments & it is saying that I need approval for payments access
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Deepak Taneja declined the transfer request.*

*Anurag Sharma accepted the chat transfer request.*

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Leah
leahbeth	Thank you! Hi! I think my problems may be related to the upgrade that we need to do  I am unable to access QuickBooks payments. It says that the request is pending with the admin
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your server name and user name?
leahbeth	Server name: WhitneyG.pro  username: admin
Anurag Sharma	Thanks for the confirmation !  As per my understanding, I believe you want to upgrade your QB pro 2022 to the latest version of QB.  Please correct me if I am wrong
leahbeth	Correct! However, I am still using the 2022 version and can't get into the QB payments tab. It says that it sent a request t
Anurag Sharma	Okay  Could you please confirm to which QB version you want to upgrade your QB to?
leahbeth	Enterprise Silver edition. I sent your team the upgrade information this morning. We already paid for it through your comp  I was hoping to upgrade after hours. I just need to access the payments info today
Anurag Sharma	Could you please share the ticket ID of that?
leahbeth	693979
Anurag Sharma	Thankyou for the information.  Please allow me a minute to check.
	Leah as I can check you are currently on a shared server Qblivepro.myrealdatal.net
leahbeth	I think so?
Anurag Sharma	In order to install the QB application license you purchased, we would need to migrate you to another server.  Which is compatible for this application usage.
leahbeth	Right - I think you are going to do that overnight. But - I am having an issue in the current QuickBooks
Anurag Sharma	Yes, we will definitely proceed with that once we receive your approval over the email.
leahbeth	I already sent that. But I need help for today if possible
Anurag Sharma	May I know what issue you are facing with the current QB application?
leahbeth	I cannot get into the Merchant Service Deposits area  It says that I need approval from the Admin
Anurag Sharma	Okay

	May I take the remote access of your server?
leahbeth	yes Thank you!
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
leahbeth	OK, all set. Thank you!
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.
	As per the discussion over the remote session, we will be arranging a 3 way callback for you to resolve the issue.
	We will contact you within 4-5 hours whenever the intuit support is available. Please make sure to be available at that time.
	Moreover, you discussed on the remote session that you would like to schedule the server migration during the weekend. We can do the server migration during weekends.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with the summary.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	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*

## Visitor Details

### #77598 DAVID HOFFMAN

**Email:** dave@groundforcecrew.com

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

**Operator:** Ankit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 9 Secs

**City:** SAN DIEGO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

DAVID HOFFMAN	Hello, I am your Acebuddy
Acebuddy	Hello David Hoffman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
DAVID HOFFMAN	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
DAVID HOFFMAN	I'd like to report an Issue
Acebuddy	Please select an option!
DAVID HOFFMAN	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
DAVID HOFFMAN	Hello i am trying to log on to our server but my credentials are not working. I have verified that i am using the correct log
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
	<i>Ashutosh Mishra is transferring the chat to Tushar.</i>
	<i>Ashutosh Mishra is transferring the chat to Ankit.</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
	Hello David, How are you doing today?
DAVID HOFFMAN	Hello Ankit! I am well, how are you today?
Ankit	I am doing well, thank you for asking.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
DAVID HOFFMAN	Obrero corporation dba groundforce use name is myrealdata/DaveHoffman
Ankit	Thank you for sharing the details. May I know if you are encountering any error message while connecting to the server?
DAVID HOFFMAN	message says logon attempt failed
	normally i do not have to enter my credential to log on
Ankit	I suggest you reset your password using SelfCare, and then try accessing the server using the new password.
	as this error generally occurs when the server is accessed with an incorrect password.

DAVID HOFFMAN	where do i find self care? I have not used that before
Ankit	To reset the password using Selfcare Portal, please follow the simple steps outlined below:
<ol style="list-style-type: none"><li>1. Visit Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). Click "Forgot your password".</li><li>2. Enter your Server Username. : <b>DaveHoffman</b></li><li>3. Enter the CAPTCHA verification and Click Continue.</li><li>4. In the window that opens, Choose an authentication method from the list.</li><li>5. Enter your new password and click Reset to finish.</li></ol>	
David, Please try once and let me know if you encounter any issues or need any assistance. I am here to help if required.	
Are we still connected here?	
Are we still connected here?	
DAVID HOFFMAN	i tried to change the password and it did not work.
Ankit	May I take the remote access of your local computer?
So that I can assist you further with this.	
DAVID HOFFMAN	yes please
Ankit	Prior providing the access, I would suggest you to close any important documents at your end.
<a href="https://assist.acecloudhosting.com/join/5632843364">https://assist.acecloudhosting.com/join/5632843364</a>	
DAVID HOFFMAN	done
Ankit	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with our support team.
David, As discussed over the remote issue is now resolved.	
Is there anything else I may help you with ?	
Are we still connected here?	
Are we still connected here?	
Are we still connected here?	
As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)	
Thank you for choosing ACE cloud Hosting, you have a wonderful day.	

*Ankit has ended this chat session*

## Visitor Details

### #77031 info

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

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 13 Secs

**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 raise a Request
Acebuddy	Please select your request type.
info	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
info	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh

	Do you need any further assistance on the topic?
info	Restart
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Yes
Acebuddy	You have chosen an Invalid Option. Please try Again!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	Billing
Acebuddy	You have chosen an Invalid Option. Please try Again!
	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 Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at our end, there may be times when you receive an update alert. If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com
	Do you need any further assistance on the topic?
info	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
info	Hello,
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
info	Could you update QB today midnight?
Shivam Singh	sure
info	server name is Bongryong.myrealdata.net.
Shivam Singh	We will schedule it for overnight.

	info	Thank you
Shivam Singh		Is there anything else I may help you with ?
	info	no that was all.
		thank you.
Shivam Singh		greaT
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
		You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
		I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri
		Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acec
		For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shivam Singh has ended this chat session*

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## Visitor Details

### #76431 Joseph Breglia

**Email:** jbreglia@alliedrandc.com  12033216169

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

**Operator:**

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** SMITHSTOWN

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy (bot) forwarded the chat request*

*Sharath Kumar accepted the chat transfer request.*

*JBreglia has ended this chat session*

## Visitor Details

### #77615 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:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 5 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	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Deanna Logoteta	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?
Deanna Logoteta	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>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
Deanna Logoteta	re: ticket 703331. I was last told I would be contacted within the hour, however, it's been over that and our payroll is due
Shashwat Verma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
Deanna Logoteta	thank you
Shashwat Verma	We have checked and found that your file restoration is currently in progress.
	We are continuously working on your issue.
	Kindly stay connected, allow us 5-6 mins
	Could you please share us the password of the file, so that we can check the functioning of the file.
Deanna Logoteta	Did you need me to login

Shashwat Verma	We need to login from our end, it will be great if you can share the same, we assure you about data security
Deanna Logoteta	Typically you warn about sharing this information with you all, so I'm confused why now it is being requested
Shashwat Verma	We have checked and found that your file is corrupted and is not getting us to open that, hence we have asked for the pa
	Otherwise, we suggest you to connect with intuit to get the file fixed
Deanna Logoteta	As part of the ACE services, we pay for, you all guarantee assistance in these matters. Before we proceed, would you be a actions taken will be logged or tracked Assurance that the password will not be stored or reused Confirmation that your te
	Once I have this, I will be able to share the password
Shashwat Verma	<b>Yes, you are correct.</b> However, as your application is hosted by us, please note that <b>we have limited access to the i</b> That said, we recommend setting up a <b>three-way call between you, Intuit, and us</b> so we can work together to resolve Please let us know your availability to coordinate the call.
Deanna Logoteta	right now
Shashwat Verma	Sure
	<b>Kindly contact Intuit at 800-607-7513 and add us to the call.</b> We'll be glad to assist you further and help resolve the issue promptly.
Deanna Logoteta	what number for you?
Shashwat Verma	<b>1-888-415-5240</b>
Deanna Logoteta	800-607-7513 in Ace Cloud Hosing, do you have the intuit number or do I need to call that separately
Shashwat Verma	Just get in touch with intuit on tel:800-607-7513, get us in conference on <b>1-888-415-5240</b>
Deanna Logoteta	Ok, I will call in 5 min
Shashwat Verma	Sure
	Our apologies for the inconvenience.
	Shall we proceed with closing this chat?
	Again, we strongly believe on client satisfaction and hence will surely get your case resolved very soon, hence kindly apol
	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*

## Visitor Details

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### #77078 info

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

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 34 Secs

**City:** CARROLLTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

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info	Hello, I am your Acebuddy
Acebuddy	Hello Grace Lee, 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	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
info	my computer is freezing now.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.

	Since when you are facing this issue .
info	from 10 mins ago
Anjainay Singh	Are other users experiencing the same issue as well? (Edited)
info	no, only to me
Anjainay Singh	Thankyou for your information.
	Please allow me two minutes so that I can access the server at my end .
info	sure, Thank you for helping me
Anjainay Singh	Could you please try to login back into server.
	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/8612219432">https://assist.acecloudhosting.com/join/8612219432</a>
info	It works! Thank you
Anjainay Singh	Is there anything else I may help you with ?
info	Have a good day
	no, Thank you
Anjainay Singh	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 disconnect this chat .

*Anjainay Singh has ended this chat session*

## Visitor Details

**#76582 ap**

**Email:** ap@griphinasia.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:** VENTURA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

ap Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

## Visitor Details

**#77528 Andy Sargent**

**Email:** asargent@acecloudhosting.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:** CHARLOTTE

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Andy Sargent

	Hello, I am your Acebuddy
Acebuddy	Hello Andy Sargent, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Andy Sargent	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andy Sargent	I'd like to raise a Request
Acebuddy	Please select your request type.
Andy Sargent	Change in Applications
Acebuddy	Please select your desired option!
Andy Sargent	Application Addition
Acebuddy	Please select your Application
Andy Sargent	Other Application
Acebuddy	Kindly email us the below mentioned information on support@acecloudhosting.com from your registered email address as per the requirement. <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?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

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## Visitor Details

#76739 analia.fernandez

**Email:** analia.fernandez@dispartilaw.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 30 Secs

**City:** BOYDTON

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

analia.fernandez	Hello, I am your Acebuddy
Acebuddy	Hello Analia.fernandez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
analia.fernandez	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Deepak Taneja declined the transfer request.</i>
	<i>Pradeep Kumar accepted the chat transfer request.</i>
Pradeep Kumar	Thank you for contacting acecloudhosting. My name is Pradeep how may I help you for today?
analia.fernandez	Good morning, ticket 684220
Pradeep Kumar	Alright let me transfer the chat to the concerned team.
analia.fernandez	Thank you
	<i>Pradeep Kumar is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
analia.fernandez	Hello, ticket 684220
Anjainay Singh	Please allow me two minutes so that I can look into the issue .
analia.fernandez	sure
Anjainay Singh	Please allow me 4-5 minutes so that I can check and find the root cause .
analia.fernandez	ok
Anjainay Singh	Please be patient with us .
analia.fernandez	sure

Anjainay Singh	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
analia.fernandez	yes
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/1112080704">https://assist.acecloudhosting.com/join/1112080704</a>
	Please copy this URL at your local machine
analia.fernandez	send it here, cannot copy the link inside the server
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/4722010186">https://assist.acecloudhosting.com/join/4722010186</a>
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the <i>Ended due to chat idle timeout</i>

## Visitor Details

**#77637 Sylwia Wilkinson**

**Email:** swilkinson@wilkinsonwolfecpa.com  18606082028

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

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

Sylwia Wilkinson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the
	<i>Ended due to chat idle timeout</i>

## Visitor Details

**#76646 Mr Damian Bailey**

**Email:** dbailey@seventhwall.com  14342205433

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 55 Secs

**City:** CHARLOTTESVILLE

**State:** Virginia

**Country:** UNITED STATES

## Chat Transcript

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

	I'd like to report an Issue
Acebuddy	Please select an option!
Mr Damian Bailey	Password Reset
Acebuddy	Please select an option below
Mr Damian Bailey	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.  Do you need any further assistance on the topic?
Mr Damian Bailey	Yes
Acebuddy	Please wait while we connect you to our Support Representative  <i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
	<i>Anjainay Singh is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Mr Damian Bailey	Hi! I'm following up on a related request from ticket # 687438 - I'm attempting to log into the Sage hosted server using o...  Thanks for your help :)
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.
Mr Damian Bailey	take all the time you need. No rush
Shivam Singh	Thanks for your patience.
Mr Damian Bailey	No worries :)
Shivam Singh	<b>Issue Identified:</b> SQL Server 2014, used by Sage 100, is outdated and no longer receives security updates from Microsoft. <b>Action Required:</b> Contact application support to upgrade Sage 100 to SQL Server 2016 or a newer version. Uninstall SQL Server 2014 from the server for compliance with security standards. <b>Next Steps:</b> If necessary, arrange a three-way call with application support for troubleshooting.
	This is the summary of the ongoing case
Mr Damian Bailey	Yes
	I'm trying to begin that process, but can't log into the hosted server :)
Shivam Singh	In the recent past, we have customer facing the exact issue that has been resolved over the 3-way call.  No issues just get on a call with Sage, and we will have you covered.
Mr Damian Bailey	So you wouldn't even need to have me logged into the server itself?
Shivam Singh	Okay
	Let me fix that for you

Mr Damian Bailey	Thank you
Shivam Singh	Could you please help me with your username.
Mr Damian Bailey	yes: sageuser
Shivam Singh	Thank for the information
	Could you please login with the same old password.
	I have checked your account and made the necessary changes.
Mr Damian Bailey	Thanks! Doing that now
Shivam Singh	Great, Will wait for your confirmation.
Mr Damian Bailey	That did the trick - amazing :) Thank you so much  when I do get on with Sage support, do I just conference call in your support line, or should I set up an appointment?
Shivam Singh	That's great to hear  Once you're in touch with Sage support, please include us in the conference session. You may contact us on our 24/7 help
Mr Damian Bailey	Thanks, will do :) That's all I needed for now - I hope you have a wonderful day
Shivam Singh	Is there anything else I may help you with ?

*dbailey has ended this chat session*

## Visitor Details

### #76982 Maeh Guzman

**Email:** accounting1@trypmayaguez.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 39 Secs

**City:** MAYAUEZ

**State:** Puerto Rico

**Country:** PUERTO RICO

## Chat Transcript

Maeh Guzman	Hello, I am your Acebuddy
Acebuddy	Hello Maeh Guzman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Maeh Guzman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Maeh Guzman	I'd like to report an Issue
Acebuddy	Please select an option!
Maeh Guzman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Maeh Guzman	SAGE 50 ISSUE
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Maeh Guzman	Hello Anjainay, I have an issue when trying to log in to Sage 50 Accounting in my server CloudAServices.myrealdate.net.
Anjainay Singh	Okay please allow me two minutes so that I may look into it .
	Could you please confirm your username .
Maeh Guzman	CAS_Accountant1 And my username to log in to sage perse is mguzman
Anjainay Singh	Thankyou for your information.
	I am also facing same issue while logging into Sage 50 , please allow me next 4-5 minutes so that I can fix it .
	Could you please try to open it again .
Maeh Guzman	okay, give me one second
	i tried but the message that appears now says " Remote Desktop cant find the computed "CloudAServices.myrealdate.net"
Anjainay Singh	We need to reboot the server .
Maeh Guzman	im trying again
Anjainay Singh	In order to make changes updated .

May I take the remote access of your local computer?

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

<https://assist.acecloudhosting.com/join/4792783713>

Please copy this URL at your local machine browser.

Maeh Guzman  
okay sure

Anjainay Singh  
Could you please also confirm when I can reboot the server.

Maeh Guzman  
do i need to close Sage 50 first for that?

i closed it, all good

Anjainay Singh  
Yes , please save your work and let me know when I can reboot the server.

Maeh Guzman  
all good

Anjainay Singh  
Okay I am rebooting the server.

I will notify you when to login back into server.

Maeh Guzman  
okay perfect

Anjainay Singh  
Please try to open Sage 50 , it is opening now .

is it resolved ? (Edited)

Maeh Guzman  
Yes! It works

thank you so much Anjainay

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

Maeh Guzman  
no, that would be all. thank you again

Anjainay Singh  
You may receive a feedback at end of this chat in you which you may provide your positive feedback by clicking on smilin

You may end this chat .

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

Maeh Guzman  
you too

*Maeh Guzman has ended this chat session*

## Visitor Details

**#77035 chuck**

**Email:** chuck@echotaxaz.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

chuck	Hello, I am your Acebuddy
Acebuddy	Hello Chuck, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
chuck	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
chuck	I'd like to report an Issue
Acebuddy	Please select an option!
chuck	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
chuck	UltraTax won't open. It thinks it's already open
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
chuck	The company name is Echo Tax & Consulting and the user is CharlesWE (I think)
Tushar	Kindly allow me two minutes to check the same.
	Thank you for waiting.
	May I take the remote access of your server?

	Prior providing the access, I would suggest you to close any important documents at your end.
chuck	sure
	ok
	ready
Tushar	Kindly accept the prompt.
	the remote session is coming all pixelated on my screen also as I noticed you are the only one logged in to the server ma
chuck	sure, should I log out?
Tushar	Yes.
	after that I will reboot the server.
chuck	OK, how long should I wait before loggin back in?
Tushar	it will take 2 minutes.
chuck	OK
Tushar	The server is now rebooting.
	You can login now and check if the issue is still there or not.
	As this session is disconnected from your end we will follow-up over email to check if the issue is resolved or not.
	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.

*Tushar has ended this chat session*

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## Visitor Details

**#77432 zahid**

**Email:** zahid@columbiatax.onmicrosoft.com

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 46 Secs

**City:** DHAKA

**State:** Dhaka

**Country:** BANGLADESH

## Chat Transcript

zahid Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

zahid Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

zahid I'd like to report an Issue

Acebuddy Please select an option!

zahid QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

zahid Other QB related issue

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

zahid I can't do printing job using my PrintBoss 50

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Manish Singh accepted the chat transfer request.*

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

I will surely help you with this issue.

Is this issue occurring only for you, or are other users on the server also experiencing it?

*2:55:03 PM zahid is sharing a file with you*

*[SGR-2025-05-25.png](#) - ( Size:294.45 KB )*

*If I select PrintBoss 50 for the printing job, but it comes Uniprint*

zahid Advice

Manish Singh Yes, you can use Uniprint to print.

zahid No, I want to use PrinBoss 50

No, for me only

I checked with my other team members, but they don't

Hello

Manish Singh May I take the remote access of your local computer?

zahid R u there?

Yes, please

Manish Singh <https://assist.acecloudhosting.com/join/6992306295>

Kindly paste this link in the browser of local computer and join the session.

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

zahid ok, done it

Manish Singh We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti

Is there anything else I may help you with ?

As we have arranged a callback regarding your issue.

Are we still connected here?

Are we still connected here?

zahid Yes

Please

Manish Singh We will arrange a callback accordingly.

Is there anything else I may help you with ?

zahid Only, Print Boss issue please, no other issue

Manish Singh Alright, we will surely assist you.

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

zahid Would you like to keep the computer control till then?

Manish Singh No, disconnecting it now.

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

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

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

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

*Manish Singh has ended this chat session*

## Visitor Details

**#77419 Stephanie**

**Email:** stephanie@akiptan.org

**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:** DENVER

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

Stephanie Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

## Visitor Details

**#77652 Tina**

**Email:** tina@44interactive.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** SIOUX FALLS

**State:** South Dakota

**Country:** UNITED STATES

## Chat Transcript

Tina	Hello, I am your Acebuddy
Acebuddy	Hello Tina, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Tina	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Janardan Mishra accepted the chat transfer request.</i>	
Janardan Mishra	Thank you for choosing ACE cloud Hosting. My name is Janardan. How may I help you today?
Tina	i just got a new computer and need it added to my home screen
	what is it called the RDP file?
Janardan Mishra	As I understand you use a blue color RDP file to access your server. Right?
Tina	yes
Janardan Mishra	It seems you selected Managed IT and got connected to different team. We do not have access to your data. Is it okay, if I
Tina	my coworker just did this with your team they took control of her screen and added it and everything you cant do that?
Janardan Mishra	I understand but we do not have access to RDP resources.
	I can transfer your chat to correct team who can access it and will help you configure RDP on your new computer.
Tina	ok
Janardan Mishra	Thank you.
<i>Janardan Mishra is transferring the chat to Support(QB &amp; App Hosting).</i>	
<i>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Tina	hello i think you just helped my coworker nichole with her RDP file on her desk top can you please do the samething for m

	i got a new computer and need it added to my desktop too
Anjainay Singh	Thankyou for sharing information with me , Yes I just helped Nicole to setting up new RDP file on new machine.
Tina	yes please help mine too
Anjainay Singh	Surely I will be assisting you with accessing the server from new machine.
	May I take the remote access of your local computer?
Tina	yes
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
Tina	all done
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/7212778838">https://assist.acecloudhosting.com/join/7212778838</a>
	Please paste above URL at your local machine browser so that I can access your machine.
	Is there anything else I may help you with ?
	As the issue has been resolved so we are closing this chat.

*Anjainay Singh has ended this chat session*

## Visitor Details

**#76633 Anu Pinni**

**Email:** anu@insideaoa.com

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** WINTER PARK

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

## Visitor Details

### #77638 info

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

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

**Operator:** Ankit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 10 Secs

**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 raise a Request
Acebuddy	Please select your request type.
info	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
info	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh
	Do you need any further assistance on the topic?
info	Setback
Acebuddy	What type of QuickBooks Issue are you facing?
info	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh
	Do you need any further assistance on the topic?
info	Restart
Acebuddy	Hello Info, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
info	Yes
Acebuddy	You have chosen an Invalid Option. Please try Again!
	Whom Would You Like to Connect With?
info	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
info	Technical Support (QB & App Hosting)

Acebuddy	You have chosen an Invalid Option. Please try Again!
	Please chose an option :
info	I'd like to raise a Request
Acebuddy	Please select your request type.
info	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
info	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
info	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
info	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
info	quickbook update
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit accepted the chat transfer request.</i>
Ankit	Thank you for contacting Ace Cloud Hosting. My name is Ankit. I will be assisting you today.
info	Hello, would you please set up QB update tonight?
	Midnight at central time
Ankit	I will be surely assisting you with this. Kindly help me with your server name and user name?
info	Bongryong.myrealdata.net. User name : Donna_BK
Ankit	Thank you for the details. As requested, we have scheduled the QuickBooks application update for tonight.
	Is there anything else I may help you with ?
info	nope. thank you.
Ankit	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	<i>info has ended this chat session</i>

## Visitor Details

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**#76644 DAWN REIDER**

**Email:** dreider@veeusa.com

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

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

**City:** MOUNT AIRY

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

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DAWN REIDER	Hello, I am your Acebuddy
Acebuddy	Hello Dawn Reider, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
DAWN REIDER	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
DAWN REIDER	I'd like to report an Issue
Acebuddy	Please select an option!
DAWN REIDER	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
DAWN REIDER	quickbooks is frozen and I am unable to work - tried multiple reboots and even ended task - put in ticket 689828 but I rea
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.

	Since when you are facing this issue .
DAWN REIDER	Good evening and thank you
Anjainay Singh	Since when you are facing this issue.
DAWN REIDER	about 9:10 this morning
Anjainay Singh	Whether all users are facing this issue ?
DAWN REIDER	No I do not think so
Anjainay Singh	Could you please try to access it again and let me know the status .
DAWN REIDER	yes will do
Anjainay Singh	Could you please let me know the status .
DAWN REIDER	yes - It looks like it was caught in an email loop?
	thank you
Anjainay Singh	is it working ?
	Are we still connected here?

*Anjainay Singh has ended this chat session*

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## Visitor Details

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### #76963 Fenil Shah

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

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

Fenil Shah	Hello, I am your Acebuddy
Acebuddy	Hello Tax, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Fenil Shah	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Suneetha Barre accepted the chat transfer request.</i>
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I will be assisting you today. How may i help you?
Fenil Shah	Hello , one of my folder got deleted naming Amit Dabhi. I want it back  it was in kiran patel folder
Suneetha Barre	I will surely assist you on this Kindly confirm your business name
Fenil Shah	Sk Tax Addison
Suneetha Barre	Thank you for sharing details with us  Kindly allow me to transfer this chat to concerned team
Fenil Shah	yes please
	<i>Suneetha Barre is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.  Hello Tax
Fenil Shah	Client Data - Kiran Patel - Amit dabhi \  this folder got deleted. last seen 15 th april . and i want it back
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?
Fenil Shah	Sktax4  it got deleted from all of the servers
Anurag Sharma	Okay, thankyou for the information.  Please allow me 2-3 minutes to check the same.
Fenil Shah	ya sure  take your time

	let me know when its done
Anurag Sharma	Please stay connected for a while.
	I am working on it.
Fenil Shah	please do it asap
Anurag Sharma	Thank you for your patience.
	Tax, I would need an approval primary contact in order to restore this file/folder.
Fenil Shah	yeah sure
	but did you found the folder
	?
Anurag Sharma	I would like to tell you that, I am currently verifying your data on the server. As this data is an older data. It will take time
Fenil Shah	i ALREADY WAITED FOR 20 MINUTES AND STILL YOU NEED TIME?
Anurag Sharma	Meanwhile, I am checking the data. I would request you to please provide us the approval over the mail we will send you
Fenil Shah	YES PLEASE SEND THE MAIL SO I CAN APPROVE IT
Anurag Sharma	I completely understand your concern, Tax. I know it's taking some time. The file/folder you're asking for contains older da
Fenil Shah	OK
Anurag Sharma	After this chat I will be sending you an email. You just need to revert back to that email with an approval from the primary
Fenil Shah	YES PLS DO IT
Anurag Sharma	Once we will receive the approval from the primary contact we will update you with the request on email.
Fenil Shah	ANY SPECIFIC DETAILS THAT I SHOULD ADD IN THE MAIL
Anurag Sharma	I will surely help you with this. Please rest assured.
	I will mention everything on the email and will let you know on email if anything else is required.
Fenil Shah	OK SURE
Anurag Sharma	You can just simply revert back with an approval.
	Is there anything else I may help you with ?
Fenil Shah	NO
	THANKS
Anurag Sharma	Thankyou so much Tax for understanding.
Fenil Shah	YEAH
Anurag Sharma	We are actively working on your request.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr

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/>)

*Anurag Sharma has ended this chat session*

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## Visitor Details

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### #77631 Deanna Logoteta

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

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 53 Secs

**City:** RENO

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

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Deanna Logoteta	Hello, I am your Acebuddy
Acebuddy	Hello Deanna Logoteta, 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	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Deanna Logoteta	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Deanna Logoteta	Ticket 703109
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	Please allow me a minute to check the same.
	Thank you for the patience.
	Kindly confirm which issue currently you're facing
Deanna Logoteta	We had to transfer the Awaken quickbooks backup from 5/28/25 to my personal computer as there was an issue with the .
	I was able to open quickbooks and run payroll once the backup was transferred to my personal computer. Now, we need t
Shubham Kataria	Is the back up file saved on your personal computer?
Deanna Logoteta	yes
Shubham Kataria	Kindly share with us via we transfer. We will save it on server.
Deanna Logoteta	what are the steps for that
	<i>11:27:34 AM Shubham Kataria is sharing a file with you</i>
	<i><a href="#">File Transfer SOP (WeTransfer) 3 (1).pdf</a> - ( Size:188.1 KB )</i>
	<i>Here are the steps to use we transfer</i>
Shubham Kataria	With the help of this tool, You can create the web link for any file. Once you will send the link, After that we will save it on
Deanna Logoteta	Great, can you confirm that the server is okay now so that our quickbooks can be opened on it, or will you find that out or
Shubham Kataria	Yes, Once you will share the back up file with us. We will retrieve the back up on the server.
	Once the back up file restored on the server, we will inform you. You can try to access the file
Deanna Logoteta	ok
	I'm reading through the instructions now on how to transfer backup
Shubham Kataria	If the issue persists, we're here to help you and will assist you in resolving it.
	Sure
	After reading through the steps please share the back up file on same email thread to restore the back up
Deanna Logoteta	I just sent
Shubham Kataria	Let me check

	Unfortunately, We have not received the email yet.
Deanna Logoteta	oh it says it is at 22%
Shubham Kataria	Got it. Currently, it is generating a Web link for the backup file. Once the process is complete, it will provide you with a we
Deanna Logoteta	ok
Shubham Kataria	Thank you, and rest assured, we will do every possible step to help you resolve this.
Deanna Logoteta	thank you
Shubham Kataria	Glad to help, and thank you for your patience and kindness throughout.
	Once we will received the back up file from you. I will restore it on your server and inform you via same email thread.
Deanna Logoteta	Do I send you the link here?
Shubham Kataria	Is there anything else I may help you with ?
	Yes, please send the link on the same ticket #703109
Deanna Logoteta	<a href="https://we.tl/t-akwHwYfNuS">https://we.tl/t-akwHwYfNuS</a>
Shubham Kataria	Kindly allow me a minute to check the same.
Deanna Logoteta	ok
Shubham Kataria	Back up file is downloading, Please stay connected
Deanna Logoteta	ok
Shubham Kataria	Please stay connected, I'm working on it.
Deanna Logoteta	ok
Shubham Kataria	Company file has been saved in your Client data inside new back up folder.
Deanna Logoteta	ok, should I log onto the server?
Shubham Kataria	Yes please
Deanna Logoteta	where is the new backup folder located?
	I'm at restore from backup on the server
Shubham Kataria	May I take the remote access of your server to assist you better.
Deanna Logoteta	yes
Shubham Kataria	Thank you.
	Prior providing the access, I would suggest you to close any important documents at your end.
Deanna Logoteta	ok
Shubham Kataria	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti
	Thank you for your patience.
Deanna Logoteta	all seems to be resolved now
Shubham Kataria	Great, Happy to assist you.

Is there anything else I may help you with ?

Are we still connected here?

Deanna Logoteta not now, thank you

Shubham Kataria You're welcome

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

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

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

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

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

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

*Shubham Kataria has ended this chat session*

## Visitor Details

**#77483 jorge**

**Email:** jorge@nautilus-homes.com ☎ 19414002240

**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:** SARASOTA

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

jorge Hello, I am your Acebuddy

Acebuddy	Hello Jorge Tablada, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jorge	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jorge	I'd like to report an Issue
Acebuddy	Please select an option!
jorge	Password Reset
Acebuddy	Please select an option below
jorge	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
	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*

## Visitor Details

**#77575 brandi**

**Email:** brandi@qimsolutions.com

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 19 Secs

**City:** CLAXTON

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

brandi	Hello, I am your Acebuddy
Acebuddy	Hello Brandi Lawrence, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brandi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
brandi	I'd like to report an Issue
Acebuddy	Please select an option!
brandi	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
brandi	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
brandi	I was trying to do a print preview of pick list and it's been downloading the pages for about 15 minutes and I have even e
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	<i>8:45:16 AM brandi is sharing a file with you</i>
	<u><a href="#">1_image.png</a></u> - ( Size:35.07 KB )
	Could you please confirm if the QB is currently freezed?
brandi	BrandiLawrence@myrealdata.net
	No it's still running.
Shubham Kataria	Alright. Please allow me one minute to check the same.
brandi	Account identifier is CID75090
Shubham Kataria	Thank you, let me have a look in this
	May I take the remote access of your server?
brandi	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putti

Thank you for your patience.

As per our remote conversation your issue has been resolved.

Is there anything else I may help you with ?

brandi No that is all, thank you again for your help.

Shubham Kataria You're welcome

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

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

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

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

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

*Shubham Kataria has ended this chat session*

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## Visitor Details

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### #77409 Asif Ali

**Email:** admin@3qscpa.com  16145587724

**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:** MANSFIELD

**State:** Ohio

**Country:** UNITED STATES

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## Chat Transcript

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Asif Ali Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

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## Visitor Details

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### #76487 Adam Schipani

**Email:** info@mjschipanielectric.com ☎ 19084470805

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 1 Min 15 Secs

**City:** ANNANDALE

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

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Adam Schipani 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?

Adam Schipani Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Adam Schipani I'd like to report an Issue

Acebuddy Please select an option!

Adam Schipani	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Adam Schipani	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?
Adam Schipani	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>
Adam Schipani	adamS.q1
	<i>Sanyam Madan accepted the chat transfer request.</i>
Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Madan. I will be assisting you today.
Adam Schipani	hello, i am receiving a pop up message saying that this company file is on another computer
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your server name and user name?
Adam Schipani	adams.q1
Sanyam Madan	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
Adam Schipani	sure
Sanyam Madan	Prior providing the access, I would suggest you to close any important documents at your end.
Adam Schipani	ok
Sanyam Madan	i will send you a request on the server , please accept
Adam Schipani	nothing yet
	ok
Sanyam Madan	Is there anything else I may help you with ?
Adam Schipani	were all good for now
Sanyam Madan	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.
Adam Schipani	of course
Sanyam Madan	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecl">https://selfcare.acecl</a>
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Sanyam Madan has ended this chat session*

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## Visitor Details

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### #76713 Richard Denciger

**Email:** accounting@belmontihatters.com ☎ 13473262214

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 40 Secs

**City:** PEARL RIVER

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

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Richard Denciger	Hello, I am your Acebuddy
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	We are still connected over remote session.
Richard Denciger	ok
	Thx
Ashutosh Mishra	As discussed over the remote session, the Hat system 2025 should now work once you login back.
Richard Denciger	let me check
	yes thank you
Ashutosh Mishra	Great!
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
Richard Denciger	ok

Ashutosh Mishra

Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thought

*accounting has ended this chat session*

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## Visitor Details

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### #77596 Brandon Clenney

**Email:** brandon@steelemartin.com ☎ 17316689183

**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:** JACKSON

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

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Brandon Clenney

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

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## Visitor Details

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### #76700 marcello

**Email:** marcello@prothane.com ☎ 18014201081

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 47 Secs

**City:** LINDON

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

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marcello Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

marcello Managed IT

Acebuddy Please wait while we connect you to an available Representative.

*Acebuddy (bot) forwarded the chat request*

*Abhijeet Arun Thakur accepted the chat transfer request.*

Abhijeet Arun Thakur Thank you for contacting Ace Cloud Hosting. My name is Abhijeet.  
How may I assist you today?

marcello I need help to give access to a user to the hosting.

Abhijeet Arun Thakur Could you please help me with the organization name?

marcello It is her first time logging in and she needs app installed on her computer

Abhijeet Arun Thakur Sure, Could you please help me with the organization name?

marcello Amanda.Ferreira

Dee Engineering

Dee Engineering: CID74951

Abhijeet Arun Thakur	Thank you for the details.  I will transfer you to the concerned team.
<i>Abhijeet Arun Thakur is transferring the chat to Support(QB &amp; App Hosting).</i>	
marcello	Thanks
<i>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
marcello	Hi  I need help to give access to a user to the hosting.
Anjainay Singh	Please allow me two minutes so that I can look into the issue .  We need to setup the RDP for user at her local machine or we may send the new RDP file over an email.
marcello	It is her first time logging in and she needs app installed on her computer  However she works out of the country so we need to do a Teams meeting to talk to her
Anjainay Singh	She need access to server .
marcello	Yes
Anjainay Singh	Apart from accessing the server does she need any other application installed on server ?
marcello	No. She only needs help setting up the RDP  Username:- Amanda.Ferreira
Anjainay Singh	So we will send the new RDP file over an email ,which she can download at her local machine and access the server .  Could you please provide her email address.
marcello	I sent her the instruction from the Tech by email  Her email is accounting@prothane.com
Anjainay Singh	Thankyou for cooperation .  We will send the RDP file to her over an email.
marcello	Okay
Anjainay Singh	Is there anything else I may help you with ?
marcello	Okay. We will try to install by ourselves
Anjainay Singh	May I take the remote access of your local machine and create RDP for Amanda and you may send her through an email .  Are we still connected ?  Are we still connected ?

*Anjainay Singh has ended this chat session*

## Visitor Details

### #76856 Dean Nguyen

**Email:** dean.n@enagic.com ☎ 13105427700

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 56 Secs

**City:** TORRANCE

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

Dean Nguyen	Change in Users
Acebuddy	Please select your desired option!
Dean Nguyen	Setback
Acebuddy	Please select your request type.
Dean Nguyen	Password Reset
Acebuddy	Please select an option below
Dean Nguyen	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
Dean Nguyen	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Dean Nguyen	Hi Ashu. I am trying to change the MFA email address. I have changed the email on <a href="https://myportal.acecloudhosting.com">https://myportal.acecloudhosting.com</a>
	It still does not send the MFA OTP to the updated email.
Ashutosh Mishra	I will surely help you with this issue.
	Please share the business name?
Dean Nguyen	Enagic, USA Inc.
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Dean Nguyen	ok
Ashutosh Mishra	I see that My Portal admin is Ayumu Takeichi with email dean.n@enagic.com
Dean Nguyen	Ayumu does not work here anymore. I am Dean Nguyen, dean.n@enagic.com is my email address. I had already change i
	I would like the MFA OTP to go to billing@enagic.com
Ashutosh Mishra	Are you receiving OTP on the dean.n@enagic.com? (Edited)
Dean Nguyen	yes
Ashutosh Mishra	Okay sure, i will send the request to relevant team to make the changes.
Dean Nguyen	But I would like it to be sent to billing@enagic.com
Ashutosh Mishra	You can end the chat session, this way a ticket ID will be generated and i will send you a request to approve the changes.
Dean Nguyen	okay.. What is my username for selfcare portal
	I was not able to login to that either.

Ashutosh Mishra	Username would be dean.n@myrealdata.net
	Is there anything else I may help you with ?
Dean Nguyen	no
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.aceclou
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Ashutosh Mishra has ended this chat session*

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## Visitor Details

### #77476 Crystal Smith

**Email:** crystal.smith@complete-business-solutions.com ☎ 5414093079

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 28 Secs

**City:** TUCSON

**State:** Arizona

**Country:** UNITED STATES

## Chat Transcript

Crystal Smith	Hello, I am your Acebuddy
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Acebuddy	Hello Crystal Smith, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Crystal Smith	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Crystal Smith	I'd like to raise a Request
Acebuddy	Please select your request type.
Crystal Smith	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Crystal Smith	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Crystal Smith	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Crystal Smith	After a server upgrade I can't login to the server anymore. I need help to get back into my remote desktop application and
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shivam Singh accepted the chat transfer request.*

Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
Crystal Smith	Thank you.
Shivam Singh	I will be surely assisting you with this. Kindly help me with your server name and user name?
Crystal Smith	My login is no longer working to access the remote desktop. My server name is CBSolutions.myreldata.net
Shivam Singh	Thanks
Crystal Smith	Crystal_CBS is my username
Shivam Singh	Let me have a look at it. (Edited)
	Thank you for your patience, As I checked the server is looking good.
	Are you the only one facing the issue ?
Crystal Smith	My coworkers had the same issue when they first logged in after the update.
	They said that suppot had to resolve some issue with their logins
	This is just the first time I have logged in after the update.
Shivam Singh	Two users are currently logged in .
Crystal Smith	Yes, Cheryl & Emily can login in now.

Shivam Singh	Allow me to check. May I take the remote access of your local computer?
Crystal Smith	Yes
Shivam Singh	That's good
	Prior providing the access, I would suggest you to close any important documents at your end.
Crystal Smith	Ok
	I am ready
Shivam Singh	Kindly paste this link in the browser of local computer and join the session. <a href="https://assist.acecloudhosting.com/join/1612317091">https://assist.acecloudhosting.com/join/1612317091</a>
Crystal Smith	It is downloaded
Shivam Singh	just open it ad join
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in touch with my team.
Crystal Smith	ok
Shivam Singh	thanks for your confirmation
	<i>9:20:19 PM Shivam Singh is sharing a file with you <a href="#">Crystal_CBS@myrealdata.net.zip</a> - ( Size:792 Bytes )</i>
	Please use this RDP and try again
	As the issue is resolved
	Is there anything else I may help you with ?
Crystal Smith	All good thanks
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation.
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
	<i>Shivam Singh has ended this chat session</i>

## Visitor Details

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### #77076 tanya oubre

**Email:** toubre@dieselpartsdirect.com  2259281913

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** SLIDELL

**State:** Mississippi

**Country:** UNITED STATES

## Chat Transcript

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tanya oubre Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

tanya oubre Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

tanya oubre I'd like to report an Issue

Acebuddy Please select an option!

tanya oubre Other Issue

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

tanya oubre i cannot connect to my webdav links

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shashwat Verma accepted the chat transfer request.*

*Shashwat Verma is transferring the chat to Ashutosh Mishra.*

*Ashutosh Mishra accepted the chat transfer request.*

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

tanya oubre thank you, I had this issue recently and I cannot remember what we did to fix it. When we fix it this time, if you give me ir

Ashutosh Mishra	I will surely help you with this issue.
	Do you have any existing ticket open for this concern?
tanya oubre	no, it was an old ticket that was resolved and closed
	i think it might be trying to connect to the wrong domain, but I am not sure. It was something like that.
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
tanya oubre	just me
Ashutosh Mishra	Thanks for the confirmation !
	Please help me with your username.
tanya oubre	DPD_Tanya
Ashutosh Mishra	May I take the remote access of your local computer?
tanya oubre	yes
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
tanya oubre	ok
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/9362667676">https://assist.acecloudhosting.com/join/9362667676</a>
tanya oubre	can you send an email with what you did to correct it in case it happens again?
Ashutosh Mishra	Sure
	As per discussion over the remote session, The issue is resolved by remapping the drive and entering credentials again.
	I will also share the ticket id with you over the mail along with details.
	Is there anything else I may help you with ?
tanya oubre	not, that is all, thank you
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appr
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acec
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Ashutosh Mishra has ended this chat session*

## Visitor Details

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**#76916 Brett Ensman**

**Email:** bensman@calcraft.com

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 49 Secs

**City:** FT WORTH

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

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Brett Ensman	Hello, I am your Acebuddy
Acebuddy	Hello Brett Ensman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brett Ensman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brett Ensman	I'd like to report an Issue
Acebuddy	Please select an option!
Brett Ensman	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Brett Ensman	My profile to log on to the server was deleted before and I am attempting to get ti working again. Had a : Ticket ID: 69186
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
	<i>9:14:52 PM Brett Ensman is sharing a file with you</i>
	<i><a href="#">Print Screen 1.jpg</a> - ( Size:133.67 KB )</i>

*9:14:52 PM Brett Ensman is sharing a file with you*

[Print Screen 2.png](#) - ( Size:132.74 KB )

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

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

Brett Ensman Name: BrettE.rdp

Folder Path: C:\Users\bensm\Desktop

Shivam Singh Thanks for the Information

Changes have been made by varun.

Please try accessing it.

Brett Ensman OK will do.

Shivam Singh I will wait for your confirmation.

Brett Ensman Same error. "We can't sign into your account"

Shivam Singh Could you please share the screenshot of the same ?

*9:25:20 PM Brett Ensman is sharing a file with you*

[Screen shot.jpg](#) - ( Size:913.91 KB )

Please allow me two minutes to look into it.

Thanks for the patience we are still looking into it.

Brett Ensman No problem

Shivam Singh Shall I sign you off ?

Brett Ensman I should be signed off

Shivam Singh Okay, thanks for the confirmation.

Please login now.

Brett Ensman ok

Shivam Singh Great

Please let us know if you are still getting the same error?

Brett Ensman I did NOT get the error this time!

I think it worked

Shivam Singh Great.

Is there anything else I may help you with ?

Brett Ensman No I believe that should be it. Thank you again for the help!

Shivam Singh I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of

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

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

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

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

*Shivam Singh has ended this chat session*

## Visitor Details

### #77450 Ben Wyatt

**Email:** bwyatt@condoncpa.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:** SPRING

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Ben Wyatt Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Ben Wyatt Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Ben Wyatt I'd like to report an Issue

Acebuddy Please select an option!

*Ben Wyatt has ended this chat session*

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## Visitor Details

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### #76625 Chris Rehm

**Email:** chrisrehm@medbizz.com ☎ 3035225344

**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:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

---

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

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

*Ended due to chat idle timeout*

## Visitor Details

### #77653 Norma Vazques

**Email:** centralincometax@sonic.net ☎ 17075751079

**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:** 3 Secs

**City:** SANTA ROSA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

Norma Vazques	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?
Norma Vazques	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>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  Are you able to connect to server?  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*

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## Visitor Details

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**#76804 patrickkrigg**

**Email:** patrickkrigg@pmrproperties.com  14029689366

**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:** ST JOSEPH

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

patrickrigg Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

## Visitor Details

### #76673 ted

**Email:** ted@goquickbase.com ☎ 15132386775

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** FT WORTH

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

ted Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

ted Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
ted	I'd like to raise a Request
Acebuddy	Please select your request type.
ted	Change in Applications
Acebuddy	Please select your desired option!
ted	Application Addition
Acebuddy	Please select your Application
ted	Sage
Acebuddy	Kindly download the latest setup file from the application web portal and save it on your server Desktop.  Once done, Please send an email to support@acecloudhosting.com along with the Serial Number of the application so we  You will be notified via email once the request has been fulfilled.
	Do you need any further assistance on the topic?
ted	Yes
Acebuddy	Please wait while we connect you to our Support Representative  <i>Acebuddy (bot) forwarded the chat request</i>  <i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
ted	Hi.  I asked for Sage 100c Advanced 2018 to be installed last night and submitted most of what was needed, but there was or  Ticket ID: 689702
Shubham Kataria	Please allow me a minute to check the same  I've checked your ticket and the engineer is working on your ticket, once completed he will inform you over email  Approximately It will completed in next 1 hour
ted	OK. I ask because I need this to work tonight. I can't keep taking a day at a time for each try and then wake up to an issue
Shubham Kataria	This is noted. We are proactively working on your request and it will complete within 1 Hour (Edited)  We will inform you over email once completed
ted	Thank you.
Shubham Kataria	You're welcome  Is there anything else I may help you with ?

*ted has ended this chat session*

## Visitor Details

**#76639 Mart Abel**

**Email:** mark@didonatocpa.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:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

## Visitor Details

**#77052 Sandam**

**Email:** sandam@yoecpa.com

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** HOUSTON

**State:** Connecticut

**Country:** UNITED STATES

## Chat Transcript

Sandam	Hello, I am your Acebuddy
Acebuddy	Hello Sandam, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Sandam	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sandam	I'd like to report an Issue
Acebuddy	Please select an option!
Sandam	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Sandam	694472
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

Sandam PDF issue not fixed

*Tushar accepted the chat transfer request.*

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

We have reinstalled the adobe application kindly log of and relog in and check.

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.

*Tushar has ended this chat session*

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## Visitor Details

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### #77564 Alexis

**Email:** alexisa@sentryusa.com  16057530880

**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:** 50 Secs

**City:** WATERTOWN

**State:** South Dakota

**Country:** UNITED STATES

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## Chat Transcript

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Alexis Hello, I am your Acebuddy

Acebuddy	Hello Alexisa, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Alexis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Alexis	I'd like to report an Issue
Acebuddy	Please select an option!
Alexis	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Alexis	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Alexis	Server slowness
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Alexis	I chatted with Anurag Sharma this morning and it was recommended that all users log off the server so it could be rebooted.
	<i>Shivam Singh accepted the chat transfer request.</i>
	Hi Shivam
	<i>Shivam Singh is transferring the chat to Tushar.</i>
	<i>Tushar accepted the chat transfer request.</i>
	Hi Tushar
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
Alexis	I sure hope you can!
Tushar	May I know the current issue after the reboot was initiated by Anurag.
Alexis	Anurag did not reboot it yet, I said I would come back on this chat later
	At the time, it was not convenient to have all users logged off, but now is a better time.
Tushar	The server is rebooted 13 hours ago are you still facing the issue?
Alexis	Yes it has been very slow all day
Tushar	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important documents at your end.
Alexis	Yes
	I have run internet speed tests and that is not the issue also
Tushar	are other user facing the issue? (Edited)

Alexis Yes all are

Tushar okay and is there any specific application that is facing slowness or the whole server is slow?

Alexis We only use it for quickbooks, so i cannot say. It seems like the whole server is slow.

Tushar This case will now be escalated to the escalation team they will be doing the detail check and find the cause of the issue,

Alexis Okay

Tushar <https://assist.acecloudhosting.com/join/7222384876>

Alexis Do I need to open that link in the remote desktop or my main one?

Tushar main one the local system.

We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you on hold.

Kindly try to open and use server for a while so that I can see the slowness issue.

Alexis As you can see it is taking quite some time to load, I will run through a few other things as well

Tushar I will monitor the resources from the back end simultaneously.

That would be it.

I will now check one more thing.

I will now escalate the issue with the team you will hear from them afterwards this chat ends.

Is there anything else I may help you with ?

Alexis Can I delete that strange app you downloaded?

Tushar Yes sure I will do that for you.

It's been deleted now.

Alexis Thank you, there is nothing else for tonight

Tushar It is used to check the connection of the server and your local system with multiple other information's.

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

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

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

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

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

*Tushar has ended this chat session*

## Visitor Details

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**#77604 tim Sullivan**

**Email:** tim@ave-medical.com  +14155040484

**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

---

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

## Visitor Details

### #77570 Brenda Rosales

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

**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:** MAYBUNGA

**State:** National Capital Region

**Country:** PHILIPPINES

## Chat Transcript

Brenda Rosales	Hello, I am your Acebuddy
Acebuddy	Hello Brenda Rosales, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brenda Rosales	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brenda Rosales	I'd like to raise a Request
Acebuddy	Please select your request type.
Brenda Rosales	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
Brenda Rosales	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

*Acebuddy has ended this chat session*

## Visitor Details

### #76445 Tushar

**Email:** info.alphaconsultancy01@gmail.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:** 9 Secs

**City:** AHMEDABAD

**State:** Madhya Pradesh

**Country:** INDIA

## Chat Transcript

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

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Deepak Taneja declined the transfer request.*

*Shashwat Verma accepted the chat transfer request.*

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

Hello Tushar

Tushar Hi Shashwat

can you connect and help me

Shashwat Verma I will surely help you with this issue.

So you want me to show your issue on remote? (Edited)

Tushar Yes

Shashwat Verma sure

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

Tushar Okay

Shashwat Verma <https://assist.acecloudhosting.com/join/7302851107>

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 login the server again please

Are we still connected here?

cx came on another chat

*Shashwat Verma has ended this chat session*

## Visitor Details

#76924 Lorraine Weaver

Email: l.renee.weaver@gmail.com ☎ 17069754009

**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:** HALLS

**State:** Mississippi

**Country:** UNITED STATES

## Chat Transcript

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Lorraine Weaver	Hello, I am your Acebuddy
Acebuddy	Hello L.renee.weaver, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Lorraine Weaver	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Lorraine Weaver	I'd like to report an Issue
Acebuddy	Please select an option!
Lorraine Weaver	Password Reset
Acebuddy	Please select an option below
Lorraine Weaver	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-set.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.
	<i>Ended due to chat idle timeout</i>

## Visitor Details

**#77605 Tonya Sheppard**

**Email:** tsheppard@mahans.com  +16785773869

**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:** MCDONOUGH

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

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

It says there is a critical update for QB and to exit software and then try again. When I do that it says I do not have admin permission

## Visitor Details

### #77211 info

**Email:** info@idahoaviation.com  12088035722

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

**Operator:** Sanyam Madan

**Website:** [https://www.acecloudhosting.com/hosting/quickbooks-enterprise/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=QB\\_Enterprise&utm\\_term=quickbooks%20accountant%20hosting&utm\\_adgroup=Accounting&utm\\_content=hosting](https://www.acecloudhosting.com/hosting/quickbooks-enterprise/?utm_source=google&utm_medium=cpc&utm_campaign=QB_Enterprise&utm_term=quickbooks%20accountant%20hosting&utm_adgroup=Accounting&utm_content=hosting&utm_source=google&utm_medium=cpc&utm_campaign=QB_Enterprise&utm_term=quickbooks%20accountant%20hosting&utm_adgroup=Accounting&utm_content=hosting)

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 20 Secs

**City:** NAMPA

**State:** Idaho

**Country:** UNITED STATES

## Chat Transcript

info It says there is a critical update for QB and to exit software and then try again. When I do that it says I do not have admin permission

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

Transferring your chat to our support team for further assistance!

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

info Thank you

Mohit you're welcome

*Gaurava Tyagi accepted the chat transfer request.*

Gaurava Tyagi Thank you for contacting Ace. My name is Gaurava and I will be assisting you today

*Gaurava Tyagi is transferring the chat to Sanyam Madan.*

*Sanyam Madan accepted the chat transfer request.*

info Trying to access my ACE QB account and says critical update is needed and to try and log in again. When I do that it says I do not have admin permission

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

Kindly allow me two minutes to check the same.

info k

Sanyam Madan It seems like qb updates are pending on your server

	The updates are handled by us. We can initiate the update now; however, all users will need to log out of the server for ap
info	ok We can do that.
Sanyam Madan	or we can schedule the update during off-peak hours at night. In either case, we will notify you once the update is comple
info	try now and if it cant access servers do it tonight. Have work I would like to do this afternoon.
Sanyam Madan	okay
info	Thank you. Logging off now.
Sanyam Madan	please tell all the users to logout from the server
	we will notify you via mail as soon as the updates are completed
	Is there anything else I may help you with ?
info	thanks
Sanyam Madan	Is there anything else I may help you with ?
	Are we still connected here?
	Is there anything else I may help you with ?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

*Sanyam Madan has ended this chat session*

**Visitor Details**

**#77130 carolina**  
**Email:** carolina@ptxagents.com  9  
**Department:** Support(QB & App Host  
**Operator:** Anjainay Singh  
**Website:** <https://www.acecloudhostin>  
**Operating System:** Microsoft Windo  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 37 Secs  
**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

carolina	Hello, I am
Acebuddy	Hello Caroli
	Whom Wou
carolina	Technical S
Acebuddy	Welcome to
	Please cho
carolina	I'd like to re
Acebuddy	Please sele
carolina	QuickBooks
Acebuddy	What type
carolina	Other QB re
Acebuddy	Please spec
carolina	I can't oper
Acebuddy	Please wait
	<i>Acebuddy (</i>
	<i>Anjainay Si</i>
Anjainay Singh	Thank you
carolina	Hello Anjai
	I need to oj
Anjainay Singh	I am really
	Sure I will c
carolina	Just now wi
Anjainay Singh	Are other u
carolina	I don't kno
	I'm in Turke
Anjainay Singh	Could you p
carolina	Enterprise :
Anjainay Singh	

Please allow

carolina	Thanks, I n
Anjainay Singh	Could you p
carolina	Ok, one sec
	Great!!!! Yo
	Thank you
Anjainay Singh	Is there any
carolina	No, thanks!
Anjainay Singh	Please prov
carolina	sure
Anjainay Singh	You may er
	Thank you
carolina	You too, tha

*Anjainay Si*

## Visitor Details

**#77347 Christopher Facendola**  
**Email:** chris@amgair.com ☎ 201-782  
**Department:** Support(QB & App Host  
**Operator:** Anurag Sharma  
**Website:** <https://www.acecloudhostin>  
**Operating System:** Microsoft Windo  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 43 Secs  
**City:** RAMSEY  
**State:** New Jersey  
**Country:** UNITED STATES

## Chat Transcript

Christopher Facendola	Hello, I am
Anurag Sharma	Thank you
	Hello Chris
Christopher Facendola	Hi Anugrag
	Information
Anurag Sharma	No problem
	Could you pl
Christopher Facendola	As far as I k
Anurag Sharma	Okay
	Can I rebo
	As I can ch
	Thus, I wou
	Are we still
	Are we still
	Are we still
	As there wa
	(1-888-415
	Thank you
	<i>Anurag Sha</i>

When I ge

## Visitor Details

**#76846 April Bennett**

**Email:** april@northpointedev.com ☎ ?

**Department:** Support(QB & App Host

**Operator:** Ashutosh Mishra

**Website:** <https://www.acecloudhostin>

**Operating System:** Microsoft Windo

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 47 Secs

**City:** OSHKOSH

**State:** Wisconsin

**Country:** UNITED STATES

### Chat Transcript -----

April Bennett	When I gen portrait.
Mohit	Thank you
	Hello April,
April Bennett	I'm doing fi
Mohit	Very well, t regarding C
April Bennett	Yes we hav
Mohit	Great, plea
April Bennett	Alliance De
Mohit	Thanks Apr
April Bennett	Thanks
	<i>Mohit is tra</i>
	<i>Ashutosh M</i>
Ashutosh Mishra	Thank you
	I will be sur
April Bennett	Where wou
Ashutosh Mishra	When you c the cursor t
	There you \
April Bennett	AllianceDe
Ashutosh Mishra	Thanks for

		Is this issue
	April Bennett	One minute
	Ashutosh Mishra	Sure, please
		Are we still
	April Bennett	Looks like it
	Ashutosh Mishra	Is this the f
	April Bennett	Yes
	Ashutosh Mishra	May I take
	April Bennett	yes
	Ashutosh Mishra	Prior provic
		It appears so
		Are we still
		Are we still
		As there was
		(1-888-415

*Ashutosh M*

## Visitor Details -----

**#76860 Amanda Shih**  
**Email:** amanda.shih@aataxaccounting.com  
**Department:** Support(QB & App)  
**Operator:** Manish Singh  
**Website:** https://www.acecloudhosting.com  
**Operating System:** Microsoft Windows 10 Pro  
**Browser:** Microsoft Edge  
**Device:** Desktop  
**Average Response Time:** 49 Seconds  
**City:** CLARKSVILLE

**State:** Maryland  
**Country:** UNITED STATES

## Chat Transcript -----

Amanda Shih	Hello,
Acebuddy	Hello A
	Whom
Amanda Shih	Techni
Acebuddy	Welcome
	Please
Amanda Shih	I'd like
Acebuddy	Please
Amanda Shih	Setup
Acebuddy	If you ' desire
Amanda Shih	Micro
Acebuddy	Please
	Server
	Do you
Amanda Shih	Yes
Acebuddy	Please
	Acebuddy
	Manish
Manish Singh	Thank today.
	Hii Am
Amanda Shih	Hello
	We wo
	would
	Manish
Manish Singh	Sure (E
	<a href="https://">https:/</a>
Amanda Shih	receive

Manish Singh Prior p  
end.

Amanda Shih I saw y  
ou ca  
I woulc  
you ca

Manish Singh If its M

I am n

Amanda Shih not ma  
windo  
deskto

Manish Singh I am n

Amanda Shih We car

Manish Singh Would

12:32:  
image.

Amanda Shih YES,  
aacn a  
how at

Manish Singh Please  
so that

Amanda Shih i think  
I did se

12:33:  
image.

Your e

Let me

yes  
it is me

Manish Singh We are  
remote  
issue i

Amanda Shih ok  
nice

need t

Manish Singh Alright

Amanda Shih china

Manish Singh On De

Amanda Shih nope

install

there i

She ne

Manish Singh Kindly

May I f

Amanda Shih she ne

Manish Singh Alright

I am n

Amanda Shih would

Manish Singh Yes, we

Amanda Shih amanc

Manish Singh Noted

Is ther

Amanda Shih you ha

Manish Singh Yes, at

Amanda Shih so wha

Manish Singh After tl

Amanda Shih could y

Manish Singh Let me

Amanda Shih if you c

Manish Singh I am tr

Please

Sharec

Is ther

Amanda Shih yES,

Could

i KNOV

Manish Singh	Sure, r
Amanda Shih	SORRY
Manish Singh	Is it w
Amanda Shih	Could
	it is loc
Manish Singh	<a href="https://">https:/</a>
	Prior p
	end.
Amanda Shih	thank
	The cn
	but pa
Manish Singh	Kindly
Amanda Shih	all wor
Manish Singh	Great!
	Is ther
Amanda Shih	nope
Manish Singh	I would
	clickin
	Thank
	You ma
	regard
	I requ
	how I a
	quality
	Note: `
	Portal
	For sel
	(https:

*Manish*

