

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78168 taxes.ltdservices

Email: taxes.ltdservices@gmail.com ☎ 9195229911

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: NEW YORK

State: New York

Country: UNITED STATES

Chat Transcript

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

taxes.ltdservices	Change in Applications
Acebuddy	Please select your desired option!
taxes.ltdservices	Application Addition
Acebuddy	Please select your Application
taxes.ltdservices	Drake Tax
Acebuddy	<p>Please send us an email from your registered email address to support@acecloudhosting.com with the following information:</p> <ul style="list-style-type: none"> • Drake Version/Year • Account Number • Serial Number <p>• Please download the latest Drake Tax Setup/Installer file from the Application Portal and place it on your server Desktop</p> <p>We will update you via email once the installation is complete.</p> <p>Application Addition usually takes 1-2 Hour(s)</p> <p>Do you need any further assistance on the topic?</p>
taxes.ltdservices	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78375 patti mosley

Email: pmosley@ccpnw.org  360-452-2396

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: 24 Secs

City: FORKS

State: Washington

Country: UNITED STATES

Chat Transcript

patti mosley	Hello, I am your Acebuddy
Acebuddy	Hello Patti Mosley, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
patti mosley	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
patti mosley	I'd like to report an Issue
Acebuddy	Please select an option!
patti mosley	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
patti mosley	Somehow my remote server app has been signed out and I dont know how my password. Can I get assistance please
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	I will be surely assisting you with this. (Edited)
patti mosley	Citizens
	PattiM
Manish Singh	Would you like to reset your password?
patti mosley	or it may be PattiMo
	yes
Manish Singh	Please send us an email from the registered email address at support@acecloudhosting.com so that we could proceed fur
	Also, the registered email for your account with us is :
	pmosley@ccpnw.org
patti mosley	ok
Manish Singh	Is there anything else I may help you with ?
patti mosley	no 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 with a summary of our discussion.

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

Thanks!

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

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

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78203 zahid

Email: zahid@columbiatax.onmicrosoft.com

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: 15 Secs

City: DHAKA

State: Dhaka

Country: BANGLADESH

Chat Transcript

zahid Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

zahid Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

	Please chose an option :
zahid	I'd like to report an Issue
Acebuddy	Please select an option!
zahid	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
zahid	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons. Although we manage the application updates at times, they might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the error message and share it to support@acecloudhosting.com. We will need to be aware of the issue and share a confirmation via email.
	Do you need any further assistance on the topic?
zahid	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello zahid
zahid	Agent
	Hello!
Shashwat Verma	Do you want to update your Qb?
zahid	Yes, because I can't work with it now!
Shashwat Verma	I will surely help you with this issue.
zahid	Can you please support me in it?
Shashwat Verma	Yes, sure
	Is it Premier 24?
zahid	Don't know. But I can share the screen shot of the trouble. Can I ?
Shashwat Verma	No problem, will update from our end
	<i>11:45:50 AMzahid is sharing a file with you</i>
	<i>Three Route 2025-06-12(1).png - (Size:356.52 KB)</i>
	<i>11:45:50 AMzahid is sharing a file with you</i>
	<i>Three Route 2025-06-12.png - (Size:400.35 KB)</i>
zahid	Can you please check it please?
Shashwat Verma	Got it!, so you have payroll update pending

	Will do the same and will inform you on email within 60 mins (Edited)
zahid	Yes, looks so
Shashwat Verma	Is that work for you?
zahid	My time is short. Can you please do it more short time?
Shashwat Verma	I have already started the update, to get the payroll update we need to first update the Qb itself Which might take sometime hence its an delay from application side We have already started the process from our end We can try to get it done 30-35 mins with no delay from ACE side Will inform you on email once we are done promptly.
	Are we still connected here?
zahid	Yes
Shashwat Verma	Let me know if that work for you ? <i>11:51:47 AM Shashwat Verma is sharing a file with you</i> <u>image.png</u> - (Size:26.96 KB)
zahid	ok, please
Shashwat Verma	Thanks for your patience Is there anything else I may help you with ?
zahid	At present, no other issues.
Shashwat Verma	Zahid, will get you an update within 20-30 mins Thank you for choosing ACE cloud Hosting, you have a wonderful day. You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appri Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)
	<i>Shashwat Verma has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78679 sll

Email: sll@sllcpa.com ☎ 8473708883

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: 45 Secs

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?
sll	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
sll	I'd like to report an Issue
Acebuddy	Please select an option!
sll	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
sll	Lacerte is frozen. Need a reboot or something.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.

	Hello SII
sII	Hi... Please check out my server. Lacerte is frozen. or something.
Anurag Sharma	I deeply apologize for the inconvenience caused to you. I will be surely assisting you with this. Kindly help me with your server name and user name?
sII	Steven L Lopata CPA LTD - CID71656 Server name: Steven1.myrealdatal.net
Anurag Sharma	Thanks for the confirmation ! Kindly allow me two minutes to check the same. Since you were the only user who was showing active on the server. I rebooted the server to resolve the issue. Please login back to the server and check if the issue is now resolved. Are we still connected here?
sII	OK... Looks good. It looks like there's some software update. Thanks again.
Anurag Sharma	Is there anything else I may help you with ?
sII	I'm good. Thanks.
Anurag Sharma	Thanks for the confirmation ! I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. 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 feedback.
	Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal (https://selfcare.acecloudhosting.com/)
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase/)

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77962 marc

Email: marc@vr66.com ☎ 7737931562

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 35 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

marc	Hello, I am your Acebuddy
Acebuddy	Hello Marc, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
marc	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
marc	I'd like to report an Issue
Acebuddy	Please select an option!
marc	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
marc	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
marc	Remoe access
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shivam Singh accepted the chat transfer request.</i>	
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
marc	I cannot log int
	What did you do

	THis is me about Intuit Data Protect
	cannot login to the server
Shivam Singh	Hi Marc, just to confirm—are you reaching out regarding Intuit Data Protect?
	Okay let me check
marc	Ticket ID: 708069 We wanted to inform you that the final changes have been implemented on our end. We also attempted to reach you, along with your time zone, so we can assist you further. We appreciate your patience and look forward to resolving any issues you may be experiencing. You may contact us on our 24/7 helpline on 888-415-5240 (toll-free) or you may reach us on our instant chat service. Please provide your feedback at quality@aceclouddhosting.com. Best regards, Shivam Singh
Shivam Singh	Is this issue occurring only for you, or are other users on the server also experiencing it?
marc	Are you all using the same name or do you really not remember me from one hour ago?
Shivam Singh	I apologize any confusion on my end.
	Initial chat showing the remote issue that's why I reiterated the Issue.
marc	[Window Title] Remote Desktop Connection [Content] The connection was denied because the user account is not authorized. 0x3 Extended error code: 0x9 Timestamp (UTC): 06/06/25 11:34:55 AM Press Ctrl+C to copy.
Shivam Singh	Thanks for the information.
	May I take the remote access of your local computer?
marc	ok
	Why
	If it does not work for me it does not work for my entire team
	my settings are unchanged
Shivam Singh	Sometimes the account gets locked while affects users separately.
	Can we take the remote of your local computer ?
marc	YES
	Not happy
	Now you are wasting EVERYBODY's time
	including everybody at Appraisal Linx
Shivam Singh	I really apologize for the inconvenience this is causing the team. I'll try to fix it at once.
marc	Lets go
	QUICK
	This has nothing to do with my computer
Shivam Singh	Kindly paste this link in the browser of local computer and join the session.
	https://assist.aceclouddhosting.com/join/7422708517
marc	I am asking my team if they can connect also

Shivam Singh

We will be checking the gateway and connection that's all

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78601 Kyree

Email: kyree@moneyhoneyfinancial.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

City: DOVER

State: Pennsylvania

Country: UNITED STATES

Chat Transcript

Kyree

Hello, I am your Acebuddy

Acebuddy

Hello Kyree, 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 Transcript

Hello, I am your Acebuddy

Visitor Details

#77785 Daniel

Email: souflore@outlook.com **Phone:** 7862736166

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 54 Secs

City: HOLLYWOOD

State: Florida

Country: UNITED STATES

Chat Transcript

Daniel Hello, I am your Acebuddy

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

Daniel Hello

Manish Singh You have initiated two chats.

Closing this chat for now.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78652 Major McConeghy**Email:** major.mcconegehy@eastcoastgear.com  19196258466**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:** LOUISBURG**State:** North Carolina**Country:** UNITED STATES**Chat Transcript**

Major McConeghy	Hello, I am your Acebuddy
Acebuddy	Hello Major McConeghy, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Major McConeghy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Major McConeghy	I'd like to raise a Request
Acebuddy	Please select your request type.
Major McConeghy	Office 365 Addition
Acebuddy	Please specify if you already have an Office365 subscription
Major McConeghy	I already have O365 license
Acebuddy	As you want to install Office 365, Please be informed that only the following Subscriptions Plans are compatible on Windows 10 <ul style="list-style-type: none">• O365 E3• O365 E5• O365 Apps for Enterprise If you already have any of the above mentioned subscription plans, Kindly email us at support@acecloudhosting.com so we can assist you further.
	If you do not have any of the above mentioned subscription plans, Consider upgrading your existing plan to the one mentioned above.
	Do you need any further assistance on the topic?
Major McConeghy	No
Acebuddy	Thank you for contacting Ace Support. Have a nice day!

Acebuddy has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78039 Jenny Kim

Email: orders@lievohome.com

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 33 Secs

City: CERRITOS

State: California

Country: UNITED STATES

Chat Transcript

Jenny Kim Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Jenny Kim Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

Jenny Kim I'd like to report an Issue

Acebuddy Please select an option!

Jenny Kim Other Issue

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

Jenny Kim Cannot connect to QB

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.
Jenny Kim	We cannot log in to QB
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.
	Could you please confirm since when you are facing this issue?
Jenny Kim	just now and we needed this up and running this morning
Anjainay Singh	And how many users are affected due to it?
Jenny Kim	two that i know of I tried the other computer and same
Anjainay Singh	Thankyou for your detailed information , please allow me two minutes so that I can look into it. Could you please share the screenshot of error you are getting at your end?
	<i>7:58:48 PM Jenny Kim is sharing a file with you</i> <u>Screenshot 2025-06-09 072751.jpg</u> - (Size:170.04 KB)
	Thankyou for your cooperation. Could you please try to login into QB and let me know the outcome?
	I have started the backend service which was hindering the company file performance.
Jenny Kim	I got in
Anjainay Singh	Could you please confirm same for other users as well?
Jenny Kim	let me check
Anjainay Singh	Sure Jenny.
Jenny Kim	That one is not connecting
Anjainay Singh	Could you please confirm the username?
Jenny Kim	Naomi
Anjainay Singh	Could you please ask her to try login again?
Jenny Kim	Not connecting
Anjainay Singh	May I take the remote access of her server?
Jenny Kim	ok
Anjainay Singh	Please inform her to allow my remote access.
	I am connected to her end.
Jenny Kim	ok Sorry I am also working on that computer so I have to go back and forth with the chat

Anjainay Singh	No worries Jenny.
	Please ask her to enter into the company file by logging into it.
	She is able to access now.
Jenny Kim	thank you
Anjainay Singh	Is there anything else I may help you with ?
Jenny Kim	Now I can't log in
	Shelly
Anjainay Singh	Please allow me another two minutes.
	Could you please try to login again into QB.
Jenny Kim	I can't log in
Anjainay Singh	I apologize for the issue caused at your end.
	Please provide me remote access.
Jenny Kim	ok
Anjainay Singh	You are able to open the company file.
	Is there anything else I may help you with ?
Jenny Kim	why is this happening?
Anjainay Singh	Actually Naomi was logged in with the single user mode in company file.
	So only one user was able to logged in at a time in it.
Jenny Kim	weird
Anjainay Singh	I enable the multiuser mode at her end as well.
	I totally understand Jenny but it is inbuilt application feature which we need to enable it.
Jenny Kim	okay
	thanks again
Anjainay Singh	No worries , I have enabled the options for you.
	Is there anything else I may help you with ?
Jenny Kim	that's it
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.
Jenny Kim	ok
Anjainay Singh	It was really pleasure assisting you.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may disconnect the remote as well as chat session. (Edited)

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77742 Audrey Anderson

Email: aanderson@covenantatlanta.org

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 1 Min 18 Secs

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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

	Was that helpful?
Audrey Anderson	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
Audrey Anderson	Thank you
Manish Singh	May I know the issue you are facing regarding QuickBooks.
Audrey Anderson	My administrator added me to QB. I received the document on how to download the ace hosting software but once downl contacted the adminstrator and she has changed it several time and I still cant get in
	I get in all the way up to the dowloading but no further
Manish Singh	I will surely help you with this issue.
	May I take the remote access of your local computer?
Audrey Anderson	great!
	yes
Manish Singh	https://assist.acecloudhosting.com/join/1432102990
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important documents at your end.
Audrey Anderson	yes closing them now
	I click yes I dont see anything happening on my end
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting kindly give your confirmation on this chat.
Audrey Anderson	great!
Manish Singh	Is there anything else I may help you with ?
Audrey Anderson	No that was all
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
Audrey Anderson	I truly appreciate it
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 appri Thanks!
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 Transcript

Hello, I am your Acebuddy

Visitor Details

#78061 shari

Email: shari@jkservicesinc.com 18054079440

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 40 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

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

shari	recycle bin is corrupt on the new server and need help setting up office 365 on the server
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
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.	
shari	hi is sumeet available
Anjainay Singh	Yes he is available.
Could you please confirm whether you want to lease license from ACE or you want to install your own O365 license on server?	
shari	we already have our own licenses
Anjainay Singh	Could you please provide the license you have with yourself?
shari	for my login and Hailey's Id like to use my license
Your new E3 license is shari@blueislebookkeeping.onmicrosoft.com PW: Temp0099!!	
Anjainay Singh	As we host below types of O365 license on server. O365 E3 O365 E5 O365 Apps for Enterprise
shari	we have e3
Anjainay Singh	Thankyou for your confirmation.
shari	I am waiting for a password reset for Jim.K which will cover him, Stephanie and Edna
I think you guys set up a new account for Hailey last week which we can cancel	
Anjainay Singh	We have installed O365 on server.
You just need to login with provided credentials.	
shari	ok I will login as Jim now
Anjainay Singh	Sure.
shari	I am personally logging in as everyone first to make sure no errors
Anjainay Singh	Sure Shari.
shari	it also says on the server that we need to activate windows
Anjainay Singh	You may ignore it for right now , Sumeet will look into it.
shari	I am logged in as Jim and I do not see Drake
Anjainay Singh	Please allow me two minutes so that I can look into it.
I will create the new O365 account for Hailey.	
shari	no I do not need one for her

	One was created already last week and I want to cancel so we aren't charged
Anjainay Singh	Sure Shari , I will proceed with that.
	Could you please confirm Drake version which you are not able to see on server?
shari	all of them
	I am logged in as Jim and there are no Drake in the program files
Anjainay Singh	Okay thankyou for your confirmation.
	I have restored all Drake icons,
shari	missing drake 20
Anjainay Singh	I have pasted the icon.
shari	ok got it
	trying to locate my password for E3
Anjainay Singh	Thankyou Shari.
	Are you facing any issue regarding O365 password?
shari	melissa at Blue Isle set it up and I can't find the password so I am waiting for her to reset them
Anjainay Singh	Sure , you may connect her directly regarding this.
shari	yes I am
	so I will keep working and let you know if I have issues
	thanks!
Anjainay Singh	Is there anything else I may help you with ?
shari	not right now
	do stephanie and I have the drake icons
	and software
	and Hailey
	if not please add them - I have not logged in as them yet
Anjainay Singh	I have pasted the Drake icon in public desktop so that everyone can have access to it.
shari	Edna does not get access
	I sent over the permissions
	neither does Joel.b or aadmin
Anjainay Singh	Please inform them to login into the server I have just provided the access to them.
shari	I am logging in before they are
	who do you want me to login as
Anjainay Singh	Sure Shari.

	You may login into the server with as each user to confirm the Drake access.
shari	ok
Anjainay Singh	Yes Shari.
	Please confirm the Drake access for every users with me.
shari	Jim.K, SStephanie, Hailey, Shari and the Drake will not open on the desktop
	I am logged in as jim
Anjainay Singh	Yes I am assigning permissions to every users for all Drake.
shari	Please give us access to rename the icons also jim, stephanie, hailey and myself
Anjainay Singh	Could you please provide the name type for Drake so that I can do it on your behalf.
shari	just consistency please Drake YYYY
Anjainay Singh	Sure please allow me two minutes so that I can apply the changes.
shari	please make sure there are not duplicates
Anjainay Singh	Yes Shari I have removed the duplicates.
shari	I can see a Drake 2023 on hte left and a Drake 23 on the line at the top
	<i>1:23:19 AM Anjainay Singh is sharing a file with you</i> <u>image.png</u> - (Size:11.72 KB)
	<i>I have provided following application access in public desktop.</i>
Anjainay Singh	You may remove any of the two.
shari	it doesn't allow me to delete
Anjainay Singh	Please allow me remote access.
shari	ok jim, stephanie, hailey and I need to be able to delete icons and rename please
Anjainay Singh	May I take the remote access of your server?
shari	yes
Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
shari	yes
Anjainay Singh	Please allow remote access.
shari	dopn't move them
	that is where I need them
Anjainay Singh	Okay I am apologize for changes.
shari	that is the wrong one to delete

Anjainay Singh	So we need to grant the admin rights to each and every users in order to make necessary changes on server.
shari	yes I just emailed Sumeet also
	I need to get this going - we are already over half way through the work day and we still don't have access to the files
Anjainay Singh	I really understand your concern Shari , Sumeet is working on it and I need to pass your pending task to him so that this can be resolved.
	He will contact regarding all your issues.
shari	ok thank you
Anjainay Singh	Shari, Is there anything else I may help you with?
shari	no
Anjainay Singh	He is already working on issue related to Recycle bin , windows and admin privileges.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78443 PAULA ANDERSON

Email: paula.advantageco@gmail.com  17634029704

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: CEDAR

State: Minnesota

Country: UNITED STATES

Chat Transcript

PAULA ANDERSON

Hello, I am your Acebuddy

Acebuddy

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78810 Avinandan

Email: abctaxavinandan@gmail.com **Phone:** 12025319519

Department: Support(QB & App Hosting)

Operator: Ashutosh Mishra

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 17 Secs

City: OVERLAND PARK

State: Kansas

Country: UNITED STATES

Chat Transcript

Avinandan	Hello, I am your Acebuddy
Acebuddy	Hello Avinandan Dhungana, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Avinandan	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Avinandan	I'd like to report an Issue
Acebuddy	Please select an option!
Avinandan	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Avinandan	agent
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>	
Avinandan	Hi, I want to use Avinandan user, but when I try to login it open binita account
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Avinandan	Hi, I want to use Avinandan user, but when I try to login it open binita account
Ashutosh Mishra	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
	Kindly help me with your user name?
Avinandan	avinandan_av
Ashutosh Mishra	Are we still connected here?
	Thanks for the confirmation !
	I see that you were signed in however in disconnected state.
Avinandan	trying to connected from this computer
Ashutosh Mishra	I will share new RDP file with you.

	Please use the existing password to connect.
	<i>9:29:43 PM Ashutosh Mishra is sharing a file with you Avinandan_Av@myrealdata.net.rdp.zip - (Size:821 Bytes)</i>
	<i>Please unzip this file and find the new RDP.</i>
Avinandan	i can share you my screen
	if okay
Ashutosh Mishra	Sure
	Prior providing the access, I would suggest you to close any important documents at your end.
Avinandan	okay
Ashutosh Mishra	Kindly paste this link in the browser of local computer and join the session. https://assist.acecloudhosting.com/join/6642865309
	As per discussion over the remote session, The issue is resolved by configuring RDP settings for username Avinandan.

Ashutosh Mishra has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78434 Jennifer Snyder

Email: jsnyder@saratogaconstruction.net **Phone:** 15185870100

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: 5 Secs

City: SARATOGA SPRINGS

State: New York

Country: UNITED STATES

Chat Transcript

Jennifer Snyder	Hello, I am your Acebuddy
Acebuddy	Hello Jennifer Snyder, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jennifer Snyder	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jennifer Snyder	I'd like to raise a Request
Acebuddy	Please select your request type.
Jennifer Snyder	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
Jennifer Snyder	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC Do you need any further assistance on the topic?
Jennifer Snyder	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Could you please elaborate your issue so that I can assist you accordingly?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Anjainay Singh has ended this chat session</i>

Chat Transcript

Visitor Details

#78191 Sonya Martin

Email: sonya@elevators.com  19168030120

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: OAKLAND

State: California

Country: UNITED STATES

Chat Transcript

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

Chat Transcript

I need to speak with someone about ticket 70

Visitor Details

#77907 dansilver315

Email: dansilver315@gmail.com  8087817861

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%20cloud%20hosting&utm_adgroup=Primary oeV4&gclid=EAIAIQobChMlp4m_1MvajQMVIxKtBh3tqCUXEAYASAAEgJ_T_D_BwE

Operating System: Mac OS

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 13 Secs

City: BILLINGS

State: Idaho

Country: UNITED STATES

Chat Transcript

dansilver315	I need to speak with someone about ticket 707050 please
Aayush	Thank you for contacting ACE. My name is Aayush. I will be assisting you further.
	Hello
	May I know what this ticket is in regards to. I will transfer to the relevant department.
dansilver315	Hi
	Yes - my quickbooks account was migrated to a new server and was updated from QB PRO 2022 to QB PRO 2024. The last been going for two days now. Thanks
Aayush	Sure, I am transferring your chat to support. They will assist you with the same.
dansilver315	thanks
	<i>Aayush is transferring the chat to Support(QB & App Hosting).</i>
	<i>Vignesh Arul accepted the chat transfer request.</i>
	<i>Vignesh Arul is transferring the chat to Anurag Sharma.</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
dansilver315	Hi

Anurag Sharma	Hello Silver
dansilver315	Hello - I can get Intuit on a three way call if needed to get my quickbooks license reactivated. I need to run payroll which i
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
dansilver315	It is ticket 707050 there is a new server name let me look at the activation email new server is QBNXTPRO1.myrealdata.net
	User is DanielS.NPRO1@myrealdata.net
	I guess it is possible that they activated my license overnight but did not update me yet. Supposedly they were working o
Anurag Sharma	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	Could you please confirm what issue you are facing?
dansilver315	The quickbooks license had not been activated I couldn't get into the software
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	As I can see our team is already working on this issue. (Edited)
	We would need to contact intuit in order to resolve this issue. If you want we can arrange a callback for you to address thi
dansilver315	I don't know what a callback is. I need to fix it now if its not fixed yet
Anurag Sharma	I am so sorry for the problem you are facing.
	Please allow me 3-4 minutes to check.
dansilver315	Thank you
Anurag Sharma	Thank you for your patience.
dansilver315	Sure
Anurag Sharma	Silver I just checked your issue from the scratch. I would request you to please allow us 2-3 hours in order to resolve this i
	We need to contact intuit in order to resolve this issue.
dansilver315	No - I can't do this again. That is what you said last night and the night before. I will get in touch with Intuit on a three wa
	I have people asking me where their money is this morning
Anurag Sharma	We are already working with them over the email.
dansilver315	Ok thats good but it needs to be expedited
Anurag Sharma	I really understand your issue Silver. (Edited)
dansilver315	email is too slow - I really need this issue to be resolved within an hour
Anurag Sharma	Yes, we are trying our best to reach out with intuit support so that we can resolve this issue.
	As you have mentioned me your urgency, I will make sure this issue should be resolved in priority

dansilver315	I have a ticket number with them - would that help? I spoke with them before speaking with you yesterday
Anurag Sharma	I really appreciate your efforts Silver. You can surely share your findings with us. You can rest assured, we know your issue and will resolve the issue on priority
	Is there anything else I may help you with ?
dansilver315	I can't find the ticket. I will be contacting you again in one hour to find out if progress has been made. I need to pay my ei
Anurag Sharma	No problem Silver. We will figure this out ourself. You can rest assured. We will update you with the resolution on email as well.
	Is there anything else I may help you with ?
dansilver315	Ok - last email I got yesterday at about 4pm it said I would be updated within two hours. It is now 9am and there was no i Thanks
	I appreciate your help
Anurag Sharma	Yes, I understand how important this work is to you. Please allow us some time, and we will certainly assist you with it. Thank you so much for understanding.
	Is there anything else I may help you with ?
dansilver315	no thanks
Anurag Sharma	Thanks for the confirmation ! Thank you for choosing ACE cloud Hosting, you have a wonderful day.

Anurag Sharma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77909 maya

Email: maya@yourvirtualasset.biz ☎ 17708152465

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: SNELLVILLE
State: Georgia
Country: UNITED STATES

Chat Transcript

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

Acebuddy has ended this chat session

Chat Transcript

I'd like to make a shortcut on my Remote Desktop folder on the desktop of my personal computer.

Visitor Details

#78589 rob

Email: rsteinla@outlook.com ☎ 3104159913

Department: Support(QB & App Hosting)

Operator: Yash Ahi

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 18 Secs

City: WOODLAND HILLS

State: California

Country: UNITED STATES

Chat Transcript

rob	I'd like to make a shortcut on my Remote Desktop that points to a folder on my personal computer.
Gantavya	Thank you for contacting ACE. My name is Gantavya. I will be assisting you with your query.
	Sure let me transfer you to our support team to assist you with your query.
<i>Gantavya is transferring the chat to Support(QB & App Hosting).</i>	
<i>Yash Ahi accepted the chat transfer request.</i>	
Yash Ahi	Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will be assisting you with your query.
	Hi Stein. How are you doing today?
rob	Hi there. I'd like to make a shortcut on my Remote Desktop that points to a folder on my personal computer. If I give you the path name from my Mac, can you please help me with that?
Yash Ahi	Sure Stein. I will help you with that.
	Could you please help me with your server name or business name?
rob	Yeah - I am RnR Development
Yash Ahi	Alright. Thank you for the information.
	May I take the remote access of your local computer?
rob	I was hoping you could just walk me through it rather than taking control of my computer. I have some specific needs for my future needs.
	I just really need to know how to find the path to access my local computer.
Yash Ahi	Well It would be difficult for me to help you with the steps without seeing your screen. I can show you on the remote control.
rob	ok. let's do it.
Yash Ahi	In that way, you will remember.
rob	all good

Yash Ahi	Prior providing the access, I would suggest you to close any important d
rob	yup
Yash Ahi	Kindly paste this link in the browser of local computer and join the sessi https://assist.acecloudhosting.com/join/2972425186
rob	fyi, I have three monitors
Yash Ahi	No problem.
	We are connected on the remote session and will proceed with the troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once give your confirmation on this chat.
	Here you go Stein.
	Is there anything else I may help you with ?
rob	ok - this worked great. thank you! im all good now.
Yash Ahi	Alright.
	I would greatly appreciate if you could share the feedback after this chat.
	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com
	Thanks!
	Note: You may change/reset your server password on your own by registering at self-care portal (https://selfcare.acecloudhosting.com).
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledgebase)

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78340 Eva

Email: eva@backstoptax.com

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 7 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

Eva	Hello, I am your Acebuddy
Acebuddy	Hello Eva, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Eva	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Eva	I'd like to report an Issue
Acebuddy	Please select an option!
Eva	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Eva	login issue
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.
	Hello Eva
Eva	Hi
Shashwat Verma	I will surely help you with this issue.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
Eva	Me only
Shashwat Verma	May I take the remote access of your local computer?

Eva	Yes, I also have the reference # if you need
Shashwat Verma	Will check that too from backend
	Prior providing the access, I would suggest you to close any important d
Eva	Okay
Shashwat Verma	https://assist.acecloudhosting.com/join/9982928131
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once give your confirmation on this chat.
	Are we still connected here?
	Cx came on another chat

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78415 mary

Email: mary@infiniteaccountants.com  2125440001

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: 34 Secs

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 yo
	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 report an Issue
Acebuddy	Please select an option!
mary	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mary	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons application updates at the backend and apply the necessary patches as might get delayed due to unforeseen circumstances.
	If you're also getting an update popup, please grab a screenshot of the support@acecloudhosting.com. Our engineers will manually check and i be and share a confirmation via email.
	Do you need any further assistance on the topic?
mary	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh
	Hello Mary, how are you doing today?
	Could you please elaborate your issue so that I can assist you according
mary	Good day, Our team, under Mr. Allen Cruz, has recently purchased a new We would like to ask if you could kindly assist us with the installation pr necessary steps, schedule availability, and any remote access requirem forward to your guidance and support.
Anjainay Singh	Could you please provide your license details in below format and its ty exact information?
	License Number- Product Code-
mary	License number: 328713127057007 Product number: 626040
	This one is for the quickbooks
Anjainay Singh	

	Could you please also specify the QB version whether it is related to Ent
mary	Intuit QuickBooks Desktop Accountant Plus Subscription Download 2 Cu
	Intuit QuickBooks Desktop Accountant Plus Subscription Download 2 Cu
	please disregard #4
Anjainay Singh	So you want to use Premier Accountant version on ACE server am I right
	<i>7:33:48 PMmary is sharing a file with you image.png - (Size:52.23 KB)</i>
mary	I believe that's the product that my boss purchased
	according to this email
Anjainay Singh	We will need to migrate you to new server from old server.
	This process will involve below steps - User Disable on old server - Data backup on old server - User creation on new server - Data migrate to new server. -Delivering the new user's credentials to login to new server.
	This process demands 3-4 hours downtime if migration done in business hours
mary	Thank you for the update. We'd like to schedule the QuickBooks Desktop migration. Please let us know if there are any steps we need to prepare on our end
Anjainay Singh	We recommend you to process this migration in non business hours so as not to affect work on old server.
mary	We're currently unable to work because QuickBooks is not allowing access. Can you please proceed with the migration and setup as soon as possible.
Anjainay Singh	Sure Mary, I will try to deliver the credentials for new server urgently but I will have to wait for the migration to complete before I can migrate to new server. (Edited)
mary	No worries... we completely understand. We're willing to wait for the migration to complete. Thank you so much for your prompt assistance. Please keep us updated on the progress. Let us know if anything is needed from our end in the meantime.
Anjainay Singh	Is there anything else I may help you with ?
mary	That's all for now. Thank you so much
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback with us. We value your opinion and suggestions.
	I will also share the ticket id with you over the mail once this chat is disconnected.
mary	Yes, sure do
Anjainay Singh	I will keep updating Allen about migration.
mary	Thanks
Anjainay Singh	You may disconnect this chat.

	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
mary	Should I give you our user ID for Ace Cloud?
	There are two computers
Anjainay Singh	Sure .
mary	I mean there are two accounts
Anjainay Singh	Please provide CID number related to your account.
mary	USER : myreldata\IASAdmin.NPRO1
	PW : Skylar!082300
	USER : myreldata\AllenC.NPRO1
	PW : Skylar!082300
Anjainay Singh	I would request you to please delete the password for security reasons I
mary	There's no option for deletion
	Sorry, can you assist me on this?
Anjainay Singh	Okay no worries, let it be.
	You may disconnect this chat.
	Please also share your positive feedback by clicking on smiling emoji.
mary	Ok, thank you so much

Mary Rose Demdam has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78009 scott eady

Email: scott@thebtr.group

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: ATHENS
State: Georgia
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78743 rado.peter
Email: rado.peter@exr.ca **Phone:** 16472194841
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: 19 Secs

City: TORONTO

State: Ontario

Country: CANADA

Chat Transcript

rado.peter	Hello, I am your Acebuddy
Acebuddy	Hello Rado.peter, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
rado.peter	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
rado.peter	I'd like to report an Issue
Acebuddy	Please select an option!
rado.peter	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
rado.peter	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
rado.peter	can't open Quickbooks.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
rado.peter	masage: This action requires Windows administrator permissions.
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma.
	Hello Rado
rado.peter	Hi. When opening Quickbooks we get the following message: "This action requires administrator permissions"
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server now.
rado.peter	Pop up window says: Administrator Permissions Needed

	Where do I find server name?
Anurag Sharma	Please confirm if your server name is EXR.myrealdata.net
rado.peter	yes
	2 users unable to connect. Rado and Eden
Anurag Sharma	Thanks for the confirmation !
	Can I reboot the server once?
rado.peter	Yes for me.
	Do you need Eden to close her server?
Anurag Sharma	He has already logged himself out from the server.
	Thanks for the confirmation !
	Please login back to the server and check if the issue is now resolved.
rado.peter	Ok, you can also reboot Eden's system.
Anurag Sharma	Okay, I have fixed the issue from the backend. Please login back to the server and check if the issue is now resolved for you.
rado.peter	Ok, my access is fixed. Thanks
Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
rado.peter	let's just wait for Eden, one sec.
Anurag Sharma	Sure, please take your time
rado.peter	ok, Eden can sign in now. It seems to be resolved. Thanks
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email with a summary of your conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my team can review it and work on improving our services. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering at https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
<i>Anurag Sharma has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77727 Wedny

Email: banyanre@gmail.com  9542756669

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: 13 Secs

City: DELRAY BEACH

State: Florida

Country: UNITED STATES

Chat Transcript

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

Wedny	No
Acebuddy	No issues, please wait while I connect you to one our support engineers
<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.
Wedny	Hi Manish User Alex was in single user mode" I asked him to switch to normal mode He is now locked out & I am still getting same message
Manish Singh	I will surely help you with this issue.
	Is Alex still using QuickBooks?
Wedny	It seems I am in now
Manish Singh	Great!
	Is there anything else I may help you with ?
Wedny	Let me see if he can log in
	standby
Manish Singh	Sure, please take your time.
	This message has been deleted
Wedny	It good, thank you
Manish Singh	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 call us at (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77799 Kimberly Yingling

Email: kimberly@yin-yangbalancedhealth.com **Phone:** 16198183825

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: SAN DIEGO

State: California

Country: UNITED STATES

Chat Transcript

Kimberly Yingling	Hello, I am your Acebuddy
Acebuddy	Hello Kimberly, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Kimberly Yingling	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 Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78302 Andy

Email: kcorrea@lokring.com **Phone:** 13104066663

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 49 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

Andy	Hello, I am your Acebuddy
Acebuddy	Hello Andy Steven, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Andy	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Andy	I'd like to raise a Request
Acebuddy	Please select your request type.
Andy	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered account and mention the reason for server reboot and the support team will be happy to update you on the same.
	Do you need any further assistance on the topic?
Andy	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh
Andy	Hi
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing and I will work on it to resolve it as quickly as possible.
Andy	Can you reboot server please
	Server Name: LokringWC.myrealdatal.net
	Only Username:myrealdatal\LWC_KathyC
Anjainay Singh	I am going to reboot the server however could you please specify the issue you're facing?

Andy	Pdf files are saving properly
Anjainay Singh	I have rebooted the server.
Andy	*arent
Anjainay Singh	Thankyou for your confirmation, could you please try once again and let your issue? (Edited)
Andy	im logging in
Anjainay Singh	Sure , please try to save pdf once again and let me know so that I can a
Andy	Yes it worked
	Thank you!
Anjainay Singh	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 (1-888-415-5240) if any further assistance is required.

Anjainay Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78396 shari

Email: shari@jkservicesinc.com ☎ 18054079440

Department: Support(QB & App Hosting)

Operator: Shashwat Verma

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 1 Min 56 Secs

City: LOS ANGELES

State: California

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
shari	I was online last hour to lock down users Joel.b and aadmin
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
shari	Now Jim.k can't access the files
	<i>7:15:11 AMshari is sharing a file with you IMG_0041.jpeg - (Size:3.87 MB)</i>
	<i>Ankit accepted the chat transfer request.</i>
	<i>Ankit is transferring the chat to Support(QB & App Hosting).</i>
	<i>Ayush kumar accepted the chat transfer request.</i>
	<i>Ayush kumar is transferring the chat to Shashwat Verma.</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.
shari	Guys I need to stop messing with users and only lock down the two in question.
Shashwat Verma	Hello Shari
shari	Hi
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
shari	Ok
Shashwat Verma	When you first time you faced this issue?

shari	It just happened when Jim tried to login And he sent the screenshot
Shashwat Verma	Okay Let me make some changes from backend.
shari	Ok May I take the remote access of Jim? (Edited)
Shashwat Verma	I don't know that he is logged in Can you see
Shashwat Verma	He is currently not active on the server.
shari	Do I need him to log in
Shashwat Verma	Yes, if you can.
shari	One sec He is logging in
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents. We are connected on the remote session and will proceed with the troubleshooting. Since the time, I am putting the chat on hold, please do not disconnect it. Once we are done, please give your confirmation on this chat.
shari	Ok nobody is watching that connection so please let me know here
Shashwat Verma	Sure
shari	I'm still here making sure we don't get disconnected
Shashwat Verma	Yes, we are connected
shari	Ok
Shashwat Verma	We are working on your issue
shari	Ok Please only restrict Joel.b and aadmin
	I need to quit going back and forth
	I have spent so much time on support that I can not even bill for
Shashwat Verma	I deeply apologize for the inconvenience caused to you.
	Shari, looks like we have to escalate the drake issue, as recently your server was rebuilt and our escalation team and they have ongoing ticket for that.
shari	Ok this was suppose to be addressed last week
Shashwat Verma	Yes, looks like drake application was not used after the server rebuild, hence it has been disabled.
shari	Yes it has been

	I have used it
	Jim uses it daily
	This was only changed after this afternoon
	When I was working with yash
	Honestly my clients are beyond irritated and ready to go back to their p
Shashwat Verma	I deeply apologize for the inconvenience caused to you.
	Kindly allow me 4-5 mins
shari	Ok
Shashwat Verma	Shari, looks like issues has been resolved
shari	Ok I'll have him test and I'll check Joel and aadmin when I get home
Shashwat Verma	Shari, this issue occurs because of your recent request to hide the folder application to fetch the location of the data
	Sure
	Is there anything else I may help you with ?
shari	They said that they couldn't hide the d drive because it would effect all
	So I said I have another server that I access for other businesses and folks see my own
Shashwat Verma	As I have checked the escalation team made the drake folder hidden, w
	Shari, we can hide the data, but not the executable data folder as applic
shari	Ok I will look when I get back to the computer
Shashwat Verma	Okay
	Thanks for your patience
shari	Just to confirm Hailey Stephanie and I have access to Drake right
Shashwat Verma	Yes
	Is there anything else I may help you with ?
shari	Not for now thanks
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my records are updated. I will appreciate that. or you may send your feedback at quality@acehosting.com Thanks!
	Note: You may change/reset your server password on your own by registering a new user account.

(<https://selfcare.acecloudhosting.com>).

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

Shashwat Verma has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78141 AIFinancedone

Email: aifinancedone@outlook.com

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 40 Secs

City: CHANDIGARH

State: Punjab

Country: INDIA

Chat Transcript

AIFinancedone Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

AIFinancedone Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

AIFinancedone I'd like to report an Issue

Acebuddy Please select an option!

AIFinancedone Other Issue

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
AIFinancedone	Please restart server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be happy to assist you with your issue.
AIFinancedone	Hi Tushar
	Kindly restart server
	as server RDP working very slow
Tushar	I will be surely assisting you with this. Kindly help me with your server name and IP address.
AIFinancedone	For all users
	Accountssavvycpas
Tushar	Is this the first time you are facing this issue and how many other users are experiencing the same issue?
AIFinancedone	everyone
Tushar	Kindly allow me two minutes to check the same.
AIFinancedone	okay please do asap
Tushar	Thank you for waiting as I can see another user has also started the chat. An engineer is working on your server.
AIFinancedone	He will end the chat. Let me know what's the solution we have now.
Tushar	Okay I got the confirmation server has been rebooted also other engineer checked what the cause was for slowness.
	Is there anything else I may help you with ?
AIFinancedone	No
Tushar	Kindly share your feedback by clicking the smiley icons at the end of this message.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my team can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering at https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77851 winniezhou

Email: winniezhou@freshimarket.com ☎ 17734208188

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: 45 Secs

City: CAPE GIRARDEAU

State: Missouri

Country: UNITED STATES

Chat Transcript

winniezhou	Hello, I am your Acebuddy
Acebuddy	Hello Winniezhou, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
winniezhou	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
winniezhou	Restart
Acebuddy	Hello Winniezhou, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
winniezhou	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.

Acebuddy (bot) forwarded the chat request

Abhijeet Arun Thakur accepted the chat transfer request.

winniezhou I had book a meeting for 11:30 am today

where do i login to the meeting

Abhijeet Arun Thakur Thank you for reaching out to Ace Cloud Hosting.
My name is Abhijeet.

Could you please help me with the organization name?

winniezhou Turbo capital

Abhijeet Arun Thakur Thank you for the details. Let me transfer you to the concerned team.

Abhijeet Arun Thakur is transferring the chat to Support(QB & App Hosti

Manish Singh accepted the chat transfer request.

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

How may I assist you today, Sir

winniezhou I scheduled a meeting and i put the wrong number down
the meeting supposed to be at 11:30 chicago time

Manish Singh With which team if I ask?

And related to what issue?

winniezhou when i run the ACE and its slow

Manish Singh I will surely help you with this issue.

winniezhou ok, thank you

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

winniezhou ok

Manish Singh Is your QuickBooks working fine?

winniezhou work fine but slow

Manish Singh Are you trying to update QB?

winniezhou no

Manish Singh Alright, check now made some changes from the backend.

winniezhou still

Manish Singh Let me reboot the server once to check.

winniezhou specially when i download a report and save it

Manish Singh May I know the name of the company file you are working on?

winniezhou 08-LINC-S-2025-V0415

Manish Singh	Kindly close the QuickBooks once
winniezhou	closed now
Manish Singh	Try to access now.
winniezhou	save the report to a file , its slow
Manish Singh	Kindly allow me two minutes to check the same.
	From how long you are facing this issue?
winniezhou	since i start use ACE to do QB
Manish Singh	Alright
	Is this issue occurring only for you, or are other users on the server also
winniezhou	other users have the same issue
Manish Singh	Are you all working from the same location? (Edited)
winniezhou	we are located different location
Manish Singh	May I take the remote access of your local computer?
winniezhou	ok
Manish Singh	https://assist.acecloudhosting.com/join/2832468229
	Kindly paste this link in the browser of local computer and join the sessi
	Prior providing the access, I would suggest you to close any important d
	We are connected on the remote session and will proceed with the trou
	the time, I am putting the chat on hold, please do not disconnect it. Onc
	give your confirmation on this chat.
	Kindly let us know when all the users have their Internet speed tested.
winniezhou	one is done testing
Manish Singh	We will share the email and let us know there
winniezhou	can you see?
Manish Singh	Yes
	We need to do the troubleshooting for all users individually if that is the
winniezhou	and the second is done as well , they are fast but still facing the same is
Manish Singh	For that we will arrange a callback accordingly.
winniezhou	ok
Manish Singh	For now we have checked and noted all
	Let me make note of it and arrange a callback.
	At the given number
	Is there anything else I may help you with ?

winniezhou	ok that is thank you
Manish Singh	Thank you for your patience.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering at https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
	<i>Manish Singh has ended this chat session</i>

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78272 ankit

Email: ankit@hkidata.com

Department: Support(QB & App Hosting)

Operator: Shivam Singh

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

Operating System: Apple iPhone

Browser: Apple Safari

Device: Mobile

Average Response Time: 38 Secs

City: BORSAD

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	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QB.
	Was that helpful?
ankit	No
Acebuddy	No issues, please wait while I connect you to one our support engineers
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh.
ankit	Hi
Shivam Singh	Please let me know, how can I assist you?
ankit	QB got freezing in all pc
	Why it happened two times in a week?
Shivam Singh	Please let me know who all are facing the issue with their user name.
	I will be surely assisting you with this.
	Right now, As I can check you are not using the QB right now
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may (1-888-415-5240) if any further assistance is required.

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

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

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

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

Shivam Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78687 Stephanie Moore

Email: stephanie@thedeliveryauthority.com  6305423466

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 22 Secs

City: NAPERVILLE

State: Illinois

Country: UNITED STATES

Chat Transcript

Stephanie Moore Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

Stephanie Moore Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephanie Moore	I'd like to report an Issue
Acebuddy	Please select an option!
Stephanie Moore	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Stephanie Moore	I can't connect to remote desktop
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 surely help you with this issue.
Stephanie Moore	you can log into my computer
Manish Singh	Prior providing the access, I would suggest you to close any important documents.
Stephanie Moore	k
Manish Singh	https://assist.acecloudhosting.com/join/7612460292
Stephanie Moore	hello?
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting. In the meantime, I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, I will resume the chat and ask for your confirmation.
Stephanie Moore	ok
Manish Singh	Is there anything else I may help you with ?
Stephanie Moore	no thanks
Manish Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat. You may use the smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my team can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering at https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Manish Singh has ended this chat session

Chat Transcript

can you help me reset my password? I cannot lo

Visitor Details

#78329 Courtney Wittsell

Email: courtney@protaxky.com **Phone:** 15028959834

Department: Support(QB & App Hosting)

Operator: Gaurav kumar

Website: <https://www.acecloudhosting.com/account-login/>

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 29 Secs

City: LOUISVILLE

State: Kentucky

Country: UNITED STATES

Chat Transcript

Courtney Wittsell can you help me reset my password? I cannot log in from home

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

Courtney Wittsell Thank you

Siddhant Let me transfer this chat to the support team. They will assist you further.

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

Gaurav Kumar accepted the chat transfer request.

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

Courtney Wittsell Thank you

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

Courtney Wittsell courtneywi

Gaurav Kumar Thank you for the information and allow 2-3 minutes to check the same

	Please send us an email from the registered email address at support@acecloudhosting.com we could proceed further with the request of password reset
	Also, the registered email for your account with us is : courtney@protax.com
Courtney Wittsell	Are we still connected here?
Gaurav Kumar	yes. I just sent the email
	let me check on the same, please allow me a few minutes here
	This message has been deleted
	Please check your mail box
	I have shared the new password
Courtney Wittsell	Thank you
Gaurav Kumar	Is there anything else I may help you with ?
Courtney Wittsell	Got it.
	Thank you for your help today
Gaurav Kumar	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my team can review it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com Thanks!
	Note: You may change/reset your server password on your own by registering at selfcare.acecloudhosting.com (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 Acebuddy

Visitor Details

#77936 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: 48 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
shari	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available agent.
shari	Bluelse-Drake - Although our license allows for multiple users quickbooks users to login even though nobody is logged in
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 surely help you with this issue.
	Kindly allow me two minutes to check the same.
shari	ok
Manish Singh	May I know the QuickBooks version in which you are not able to access

	one user. (Edited)
shari	Enterprise 2024
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 any important documents.
	We are connected on the remote session and will proceed with the troubleshooting. Since it's late at the time, I am putting the chat on hold, please do not disconnect it. Once you receive my response, kindly give your confirmation on this chat.
	Try to access the server now, Shari
	Are we still connected here?
shari	yes one sec
	I'm going to go to my other computer and try to login with the Joel user account and confirm we can both be logged in
Manish Singh	please take your time, Shari
shari	Please don't disconnect
Manish Singh	Noted
	Are we still connected here?
shari	All is working. Thank you for your help.
Manish Singh	Is there anything else I may help you with ?
shari	nope, Have a great day!
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 with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my team can review it and improve our working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering at https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78680 bookkeepingandpayrollguru

Email: bookkeepingandpayrollguru@gmail.com ☎ 13214133351

Department: Support(QB & App Hosting)

Operator: Abhay Kumar Saraswat

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 9 Secs

City: WILMINGTON

State: Delaware

Country: UNITED STATES

Chat Transcript

bookkeepingandpayroll Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

bookkeepingandpayroll Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

bookkeepingandpayroll I'd like to report an Issue

Acebuddy Please select an option!

bookkeepingandpayroll Other Issue

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

bookkeepingandpayroll Hi I am receiving a message "Low C drive space detected. At 9%

Acebuddy Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Abhay Kumar Saraswat accepted the chat transfer request.

Abhay Kumar
Saraswat

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

bookkeepingandpayroll	Hi Abhay, thank you for taking my support issue today
Abhay Kumar Saraswat	You are welcome.
	Let me check your server details.
bookkeepingandpayroll	I am receiving a "low c drive space detected" notification. It says I have contacted all my employees and everyone has assured me that their do recycle bins are empty. Why is this happening?
	I am very concerned as I am about to add another user and another QB unsure there is enough space to do this.
Abhay Kumar Saraswat	I will be surely assisting you with this.
	Is this the account name: AAPS ? (Edited)
bookkeepingandpayroll	Yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
	Thank you for your patience.
bookkeepingandpayroll	I checked on the server and tried to clear the cache and unwanted files remove.
	That is what I thought as well. I have been getting this message a lot ar to not store anything on the server. But the message occurs anyway.
Abhay Kumar Saraswat	5.39 GB left out of total space of the C: drive i.e. 59.40 GB.
bookkeepingandpayroll	So does that mean there is not enough drive space to hold the QB files? another user and another QB file to the group.
Abhay Kumar Saraswat	The issue is not related to user data, as the low space is on the C: drive. D drive, which is completely available to save the users data. Therefore data saved on the desktop, downloads folder, or similar locations. (Edited)
	No, QB file takes space in D drive which is almost empty. (Edited)
bookkeepingandpayroll	So what do I do.
Abhay Kumar Saraswat	As I tried to clear some space in C: drive but as there is no much to rem please add some space in your C: drive.
	We have a few plans for adding the storage in C: drive. If you would like you.
bookkeepingandpayroll	Thats not acceptable. I just purchased server bid with you guys a year a increased and now I am being told the server is not big enough. I am ve shop the online server options at this point and most likely move my se
	Thank you for your assistance Abhay. Good day.
<i>bookkeepingandpayrollguru has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78120 Nathan Urry

Email: techs@cr-t.com ☎ 13853251678

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: 33 Secs

City: KIHEI

State: Hawaii

Country: UNITED STATES

Chat Transcript

Nathan Urry	Hello, I am your Acebuddy
Acebuddy	Hello Nathan Urry, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Nathan Urry	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
<i>Acebuddy (bot) forwarded the chat request</i>	
Nathan Urry	Please provide details on the reset of Reli's password. I reset it yesterday. That password is no longer working. Please advise on when this password will expire in advance, Nate
<i>Janardan Mishra accepted the chat transfer request.</i>	
Janardan Mishra	Thank you for choosing ACE cloud Hosting. My name is Janardan. How may I assist you today?
Nathan Urry	Please provide details on the reset of Reli's password. I reset it yesterday. That password is no longer working. Please advise on when this password will expire in advance, Nate

Janardan Mishra	I will surely help you. May I know your business name?
Nathan Urry	Clearwater Landscaping
	I am the only admin on the account and I just sent the same email
	I need to update Reli's password
	but wanted to learn this information first
Janardan Mishra	It seems you selected Managed IT so you got connected to us. We do not have a support team. May I transfer you to concerned team?
Nathan Urry	yes
	<i>Janardan Mishra is transferring the chat to Support(QB & App Hosting).</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I am here to assist you.
Nathan Urry	Please provide details on the reset of Reli's password. I reset it yesterday but forgot the new password. That password is no longer working. Please advise on when this password will expire, Nate
Shubham Kataria	hello Nathan
Nathan Urry	hi
Shubham Kataria	I will surely help you with this issue. Please allow me a minute to check the system. In the meantime, could you please provide the user's account number or email address? Please stay connected, we are checking it.
Nathan Urry	thank you
Shubham Kataria	You're welcome
	Thank you for the patience. Last password was set on 6/9/2025 at 8:15 AM. Kindly confirm if user is receiving any specific error while accessing services.
	Are we still connected here?
	As you're disconnected from the chat, we are ending the session now. You can call us at (1-888-415-5240) if any further assistance is required.

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78744 Ian

Email: ian@hibernianursery.com ☎ 13528261152

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: 35 Secs

City: MIAMI

State: Florida

Country: UNITED STATES

Chat Transcript

Ian	Hello, I am your Acebuddy
Acebuddy	Hello Ian, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Ian	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ian	I'd like to report an Issue
Acebuddy	Please select an option!
Ian	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available agent.
Ian	RosaZavala's account is not allowing use to log in.
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 surely help you with this issue.
	Is this the first time you're experiencing this issue? Also, are any other users facing issues with your account only?

Ian	It actually just started working again.
	Never mind
Manish Singh	Great!
	Is there anything else I may help you with ?
	Are we still connected here?
	As the chat get disconnected.
	As there was no response, we are disconnecting the chat now. You may (1-888-415-5240) if any further assistance is required.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78509 goodwinmetals.david

Email: goodwinmetals.david@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: JASPER

State: Alabama

Country: UNITED STATES

Chat Transcript

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

Acebuddy	Welcome to Ace Support.
	Please chose an option :
goodwinmetals.david	I'd like to raise a Request
Acebuddy	Please select your request type.
goodwinmetals.david	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief desc technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the a
	As we haven't got any response from your end, We are closing this chat Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78277 Michael P Gillett

Email: mikegillett44@gmail.com  14104045684

Department: Support(QB & App Hosting)

Operator: Tushar Pharswan

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 50 Secs

City: SEATTLE

State: Washington

Country: UNITED STATES

Chat Transcript

Michael P Gillett

Hello, I am your Acebuddy

Acebuddy

Hello Mikegillett44, I'm your Ace Buddy. I'll be happy to assist you!

	Whom Would You Like to Connect With?
Michael P Gillett	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Michael P Gillett	I'd like to report an Issue
Acebuddy	Please select an option!
Michael P Gillett	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Michael P Gillett	vdi keeps freezing and keeps shutting down on me
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ankit accepted the chat transfer request.</i>
	<i>Ankit 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. I will be happy to assist you.
Michael P Gillett	ok
Tushar	I will be surely assisting you with this. Kindly help me with your server name.
Michael P Gillett	where is that located
Tushar	May I know your user name.
Michael P Gillett	i cant access anything
	mikegillett44@gmail.com
Tushar	Is it MichaelGillett?
Michael P Gillett	yes
Tushar	I see a stuck profile during login.
Michael P Gillett	probably me
Tushar	I have removed it by using task manager kindly try to login again.
	Is it the first time this issue has happened as I can see you are the only one connecting.
Michael P Gillett	all day yesterday
Tushar	Are you able to login now?
Michael P Gillett	my connecting is spinning]
Tushar	May I take the remote access of your local computer?

	Prior providing the access, I would suggest you to close any important d
	It seem to be connected from back end your profile. (Edited)
Michael P Gillett	I am in now... the issue is when I begin working it kicks me out can you see the errors from yesterday
Tushar	Kindly work now I will try to free up some space and cache files to make
Michael P Gillett	ok thank you tushar
Tushar	If the issue still persists kindly connect with us over a chat session or ca monitor the issue in real time. (Edited)
Michael P Gillett	how can i move my vdi from screen to screen it's freezing again
Tushar	May I take the remote access of your local computer?
	Prior providing the access, I would suggest you to close any important d
Michael P Gillett	sure i can't do anything anyway
Tushar	https://assist.acecloudhosting.com/join/6602680677 Kindly Click on the link and open the downloaded file.
Michael P Gillett	it says an instance is running
Tushar	We are connected now.
	It seems like your internet is unstable, because even I am not able to op Its keeps getting disconnecting. Try the server password here not the company file one.
Michael P Gillett	should i disconnect my vpn?
Tushar	Yes, you can try disconnecting the vpn then use ace connect.
	Kindly try to work and see if it freezes or not.
Michael P Gillett	ok how do i move the vdi to a different screen
Tushar	Let's configure that.
Michael P Gillett	i just want to be able to it
Tushar	Kindly login now.
Michael P Gillett	email?
Tushar	MichaelGillett@myrealdata.net
Michael P Gillett	i don't know it

	thank you
Tushar	Also your server name is MPG.myrealdata.net for future support referen
	It is working now.
Michael P Gillett	now it shhows on all 3 screens
Tushar	Kindly use it while vpn disconnected and observer if it freezes again or i
Michael P Gillett	i want to be able to click and drag to a different screen
	i use multi monitors
	i only want the vdi on one screen though
	i was just unable to move it to another screen when i logged on
Tushar	Okay you want to move your vdi screen to another monitor?
	and use only one screen for the vdi?
Michael P Gillett	i just want to be able to drag it from one screen to another
Tushar	Okay.
	Is the VPN disconnected.
Michael P Gillett	yes
	how to move taskbar to the top?
Tushar	You can use the left white strip and drag it.
Michael P Gillett	i see now
	got it
Tushar	The bottom one ?
Michael P Gillett	lets see how it wors without the vpn
Tushar	Yes, May I observer for a 2-3 minutes along with you.
Michael P Gillett	yes
Tushar	Okay I will be monitoring the RAM and CPU utilization from the back enc
Michael P Gillett	now it seems to moving faster
Tushar	You can full screen to hide the left task bar .
Michael P Gillett	got it
	this appears faster now
Tushar	Kindly work without VPN for now and with VPN after a while and observe
Michael P Gillett	thank you
Tushar	As of now VPN seems to be delaying the packet transfer to server.
	May I also know the location of VPN you are connected to?

Michael P Gillett	so i should be good without the vpn as the vdi should be protecting me
Tushar	Yes the VDI is protected with multiple layers and also, we have CrowdSt check.
Michael P Gillett	ok great
Tushar	This message has been deleted
	May I know the location that VPN is connected to.
Michael P Gillett	usa
Tushar	Okay.
Michael P Gillett	do you see my screen
Tushar	Kindly use the VDI without VPN our servers are already protected.
Michael P Gillett	got it
	thank you and have a good day
Tushar	It was indeed the ping issue/ packet loss as you are in Thailand and con
	Thank you.
	I would greatly appreciate if you could spare a minute to give your valuable smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering at selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)

Tushar has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78026 kimberly

Email: kimberly@stokescm.com  3524456069

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

City: ATLANTA

State: Georgia

Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78041 Stephen Stull

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

Department: Support(QB & App Hosting)

Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 32 Secs

City: REMEDIOS DE ESCALADA

State: Buenos Aires

Country: ARGENTINA

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 an available support representative.
Stephen Stull	One of the users on our company can't access the Remote Server
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anjainay Singh accepted the chat transfer request.</i>	

Stephen Stull	Thank you
Anjainay Singh	Thank you for bringing this to our attention. I understand the issue you're facing. I will try to resolve it as quickly as possible.
Stephen Stull	No worries
Anjainay Singh	Could you please confirm the user name who is having access issue? (E.g. catalina.b@myrealdata.net)
Stephen Stull	Sure, one momento
	catalina.b@myrealdata.net
Anjainay Singh	Thankyou for your information.
Stephen Stull	Sure
Anjainay Singh	Could you please also share the screenshot of issue he is facing at his end?
	<i>8:15:53 PM Stephen Stull is sharing a file with you 1_image.png - (Size:70.14 KB)</i>
	Thankyou for your detailed information Darigo.
	I am transferring this chat to one of our experts over this issue.
Stephen Stull	Got it, thanks
	<i>Anjainay Singh is transferring the chat to Shubham Kataria.</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I am available to assist you.
Stephen Stull	Hello! Thank you
Shubham Kataria	hello Ddarrigo, Kindly confirm if you're the only user who is facing this issue
Stephen Stull	It is not me, is that user catalina.b@myrealdata.net . But let me try minimize the issue.
Shubham Kataria	Okay.
	May I take the remote access of your local computer of the user.
Stephen Stull	I will need to ask her, I'm not connected now, one moment
Shubham Kataria	Sure, take your time. In the meantime, please confirm your business name as well
Stephen Stull	STullICPA
Shubham Kataria	Thank you, please confirm with the user and let me know when I can take the remote access of your local computer (Edited)
Stephen Stull	My remote desktop connection works
Shubham Kataria	Great
Stephen Stull	So, you want to connect to the user's computer then? How would that work?

Shubham Kataria	I will send you a link over here, on that link user require to connect from browser
Stephen Stull	Got it! One moment please
Shubham Kataria	Sure, please take your time
Stephen Stull	Let me see if she is available
Shubham Kataria	Okay
Stephen Stull	She did not reply to me yet, one more moment please
Shubham Kataria	no problem, take your time. and in case if she didn't not reply you may from her system or she may connect with us over call as well.
Stephen Stull	Got it! Thanks
Shubham Kataria	You're welcome
	Is she ready to connect over remote or she will initiate another chat?
Stephen Stull	she did not reply yet, so we will contact you again when she is ready. Th
Shubham Kataria	Got it. You're welcome
	Is there anything else I may help you with ?
Stephen Stull	No. thank you
Shubham Kataria	You're welcome
	I would greatly appreciate if you could spare a minute to give your valuable smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email confirmation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my records are updated. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering at https://selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
<i>Shubham Kataria has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78081 marc

Email: marc@vr66.com ☎ 7737931562

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: 52 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

marc	Hello, I am your Acebuddy
Acebuddy	Hello Marc, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
marc	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
marc	I'd like to report an Issue
Acebuddy	Please select an option!
marc	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
marc	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available operator
marc	Cannot access Ace Hosting
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>

4:30:20 AM marc is sharing a file with you

[1_image.png](#) - (Size:15.2 KB)

Yash Ahi accepted the chat transfer request.

Yash Ahi

Thank you for contacting Ace Cloud Hosting. My name is Yash Ahi. I will

Hi Marc. How are you doing today?

marc

Please fix the issue

Yash Ahi

I will surely help you with this issue.

Kindly allow me two minutes to check the same.

Thank you for your patience.

May I take the remote access of your local computer?

marc

NO

I know what I am doing

I have been doing this for years

It worked this afternoon but not now

Neither login .. to Appraisal1 or Appraisal2

The problems I have with your company with my client are endless

I had this problem a couple of days ago and you did something on your

Yash Ahi

Well I am rebooting the server, let me see if it fixes the issue.

marc

It also took me 4 attempts to log into Appraisal2 today before it worked

I have preset icons to access each Seat

problems have started recently

Yash Ahi

I deeply apologize for the inconvenience caused to you Marc.

marc

Now it let me in

What were you going to do on my computer to fix the issue?

Yash Ahi

I also need to inform you that we made some changes in the Quickbook
the IDP issue. Could you please check if you are getting the option of or

I just need to check the RDP settings. But it seems like it required a serv

marc

Well, ,I fixed the issue already

at 8:30 a.m.

I hope you did not screw it up again

Yash Ahi

So, now you are getting the Intuit Data protect option?

marc

Intuit told me how to fix in under 5 minutes yet you guys couldn't do

Like I told your predecessor, my client and I have lost confidence and or

	move to SageNext which has been a fdream compared to your hosting s
	I do not know about IDP
Yash Ahi	IDP is Intuit Data protect.
marc	You rebooted server which messed up my backup in process
Yash Ahi	Reboot was the only solution.
	As there were some issue with the server, and now its good.
marc	Is all cache cleared .. receiving warning of 10% disk space remaining
	How much disk space is allocated to us?
Yash Ahi	Let me check
	Just allow me 2 minutes.
marc	ok
Yash Ahi	Thank you for your patience Marc.
	I am removing the cache files, that will clear up space on the server.
marc	thanks
Yash Ahi	Alright, now the c: drive is free.
	You won't receive that prompt again.
marc	thanks
	bye
Yash Ahi	You're welcome.
	After this chat you will get the reference ticket ID
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now.

Yash Ahi has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77954 shari

Email: shari@jkservicesinc.com **Phone:** 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: 9 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
shari	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available agent.
shari	can't email from qb get a printing error and can't move time from qb to calendar
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma.
	Hello Shari
	I will surely help you with this issue.
shari	yeah!

	I am logged in as joel at the moment
Shashwat Verma	Okay
	As per yesterday discussion, have you get the Qb activate from intuit?
shari	yes that was fixed this am
Shashwat Verma	Okay
	May I take the remote access of your local computer?
shari	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important d
	https://assist.acecloudhosting.com/join/2502458992
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshoot the time, I am putting the chat on hold, please do not disconnect it. Once give your confirmation on this chat.
	As we haven't got any response from your end, We are closing this chat Kindly re-initiate the chat.

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78762 David T Caines, CPA, LLC

Email: david@cainescpa.com  12409945270

Department: Support(QB & App Hosting)

Operator: Sujeept Kumar Suman

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

Average Response Time: 1 Min 1 Sec

City: GAITHERSBURG

State: Maryland

Country: UNITED STATES

Chat Transcript

David T Caines, CPA, LLC	Hello, I am your Acebuddy
Acebuddy	Hello David T Caines, Cpa, Llc, I'm your Ace Buddy. I'll be happy to assis
	Whom Would You Like to Connect With?
David T Caines, CPA, LLC	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
David T Caines, CPA, LLC	I'd like to report an Issue
Acebuddy	Please select an option!
David T Caines, CPA, LLC	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an availa
David T Caines, CPA, LLC	Ticket 720832
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sujeet Kumar Suman accepted the chat transfer request.</i>
Sujeet Kumar Suman	Thank you for contacting Ace Cloud Hosting. My name is Sujeet Kumar S today.
David T Caines, CPA, LLC	I have an open ticket that is not fully resolved.
	I requested backup files for my ATX tax and payroll programs 2023 and payroll files. I need the tax files.
Sujeet Kumar Suman	I have received your ticket.
	I am currently creating a backup of your ATX Tax files for 2023 and 2024
	Yes, I have received your email regarding this.
David T Caines, CPA, LLC	I actually have the 2023 tax files. I just need 2024.
	Thanks
Sujeet Kumar Suman	Okay got it.
	I am in the process of sending you the backup file. Kindly allow me som
David T Caines, CPA, LLC	Sure, no problem.

Sujeet Kumar Suman	Thank you for your patience.
	I have just sent you the backup for ATX 2024.
	Kindly check and confirm at your earliest convenience.
David T Caines, CPA, LLC	The file names still say payroll. Am I looking at the wrong thing?
Sujeet Kumar Suman	It contains both folders: ATX Payroll 2024 Server and Payroll 2024.
David T Caines, CPA, LLC	I need the ATX Tax backup files.
	I already have the payroll backup files.
Sujeet Kumar Suman	Got it.
	Let me send you another link.
	Allow me some time.
	I am generating the backup link for the ATX 2024 backup file.
	Thank you for your patience. It's taking a bit longer than expected due to network issues.
David T Caines, CPA, LLC	ok, thanks. I'll sign off and wait for the email.
Sujeet Kumar Suman	Sure.
	I will send you an email regarding the same shortly.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may call us at (1-888-415-5240) if any further assistance is required.

Sujeet Kumar Suman has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78811 Karen Kropp

Email: karen.bythebooks@gmail.com  16074374988

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: 16 Secs

City: COLORADO SPRINGS

State: Colorado

Country: UNITED STATES

Chat Transcript

Karen Kropp	Hello, I am your Acebuddy
Acebuddy	Hello Karen Kropp, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Karen Kropp	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Karen Kropp	I'd like to report an Issue
Acebuddy	Please select an option!
Karen Kropp	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Karen Kropp	I cannot login to my remote server
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Karen Kropp	I'm getting the following error when trying to login to my server:
	<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 with this.
Karen Kropp	The remote session was disconnected because there are no Remote Desktop sessions available. Please provide a license. Please contact the server administrator.
Shubham Kataria	Hello Karen
	I will be surely assisting you with this. Kindly help me with your server configuration.
Karen Kropp	KarenK_BTB

Shubham Kataria	Thank you for information. kindly confirm your business name as well.
Karen Kropp	By The Books
Shubham Kataria	Thank you
	Kindly confirm if you're the only user who is facing this issue
Karen Kropp	I have not heard from anyone else so I don't know
Shubham Kataria	Alright
	May I take the remote access of your local computer?
Karen Kropp	I am the only regular user. The rest only use it occassionally
	Yes you can access
Shubham Kataria	No problem. I will assist you with this.
	Prior providing the access, I would suggest you to close any important d https://assist.acecloudhosting.com/join/5352350566
	Kindly paste this link in the browser of local computer and join the sessi
	We are connected on the remote session and will proceed with the troub the time, I am putting the chat on hold, please do not disconnect it. Onc give your confirmation on this chat.
	Thank you for your patience.
	As per the remote session your issue has been resolved.
	Is there anything else I may help you with ?
Karen Kropp	no, that was it. Thank you for your help
Shubham Kataria	You're welcome
	I would greatly appreciate if you could spare a minute to give your valuable smileys at the end of this chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email with a summary of our conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my records are updated. I am glad to hear that you are satisfied with our working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering at selfcare.acecloudhosting.com .
	For self-help, check out our Knowledge Base (https://www.acecloudhosting.com/knowledge-base)
<i>Shubham Kataria has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77841 Signe Hamman

Email: signeh.hhstone@gmail.com ☎ 2175029172

Department: Support(QB & App Hosting)

Operator: Anjainay Singh

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

Operating System: Mac OS

Browser: Apple Safari

Device: Desktop

Average Response Time: 40 Secs

City: CHICAGO

State: Illinois

Country: UNITED STATES

Chat Transcript

Signe Hamman	Hello, I am your Acebuddy
Acebuddy	Hello Signe Hamman, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Signe Hamman	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Signe Hamman	I'd like to report an Issue
Acebuddy	Please select an option!
Signe Hamman	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Signe Hamman	QuickBooks Update
Acebuddy	Quickbooks update related alerts can be caused due to various reasons application updates at the backend and apply the necessary patches as might get delayed due to unforeseen circumstances.

	If you're also getting an update popup, please grab a screenshot of the support@acecloudhosting.com. Our engineers will manually check and be and share a confirmation via email.
	Do you need any further assistance on the topic?
Signe Hamman	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Signe Hamman	I am trying to upgrade to QB2024 and the info my accountant sent me t
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh
	I totally understand your concern and in order better assist you could yo are trying to update or upgrade QB to 2024 year version?
Signe Hamman	upgrade
Anjainay Singh	Thankyou for your confirmation.
	Could you please confirm your account name or CID number related to ; accurate details?
Signe Hamman	the company name is Liberty Aggregate LLC. There was a ticket open or #703154
Anjainay Singh	Thankyou for cooperation.
	Please provide me two minutes so that I can go through the ticket.
	As per ticket you have been successfully been migrated to new server.
	Could you please confirm are you trying to upgrade company file in QB
Signe Hamman	yes
Anjainay Singh	May I take the remote access of your server?
Signe Hamman	yes
Anjainay Singh	Prior providing the access, I would suggest you to close any important d
Signe Hamman	its fine
Anjainay Singh	Could you please confirm your username?
Signe Hamman	The user name I use is: SteveM.NPRO@myrealdata.net
Anjainay Singh	Please allow the remote access.
Signe Hamman	HOw do I do that ?
Anjainay Singh	I have access to your macjhine.
	Could you please confirm the company file name which you wish to upg
	is it River Valley Sand and Gravel LLC?

Signe Hamman	I guess I'm not sure. We use QB for two companies, Fox River Valley Sand & Gravel and Fox Ridge Stone. My accountant just said that I wouldn't be able to use QB 2022 as it need to upgrade to QB 2024. He initiated it and sent me the link to upgrade but it didn't work.
Anjainay Singh	And why is the window for QB so small now? I can't make it any larger now.
	Yes you are right intuit is stopping its service for QB 2022 and recommending QB 2024.
	I will assist you with upgrading the company files , please confirm the names with its together.
Signe Hamman	Fox River Valley Sand & Gravel and Fox Ridge Stone
Anjainay Singh	Could you please enter the credentials for following Company files appear?
	Please again allow the remote access.
	I can see your screen now , and it seems that one file has been upgraded.
	Could you please open the second one?
	The second one is also upgraded , please confirm the same at your end.
Signe Hamman	yes, it looks like it is. Can you make the window bigger?
Anjainay Singh	Sure
	https://assist.acecloudhosting.com/join/7632182165
	Could you please copy this URL at your server browser so that I can access it.
	I have disconnected the former remote connection.
	Please click the URL and download the remote file and click on agree and Agree.
Signe Hamman	done
Anjainay Singh	Could you please confirm whether you are getting any small screen shot.
Signe Hamman	Don't understand your question. What session are you referring to?
Anjainay Singh	You will be getting small pop up at your right lower side of your server screen.
Signe Hamman	I just got another request to allow you remote access Is that what you need?
Anjainay Singh	Yes.
	May I take the remote access of your local computer?
Signe Hamman	yes
Anjainay Singh	As this seems to be resolution issue in local machine.
	Prior providing the access, I would suggest you to close any important documents.
Signe Hamman	done
Anjainay Singh	https://assist.acecloudhosting.com/join/7652515102

		Please copy this URL at your local machine browser so that I can change machine to resolve the issue.
	Signe Hamman	done
		done
	Anjainay Singh	Please allow me two minutes so that it gets displayed at my end as well
		In meanwhile you also try by logging out and logging back into server to your issue.
		Please confirm when you are login again and please also try to access C resolution related issue is resolved or still persisting.
	Signe Hamman	Still small
	Anjainay Singh	Could you please share the screenshot of whole screen of your local ma
	Signe Hamman	I don't know how to do that
	Anjainay Singh	No worries Signe, we will assist you with this issue over a call.
	Signe Hamman	I thought you have access to my computer?
	Anjainay Singh	I am having technical issue while accessing your local machine.
		You may use windows shortcut keys to take snip of your local screen.
		Windows + Shift + S — Opens the Snip & Sketch tool to select an area
	Signe Hamman	Im on a Mac
	Anjainay Singh	I apologize for confusion.
		Could you please share our call back details in below format so that I can issue Call back number- Timezone- Suitable time for call-
	Signe Hamman	217-502-9172. Central time. now
	Anjainay Singh	Sure I have arranged a call.
		He is connected to you now.
		Please stay connected.
		Please stay connected.
		Please stay connected.
		Could you please confirm whether your issue has been resolved?
	<i>Anjainay Singh has ended this chat session</i>	

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77778 shari

Email: shari@jkservicesinc.com  18054079440

Department: Support(QB & App Hosting)

Operator: Manish Singh

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

Operating System: Mac OS

Browser: Mozilla Firefox

Device: Desktop

Average Response Time: 1 Min 7 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
shari	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available operator
shari	I am waiting for a phone call - I have Intuit on the phone now and they are currently on hold. They don't get a call back asap
Acebuddy	Please wait while we connect you to a Support Representative

Acebuddy (bot) forwarded the chat request

Manish Singh accepted the chat transfer request.

Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh.
	Hii Shari
shari	Manish I am still waiting for a call - is someone available
	this has been going on since sunday
	I need to get this account up and running ASAP
Manish Singh	Yes, I have arranged a callback I was mentioning everything in the ticket
shari	how long
	or is there a number I can call into
Manish Singh	Just give me 5-6 minutes.
	Shari
shari	I will have to call back to intuit
	I need a call in the next few minutes or they will disconnect
Manish Singh	Please pick up the call.
	We have initiated the call.
	As you are on the call with Karan, closing this chat now.

Manish Singh has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#77914 Tyler McGeehan

Email: office@mcgeehanhf.com **19898453420**

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: HOUSTON
State: Texas
Country: UNITED STATES

Chat Transcript

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78005 shari
Email: shari@jkservicesinc.com ☎ 18054079440
Department: Support(QB & App Hosting)
Operator: Shubham Kataria

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

Operating System: Microsoft Windows

Browser: Microsoft Edge

Device: Desktop

Average Response Time: 30 Secs

City: MERIDIAN

State: Idaho

Country: UNITED STATES

Chat Transcript

shari	Hello, I am your Acebuddy
Acebuddy	Hello Shari, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
shari	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
shari	I'd like to report an Issue
Acebuddy	Please select an option!
shari	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
shari	Hi its Shari - I was told I need to log into the new server BlueisleDrake.nr profile before you can migrate but I don't know all the settings
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shubham Kataria accepted the chat transfer request.</i>	
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria today.
shari	hi is Ankit available
Shubham Kataria	hello Shari
shari	Hi!
Shubham Kataria	He has left for the day.
shari	ok can you assist?
Shubham Kataria	But we are here to assist you, Kindly elaborate which assistance you require.
	Sure

	shari	actually I just saw there was an attachment
		I am trying that now
	Shubham Kataria	Sure, take your time
	shari	ok I logged in ... anything else I need to do
	Shubham Kataria	Let me ask to the concerned engineer who is currently working on your
		Kindly confirm if you will provide us the new beacon company file or sha which is available on your old server.
		Are we still connected here?
	shari	yes
		I want to move everything over and test it.
		I am in the process of converting the Beacon to Premier so after we know then we will create a new folder/file for Beacon
	Shubham Kataria	Sure, we are pro actively working on it and will inform you once completed
		Sure
		Is there anything else I may help you with ?
	shari	no thank you - I will be away for most of hte afternoon so I will wait for t in
	Shubham Kataria	Before leaving the chat, could you please check the print issue on the n it.
	shari	one sec
	Shubham Kataria	Sure, please take your time
	shari	I can't test because there are no data and QB isn't activated
	Shubham Kataria	May I take the remote access of your server?
	shari	yes
	Shubham Kataria	Prior providing the access, I would suggest you to close any important d
		Thank you for your patience.
		As per the remote session print issue is resolved.
		Is there anything else I may help you with ?
	shari	no all good thanks
	Shubham Kataria	You're welcome
		Thank you for choosing ACE cloud Hosting, you have a wonderful day.
		You may end this chat now. Once you end this chat, you will receive an e conversation, along with a ticket number and survey feedback form.
		I request you to kindly spare a moment to fill that out for me so that my

working. I will appreciate that. or you may send your feedback at quality. Thanks!

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

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

Shubham Kataria has ended this chat session

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78292 office.fusionfab

Email: office.fusionfab@gmail.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: FT COLLINS

State: Colorado

Country: UNITED STATES

Chat Transcript

office.fusionfab

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

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

Ended due to chat idle timeout

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78214 shailstone

Email: shailstone@kcipaving.com

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: SMITHFIELD

State: Rhode Island

Country: UNITED STATES

Chat Transcript

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

Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#78800 Madhavilatha Chintalapati

Email: madhavi@kcaccountingtax.com ☎ 14109887408

Department: Support(QB & App Hosting)

Operator: Acebuddy

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

Operating System: Microsoft Windows

Browser: Google Chrome

Device: Desktop

City: WILMINGTON

State: Illinois

Country: UNITED STATES

Chat Transcript

Madhavilatha Chintalapati	Hello, I am your Acebuddy
Acebuddy	Hello Madhavilatha Chintalapati, I'm your Ace Buddy. I'll be happy t
	Whom Would You Like to Connect With?
Madhavilatha Chintalapati	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Madhavilatha Chintalapati	I'd like to raise a Request
Acebuddy	Please select your request type.
Madhavilatha Chintalapati	Server Resource Addition
Acebuddy	Please select the resource type you'd like to add

Madhavilatha Chintalapati	Restart
Acebuddy	Hello Madhavilatha Chintalapati, I'm your Ace Buddy. I'll be happy t
	Whom Would You Like to Connect With?
Madhavilatha Chintalapati	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Madhavilatha Chintalapati	I'd like to raise a Request
Acebuddy	Please select your request type.
Madhavilatha Chintalapati	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief request and our technicians will connect with you for further assistance.
	If you are facing any issue/problem with your server, Please select the option below :
Madhavilatha Chintalapati	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support, Have a nice day!

Acebuddy has ended this chat session

