

Chat Trans

Hello, I am your Ac

Visitor Details

#77823 fkoons

Email: russ@keypre.com ☎ 116102975220

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: 52 Secs

City: ALLENTOWN

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

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

fkoons Hi Ayush

Ayush kumar is transferring the chat to Tushar.

Tushar accepted the chat transfer request.

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

fkoons I need to run a utility in Sage MAS 100 2024, and I cannot boot everyone in master console. Some of them are stuck oper
Hi Tushar.

Or at least close the application for everyone

Tushar Hi Fred.

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

fkoons Keystone

FredKoops

I am the account owner

Tushar Kindly allow me two minutes to check the same.

fkoons Thank you sir.

Tushar Thank you for waiting.

fkoons You are very welcome

Tushar As I can see you are the only user active, but all others are in disconnected state. removing each user one by one will take

With your permission may I reboot the server it will take 2-3 minutes ? (Edited)

fkoons You may.

You have my permission.

Tushar Reboot is in process now.

It's up, kindly login and check if the issue persists or not.

8:40:26 AMfkoons is sharing a file with you

[image.png](#) - (Size:283.37 KB)

Kindly check again as I restarted the Sage services.

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

Chat Trans

Hello, I am your Acebuddy.

Visitor Details

#78595 Lahka Peacock

Email: lahka@ruralfinancialservices.com  19073046021

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: 33 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

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

Lahka Peacock	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>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.
Lahka Peacock	Hi Tushar.
	Here is a case #. Re:[## 715090 ##] Quiana Card ,Rural Financial Services : Server Login Issue
Tushar	Kindly allow me two minutes to check the same.
	As per the ticket issue got resolved.
	Is there a new issue?
Lahka Peacock	We thought it did. I just tried logging in and the same thing is happening.
Tushar	Okay ,kindly allow me moment to check at server end.
	May I know the user nae you are trying to login with?
Lahka Peacock	One sec
	RFS_QB.Pro2
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.
Lahka Peacock	ONe moment
	I am ready
Tushar	https://assist.acecloudhosting.com/join/3932626781
	Kindly Click on the link and open the downloaded file.
	It is working as of now.
Lahka Peacock	Worked that time. I tried three times before this and was getting the same error as before. Also, my business partner had
	It will enveutally get in, but usually takes many attempts
Tushar	We will keep the ticket open and take follow-ups with you can reply on that same ticket.
Lahka Peacock	One sed
	sec
Tushar	If the issue arises again we will involve our escalation team who deals with this type of recurring issue.
Lahka Peacock	It will arise again and I don't really want to get back on here and then have it work. Know what I mean. It's the exact sam
Tushar	Kindly provide us your contact number and the general time with time zone whenever you are available.
	Once our team will Analyse the cause they might have to contact you for further troubleshooting.
Lahka Peacock	907-304-6021. Time zone is Alaska time zone, which is 1 hour earlier than USA Pacific time. I am typically available from :

	Thank you
Tushar	Thank you for the details.
	Is there anything else I may help you with ?
Lahka Peacock	No thank you. Appreciate your help today.
Tushar	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

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#78717 Nicki Miser

Email: nicki@dupreemiller.com  12145592665 EX 110

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 45 Secs

City: DALLAS

State: Texas

Country: UNITED STATES

Chat Transcript

Nicki Miser

Hello, I am your Acebuddy

Acebuddy	Hello Nicki Miser, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nicki Miser	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Nicki Miser	Restart
Acebuddy	Hello Nicki Miser, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nicki Miser	Managed Security
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>	
<i>Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosting).</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	Please let me know the issue you are facing. (Edited)
	Are we still connected here?
	Are we still connected here?
Nicki Miser	Hey I am sorry. Had an issue with my password. It has been fixed. Thank you though!
Yash Kalra	Is there anything else I may help you with ?
Nicki Miser	No that will do it! Thank you!
Yash Kalra	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat by clicking on the link below.
	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/)
<i>Yash Kalra has ended this chat session</i>	

Chat Trans

Hello, I am your Ac

Visitor Details

#77776 michele hopkins

Email: michele@multifr.com  6788057457

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 37 Secs

City: LAWRENCEVILLE

State: Georgia

Country: UNITED STATES

Chat Transcript

michele hopkins	Hello, I am your Acebuddy
Acebuddy	Hello Michele Hopkins, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
michele hopkins	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
michele hopkins	I'd like to report an Issue
Acebuddy	Please select an option!
michele hopkins	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
michele hopkins	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
michele hopkins	need storage moved from c drive to D drive please ASAP
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

michele hopkins	HELLOW
	HELLO
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
michele hopkins	We need space please....move from C drive to D drive so we can open QBs
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
michele hopkins	Just sent an email
Manish Singh	We will proceed with the task and inform you via email.
	Is there anything else I may help you with ?
michele hopkins	That's it thank you
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#77697 shari

Email: shari@jkservicesinc.com  18054079440

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 42 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Shari
shari	hi Melissa said she has approved all requests
	<i>4:23:19 AM Shashwat Verma is sharing a file with you</i> <u>image.png</u> - (Size:14.62 KB)
Shashwat Verma	She just accept the Microsoft part
	I was just getting the email ready for POC and application addition
	If you are in touch with melissa, kindly ask her to accept the email which we will send you in next 6-7 mins
	<i>4:27:53 AM Shashwat Verma is sharing a file with you</i> <u>image.png</u> - (Size:47.0 KB)
	<i>Kindly get this email authorize also, will proceed with further steps</i>
shari	ok
Shashwat Verma	Is there anything else I may help you with ?
shari	the email showed quickbooks accountant and it should be enterprise accountant
Shashwat Verma	Yes correct, will get it done.
	Its Qb Ent accountant 23.
	Is there anything else I may help you with ?
shari	she should have just responded
	she is also asking if we can split and have our own CID for the drake server so that I am the POC
Shashwat Verma	Same CID will work for both the POC
	Both you and melissa can have the access to make the changes on the server
shari	ok but please make sure so we dont have these delays
Shashwat Verma	Yes, absolutely—you can trust me on this. And in the future, please feel free to personally ask for me by name if you need
shari	thank you that is amazin
	amazing - will definitely be easier

Shashwat Verma	Thanks
	Is there anything else I may help you with ?
shari	no but can you confirm receipt of her authorization
	<i>4:43:51 AM Shashwat Verma is sharing a file with you image.png - (Size:22.3 KB)</i>
Shashwat Verma	Unfortunately, melissa denied for the POC change
shari	because she wants it on a separate CID
Shashwat Verma	Could you personally ask her that we'll keep you both as POC
shari	she doesn't want me to have access to the other servers
Shashwat Verma	Getting separate CID is the process of getting your account divided.
shari	yes that is fine - it can be divided
	she said that is what you guys did with another customer
Shashwat Verma	Let me check this with my seniors and will get back to you for the CID separation, meantime we'll proceed MS 365 and ap
shari	thank you
	can I stay online here so i will know when it is ready
Shashwat Verma	Shari, we apologies but installation and getting MS credentials have the process to go though, could you please give me €
shari	ok can you call my cell when finished
Shashwat Verma	Sure
shari	8054079440
Shashwat Verma	Perfect will do that
	Shall I proceed with disconnecting this chat?
	Are we still connected here?
	Are we still connected here?
shari	yes sorry
	ok thank you
Shashwat Verma	No problem
	It would be great if you could share your feedback after this chat ends. Thanks in advance!
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#78046 Jon Ruby

Email: msdn001jr@hotmail.com ☎ 14026701249

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: MINNEAPOLIS

State: Minnesota

Country: UNITED STATES

Chat Transcript

Jon Ruby Hello, I am your Acebuddy

Acebuddy Hello Msdn001jr, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ac

Visitor Details

#77917 gary

Email: gary@charterbbq.com ☎ 3232696868

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 22 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

gary	Hello, I am your Acebuddy
Acebuddy	Hello Gary, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
gary	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
gary	I'd like to report an Issue
Acebuddy	Please select an option!
gary	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
gary	One of our employee is not able to connect to the server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
gary	Hi Manish
Manish Singh	I will surely help you with this issue.
	Kindly help me with your server name and user name?
gary	Its working now
	Thank you.
	I just told him to restart his computer
	Thank you.

Manish Singh

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

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

Manish Singh has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#78418 repeakacct

Email: repeakacct@gmail.com  13362477949

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: WINSTON SALEM

State: North Carolina

Country: UNITED STATES

Chat Transcript

repeakacct Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

repeakacct Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

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

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ac

Visitor Details

#78334 sll

Email: sll@sllcpa.com ☎ 8473708883

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: NORTHBROOK

State: Illinois

Country: UNITED STATES

Chat Transcript

sll Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ac

Visitor Details

#77786 nicholas

Email: nicholas@imperialpainting.com  17816985894

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 49 Secs

City: WEST ORANGE

State: New Jersey

Country: UNITED STATES

Chat Transcript

nicholas Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

nicholas Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

nicholas I'd like to report an Issue

Acebuddy Please select an option!

nicholas QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

nicholas QuickBooks is Frozen

Acebuddy Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks

Was that helpful?

nicholas No

Acebuddy No issues, please wait while I connect you to one our support engineers who'd assist you further.

Acebuddy (bot) forwarded the chat request

nicholas hi - quickbooks is frozen but we have the "app view" not desktop view so i could not follow the instructions how to termin

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.

nicholas hi. I am with Imperial Painting although the user account is sharon.c@myrealdatal.net
so her instance is frozen. everyone else on the server is fine

Manish Singh I will surely help you with this issue.

Kindly allow me two minutes to check the same.

nicholas ok thank you

Manish Singh May I know your username on server?

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

nicholas the username on server is sharon.c

Manish Singh Try to access now.

nicholas ok i will have her try. one moment please

Manish Singh Yes, please take your time.

nicholas also the reason i am messaging not the user is that the user is in Nigeria. When trying to access the support chat, it says
is there a way this can be fixed or another link they can use
and i confirmed the quickbooks is working- thank you!

Manish Singh If that is the problem they can call our number 888-415-5240 (toll-free)

nicholas ok i will note for the future
thank you

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

nicholas nope all set. thank you

Manish Singh I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of
Thank you for choosing ACE cloud Hosting, you have a wonderful day.

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

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

Manish Singh has ended this chat session

Chat Trans

Hello, I am your Acebuddy.

Visitor Details

#78353 Karin Newburger

Email: karinnewburger@gmail.com  7087692030

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: 41 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

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

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Anjainay Singh accepted the chat transfer request.

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

Anjainay Singh Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.

Karin Newburger Thank you

Karin Newburger I must have deleted an account by accident?

Anjainay Singh Could you please confirm whether you have deleted the bank account in QB?

Karin Newburger I am not sure if I deleted the account. It is missing and so are the transactions.

Anjainay Singh Could you please confirm when you have deleted it?

Karin Newburger I am not sure. I think it must have been late last week

Anjainay Singh Thankyou for your confirmation.

Anjainay Singh Could you please provide me the company file name?

Karin Newburger 3620 N Western

Anjainay Singh Would you like me to get out of it? I am looking for a bank account that would have been labeled Checking or Heartland Checking.

Anjainay Singh May I take the remote access of your server?

Karin Newburger yes

Anjainay Singh No please stay Karin, I will confirm the file location and will restore the file and provide you backup for previous week.

Anjainay Singh Please provide me remote access.

Anjainay Singh Please close your QuickBooks. (Edited)

Anjainay Singh Can I close it on your behalf?

Anjainay Singh Please open the company file

Anjainay Singh Are we still connected?

Anjainay Singh Hello Karin, Are we still connected?

Anjainay Singh Karin, Could you please confirm the file location?

Anjainay Singh Hello Karin.

Anjainay Singh Are we still connected?

Karin Newburger should i sign in?

Anjainay Singh Could you please confirm the company file location so that I can restore it for you it at that location?

6:50:44 PM Anjainay Singh is sharing a file with you

[image.png](#) - (Size:30.85 KB)

Anjainay Singh Could you please confirm the folder in which company file 3620 N Western is present?

Karin Newburger yes

Client Data E

Clinet Data

1John

6:53:20 PM Anjainay Singh is sharing a file with you
[image.png](#) - (Size:5.08 KB)

is this the company file inside John1?

yes

Anjainay Singh

Thankyou for your detailed information and patience. Karin.

I will provide you the required backup over an email and will also restore the file at its desired location and will notify you

Karin Newburger

thank you

Anjainay Singh

This process may take 30 minutes.

Karin Newburger

can i use Quickbooks while you are working?

Anjainay Singh

Yes sure Karin.

Is there anything else I may help you with ?

Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.

I will also share the ticket id with you over the mail once this chat is disconnected.

You may disconnect this chat.

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

Anjainay Singh has ended this chat session

Chat Trans

I need you to update my QB from 2023
in the hosted environment I ai

Visitor Details

#78653 Paula Olszewski

Email: paula@refugeeconnect.org ☎ 9374096100

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

Website: https://www.acecloudhosting.com/?utm_source=google&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=ace%20hosting&utm_adgroup=Primary&gad_source=1&t77&gclid=CjwKCAjwvO7CBhAqEiwA9q2YJVTOH1nsc3Y6sQZKmcjpNNGnR-JZ71HQSWCEzcOhnulY_9dRQBrAhxoCEVQQAvD_BwE

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 10 Secs

City: SPRINGBORO

State: Ohio

Country: UNITED STATES

Chat Transcript

Paula Olszewski I need you to update my QB from 2023 to 2024. I know how to but in the hosted environment I am told you have to.

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

Hi Paula, how are you doing today?

Let me transfer this chat to the support team and they will assist you further.

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

Anurag Sharma accepted the chat transfer request.

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

Hello Paula

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

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

Anurag Sharma has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#78414 mary

Email: mary@infiniteaccountants.com  2125440001

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: BAGUMBAYAN

State: Laguna

Country: PHILIPPINES

Chat Transcript

mary	Hello, I am your Acebuddy
Acebuddy	Hello Mary Rose Demdam, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
mary	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mary	I'd like to raise a Request
Acebuddy	Please select your request type.
mary	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
mary	Restart
Acebuddy	Hello Mary Rose Demdam, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mary	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mary	I'd like to raise a Request
Acebuddy	Please select your request type.

mary	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 :
mary	No, That'll be all!

Acebuddy Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#78447 mary

Email: mary@infiniteaccountants.com  2125440001

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 54 Secs

City: BANAYBANAY

State: Laguna

Country: PHILIPPINES

Chat Transcript

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

mary	I'd like to raise a Request
Acebuddy	Please select your request type.
mary	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 :
mary	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
mary	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mary	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mary	May I confirm if the new QuickBooks Desktop version I requested—specifically the Intuit QuickBooks Desktop Accountant
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Yash Kalra accepted the chat transfer request.

Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
mary	myrealdatalIASAdmin.NPRE
	Thank you for your assistance
Yash Kalra	Kindly allow me two minutes to check the same.
mary	Thank you
Yash Kalra	Mary, upon checking from the backend, we found that the task to install new QuickBooks and migrating the user to the ne mail id: mary@infiniteaccountants.com
mary	Thank you.
Yash Kalra	Is there anything else I may help you with ?
mary	Let me double check
Yash Kalra	Sure, please take your time
mary	Please give me a minute
	<i>5:51:37 AMmary is sharing a file with you</i>
	<i>image.png - (Size:1.02 MB)</i>
	<i>I see several quickbooks but I don't see the new version. Apologize</i>
	<i>Maybe I am overlooking on it. can you please help me find the new version?</i>
Yash Kalra	May I take the remote access of your server?

mary	yes please
Yash Kalra	Prior providing the access, I would suggest you to close any important documents at your end.
mary	No worries.
	I haven't opened any
Yash Kalra	Kindly Click on the link and open the downloaded file. https://assist.acecloudhosting.com/join/6012091583
mary	Thanks I am downloading down we are still connected I can't chat with zoho assist I'm here waiting
Yash Kalra	Mary, we noted the issue, and our team is working on the issue encountered.
mary	Thank you
Yash Kalra	Please allow us some time to make changes from the backend Our team will mail you once the issue is resolved. Is there anything else I may help you with?
mary	Thanks That's all for now, we just need to get access of Quickbooks May I know how long this would take?
Yash Kalra	Our team is actively working on the issue, and we can expect to get it resolve soon.
mary	Ok should I disconnect now? I will wait for the email
Yash Kalra	Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecl) For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Yash Kalra has ended this chat session

Chat Trans

Hello, I am your Acebuddy.

Visitor Details

#78293 lorena seppanen

Email: lorenas@sentryusa.com  6058801246

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 32 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

lorena seppanen	Hello, I am your Acebuddy
Acebuddy	Hello Lorenas, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
lorena seppanen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
lorena seppanen	I'd like to report an Issue
Acebuddy	Please select an option!
lorena seppanen	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
lorena seppanen	QBs user account login problem
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
6:55:09 PM lorena seppanen is sharing a file with you image.png - (Size:23.29 KB)	

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.

lorena seppanen

Hi Manish, we are having problems with users getting this error message when they try to open the company file

6:56:11 PMlorena seppanen is sharing a file with you

[image.png](#) - (Size:23.29 KB)

QBs error message

User chloejohnson

Manish Singh

I will surely help you with this issue.

Is this the first time you're experiencing this issue? Also, are any other users affected, or is it limited to your account only?

lorena seppanen

This is an ongoing issue affecting multiple accounts. We have been creating new users for the affected users but it is not

Manish Singh

I apologize for the trouble you've experienced. I want to assure you that we're taking the necessary steps to resolve this i

Kindly allow me two minutes to check the same.

lorena seppanen

Ok, thank you!

Manish Singh

May I take the remote access of your server?

lorena seppanen

My account is working correctly. Do you mean take access to chloejohnsons?

Manish Singh

Yes please

lorena seppanen

Yes you may take control

Manish Singh

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

lorena seppanen

ok

Manish Singh

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

lorena seppanen

ok, thank yo

Manish Singh

We have initiated the file repair, and this will take some time.

Once done kindly confirm if the issue is resolved, if not kindly reinitiate the chat.

lorena seppanen

Ok, we did try that last week with a support rep and it didnt fix the problem

Manish Singh

Then we have to move the company file to another folder.

Can we proceed with that?

lorena seppanen

Yes

Manish Singh

We have moved the company file to D:\Client data\Sentry LLC company file

lorena seppanen

Ok, do all users need to reopen the company file?

Manish Singh

We have tried everything like fixing the file via tool hub and repair the file moving company file to another folder, Lorenas

I suggest you to please contact Intuit support regarding this issue.

	As this issue still persist.
lorena seppanen	Ok thank you for your help
Manish Singh	If the issue still be there, then we can further Escalate the issue to our Escalation team.
	We will definitely assist you in resolving this issue.
	Is there anything else I may help you with ?
lorena seppanen	That is all. Thank you
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along 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.ace
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Manish Singh has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#78333 mcox

Email: mcox@turnriver.com

Department: Support(QB & App Hosting)

Operator: Gaurav kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 25 Secs

City: SAN FRANCISCO

State: California

Country: UNITED STATES

Chat Transcript

mcox	Hello, I am your Acebuddy
Acebuddy	Hello Margo Cox, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
	Welcome to Ace Support.
	Please chose an option :
mcox	Technical Support (QB & App Hosting)
	I'd like to report an Issue
Acebuddy	Please select an option!
mcox	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
mcox	I am trying to log onto the RDS for the first time and I am getting this error -- error code: 0x3000008
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Gaurav Kumar accepted the chat transfer request.</i>
Gaurav Kumar	Thank you for contacting Ace Cloud Hosting. My name is Gaurav Kumar. I will be assisting you today.
	Hello Margo
mcox	Hi Gaurav
Gaurav Kumar	I will be surely assisting you with this. Kindly help me with your server name and user name?
mcox	I'm not sure of our server name but our account id is [CID73903]
	My user name may be margo.c@myrealdatal.net or mcox@turnriver.com
	This is my first time logging in
Gaurav Kumar	Understood
	Thank you for the information and allow 2-3 minutes to check the same.
	May I just confirm if you are using a windows machine or a mac?
mcox	windows
Gaurav Kumar	Okay
	May I take the remote access of your local computer?
mcox	let me check with my boss one second
Gaurav Kumar	sure
	Are we still connected here?
mcox	yeah waiting on consent from boss

Gaurav Kumar	Sure, please take your time
mcox	I don't think I'll get a response from them -- is there any other way you can help me?
Gaurav Kumar	okay let me send a new RDP file with you, you can try to access the server using that RDP
mcox	Oh great she responded that you can remote accesss
Gaurav Kumar	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/2792511775
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting up the chat.
	As per discussion over the remote session, The issue is resolved
	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 (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Gaurav Kumar has ended this chat session

Chat Transcript

Hello, I am your Account Manager.

Visitor Details

#78622 jon

Email: jon@sundackcpa.com  6314999437

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 18 Secs

City: FARMINGDALE

State: New York

Country: UNITED STATES

Chat Transcript

jon	Hello, I am your Acebuddy
Acebuddy	Hello Jon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jon	I'd like to report an Issue
Acebuddy	Please select an option!
jon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
jon	my ultra tax keeps on crashing
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I will be assisting you today.
	I will be surely assisting you with the issue you have mentioned above.
jon	than kyou
Abhay Kumar Saraswat	Is this for account : Sundack LLC ?
jon	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	Would you mind providing more details on this?
jon	when i go to open a client ultra tax crashes
Abhay Kumar Saraswat	Okay
	Are you the only one facing this issue?
	Or the other members also facing?
jon	nobody else here
Abhay Kumar Saraswat	Okay

	May I take the remote access of your local computer?
jon	sure
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any important documents at your end.
jon	sure go ahead
Abhay Kumar Saraswat	Thank you. https://assist.acecloudhosting.com/join/7382560807 Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting you in the chat.
jon	thank you all is resolved
Abhay Kumar Saraswat	Thank you for your patience. Is there anything else I may help you with ?
jon	that is all thank you
Abhay Kumar Saraswat	You're welcome. I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript of the same.
	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/)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Abhay Kumar Saraswat has ended this chat session

Chat Transcript

Hello, I am your Assistant.

#78134 Jake Adams

Email: jake@adamsabc.com  19546552533

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: 35 Secs

City: CONCORD

State: California

Country: UNITED STATES

Chat Transcript

Jake Adams	Hello, I am your Acebuddy
Acebuddy	Hello Jake Adams, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jake Adams	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jake Adams	I'd like to raise a Request
Acebuddy	Please select your request type.
Jake Adams	Password Reset
Acebuddy	Please select an option below
Jake Adams	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?
Jake Adams	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Jake Adams	I'm locked out of my account
	<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.
	Hello Jake
	I will be surely assisting you with this. Kindly help me with your server name and user name?

Jake Adams	Adams Accounting Rhea/AA
Shubham Kataria	<p>Thank you for the information. Please allow me a minute to check the same.</p> <p>Thank you for your patience.</p>
	<p>Your account has been unlocked now.</p> <p>Is everything working fine now?</p>
Jake Adams	let me check
Shubham Kataria	Sure, take your time.
Jake Adams	it locked me out again
Shubham Kataria	I've unlocked the account again, It seems that you've entered the wrong password (Edited)
Jake Adams	I thought I just changed it but it looks like that new password isn't working
Shubham Kataria	<p>Kindly reset the password again</p> <p>We see that you're already enrolled on Selfcare Portal.</p>
	To reset the password using Selfcare Portal, please follow the simple steps outlined below:
	<ol style="list-style-type: none"> 1. Visit Selfcare Portal (https://selfcare.acecloudbhosting.com). Click "Forgot your password". 2. Enter your Server Username. 3. Enter the CAPTCHA verification and Click Continue. 4. In the window that opens, Choose an authentication method from the list. 5. Enter your new password and click Reset to finish.
Jake Adams	ok
Shubham Kataria	Also as you're the account owner you may also reset it from My portal.
Jake Adams	ok thank you

Jake Adams has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#78813 PURAVERDE LLC

Email: peter@buffaloroze.com  6175139730

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: 38 Secs

City: EAST WEYMOUTH

State: Massachusetts

Country: UNITED STATES

Chat Transcript

PURAVERDE LLC	Hello, I am your Acebuddy
Acebuddy	Hello Peter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
PURAVERDE LLC	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
PURAVERDE LLC	I'd like to report an Issue
Acebuddy	Please select an option!
PURAVERDE LLC	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
PURAVERDE LLC	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudh email.
	Do you need any further assistance on the topic?
PURAVERDE LLC	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
PURAVERDE LLC	Hello, it says my quickbooks subscription needs to be renewed. Can you please review?
	RNA Services is the company name.
	We are a client of them.

Anjainay Singh accepted the chat transfer request.

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
PURAVERDE LLC	Thanks in advance
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing, and I'm here to help you resolve it as quickly as possible.
PURAVERDE LLC	Thanks!
Anjainay Singh	You need to renew your license.
PURAVERDE LLC	Does RNA have to do that?
Anjainay Singh	I am also getting same message at my end.
PURAVERDE LLC	Can you reach out to RNA to update the license?
Anjainay Singh	As RNA has purchased the license from intuit, I recommend you to contact intuit support and renew your existing license as soon as possible.
PURAVERDE LLC	Got it!
Anjainay Singh	Yes this is the whole procedure Peter. (Edited)
	Is there anything else I may help you with?
	Are we still connected here?
	Are we still connected? (Edited)
	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.

Anjainay Singh has ended this chat session

Chat Trans

There appears to be windows installer
our CPU usage - please login with us
repair SAge

Visitor Details

#77746 Amanda Wheeler

Email: amanda@riverstone.build **Phone:** 8045929436

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

Website: <https://www.acecloudhosting.com/contact-us/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 48 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Amanda Wheeler	There appears to be windows installer running and taking up all of our CPU usage - please login with us ASAP as we are tr
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.
<i>Aayush is transferring the chat to Support(QB & App Hosting).</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	
Amanda Wheeler	We are trying to repair sage but something is installing in the background. We have not installed anything and are not su
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?
Amanda Wheeler	Server = Riverstonelnc
	UN: myrealdata\amandawhe
Shubham Kataria	Kindly confirm if you would like us to repair sage application on the server.
Amanda Wheeler	I am with sage here with the user.
	Something is installing right now, possibly SQL. We have not installed anything yet.
	We can't do anything to assist the client until the installer finishes what it's doing
	It's been running for over 15 min
Shubham Kataria	Okay, let me check
	I've checked and found nothing is installing on the server and SQL 2019 is already installed. (Edited)
	Are we still connected here?
Amanda Wheeler	yes
	<i>3:04:26 AMAmanda Wheeler is sharing a file with you</i>
	<i>image.png - (Size:195.78 KB)</i>
	screen shot for your review
	Are you still there?
Shubham Kataria	Yes, I am here
	Could you please confirm which user profile is this.

Amanda Wheeler	myrealdata\amandawhe
	<p><i>3:07:17 AM Shubham Kataria is sharing a file with you image.png - (Size:88.74 KB)</i></p>
	<p><i>May I take the remote access of your server as its not showing on our end</i></p>
	<p><i>sure</i></p>
Shubham Kataria	Prior providing the access, I would suggest you to close any important documents at your end.
	Kindly re-login onto the server once
	Thank you for logging off, please re-connect again so that we can connect over remote again.
	Are we still connected here?
Amanda Wheeler	Yes
	re are reconnecteed
Shubham Kataria	Thank you
Amanda Wheeler	sage support is loggin in as well
Shubham Kataria	Please accept the remote request
	Could you please perform the same task now which you were performing earlier
Amanda Wheeler	let me get him back on please hold for a moment
Shubham Kataria	Sure, please take your time
Amanda Wheeler	OK, Im back.
Shubham Kataria	Great
	Is everything working fine now?
	Window installer is gone now.
Amanda Wheeler	one moment please
Shubham Kataria	Okay
Amanda Wheeler	We need to reinstall Sage. Do we have the permissions to do that?
Shubham Kataria	Let me check if you've admin right on server or not.
Amanda Wheeler	The application is missing from Program files (x86) We can partially launch so there must be files there but we cannot see
Shubham Kataria	Currently you have the admin rights on server
Amanda Wheeler	The error they are getting is saying that a folder is missing.
Shubham Kataria	Please share the path of the file so that I can check from server end
Amanda Wheeler	C:\Program Files (x86)\Sage\Sage 100 Contractor SQL directory.
	They need the entire Sage folder
Shubham Kataria	Let me check this location from our end

This is location where I found the files for sage - C:\Program Files (x86)\Sage\Sage 100 Contractor SQL

Amanda Wheeler are you still there??

Shubham Kataria Yes,
Kindly confirm if you're able to get the data for sage from this location

And you have the admin rights on the server, you have the ability to re-install sage

Amanda Wheeler The folder is missing. They should see the Sage folder in the root of (x86) and all the content within

*3:34:46 AM Shubham Kataria is sharing a file with you
[image.png](#) - (Size:216.57 KB)*

I found the data on this location

That it but we can not see it or browse to it

*3:35:34 AM Shubham Kataria is sharing a file with you
[image.png](#) - (Size:37.52 KB)*

There is a update folder as well

Shubham Kataria Let me open it for you on your end

here is the folder

C:\Program Files (x86)\Sage\Sage 100 Contractor SQL - use this path

Amanda Wheeler Do we have permissions to install with this account?

Shubham Kataria yes, you have the permissions on your account.

Amanda Wheeler Do you guys take server state snapshots?

It may be better to restore back to friday nights image if you have one.

The attempted to install on Saturday

Shubham Kataria let me check the folder previous version

Amanda Wheeler Thank you

Shubham Kataria You're welcome

I'm able to find the previous version of saturday

Let me create another folder inside it to save

Amanda Wheeler Wait

Shubham Kataria Okay

Amanda Wheeler We need to make sure it was from before they started to backup. Im talking about restoring from an image and not just a
Im more concerned with SQL

Shubham Kataria Okay, please make sure and let us know if you would like to restore the previous version.

Amanda Wheeler What is the latest image/backup you have for Friday?

we need to whole server restored

3:49:34 AM Shubham Kataria is sharing a file with you
[image.png](#) - (Size:53.04 KB)

Here are the available versions which can be restored for you.

I'm asking for the entire server to be restored Not Sage

Shubham Kataria Unfortunately, server snapshots are taken only when necessary. However, please note that regular backups are performed.

Amanda Wheeler I can uninstall and reinstall the application. Sage has a direct relationship with SQL

How do you backup the customers environment?

What's the disaster recovery plan?

Shubham Kataria We perform incremental backups twice a day for all folders and files to ensure data is consistently protected. (Edited)

Amanda Wheeler Sage cannot be restored from a file/folder level backup

Shubham Kataria If we restore the entire folder for sage application for you, will it work for you?

Amanda Wheeler No

You will break sage

Can you see the resources being used by SQL? They are running SQL express. It is not allowed to use that much of their resources.

Shubham Kataria Yes I can see there is a spike in resources, let me check it from the backend

Amanda Wheeler Sorry, is there an L2 you can bump us up to?

Shubham Kataria Yes, I can arrange a call back for you with our escalation engineer.

Amanda Wheeler Do you know about how long that will take?

Shubham Kataria Kindly provide your contact number, our escalation team member will call you in next 5 minutes.

Luckily, I was able to convince the escalation team to prioritize your case.

Amanda Wheeler 8045929436

Shubham Kataria Thanks for sharing the details ,Also Amanda I really appreciate your patience here.

Amanda Wheeler sure thing!

Shubham Kataria I've shared your contact number to our escalation team member, He is calling you in next few minutes.

Amanda Wheeler please have them call back as he dropped when i merged calls

Shubham Kataria Sure, let me inform him to call again

He is calling again

As you're connected with him over the call. Is there anything else may I help you with?

Amanda Wheeler he can't hear us

or we can't hear him

Shubham Kataria Are you able to hear him now?

Amanda Wheeler We have him thank you

You may end the chat

Shubham Kataria You're welcome.

Amanda Wheeler Have a great day!

Shubham Kataria He will surely assist you with this.

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

Chat Trans

Hello, I am your Ace

Visitor Details

#77944 jennifer

Email: jennifer@beckleyandassociates.com

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 14 Secs

City: PLANO

State: Texas

Country: UNITED STATES

Chat Transcript

jennifer Hello, I am your Acebuddy

Acebuddy	Hello Jennifer, I'm your Ace Buddy. I'll be happy to assist you.
Whom Would You Like to Connect With?	
jennifer	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
jennifer	I'd like to report an Issue
Acebuddy	Please select an option!
jennifer	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to the support team.
jennifer	I am reaching out about ticket 707460
Acebuddy	Please wait while we connect you to a Support Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Yash Ahi accepted the chat transfer request.</i>	
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi.
	Hi Jennifer. How are you doing today?
jennifer	Hi, Yash. I am fine, thank you.
Yash Ahi	I will surely help you with this.
	As I can check, this application requires sign in to proceed.
jennifer	Yes, I did not want to provide the login credentials via mycpa@beckleyandassociates.com and the password.
Yash Ahi	Alright Jennifer no issues.
	Please allow me two minutes. Let me access the server.
	Alright, Thank you for your patience.
	Let me enter the username and password.
	<i>1:54:38 AM Yash Ahi is sharing a file with you image.png - (Size:47.58 KB)</i>
	Could you please help me with the steps jennifer?
	Let me only set it up first.
	Well I have installed that.
	Could you please check and verify?
jennifer	Ok, I think I can do the rest.
Yash Ahi	Yes, but I would request you to verify if you are able to do that.
jennifer	I can't do that right now, but I can reach back out if it's convenient.

Yash Ahi	Alright Jennifer. No issues.
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
jennifer	No, we're done for now thank you,
Yash Ahi	My pleasure.
	I would greatly appreciate if you could share the feedback.
	After this chat you will get the reference ticket ID.
	Thank you for choosing ACE cloud Hosting, you have a great day!
	You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey for feedback.
	I request you to kindly spare a moment to fill that out. If you are not comfortable doing so, you can end the session by clicking the 'End Chat' button. I will appreciate that. or you may send your feedback via email. Thanks!
	Note: You may change/reset your server password on : https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your Account Manager.

Visitor Details

#78435 David Weinstein

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

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 2 Mins 12 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

David Weinstein	Hello, I am your Acebuddy
Acebuddy	Hello David, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
David Weinstein	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David Weinstein	I'd like to report an Issue
Acebuddy	Please select an option!
David Weinstein	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to the right support person.
David Weinstein	Hi Yesterday, I didn't have my reading glasses. Can you help me with that?
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh.
David Weinstein	I had the font's enlarged, because I had forgotten my glasses.
	Now I'd like them reset to the original size.
Manish Singh	Is it on your local system?
	David
David Weinstein	No on the vps
Manish Singh	Alright!
	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
David Weinstein	yes
Manish Singh	Prior providing the access, I would suggest you to close the browser.
	We are connected on the remote session and will proceed with the time, I am putting the chat on hold, please do not

give your confirmation on this chat.

May I take the remote access of your local computer?

David Weinstein my pc?

Manish Singh Yes, I will share a link kindly paste that link on your loc

So that I can make some changes.

<https://assist.acecloudhosting.com/join/6782036768>

Prior providing the access, I would suggest you to clos

David Weinstein they didn't need access to my local pc yesterday, whic

Manish Singh We need to make changes on RDP. (Edited)

We are connected on the remote session and will proc
the time, I am putting the chat on hold, please do not
give your confirmation on this chat.

David Weinstein ok

what's happening?

Manish Singh Working on remote session.

We will notify you once this is done.

Is there anything else I may help you with ?

Are we still connected here?

As there was no response, we are disconnecting the ct
(1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#78253 Alycia Toye

Email: alycia.toye@ils-corp.com ☎ 8588424127

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: 42 Secs

City: POWAY

State: California

Country: UNITED STATES

Chat Transcript

Alysia Toye Hello, I am your Acebuddy

Acebuddy Hello Alysia Toye, I'm your Ace Buddy. I'll be happy to a

Whom Would You Like to Connect With?

Alysia Toye Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Alysia Toye I'd like to report an Issue

Acebuddy Please select an option!

Alysia Toye Password Reset

Acebuddy Please select an option below

Alysia Toye Already Enrolled to Selfcare Portal

Acebuddy Please follow the process mentioned in the link below

Do you need any further assistance on the topic?

Alysia Toye Yes

Acebuddy Please wait while we connect you to our Support Repre

Acebuddy (bot) forwarded the chat request

Gurwinder Singh accepted the chat transfer request.

Alysia Toye Hello. I need a password reset to our Admin account in
Hosting email is the contact

Gurwinder Singh is transferring the chat to Anjainay Si

Anjainay Singh accepted the chat transfer request.

our ref # 701572

Anjainay Singh Thank you for contacting Ace Cloud Hosting. My name

Thank you for bringing this to our attention. I understa

you resolve it as quickly as possible.

Alysia Toye wonderful

Anjainay Singh Please allow me two minutes so that I can look into the

Alysia Toye yes, thank you

Anjainay Singh So as per ticket you are not able to login into Company

May I take the remote access of your server?

Alysia Toye yes , yes

Anjainay Singh Thankyou for allowing me a remote access.

You are trying to reset the QB login credentials.

Alysia Toye it started with setting up ILS QB but then said our pass stuck

Anjainay Singh No worries ,Alysia I will assist you with your current iss

Alysia Toye ty

Anjainay Singh Could you please select the email? (Edited)

Alysia Toye none of those are us

Anjainay Singh Okay no worries.

Please enter your email address.

Could you please confirm have you ever accessed the

Please enter the email address which you have already

Alysia Toye I am out of ideas

Anjainay Singh Please enter your password as per your choice.

Please also make a note of password in your notepad.

Please enter your password.

You are into the Company File , Congratulations.

Alysia Toye thank you. so now i can start the process for the new C

Anjainay Singh Yes, you can proceed ahead with your pending task.

Is there anything else I may help you with ?

Alysia Toye I think that is all i needed help with . Thank you!

Anjainay Singh Once the chat ends, we would appreciate it if you could smiley emoji.

Alysia Toye yes.

Anjainay Singh Please share your positive feedback by clicking on smiley emoji.

I will also share the ticket id with you over the mail once

You may disconnect this chat.

Alysia Toye has ended this chat session

Chat Trans

Hello, I am your Acebuddy

Visitor Details

#78261 lorena seppanen

Email: lorenas@sentryusa.com ☎ 6058801246

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: 41 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

lorena seppanen Hello, I am your Acebuddy

Acebuddy Hello Lorenas, I'm your Ace Buddy. I'll be happy to assi

Whom Would You Like to Connect With?

lorena seppanen Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

lorena seppanen I'd like to raise a Request

Acebuddy Please select your request type.

lorena seppanen Setback

Acebuddy

Welcome to Ace Support.

Please chose an option :

lorena seppanen I'd like to report an Issue

Acebuddy Please select an option!

lorena seppanen QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

lorena seppanen QuickBooks Login Issue

Acebuddy I understand that you are unable to login to your QuickBooks. I will help you with resolving the issue

Was that helpful?

lorena seppanen No

Acebuddy No issues, please wait while I connect you to one our support team.

Acebuddy (bot) forwarded the chat request

Anurag Sharma accepted the chat transfer request.

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

lorena seppanen Hi Anurag

Anurag Sharma Hello Lorenas

I will be surely assisting you with this. Kindly help me know more about the issue.

lorena seppanen My name is Lorenas. I am facing an issue with my QuickBooks file.

Anurag Sharma Kindly allow me two minutes to check the same.

lorena seppanen Ok

Anurag Sharma Could you please elaborate your issue?

lorena seppanen One of our team was chatting with someone from ACE and we have had in QBs. We had another user get the notice that he can't log in. Can you verify if this is related to the file corruption problem?

*12:27:17 AM lorena seppanen is sharing a file with you
[image.png](#) - (Size:23.29 KB)*

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

May I take the remote access of your server?

lorena seppanen Yes

Anurag Sharma Could you please confirm the username of the user facing the issue?

lorena seppanen The username is Seths. But I created him a new account. I want to know if it was related to the issue.

Anurag Sharma Okay

Prior providing the access, I would suggest you to clos

Please login to the server and accept the remote sessi

lorena seppanen

How do I log into the server?

Anurag Sharma

Please ask the user Seths to login to the server.

So that I can take the remote access and review the is

lorena seppanen

will he be able to if I deleted the account already?

Anurag Sharma

If you have disabled the user, then he will not be able

lorena seppanen

I have disabled the user

Is there a different way to tell if this would be related t

Anurag Sharma

Lorenas are you also facing the same issue?

lorena seppanen

No I am able to login without any issue

Anurag Sharma

Do you have the access of the remote server of the us

lorena seppanen

I can have him try to login with his disabled account

Anurag Sharma

Could you please confirm when the user is facing this i

While accessing the QB or while opening a company fi

lorena seppanen

Opening the company file

Seths tried the disabled account and it wouldnt let him
new account now to see if there are any issues.

Anurag Sharma

Okay

Please ask him to check if the issue still persists.

lorena seppanen

He is able to log into the new account without any iss

Anurag Sharma

Nice, so the issue seems to be resolved right?

lorena seppanen

Yes

Anurag Sharma

Thanks for the confirmation !

Is there anything else I may help you with ?

lorena seppanen

That is all. Thank you!

Anurag Sharma

I would greatly appreciate if you could spare a minute
chat.

Thank you for choosing ACE cloud Hosting, you have a

You may end this chat now. Once you end this chat, yo
conversation, along with a ticket number and survey fo

I request you to kindly spare a moment to fill that out

working. I will appreciate that. or you may send your file. Thanks!

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

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

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#78179 Stephen Stull

Email: ddarrigo@stullcpa.com **Phone:** 18176610095

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 34 Secs

City: TAMPA

State: Florida

Country: UNITED STATES

Chat Transcript

Stephen Stull Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Stephen Stull Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Stephen Stull	I'd like to report an Issue
Acebuddy	Please select an option!
Stephen Stull	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
Stephen Stull	We created a ticket for user to be admin on a server you have access to get that done ASAP, please. Ticket #710239
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Ahi accepted the chat transfer request.</i>
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi.
Stephen Stull	Hi! Thank you
Yash Ahi	Hi Damian. How are you doing today?
Stephen Stull	I'm fine, thank you, how about you?
Yash Ahi	I will surely help you with that.
	Kindly allow me two minutes to check the same.
	I am also doing good Damian. Thank you for asking.
Stephen Stull	Sure, take your time. I'm glad to head that
Yash Ahi	Thank you for your patience Damian.
	It seems like the request for admin access is already completed.
	We have provided you admin rights on the server.
Stephen Stull	It is not for me, is for another user.
Yash Ahi	Catalina Bontempi?
	Yes, this user also has admin rights.
	You can ask her to logoff and re-login, and the changes will take effect.
Stephen Stull	That one. yes
	thank you
Yash Ahi	My pleasure Damian.
	Is there anything else I may help you with ?
	Are we still connected here?
Stephen Stull	no, that's it, thank you
Yash Ahi	You are welcome.
	I would greatly appreciate if you could share the feedback.

After this chat you will get the reference ticket ID

Thank you for choosing ACE cloud Hosting, you have a

You may end this chat now. Once you end this chat, your conversation, along with a ticket number and survey feedback, will be sent to us.

I request you to kindly spare a moment to fill that out before you leave. I will appreciate that, or you may send your feedback to us later. Thanks!

Note: You may change/reset your server password on our self-care portal (<https://selfcare.acecloudhosting.com>).

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

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#77865 shari

Email: shari@jkservicesinc.com  18054079440

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 19 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari Hello, I am your Acebuddy

Acebuddy

Hello Shari, I'm your Ace Buddy. I'll be happy to assist

Whom Would You Like to Connect With?

shari Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

shari I'd like to report an Issue

Acebuddy Please select an option!

shari QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

shari QuickBooks Login Issue

Acebuddy I understand that you are unable to login to your QuickBooks. Let me help you with resolving the issue

Was that helpful?

shari No

Acebuddy No issues, please wait while I connect you to one our support agents.

Acebuddy (bot) forwarded the chat request

Gaurava Tyagi declined the transfer request.

Manish Singh accepted the chat transfer request.

Manish Singh Thank you for contacting Ace Cloud Hosting. My name is Manish Singh and I am here to assist you.

shari I am logged into Beacon QB and am getting an error saying that the file is already open.

Manish Singh Kindly allow me two minutes to check the same.

shari I am logged in as myself

Manish Singh May I take the remote access of your server?

shari yes

Manish Singh Prior providing the access, I would suggest you to close all the other instances of the company file.

shari nothing is open

Manish Singh Kindly accept the session.

As I can check you have 1 user license that means you can only open one instance of the company file.

The company file you are trying to access is open on another instance.

shari how do I add another one

Manish Singh You have to talk to intuit to upgrade your license

When they will provide you with new one let us know t

shari I am sending a message to Melissa at Blue Isle - we w

Manish Singh Alright, Just let us know.

Is there anything else I may help you with ?

shari FYI the beacon file is getting the same printing error
so when I can get back online I will have to do another

Manish Singh Printing error is there any ticket related to that

shari it has been an ongoing issue

I will work directly with QB though

I am having too many issues

Manish Singh We can see that, Shari

We will try our best to assist you along the way.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

shari yes no thanks

Manish Singh Thank you for choosing ACE cloud Hosting, you have a

You may end this chat now. Once you end this chat, yo
conversation, along with a ticket number and survey fo

I request you to kindly spare a moment to fill that out
working. I will appreciate that. or you may send your fo
Thanks!

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

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

Manish Singh has ended this chat session

Chat Trans

Hello, I am your Ace Buddy.

Visitor Details

#78654 ctrombley

Email: ctrombley@expertbizdev.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: 29 Secs

City: NORTH WALES

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

ctrombley Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

ctrombley Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

ctrombley I'd like to report an Issue

Acebuddy Please select an option!

ctrombley Other Issue

Acebuddy Please specify the issue you are facing before I connect you to the appropriate support.

ctrombley Can't get onto remote- can't even get to login.

Acebuddy Please wait while we connect you to a Support Representative.

Acebuddy (bot) forwarded the chat request

Ayush declined the transfer request.

Shubham Kataria accepted the chat transfer request.

Shubham Kataria

Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria today.

Hello Ctrombley

ctrombley	Okay me IT was able to get onto login and is trying to
Shubham Kataria	No, we are not having any particular issue, Could you so that I can check your account. (Edited)
ctrombley	Cyndi_EBDL
	<i>8:46:09 PM</i> <i>ctrombley is sharing a file with you</i> <u>1_image.png</u> - (Size:14.02 KB)
	he got in but I can't and am getting this message.
Shubham Kataria	Thank you for the information. please allow me a minute
	Could you please try to log off from server and re-log in fine. As currently you're logged onto the server.
	<i>8:48:56 PM</i> <i>Shubham Kataria is sharing a file with you</i> <u>image.png</u> - (Size:9.0 KB)
ctrombley	Okay are you seeing me as logged off now? I was never
Shubham Kataria	No, it still shows online
ctrombley	I'm not- can you kick me off?
Shubham Kataria	No problem, I will surely assist you with this.
	Sure
	I have logged off the account, please try to access now
ctrombley	okay thx
	still getting same error message
Shubham Kataria	Alright
	May I take the remote access of your local computer?
ctrombley	yes
Shubham Kataria	Prior providing the access, I would suggest you to close this chat and open a new one. https://assist.acecloudhosting.com/join/7172820482
	Kindly paste this link in the browser of local computer
	We are connected on the remote session and will proceed the time, I am putting the chat on hold, please do not give your confirmation on this chat.
	Thank you for your patience.
	As per the remote session your RDP is start working on local machine
ctrombley	thanks- I'll reboot later- will this chat stil stay open?
Shubham Kataria	Unfortunately the chat will close after the reboot however (Edited)

You can confirm there about the login

If the issue persists, we will reconnect via remote sess prefer. (Edited)

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting the ct (1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

Chat Trans

Hello, I am your Ace

Visitor Details

#78386 David Weinstein

Email: david@davidweinsteincpa.com ☎ 19149071180

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 31 Secs

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

David Weinstein Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

David Weinstein Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

David Weinstein I'd like to report an Issue

Acebuddy Please select an option!

David Weinstein Other Issue

Acebuddy Please specify the issue you are facing before I connec

David Weinstein I went to a hotel and forgot my reading glassess. I'd lik screen better

Acebuddy Please wait while we connect you to a Support Representat

Acebuddy (bot) forwarded the chat request

Yash Kalra accepted the chat transfer request.

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

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

David Weinstein DavidWein

David weinstien

weinstein

Yash Kalra Kindly allow me two minutes to check the same.

May I take the remote access of your local computer?

David Weinstein yes

Yash Kalra Prior providing the access, I would suggest you to clos

Kindly Click on the link and open the downloaded file.
<https://assist.acecloudbhosting.com/join/3062080364>

David, please rejoin the session, if the issue still persis

Could you please confirm if the issue has been fully re

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting the c
(1-888-415-5240) if any further assistance is required.

Yash Kalra has ended this chat session

Chat Trans

Hello, I am your Acebuddy

Visitor Details

#77790 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 52 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari Hello, I am your Acebuddy

Acebuddy Hello Shari, I'm your Ace Buddy. I'll be happy to assist

Whom Would You Like to Connect With?

shari Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

shari I'd like to report an Issue

Acebuddy Please select an option!

shari QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

shari Other QB related issue

Acebuddy Please specify the issue you are facing before I connect

shari users jim.k and stephanie do not have QB Premier 202

Acebuddy Please wait while we connect you to a Support Representat

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

Shubham Kataria Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria today.

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

shari blueisle - drake

Shubham Kataria Kindly confirm if this only user unable to access QB pro

shari no stephanie also

and edna

Shubham Kataria Please allow me two minutes to check the same.

shari they are getting an error :

I'm trying to get into Dtize in Quickbooks 24 and it tells me I don't have permission. I've logged in and back out and still can't access it.

Shubham Kataria Sure, let me check

shari I need to make sure you guys don't alter our users

this is not ok

Shubham Kataria Don't worry we won't make any changes. we will just provide access to the mentioned users

shari they already had access and someone removed it

Shubham Kataria I deeply apologize for the inconvenience caused to you.

Could you please check with Stephanie once if the QB icons are visible on her desktop.

I've provided the QB icon on all three users desktop.

shari no she still can't access

they need the premier accountant 2024, 2023, 2022

Shubham Kataria May I take the remote access of Her server?

shari it says it requires windows administrative permissions

this will affect all 3 users

Shubham Kataria So basically they are receiving this error while accessing the server

right?

shari yesyes

Shubham Kataria But they are able to see the QB icons

shari you can access stephanie remote

yes the icons are there now

Shubham Kataria

Got it, As on your server enterprise and premier both have admin rights to these users so that they can access QB

Once the admin rights will be granted, they will be able to

shari

ok please make sure everyone has the admin rights to
the only exceptions are joel.b and aadmin should only

and in Beacon is Enterprise 2024

Shubham Kataria

Noted, we need to provide admin rights to everyone who because both QB are installed on it

shari

yes

Shubham Kataria

So that they can use the QuickBooks without any issue

I will provide the same.

After this chat, I will send a disclaimer for Admin rights account owner.

Once we will get the approval, we will provide the adm

shari

I am the account owner

Shubham Kataria

This request is still in progress with the concerned melissa@blueisleinc.com

I will keep melissa in CC for your reference.

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting the call (1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#78296 lorena seppanen

Email: lorenas@sentryusa.com ☎ 6058801246

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: 56 Secs

City: WATERTOWN

State: South Dakota

Country: UNITED STATES

Chat Transcript

loreна seppанен	Hello, I am your Acebuddy
Аcebuddy	Hello Lorenas, I'm your Ace Buddy. I'll be happy to assi
Whom Would You Like to Connect With?	
loreна seppанен	Technical Support (QB & App Hosting)
Аcebuddy	Welcome to Ace Support.
	Please chose an option :
loreна seppанен	I'd like to report an Issue
Аcebuddy	Please select an option!
loreна seppанен	Other Issue
Аcebuddy	Please specify the issue you are facing before I connec
loreна seppанен	Continued help for RE: 712748 support ticke
Аcebuddy	Please wait while we connect you to a Support Representat
<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
loreна seppанен	Spoke with QBs about issue 712748 and they said to c
Ashutosh Mishra	files
Ashutosh Mishra	Thank you for the details.
	I understand you would like to proceed with clean rein
loreна seppанен	Yes

If you think that will fix out login problem

Ashutosh Mishra

I understand this is an ongoing issue, i will forward this

One we have received the input from the senior level to isolate and troubleshoot the concern.

We will provide further updates over the email within t

lorena seppanen

In the meantime, are we ok to use QBs? Will our chanc

Ashutosh Mishra

Sure, you can use QuickBooks for now. If it is required over the email.

lorena seppanen

Ok, thank you

Ashutosh Mishra

Thanks for the confirmation !

You may end this chat now. Once you end this chat, you conversation, along with a ticket number and survey fo

I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your feedback. Thanks!

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

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

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Account Manager.

Visitor Details

#77938 Robert Nolte

Email: rob@ddumpsters.com

Department: Support(QB & App Hosting)

Operator: Anurag Sharma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 16 Secs

City: BATAVIA

State: Ohio

Country: UNITED STATES

Chat Transcript

Robert Nolte	Hello, I am your Acebuddy
Acebuddy	Hello Robnolte, I'm your Ace Buddy. I'll be happy to ass
	Whom Would You Like to Connect With?
Robert Nolte	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Nolte	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Nolte	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Robert Nolte	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick wa
	Was that helpful?
Robert Nolte	No
Acebuddy	No issues, please wait while I connect you to one our s
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name
Robert Nolte	Looks like the entire sessions (not just Quickbooks has
Anurag Sharma	Hello Robnolte
	I deeply apologize for the inconvenience caused to you
	I will be surely assisting you with this. Kindly help me \
Robert Nolte	user name is Rob
	server is:
	rdes.myreal.net
	rdes.myrealdatal.net

Anurag Sharma

Please confirm if your username is Robert.N@myreald...

1:06:53 AMRobert Nolte is sharing a file with you

[1_image.png](#) - (Size:3.79 KB)

Thanks for the confirmation !

Are you the only one facing this issue?

Robert Nolte

Everyone else is out today, but I assume it is all users,

Anurag Sharma

How frequently you face this issue?

Robert Nolte

today is the first time in weeks that this has happened

Anurag Sharma

Thanks for the confirmation !

Robert Nolte

it usually happens when our local internet is unstable

Anurag Sharma

I have successfully logged you off from the server.

Robert Nolte

we have had a lot of dropped internet sessions today

Anurag Sharma

Please try to login again on the server once

1:09:59 AMRobert Nolte is sharing a file with you

[1_image.png](#) - (Size:44.41 KB)

I would suggest you to please get this internet issue fixed. If the issue still persists.

Robert Nolte

okay

Anurag Sharma

Please try again once

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting the connection. You can call us at (1-888-415-5240) if any further assistance is required.

Thank you for choosing ACE cloud Hosting, you have a great day!

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Account Manager.

Visitor Details

#77753 Zainab Ali

Email: zainaba@opendoorsswa.org

Department: Support(QB & App Hosting)

Operator: Yash Kalra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 4 Secs

City: KENT

State: Washington

Country: UNITED STATES

Chat Transcript

Zainab Ali Hello, I am your Acebuddy

Acebuddy Hello Zainab Ali, I'm your Ace Buddy. I'll be happy to a:

Whom Would You Like to Connect With?

Zainab Ali Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Zainab Ali I'd like to raise a Request

Acebuddy Please select your request type.

Zainab Ali Password Reset

Acebuddy Please select an option below

Zainab Ali Already Enrolled to Selfcare Portal

Acebuddy Please follow the process mentioned in the link below

Do you need any further assistance on the topic?

Zainab Ali Yes

Acebuddy Please wait while we connect you to our Support Repre

Acebuddy (bot) forwarded the chat request

Yash Kalra accepted the chat transfer request.

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

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

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting the call.
(1-888-415-5240) if any further assistance is required.

Yash Kalra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#78151 alysa.o.bhi

Email: alysa.o.bhi@gmail.com **Phone:** 13213617833

Department: Support(QB & App Hosting)

Operator: Ankit Kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 26 Secs

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

alysa.o.bhi Hello, I am your Acebuddy

Acebuddy Hello Alysa, I'm your Ace Buddy. I'll be happy to assist

Whom Would You Like to Connect With?

alysa.o.bhi Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

alysa.o.bhi I'd like to report an Issue

Acebuddy Please select an option!

alysa.o.bhi QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

alysa.o.bhi QuickBooks is Frozen

Acebuddy Hmm, That doesn't sound good. But here's a quick wa

Was that helpful?

alysa.o.bhi No

Acebuddy No issues, please wait while I connect you to one our s

Acebuddy (bot) forwarded the chat request

alysa.o.bhi okay

Ankit accepted the chat transfer request.

Ankit Thank you for contacting Ace Cloud Hosting. My name

alysa.o.bhi thank you

Ankit Hello Alysa, How are you doing today?

alysa.o.bhi quickbooks gave me an error message and now i am s anything

very frustrating

Ankit I deeply apologize for the inconvenience caused to yo

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

alysa.o.bhi what would the server name be?

its alysa osborne

Ankit Thank you for the details.

alysa.o.bhi how can you assist

Ankit Your server name is : Brownstone.myrealdatal.net.

alysa.o.bhi oh thank you

Ankit Kindly allow me 4-5 minutes to check the same.

alysa.o.bhi okay

Ankit Thank you for waiting. Could you please confirm if the application?

alysa.o.bhi i mean i am able to be typing this with you as it is froz

Ankit May I take the remote access of your server?

alysa.o.bhi yes

Ankit	We are connected on the remote session and will proceed with the time, I am putting the chat on hold, please do not give your confirmation on this chat.
	As per discussion over the remote session, The issue is
alysa.o.bhi	okaythank you
Ankit	Could you please confirm if this is the first time you have faced this issue? Has any other user experienced the same issue?
alysa.o.bhi	comfirm
	confirm it is fixed
	how do i confirm you are logged out though
Ankit	I have ended the remote session.
alysa.o.bhi	okay thank you
Ankit	Thank you.
	Is there anything else I may help you with ?
alysa.o.bhi	nope thanks
Ankit	Thank you for choosing ACE cloud Hosting, you have a
	You may end this chat now. Once you end this chat, you can still access this conversation, along with a ticket number and survey for feedback.
	I request you to kindly spare a moment to fill that out. If you are not working. I will appreciate that. or you may send your feedback via email. Thanks!
	Note: You may change/reset your server password on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Ankit has ended this chat session

Chat Transcript

Hello, I am your Account Manager.

Visitor Details

#77973 branden Hudson

Email: branden@oneextraconsulting.com  13609019244

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: BATTLE GROUND

State: Oregon

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Trans

Hello, I am your Acebuddy.

Visitor Details

#78086 shari

Email: shari@jkservicesinc.com 18054079440

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 23 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari Hello, I am your Acebuddy

Acebuddy Hello Shari, I'm your Ace Buddy. I'll be happy to assist

Whom Would You Like to Connect With?

shari Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

shari I'd like to report an Issue

Acebuddy Please select an option!

shari Other Issue

Acebuddy Please specify the issue you are facing before I connect you to a support representative.

shari I need to log in as the other users and verify their access.

Acebuddy Please wait while we connect you to a Support Representative.

Acebuddy (bot) forwarded the chat request.

Shashwat Verma accepted the chat transfer request.

Shashwat Verma Thank you for contacting Ace Cloud Hosting. My name

Hello Shari

shari Hi!

Shashwat Verma Good to see you

shari yeah hoping you can help me - this may take awhile to

If I try to use the RDP files from the email I was sent it

I also do not have my user Edna's password

Shashwat Verma I will surely help you with this issue.

Okay

Let me know the username for whom you require a RD

shari and for Hailey I didn't get to login and activate because

lets go with Edna

I need to be able to log in as each user verify that is ok

and set up their microsoft 365 e3

Shashwat Verma Okay

shari I also created the folder for Joel.B and aadmin.... they are marine

Shashwat Verma Let me remote in and one by one help you to login the facing issue with?

shari I do need to have a shortcut that I will place on their desktop

Shashwat Verma Okay

shari thank you that will be great

Shashwat Verma Sure

Prior providing the access, I would suggest you to close this chat.

<https://assist.acecloudhosting.com/join/8242035893>

Kindly Click on the link and open the downloaded file.

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

Ended due to chat idle timeout

Chat Trans

Hello, I am your Ac

Visitor Details

#77979 Dan Segawa

Email: dsegawa@armdynamics.com ☎ 3102935861

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: 22 Secs

City: TORRANCE

State: California

Country: UNITED STATES

Chat Transcript

Dan Segawa Hello, I am your Acebuddy

Acebuddy Hello Dan Segawa, I'm your Ace Buddy. I'll be happy to

Whom Would You Like to Connect With?

Dan Segawa Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Dan Segawa I'd like to report an Issue

Acebuddy Please select an option!

Dan Segawa Other Issue

Acebuddy Please specify the issue you are facing before I connect

Dan Segawa Server running low on C drive messafe

Acebuddy Please wait while we connect you to a Support Represent

Acebuddy (bot) forwarded the chat request

Dan Segawa message

Anurag Sharma accepted the chat transfer request.

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

Hello Dan

Dan Segawa Hello Anurag, how are you today?

Anurag Sharma I am good, What about you?

Dan Segawa doing well, thank you for asking

9% free space remaining on drive C

can we take a look?

Anurag Sharma I deeply apologize for the inconvenience caused to you

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

Dan Segawa advancedarmprod

Dan

DanS

Anurag Sharma Thanks for the confirmation !

Please allow me 2 minutes to check the same.

Dan Segawa ok, please take your time, i will step away for a few mi

Anurag Sharma Okay

Your earlier disk space available was only 9 %.

After performing the disk cleanup. I have freed up you

You now have around 22GB of free disk space in your C

Which seems to be efficient for your working. (Edited)

Dan Segawa you are awesome thank you

Anurag Sharma Thank you so much Dan.

Is there anything else I may help you with ?

Dan Segawa that will be all, have a blessed day ahead...

Anurag Sharma Thanks for the confirmation !

I would greatly appreciate if you could spare a minute
chat.

Thank you for choosing ACE cloud Hosting, you have a

You may end this chat now. Once you end this chat, yo
conversation, along with a ticket number and survey fo

I request you to kindly spare a moment to fill that out
working. I will appreciate that. or you may send your fo
Thanks!

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

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

Anurag Sharma has ended this chat session

Chat Trans

Hello, I am your Ace

Visitor Details

#78700 Cynthia Cantu

Email: cynthia@thecreekgroup.com ☎ 713-880-1224

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: HOUSTON

State: Texas

Country: UNITED STATES

Chat Transcript

Cynthia Cantu Hello, I am your Acebuddy

Acebuddy Hello Cynthia Cantu, I'm your Ace Buddy. I'll be happy

Whom Would You Like to Connect With?

Cynthia Cantu Managed IT

Acebuddy Please wait while we connect you to an available Represen

Acebuddy (bot) forwarded the chat request

Pradeep Kumar accepted the chat transfer request.

Pradeep Kumar is transferring the chat to Support(QB

Abhay Kumar Saraswat accepted the chat transfer req

Abhay Kumar
Saraswat

Thank you for contacting Ace Cloud Hosting. My name today.

Cynthia Cantu

Hello My Computer had to go to shop so am working o in information.

and link so that I can log into my server

Abhay Kumar
Saraswat

Sure.

I will be surely assisting you with this.

Cynthia Cantu

thank you so much

Abhay Kumar
Saraswat

Is this regarding for account: **The Creek Group ?**

Cynthia Cantu

Yes that is correct

Abhay Kumar
Saraswat

Kindly allow me two minutes to check the same.

Cynthia Cantu

Yes Sir

Abhay Kumar
Saraswat

And , Thanks for the confirmation !

Thank you for your patience.

Abhay Kumar
Saraswat

Is this your username: **CynthiaCG ?**

Cynthia Cantu

Yes Sir

Abhay Kumar
Saraswat

Great.

So, you are saying that you are working on your laptop login into the server, right?

Cynthia Cantu

Yes Sir, that is correct

Abhay Kumar
Saraswat

Sounds good.

Cynthia Cantu

and I will have to reset my password

Abhay Kumar
Saraswat

Sure, could you please confirm me your registered em

Cynthia Cantu

Cynthia@thecreekgroup.com

Abhay Kumar
Saraswat

Great.

Could you please allow me 2-3 minutes?

Cynthia Cantu

Yes Sir

Abhay Kumar
Saraswat

Let me create an email for you to send the **password** easily download on your laptop and then you can login

Cynthia Cantu

Awsome

Abhay Kumar Saraswat	Please allow me 2 more minutes.
Cynthia Cantu	Okay
Abhay Kumar Saraswat	Thank you.
	I apologize for any delay. Thank you for your patience.
	I've just sent you an email.
	Could you please check and confirm?
Cynthia Cantu	I received one saying my password has been reset
	Just got the second one
Abhay Kumar Saraswat	Yes, correct
	Please take your time.
Cynthia Cantu	I don't recall my security question answers
Abhay Kumar Saraswat	Okay, no worries.
	Kindly allow me two minutes to check the same.
Cynthia Cantu	Thank you
Abhay Kumar Saraswat	Thank you for your patience.
Cynthia Cantu	thank you for your help
Abhay Kumar Saraswat	I just checked and found that you are enrolled on selfc there to reset this process.
	By the help of this, you can recreate your questions ar
Cynthia Cantu	sounds good
Abhay Kumar Saraswat	And to allow us to dis-enroll you, could you please sen email chain so we could process this further?
	Just write something that "I'm giving written approval .
Cynthia Cantu	Set
	sent
Abhay Kumar Saraswat	This message has been deleted
	Allow me to check.
	Just checked, but not received yet.
	Yep, got it.
Cynthia Cantu	Awesome
Abhay Kumar	

Saraswat	Thank you for the approving the same.
Cynthia Cantu	no problem
Abhay Kumar Saraswat	Kindly allow me two minutes to check the same.
Cynthia Cantu	Thank you
Abhay Kumar Saraswat	Thank you for your patience.
	So, we just completely dis-enroll you from selfcare por
Cynthia Cantu	Thank you so much
Abhay Kumar Saraswat	Now, you can process further and choose the question
	And then please confirm.
Cynthia Cantu	waiting on email now
	got the reset email now waiting on the portal one
Abhay Kumar Saraswat	Okay
Cynthia Cantu	am in thank you so much for your help today
Abhay Kumar Saraswat	My pleasure to assist you.
	Is there anything else I may help you with ?
Cynthia Cantu	Have a great day
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute chat.
	You may end this chat now. Once you end this chat, yo conversation, along with a ticket number and survey fo
	I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your fo Thanks!
	Note: You may change/reset your server password on : (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://w
	Thank you for choosing ACE cloud Hosting, you have a

Abhay Kumar Saraswat has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#78158 Lewisville

Email: lewisville@eaglefintax.com 4696098829

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: 52 Secs

City: KORATLA

State: Telangana

Country: INDIA

Chat Transcript

Lewisville Hello, I am your Acebuddy

Acebuddy Hello Lewisville, I'm your Ace Buddy. I'll be happy to as

Whom Would You Like to Connect With?

Lewisville Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Lewisville I'd like to report an Issue

Acebuddy Please select an option!

Lewisville Password Reset

Acebuddy Please select an option below

Lewisville Not Enrolled to Selfcare Portal

Acebuddy Please drop an email on support@acecloudhosting.co password needs to be reset and we'll share an update

Do you need any further assistance on the topic?

Lewisville Yes

Acebuddy Please wait while we connect you to our Support Repr

Acebuddy (bot) forwarded the chat request

Shubham Kataria accepted the chat transfer request.

Shubham Kataria

Thank you for contacting Ace Cloud Hosting. My name today.

Hello Lewisville

Lewisville

HELLO

SHUBHAM

can you reset drake 2021 password

Shubham Kataria

Unfortunately, we don't have access to your drake acc connect with Drake support

We only have the access to reset your Ace cloud hosti

Is there anything else I may help you with ?

Are we still connected here?

Lewisville

okay can you share drake support email id

8:35:11 PM Shubham Kataria is sharing a file with you [image.png](#) - (Size:31.53 KB)

Here are few emails for the Drake support tea

Shubham Kataria

You may contact them for the password reset. (Edited)

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Are we still connected here?

Lewisville

thanks

Lewisville has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#78342 ewallace

Email: ewallace@teazzers.com 14698674781

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 1 Min 21 Secs

City: PENSACOLA

State: Florida

Country: UNITED STATES

Chat Transcript

ewallace Hello, I am your Acebuddy

Acebuddy Hello Ewallace, I'm your Ace Buddy. I'll be happy to ass

Whom Would You Like to Connect With?

ewallace Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

ewallace I'd like to report an Issue

Acebuddy Please select an option!

ewallace Other Issue

Acebuddy Please specify the issue you are facing before I connec

ewallace Excel Add-ons/ IIF Transaction Creator is no longer wor

Acebuddy Please wait while we connect you to a Support Representat

Acebuddy (bot) forwarded the chat request

Shashwat Verma accepted the chat transfer request.

Shashwat Verma Thank you for contacting Ace Cloud Hosting. My name

Hello

I will surely help you with this issue.

*10:23:18 AMewallace is sharing a file with you
[Screenshot 2025-06-16 at 11.48.21 PM.png](#) - (Size:34.*

error message

Is this issue occurring only for you, or are other users expe

ewallace no idea, it's midnight here. I'm the only user of the add-on.
Shashwat Verma Okay
Kindly allow me two minutes to check the same.
May I take the remote access of your local computer?
ewallace my local computer or the server I'm logged into?
Shashwat Verma We need access of both.
Will share you the link and you can join the session.
ewallace ok, but not sure what my machine has to do with the issue.
Shashwat Verma Prior providing the access, I would suggest you to close this chat and open a new one.
<https://assist.acecloudhosting.com/join/1842767061>
Kindly Click on the link and open the downloaded file.
We need to logoff- login in you the same during the session.
If you join the session from server, our chat will get disconnected.
We are connected on the remote session and will proceed with the task. At the same time, I am putting the chat on hold, please do not give your confirmation on this chat.
Are we still connected here?
ewallace hey still here
Shashwat Verma Eric, we have made some changes.
This might take 5-7 mins.
ewallace ok.
Shashwat Verma Do you have the setup file for the add-on? It was previously shared with you. You should be set up from your side. Therefore, we will need the setup file so we can proceed accordingly.
ewallace how do you want me to share it?
I emailed it to you before.
no I guess I didn't.
Shashwat Verma Okay.
11:13:58 AM ewallace is sharing a file with you
[Screenshot 2025-04-22 at 1.49.27 AM.png](#) - (Size:121.0 KB)
it's on the remote computer
11:14:16 AM ewallace is sharing a file with you
[Screenshot 2025-04-22 at 1.49.27 AM.png](#) - (Size:121.0 KB)
Eric,
We have a solution for your issue. We will be assigning a technician to resolve this issue as soon as possible.

We've noted your preferred installation location and, a installing the file from our end again. However, this time, with admin privileges, you'll be ab forward. To proceed, we'll send you an **admin access disclaim** complete the backend setup for you.

ewallace

gotcha

Shashwat Verma

Sure, let me email you the same

We have just email you the disclaimer on your earlier t

Kindly acknowledge the same, rest will be assured by

Is there anything else I may help you with ?

ewallace

do I just reply to the email saying I understand?

Shashwat Verma

Yes

I got the reply

Will update you on email, once we are done

Is there anything else I may help you with ?

ewallace

any idea on the timeline?

Shashwat Verma

It might take 50-60 mins usually

Rest will inform you on email

Is that work for you?

ewallace

no that's all for now

thx

Shashwat Verma

Sure

Thank you for choosing ACE cloud Hosting, you have a

You may end this chat now. Once you end this chat, yo conversation, along with a ticket number and survey fo

I request you to kindly spare a moment to fill that out working. I will appreciate that. or you may send your f Thanks!

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

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

Shashwat Verma has ended this chat session

Chat Trans

Hello, I am your Acebuddy

Visitor Details

#77774 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 58 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari Hello, I am your Acebuddy

Acebuddy Hello Shari, I'm your Ace Buddy. I'll be happy to assist

Whom Would You Like to Connect With?

shari Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

shari I'd like to report an Issue

Acebuddy Please select an option!

shari QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

shari Other QB related issue

Acebuddy Please specify the issue you are facing before I connect

shari I'm on with QB to get the correct product number for E

Acebuddy Please wait while we connect you to a Support Representat

Acebuddy (bot) forwarded the chat request

shari is sashwat available today?

Manish Singh accepted the chat transfer request.

Manish Singh Thank you for contacting Ace Cloud Hosting. My name

No, not right now.

shari ok

Manish Singh Kindly email us with the detail we will install the applica

shari they are wanting to see the connection

Manish Singh Connection like?

shari do I have access to the enterprise accountant 2024 on

they need to be able to remote in to my computer to s

Manish Singh As I can check the product code for QB 2024 was incor

On ticket #704568

shari I understand but that is the code I am being given so t

Manish Singh Is your version US or CA?

shari US

they are making me call a different number now

Manish Singh This message has been deleted

This message has been deleted

shari I can't get the number until they can access the screen

Manish Singh Shall I arrange a call with ACE and Intuit in this regard?

shari I am on the phone with them now

Manish Singh With Intuit you mean?

shari yes

Can you please push the Enterprise 2024 to my login s

Manish Singh Trying installing the QB 2024 Enterprise now. (Edited)

shari ok can I log into my remote

Manish Singh Yes

You can

*7:41:03 PM Manish Singh is sharing a file with you
[image.png](#) - (Size:39.68 KB)*

shari I need to have that on my remote please

Manish Singh Tried but Product code seems to be incorrect for Quick

shari also my QB Accountant 2022 and 2023 have been rem

Manish Singh May I know your username on server?

shari sbray

jim.k and steph should have all 3 also

QB Accountant 23-24

sorry 22, 23, 24

Manish Singh Sbray has only QuickBooks Premier Acc 2024 on deskt

No other QB icon found.

shari I don't think you are looking at the right one

I have Quickbooks Desktop Accountant 2024, Quickbo

Premiers

someone deleted Desktop Accountant 2022 and 2023

Manish Singh Would you like 2022 and 2023 on your desktop?

shari yes someone removed them yesterday

my other 2 users jim.k and steph will also need those

Manish Singh Alright, doing it now.

shari not premier

I need desktop Accountant

Manish Singh Done

shari no you gave me premier

I need desktop accountant

Manish Singh You have QB Accountant 2024, Enterprise 2023

shari I need QB Desktop Accountant 22 and Desktop Accour

Manish Singh Check now

shari intuit is stating to make sure the firewall is not blockin

error is because of the firewall

you just keep dropping the same wrong files

can I get a supervisor

Manish Singh Let me arrange a callback with Escalation team regard

shari I am on the phone with Intuit now

this needs to be ASAP

Manish Singh	8054079440 Is this your contact number?
shari	yes
	I can conference you guys together
Manish Singh	Alright let me arrange a callback
	Need to close this chat in order to arrange a callback.
	Need to take note of all and inform to Escalation.
shari	ok
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a
	You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey for feedback.
	I request you to kindly spare a moment to fill that out. If you are not able to do so at this time, you may do so later when you are working. I will appreciate that. or you may send your feedback via email.
	Thanks!
	Note: You may change/reset your server password on our self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base).

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Account Manager.

Visitor Details

#78520 Alycia Toye

Email: alycia.toye@ils-corp.com  8588424127

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: 41 Secs

City: LA MESA

State: California

Country: UNITED STATES

Chat Transcript

Alysia Toye Hello, I am your Acebuddy

We are still not fixed . the other two users cannot access email through qb

Ashutosh Mishra Thank you for contacting Ace Cloud Hosting. My name is

I will surely help you with this issue.

Kindly allow me two minutes to check the same.

Alysia Toye thank you

Ashutosh Mishra is transferring the chat to Anurag Sharma

Anurag Sharma accepted the chat transfer request.

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

Hello again Alysia

Could you please confirm the username of the users for whom you are

Alysia Toye let me get it from them

Anurag Sharma Sure

*9:45:08 PM Anurag Sharma is sharing a file with you
[image.png](#) - (Size:4.13 KB)*

Alysia, could you please ask the other two users to double click on this file?

It is placed on their desktop

Alysia Toye ILS_Jeff

ILS_JohnS

Anurag Sharma They just need to double click on this and have to log in to qb now. You did.

Alysia Toye how do i send them this short cut? Is there a way you can share it with me?

Anurag Sharma The shortcut is already placed on their desktop

Alysia Toye yes

they are logged in to qb now

*9:47:56 PM Anurag Sharma is sharing a file with you
[image.png](#) - (Size:4.7 KB)*

Ask them to double click on this icon, which .

Anurag Sharma	If they are facing issue, we can get connected on remote desktop.
Alysia Toye	it might be easier to have you work with them directly.
Anurag Sharma	Okay, Can I take the remote access of their servers?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the connection (1-888-415-5240) if any further assistance is required.
Alysia Toye	yes
Anurag Sharma	Thank you for choosing ACE cloud Hosting, you have a great day!
	Are we still connected here?
Alysia Toye	oh good
	they are not able to get this to work
Anurag Sharma	Okay, Can I take the remote access of their servers?
Alysia Toye	please log in to John first
	Jeff is frozen in qb
Anurag Sharma	I have unfreeze him
	Prior providing the access, I would suggest you to close the application.
Alysia Toye	thank you
Anurag Sharma	Please ask John to connect on the server
Alysia Toye	he is connecting now
Anurag Sharma	Okay
	Please ask John to accept the remote session request.
Alysia Toye	he says nothing popped up
Anurag Sharma	We are connected on the remote session and will proceed with the time, I am putting the chat on hold, please do not give your confirmation on this chat.
	Please ask him to login again on the server.
Alysia Toye	are you able to get in?
Anurag Sharma	Yes
Alysia Toye	he says its not working
Anurag Sharma	Yes, I am checking the issue.

Alysia Toye	thank you
Anurag Sharma	Please ask him to use the correct User ID and password
	Are we still connected here?
Alysia Toye	yes
	i was looking up the access for John .sorry
	is it working?
Anurag Sharma	Okay, no problem.
	We are working on it.
Alysia Toye	ty
Anurag Sharma	It is working for John
	Can we move to other user now? who was facing the issue?
Alysia Toye	thank you > john says thank you
	Jeff is next
Anurag Sharma	Okay
	May I take the remote access of Jeff's server?
Alysia Toye	let me yes
	sorry, yes
Anurag Sharma	Prior providing the access, I would suggest to close another session.
	We are connected on the remote session and will proceed with the time, I am putting the chat on hold, please do not give your confirmation on this chat.
Alysia Toye	he says he was able to print
Anurag Sharma	Great, Is there anything else I can help you with?
Alysia Toye	No , THank you so much for the help with this . you are great
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute for the chat.
	Thank you for choosing ACE cloud Hosting, you have a great experience with us.
	You may end this chat now. Once you end this chat, you can start a new conversation, along with a ticket number and survey for feedback.
	I request you to kindly spare a moment to fill that out before you end the working. I will appreciate that. or you may send your feedback directly. Thanks!

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

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

Anurag Sharma has ended this chat session

Chat Trans

Hello, I am your Acebuddy

Visitor Details

#78671 Md Haque

Email: mhaque@arjani.com ☎ 16265781978

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 28 Secs

City: BAKERSFIELD

State: California

Country: UNITED STATES

Chat Transcript

Md Haque Hello, I am your Acebuddy

Acebuddy Hello Md Haque, I'm your Ace Buddy. I'll be happy to a

Whom Would You Like to Connect With?

Md Haque Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Md Haque I'd like to report an Issue

Acebuddy Please select an option!

Md Haque	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
Md Haque	Login is disabled
Acebuddy	Please wait while we connect you to a Support Representative.
<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Manish Singh accepted the chat transfer request.</i></p>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh.
Md Haque	Hi Manish
	Server: temoarjani.myrealdatal.net
	Username: myrealdatal\Temo3
Manish Singh	Kindly allow me two minutes to check the same.
	<i>1:24:09 AM Md Haque is sharing a file with you</i>
	<i><u>1_image.png</u> - (Size:12.25 KB)</i>
Md Haque	ok.
Manish Singh	Kindly try to access now.
Md Haque	ok
	let me try
Manish Singh	Alright, please take your time
Md Haque	ok... it worked. thank you
Manish Singh	Is there anything else I may help you with ?
Md Haque	thanks for your help today. that's all i needed for now.
Manish Singh	I would greatly appreciate if you could spare a minute to leave some smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a great day!
	You may end this chat now. Once you end this chat, you will receive a summary of our conversation, along with a ticket number and survey for feedback.
	I request you to kindly spare a moment to fill that out. If you are not working. I will appreciate that. or you may send your feedback via email. Thanks!
	Note: You may change/reset your server password on : https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
<p><i>Manish Singh has ended this chat session</i></p>	

Chat Trans

Hello, I am your Acebuddy.

Visitor Details

#78791 David L Ennis

Email: david@fsc-consulting.com  0

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 46 Secs

City: SAN ANTONIO

State: Texas

Country: UNITED STATES

Chat Transcript

David L Ennis Hello, I am your Acebuddy

Acebuddy Hello David Ennis, I'm your Ace Buddy. I'll be happy to

Whom Would You Like to Connect With?

David L Ennis Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

David L Ennis I'd like to report an Issue

Acebuddy Please select an option!

David L Ennis Other Issue

Acebuddy Please specify the issue you are facing before I connect you to the support team.

David L Ennis The remote source cant be reached, cant login to the account.

Acebuddy Please wait while we connect you to a Support Representative.

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra Thank you for contacting Ace Cloud Hosting. My name

David L Ennis Good Morning, thanks

Ashutosh Mishra I will surely help you with this issue.

Kindly allow me few minutes to check the same.

David L Ennis ok

Ashutosh Mishra In order to assist you further we are transferring you to

Ashutosh Mishra is transferring the chat to Anjainay Singh

David L Ennis ok

Anjainay Singh accepted the chat transfer request.

Anjainay Singh Thank you for contacting Ace Cloud Hosting. My name

Thank you for bringing this to our attention. I understand you resolve it as quickly as possible.

David L Ennis ok thanks

Anjainay Singh Could you please confirm since when you are facing the

David L Ennis This morning was first time i encountered the issue

Anjainay Singh Could you please also confirm along with you how many

David L Ennis Im the only one that I am aware of the other employee issue

Anjainay Singh Thankyou for your information.

May I take the remote access of your local computer?

David L Ennis yes please

Anjainay Singh <https://assist.acecloudhosting.com/join/6202092398>

Prior providing the access, I would suggest you to close

David L Ennis ok

Anjainay Singh Please copy above URL at your local machine browser

Click on downloaded file and choose agree and continue

We are connected.

Please stay connected.

Please stay connected.

Please stay connected.

I will also share the ticket id with you over the mail once

David L Ennis

ok thanks

Anjainay Singh

Once the chat ends, we would appreciate it if you could add a smiling emoji.

Thank you for choosing ACE cloud Hosting, you have a great day!

You may disconnect this chat.

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Ace Buddy.

Visitor Details

#77966 Carlos

Email: carlos@neotechnetworks.com  8887268138

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: MARACAIBO

State: Zulia

Country: VENEZUELA

Chat Transcript

Carlos Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Carlos Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Carlos	I'd like to report an Issue
Acebuddy	Please select an option!
Carlos	Password Reset
Acebuddy	Please select an option below
Carlos	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com password needs to be reset and we'll share an update
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Trans

Hello, I am your Acebuddy

Visitor Details

#78314 Drew Cooke

Email: drewc@neomarketingonline.com  3309331843

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 21 Secs

City: NORTH CANTON

State: Ohio

Country: UNITED STATES

Chat Transcript

Drew Cooke Hello, I am your Acebuddy

Acebuddy

Hello Drew Cooke, I'm your Ace Buddy. I'll be happy to

Whom Would You Like to Connect With?

Drew Cooke Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Drew Cooke I'd like to report an Issue

Acebuddy Please select an option!

Drew Cooke QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Drew Cooke QuickBooks Login Issue

Acebuddy I understand that you are unable to login to your QuickBooks. Let me help you with resolving the issue

Was that helpful?

Drew Cooke No

Acebuddy No issues, please wait while I connect you to one our support agents.

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.

Drew Cooke I can not login to the Server through Remote Desktop. I am getting the error message "The connection was reset".

Manish Singh Is this the first time you're experiencing this issue? Also, have you tried to log in from another device or browser?

Drew Cooke No it has been difficult to login for quite a while it takes a long time to load the server. I am the only user on this QB.

Manish Singh Alright

May I take the remote access of your local computer?

Drew Cooke yes

Manish Singh <https://assist.acecloudhosting.com/join/4892827330>

Prior providing the access, I would suggest you to close all other tabs and windows on your local computer.

Kindly paste this link in the browser of local computer and click on "Allow" button.

We are connected on the remote session and will proceed with the issue resolution. At the same time, I am putting the chat on hold, please do not give your confirmation on this chat.

Is there anything else I may help you with ?

Drew Cooke I would like to logout and login back in now

Manish Singh

Please take your time.

Drew Cooke

Looks good thank you

Manish Singh

I would greatly appreciate if you could spare a minute
smileys at the end of this chat.

Thank you for choosing ACE cloud Hosting, you have a

You may end this chat now. Once you end this chat, yo
conversation, along with a ticket number and survey fo

I request you to kindly spare a moment to fill that out
working. I will appreciate that. or you may send your fo
Thanks!

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

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

Manish Singh has ended this chat session

Chat Trans

Hello, I am your Ac

Visitor Details

#78197 Angelo Bocacao

Email: info@clmqbp.com ☎ 639157602689

Department: Support(QB & App Hosting)

Operator: Ayush kumar

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: SAMPALOC EAST

State: National Capital Region

Country: PHILIPPINES

Chat Transcript

Angelo Bocacao	Hello, I am your Acebuddy
Acebuddy	Hello Angelo Bocacao, I'm your Ace Buddy. I'll be happy to help you with anything you need.
	Whom Would You Like to Connect With?
Angelo Bocacao	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Angelo Bocacao	I'd like to report an Issue
Acebuddy	Please select an option!
Angelo Bocacao	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Angelo Bocacao	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
Angelo Bocacao	Our license says that we can only do viewing only, but we can still try to assist you.
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
Angelo Bocacao	hi
	<i>Ayush kumar accepted the chat transfer request.</i>
Ayush kumar	Thank you for contacting Ace Cloud Hosting. My name is Ayush Kumar.
	<i>6:40:05 AM Angelo Bocacao is sharing a file with you image.png - (Size:238.72 KB)</i>
	Hi Angelo, Hope you are doing great today!
Angelo Bocacao	I'm good thanks for asking
	How about you?
Ayush kumar	I will be surely assisting you with this. Kindly help me with the details.
	<i>6:40:45 AM Angelo Bocacao is sharing a file with you image.png - (Size:140.71 KB)</i>
Angelo Bocacao	CID68636
Ayush kumar	I am good, thanks for asking.
Angelo Bocacao	There is only 1 user on the server.
	Our QB license is still active until June 25.
Ayush kumar	

Allow me 4-5 minutes, let me check.

Angelo Bocacao okay

i am also calling your support line, no answer :(

Ayush kumar I apologize for that, but we didn't receive any call. We

I will help you here!

Angelo Bocacao ok

kindly check

Ayush kumar Are you currently logged in to the server?

Angelo Bocacao yes

Ayush kumar May I take the remote access of your server?

Angelo Bocacao sure

i think you also need to update QB

Ayush kumar Prior providing the access, I would suggest you to close

Angelo Bocacao its already r15

everything is closed now

Ayush kumar Sure, it will done in the night hours.

Angelo Bocacao But we need to use QB now :(

it is morning in the Phils

Ayush kumar We request you to kindly connect with the intuit supp

Angelo Bocacao it is activated

Ayush kumar Could you please cross verify from there end once?

Please login to <https://camps.intuit.com/> .to get the lic

Intuit support number : 800-607-7513

Are you on call with us as well with Gaurav Kumar?

Since you are on call with us as well, I am disconnecting

You may end this chat now. Once you end this chat, you can leave this conversation, along with a ticket number and survey for feedback.

I request you to kindly spare a moment to fill that out before you disconnect. I will appreciate that. or you may send your feedback via email. Thanks!

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

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

Thank you for choosing ACE cloud Hosting, you have a

Ayush kumar has ended this chat session

Chat Trans

Hello, I am your Ace

Visitor Details

#78298 Dean Goninen

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

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 43 Secs

City: Bardstown

State: Kentucky

Country: UNITED STATES

Chat Transcript

Dean Goninen Hello, I am your Acebuddy

Acebuddy Hello Dean Goninen, I'm your Ace Buddy. I'll be happy

Whom Would You Like to Connect With?

Dean Goninen Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Dean Goninen I'd like to report an Issue

Acebuddy Please select an option!

Dean Goninen QuickBooks Issue

Acebuddy	What type of QuickBooks Issue are you facing?
Dean Goninen	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
Dean Goninen	The Adobe - create a pdf connector is not working when I try to print to it.
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you with this issue.
	<i>9:16:25 PM Dean Goninen is sharing a file with you</i> <u>Screenshot 2025-06-16 -Adobe error.png</u> - (Size:16.66 KB)
Dean Goninen	When I try to print to Adobe pdf it gets stuck here....
Ashutosh Mishra	Hello Dean, I will be surely assisting you with this. Kindly provide me your name?
Dean Goninen	LifelineAV and my name is Dean
Ashutosh Mishra	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
Dean Goninen	OK
Ashutosh Mishra	Is this issue occurring only for you, or are other users also facing the same issue?
Dean Goninen	I'd have to check with the others.
	I work remotely, so I don't have the face to face contact with others.
Ashutosh Mishra	May I take the remote access of your local computer?
Dean Goninen	sure
Ashutosh Mishra	Prior providing the access, I would suggest you to close all the browser tabs.
Dean Goninen	Yes
Ashutosh Mishra	Kindly paste this link in the browser of local computer
	https://assist.acecloudhosting.com/join/3492711500
Dean Goninen	Thank you for your assistance.
Ashutosh Mishra	As per discussion over the remote session, The issue is that the Adobe connector is slow which is faster and saves directly to your documents on the local machine.
	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute for a quick chat.
	You may end this chat now. Once you end this chat, you can start a new conversation, along with a ticket number and survey for feedback.

I request you to kindly spare a moment to fill that out while working. I will appreciate that, or you may send your feedback. Thanks!

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

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

Dean Goninen

OK, thanks

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy.

Visitor Details

#78494 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 36 Secs

City: DIVADA

State: Gujarat

Country: INDIA

Chat Transcript

ankit Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

ankit Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
ankit	I'd like to report an Issue
Acebuddy	Please select an option!
ankit	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ankit	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to a support representative.
ankit	Continue abort error comes and server off
Acebuddy	Please wait while we connect you to a Support Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ayush kumar accepted the chat transfer request.</i>
ankit	hi
	711173 our id
	Issue open
	<i>Ayush kumar is transferring the chat to Tushar.</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar.
	Kindly allow me two minutes to check the same.]
	The ticket is with our escalation team.
	as this chat session is disconnected from your end.
	As there was no response, we are disconnecting the call. You can call us at (1-888-415-5240) if any further assistance is required.
	Thank you for choosing ACE cloud Hosting, you have a great day ahead.
	<i>Tushar has ended this chat session</i>

Chat Trans

Hello, I am your Ac

Visitor Details

#78096 Avery Lewis

Email: avery@wpvc.org

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 48 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Avery Lewis Hello, I am your Acebuddy

Acebuddy Hello Avery Lewis, I'm your Ace Buddy. I'll be happy to

Whom Would You Like to Connect With?

Avery Lewis Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Avery Lewis I'd like to report an Issue

Acebuddy Please select an option!

Avery Lewis QuickBooks Issue

Acebuddy What type of QuickBooks Issue are you facing?

Avery Lewis Other QB related issue

Acebuddy Please specify the issue you are facing before I connec

Avery Lewis My company file is not showing up.

Acebuddy Please wait while we connect you to a Support Representat

Acebuddy (bot) forwarded the chat request

Ashutosh Mishra accepted the chat transfer request.

Ashutosh Mishra Thank you for contacting Ace Cloud Hosting. My name

Avery, I will be surely assisting you with this. Kindly he

Avery Lewis Server name is wpvc@myrealdataloading.com my user name

Ashutosh Mishra Thanks for the confirmation !

Ashutosh Mishra Is this the first time you are facing this issue?

Avery Lewis No

Avery Lewis Yes

Ashutosh Mishra Yes this is the first time

Ashutosh Mishra Is this issue occurring only for you, or are other users facing the same issue?

Avery Lewis Just me

Ashutosh Mishra Thank you for letting me know Avery, may i take remote access to your system to check the cause of the issue?

Avery Lewis Yes

Ashutosh Mishra Prior providing the access, I would suggest you to close the file and then share it with me.

Avery Lewis Winter park volleyball club

Ashutosh Mishra Thanks for the confirmation !

Ashutosh Mishra When was the last time you were able to access the company file?

Avery Lewis Yesterday

Ashutosh Mishra I see that Craig has access to the company file, do you have any concern about the security of the company file before?

Avery Lewis No I just opened it and it was there but now its gone

Ashutosh Mishra Rest assured Avery I am doing some changes from background.

Avery Lewis Ok thank you

Ashutosh Mishra Thank you for your patience.

Ashutosh Mishra I see that Craig has the required company file under his name, he can share the company file to the shared location under the D drive. However, we would require permissions from Craig to do so.

Avery Lewis Yes that works! you can email him for approval.

Ashutosh Mishra Thanks for the confirmation, Avery. I will email Craig for you.

Ashutosh Mishra Is there anything else I may help you with ?

Avery Lewis That is all, Thank you!

Ashutosh Mishra Thank you for choosing ACE cloud Hosting, you have a great experience with us.

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

Ashutosh Mishra I request you to kindly spare a moment to fill that out. If you have any further questions or concerns, please don't hesitate to reach out. I will appreciate that. or you may send your feedback via email. Thanks!

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

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

Ashutosh Mishra has ended this chat session

Chat Trans

Hello, I am your Acebuddy.

Visitor Details

#78166 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: Google Chrome

Device: Desktop

Average Response Time: 49 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 report an Issue
Acebuddy	Please select an option!

	info	Other Issue
Acebuddy		Please specify the issue you are facing before I connect you to a support representative!
	info	Microsoft issue
Acebuddy		Please wait while we connect you to a Support Representative.
		<i>Acebuddy (bot) forwarded the chat request</i>
Anjainay Singh		<i>Anjainay Singh accepted the chat transfer request</i>
	info	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. How can I assist you today?
Anjainay Singh		At some point, we started seeing the message 'The file has been corrupted after opening Excel files. Everyone in our company is experiencing this issue.'
	info	<i>10:17:36 PM info is sharing a file with you image.png - (Size:4.58 KB)</i>
Anjainay Singh		Thank you for bringing this to our attention. I understand this is a common issue and I am here to help you resolve it as quickly as possible.
	info	Thank you
Anjainay Singh		Could you please confirm since when you are facing this issue?
	info	probably two weeks ago
Anjainay Singh		Thankyou for your confirmation.
		Could you please also provide the excel file name which is causing this issue at your end?
	info	<i>10:22:28 PM info is sharing a file with you image.png - (Size:29.99 KB)</i>
		Thankyou for your cooperation.
	info	It's not just this file—other files also occasionally face this issue.
Anjainay Singh		Please allow me two minutes so that I can look into this issue.
	info	Got it
Anjainay Singh		Is everyone facing same issue for all files at their end?
	info	Yes
Anjainay Singh		May I take the remote access of your server?
	info	Sure
Anjainay Singh		Prior providing the access, I would suggest you to end the session.
	info	Okay
Anjainay Singh		Could you please also confirm your login name so that I can proceed further.

(Edited)

10:26:47 PM info is sharing a file with you

[1_image.png](#) - (Size:42.11 KB)

Okay I am working on it.

It is opened now.

There is no issue to be worrying about . actually windows it gets block as it is security feature.

You may enable unblock option by clicking on unb

Are we still connected here?

Are we still connected here?

info Excel files used to open without any issues previous every time?

Is there a way to prevent this from happening??

Anjainay Singh Please provide me two minutes so I can look into it

info Thank you

Anjainay Singh Actually it does not happen with every files but it

Please do not worry about it as well I have escalated also be removed.

info right

Thank you

Anjainay Singh I wish you do not face same issue in future so our

info Thanks!

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

info That's it.Thank you so much

Anjainay Singh Once the chat ends, we would appreciate it if you selecting the smiling emoji.

info got it

Anjainay Singh It was really pleasure assisting you.

info has ended this chat session

