

Cha

Hello,

## Visitor Details

### #79006 Katie Rainis

**Email:** katie@rcstructures.com  5167802612

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 36 Secs

**City:** FARMINGDALE

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Katie Rainis	Hello, I am your Acebuddy
Acebuddy	Hello Katie Rainis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Katie Rainis	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Katie Rainis	I'd like to report an Issue
Acebuddy	Please select an option!
Katie Rainis	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Katie Rainis	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Katie Rainis	When I open QuckBooks, it says that my subscription has expired and if I do not renew within 1 day I will lose access to Q
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shivam Singh accepted the chat transfer request.*

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

Katie Rainis Hi Shivam

Shivam Singh I apologize for the inconvenience caused to you.

Could you please share the screenshot of the prompt.

*3:18:30 PMKatie Rainis is sharing a file with you*

[1\\_image.png](#) - ( Size:28.19 KB )

Could you please confirm if you are using QuickBooks Premier 2021 ?

Are we connected here?

Are we still connected here?

Are we still connected here?

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

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

*Shivam Singh has ended this chat session*

Cha

I want to install Micro

## Visitor Details

### #78969 Omar Torres

**Email:** omar@sanjoseproduce.com  9565339468

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

**Operator:** Anurag Sharma

**Website:** <https://www.acecloudhosting.com/ace-support/>?utm\_source=google&utm\_medium=cpc&utm\_campaign=Ace\_Cloud\_Hosting\_Branded&utm\_term=ace+cloud+hosting&utm\_adgroup=Primary&gad\_

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 1 Min 41 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Omar Torres I want to install Microsoft Remote Desktop on a new Mac

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

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

*Anjainay Singh accepted the chat transfer request.*

Anjainay Singh /thank

*Anjainay Singh is transferring the chat to Anurag Sharma.*

*Anurag Sharma accepted the chat transfer request.*

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

Hello Omar

As I can see you are already on chat with Abhay.

Thus, I am ending this chat session here.

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

*Anurag Sharma has ended this chat session*

Cha

Hello,

### Visitor Details

**#79618 Darlene Crowell**

**Email:** darlene@draketaxes.com ☎ 19163070614

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

**Operator:** Shashwat Verma

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 48 Secs

**City:** AMARILLO

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Darlene Crowell	Hello, I am your Acebuddy
Acebuddy	Hello Darlene Glory S Crowell, I'm your Ace Buddy. I'll be happy to as
	Whom Would You Like to Connect With?
Darlene Crowell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Darlene Crowell	I'd like to report an Issue
Acebuddy	Please select an option!
Darlene Crowell	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Darlene Crowell	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Darlene Crowell	QB will not start
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 V
	Hello Darlene
Darlene Crowell	Hello, I lost the number for customer service support
	My QB is frozen and I also have to pay for my biling
	I'm sure they are unrelated - items.
Shashwat Verma	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Darlene Crowell	CID is 74586
Shashwat Verma	Thanks for the confirmation !
	Kindly try to re-login the sever and try to access the QB.
Darlene Crowell	Ok hold on
Shashwat Verma	Sure, please take your time

Darlene Crowell	I'm on....
Shashwat Verma	Same issue...it says - Admin not recognized.
Darlene Crowell	Could you please share the screenshot of the prompt you are facing?
Shashwat Verma	<i>11:24:48 AMDarlene Crowell is sharing a file with you <a href="#">IMG_0007.png</a> - ( Size:247.82 KB )</i>
Darlene Crowell	<i>11:24:49 AMDarlene Crowell is sharing a file with you <a href="#">IMG_0006.png</a> - ( Size:282.45 KB )</i>
Shashwat Verma	Also please send me the correct customer service number for IT in case you need any further assistance.
Darlene Crowell	Wait - did you get the photos?
Shashwat Verma	Yes
Darlene Crowell	<i>11:25:58 AMDarlene Crowell is sharing a file with you <a href="#">IMG_0007.png</a> - ( Size:247.82 KB )</i>
Shashwat Verma	<i>11:25:58 AMDarlene Crowell is sharing a file with you <a href="#">IMG_0006.png</a> - ( Size:282.45 KB )</i>
Darlene Crowell	May I take the remote access of your local computer?
Shashwat Verma	No
Darlene Crowell	Yes
Shashwat Verma	I'm on an iPad because I'm away from home
Darlene Crowell	May I take the remote access of your local computer?
Shashwat Verma	No issues
Darlene Crowell	Prior providing the access, I would suggest you to close any important application running in the background.
Shashwat Verma	Kindly accept the invite
Darlene Crowell	Done
Shashwat Verma	Where will i find it? Email?
Darlene Crowell	It will prompt on your screen
Shashwat Verma	<a href="https://assist.acecloudhosting.com/join/2022500504">https://assist.acecloudhosting.com/join/2022500504</a>
Darlene Crowell	Or try the above link
Shashwat Verma	Kindly Click on the link and open the downloaded file.
Darlene Crowell	888-415-5240 for future reference.
Shashwat Verma	Oh no...I'm having issues...i remember that you guys cannot connect via IP address.
Darlene Crowell	We can connect on the Ipad
Shashwat Verma	Kindly use the link above.
Darlene Crowell	When I click on it and it download....it shows a file and nothing happens.
Shashwat Verma	Kindly RUN that file from the download location
Darlene Crowell	<i>11:32:20 AMDarlene Crowell is sharing a file with you <a href="#">IMG_0008.png</a> - ( Size:127.52 KB )</i>

	<i>This is what it does when i click on it</i>
	I deeply apologize for the inconvenience caused to you.
	Darlene, just to confirm—does the QuickBooks prompt you're seeing
Darlene Crowell	No...what happened what I had created a new file from the existing one or different file
Shashwat Verma	Could you please try to use the exit button to close the current file or
Darlene Crowell	I don't have my laptop with me. I do have another device but it's also
	Do you want me to use another iPad? I can see if I can get it.
Shashwat Verma	Darlene, just to clarify—on an iPad, we can initiate a remote session through remote cursor control.
	<i>11:37:36 AMDarlene Crowell is sharing a file with you <a href="#">IMG_0010.png</a> - ( Size:288.42 KB )</i>
	Kindly disregard this prompt
Darlene Crowell	Ok...let me see if I can close out of it
Shashwat Verma	Thanks
	We really appreciate your efforts.
Darlene Crowell	You cannot remote access onto the server?
	I remember we did that once.
Shashwat Verma	We have in the initial stage tried it.
	Let me try once again
	Kindly open the server window.
Darlene Crowell	Ok. You mean go to the server...hold on
Shashwat Verma	Yes
	Got it
	Perfect
Darlene Crowell	Ok sorry..i didn't see it the first time...
Shashwat Verma	No problem!
	Kindly allow me 2-3 mins.
Darlene Crowell	Thank you so much! I'm working on an emergency project.
	Do you know if I can open other QB clients?
Shashwat Verma	Give us 2-3 mins more
	Darlene, could you please locate the file now.
Darlene Crowell	Yes

	Yes that is the new file
	That I was trying to open
Shashwat Verma	Okay
	Darlene, allow me 5-6 mins, we are doing some changes from backe
Darlene Crowell	Ok
	Do you know if you can open the other QB files?
Shashwat Verma	Could you please share the credentials of admin of this file?
	There is a repair process running in the QuickBooks suite from the ba
Darlene Crowell	Admin - Eros*052402
	But I haven't set it up yet unless it pulled it from their 2022 file
Shashwat Verma	Thanks for the confirmation !
	Let me try the same
	File is under repair, it might take 15-20 mins.
Darlene Crowell	Ok
	I hope the other files are working....I never had this problem with cre
Shashwat Verma	<b>Darlene,</b> Most likely, the file should work fine after the ongoing repair. If the is QuickBooks application and its file-level functionality. That said, we are doing our best to recover the file from our end. We Please note that this issue does <b>not affect any other QuickBooks</b>
	Is that work for you?
Darlene Crowell	Yes that is fine...there was nothing in that file
	It's a blank file
	Meaning i haven't transferred any info on it yet
Shashwat Verma	Okay, in that case, kindly try to create the new file, in case there is n
Darlene Crowell	Ok - you said I can open a different QB file?
Shashwat Verma	Yes you can open now
Darlene Crowell	I'm testing a different file right now
Shashwat Verma	Sure, Is there anything I can assist you with from my side?
Darlene Crowell	Yes there is...can you update CFS 2025?
	QB is running good....
Shashwat Verma	Noted, will get it done and keep you posted on email
	Perfect

Darlene Crowell

Ok lastly - I need to pay my overdue bill. I've been sick a couple wee service right?

Shashwat Verma

Yes, you can use [myportal.acecloudhosting.com](http://myportal.acecloudhosting.com) for this purpose. Your username is **CID74586** . If you don't remember your password, You can also check your due invoices there. For any billing-related qu

Also, we have updated the application cfs 2025

*12:06:58 PM Shashwat Verma is sharing a file with you [image.png](#) - ( Size:29.62 KB )*

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

*Shashwat Verma has ended this chat session*

## Cha

Hello,

### Visitor Details

**#79991 ricky pais**

**Email:** ricky@brannanhessel.cpa

**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:** 17 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

ricky pais

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

ricky pais	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ricky pais	I'd like to report an Issue
Acebuddy	Please select an option!
ricky pais	Password Reset
Acebuddy	Please select an option below
ricky pais	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to rese
	Do you need any further assistance on the topic?
ricky pais	Yes
Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Manish Singh accepted the chat transfer request.</i>	
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Sing
ricky pais	hello
Manish Singh	How may I assist you with?
	<i>7:19:19 PM</i> ricky pais is sharing a file with you <i><a href="#">Image20250731094851.jpg</a></i> - ( Size:528.97 KB )
	May I take the remote access of your local computer?
ricky pais	please send me a link so i can access on my local, i am currently on i
Manish Singh	<a href="https://assist.acecloudhosting.com/join/1012402501">https://assist.acecloudhosting.com/join/1012402501</a>
	Prior providing the access, I would suggest you to close any importar
	We are connected on the remote session and will proceed with the tr Once the issue is resolved, kindly give your confirmation on this chat
	Please send us an email from the registered email address at suppor
	Also, the registered email for your account with us is : [ian@heroic.c
ricky pais	will he need to tell you the new password, or wil you be sending me :
Manish Singh	We will be the one sending you the password Ricky.
ricky pais	ok
Manish Singh	Is there anything else I may help you with ?
ricky pais	i will try and get this sorted then, thank you.

Manish Singh

no

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 a summary of your conversation.

I request you to kindly spare a moment to fill that out for me so that we can improve our service. You can send it to quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by referring to the following link:

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

*Manish Singh has ended this chat session*

## Chat Transcript

Hello,

### Visitor Details

**#78998 test**

**Email:** test@gmail.com ☎ +16887849764

**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

**City:** NEW DELHI

**State:** Delhi

**Country:** INDIA

### Chat Transcript

test

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

test

Technical Support (QB & App Hosting)

Acebuddy	Welcome to Ace Support.
	Please chose an option :
test	I'd like to report an Issue
Acebuddy	Please select an option!
test	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av...
test	qb
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>	
<i>Anurag Sharma has ended this chat session</i>	

## Chat

Hello,

### Visitor Details

**#79936 Cindy Keeney**

**Email:** ckeeney@mdcollision.net

**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:** 40 Secs

**City:** WESTMINSTER

**State:** Maryland

**Country:** UNITED STATES

### Chat Transcript

Cindy Keeney

Hello, I am your Acebuddy

Acebuddy	Hello Cindy Keeney, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Cindy Keeney	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cindy Keeney	I'd like to raise a Request
Acebuddy	Please select your request type.
Cindy Keeney	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief d
	If you are facing any issue/problem with your server, Please select th
Cindy Keeney	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Cindy Keeney	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Cindy Keeney	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks compai
	Was that helpful?
Cindy Keeney	No
Acebuddy	No issues, please wait while I connect you to one our support engine
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh M
Cindy Keeney	hello! thank you. i am having an issue with quickbooks. i was logged
Ashutosh Mishra	Hello Cindy, I will be surely assisting you with this. Kindly help me wi
Cindy Keeney	i'm not sure what the server name is. where would i find that?
	is it BSSFEnterprise ?
Ashutosh Mishra	Yes
Cindy Keeney	okay that's the server and the username i'm trying to get into is Adm
	but my own username is cindy
	it won't let me type anything though, it just keeps coming up as erro
Ashutosh Mishra	I see only single user logged in the server with username AdamH. Is
Cindy Keeney	no it is not

Ashutosh Mishra	Thanks for the confirmation !
	I see your username is Cindy.K
	Is this issue occurring only for you, or are other users on the server affected?
Cindy Keeney	something i do see that is different is the location under all of our computers. no one else is here yet so i'm not sure if this is happening to everyone.
Ashutosh Mishra	I will surely check for this, please also let me know Is this the first time this has happened?
Cindy Keeney	yes this has never happened to me before
Ashutosh Mishra	May I take the remote access of your server to identify issue?
Cindy Keeney	yes of course
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important applications.
Cindy Keeney	sure, no problem
Ashutosh Mishra	Please accept the message on server.
	We are connected on the remote session and will proceed with the troubleshooting. Once the issue is resolved, kindly give your confirmation on this chat.
	Please open the file again.
	Please enter password for company file.
Cindy Keeney	thank you! it's fixed!
	sorry for taking so long i didn't know i could still move anything while the file was open.
Ashutosh Mishra	The company file opened without any issues, may i know did the issue occur while opening the file?
	That's Ok, we are here to assist.
Cindy Keeney	i was logging out of my own account and logging into admin and when i got connected to the server, i got H505 about multi user mode.
Ashutosh Mishra	Thank you for providing the details. We will keep the ticket open and resolve the issue.
	Is there anything else I may help you with ?
Cindy Keeney	thank you, i really appreciate your help! couldn't have done it without your assistance.
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback.
	You may end this chat now. Once you end this chat, you will receive an email with the feedback link.
	I request you to kindly spare a moment to fill that out for me so that we can improve our services. The feedback link is <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by referring to the Knowledge Base.
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )
<i>Ashutosh Mishra has ended this chat session</i>	

# Chat

Hello,

## Visitor Details

**#79130 Brent**

**Email:** brent@austinguitarhouse.com  512-243-6036

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 5 Secs

**City:** AUSTIN

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Brent	Hello, I am your Acebuddy
Acebuddy	Hello Brent, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brent	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brent	I'd like to report an Issue
Acebuddy	Please select an option!
Brent	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av...
Brent	Still will no connect to server after you guys patched what ever issue
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Yash Kalra accepted the chat transfer request.*

Yash Kalra

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

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

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 m

*Yash Kalra has ended this chat session*

## Cha

Hello,

### Visitor Details

**#79431 tkaneda**

**Email:** tkaneda@vintegritywine.com

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** KANSAS CITY

**State:** Missouri

**Country:** UNITED STATES

### Chat Transcript

tjkaneda

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

tjkaneda	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
tjkaneda	I'd like to report an Issue
Acebuddy	Please select an option!
tjkaneda	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
tjkaneda	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks compai
	Was that helpful?
tjkaneda	No
Acebuddy	No issues, please wait while I connect you to one our support engine
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kum
tjkaneda	Hello
Abhay Kumar Saraswat	Hello
	How are you doing today?
tjkaneda	We have a few users that are having issues logging into QB are you h
	I am fine thanks
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	Yes, ATL datacenter is having some issue with few servers.
	Our backend team is looking into it already.
	Is this for account: <b>Vintegrity LLC</b> ?
tjkaneda	got it, yeah we thought it was internet but then was told our STL staf
Abhay Kumar Saraswat	Okay.
tjkaneda	Vintegrity LLC
	it seems our KC staff is now on. I am trying to confirm STL is okay
Abhay Kumar Saraswat	Yes, please.
	As I told you that our backend team is working on it and trying to fix

tjkaneda

Got it, at this time. I guess all we can do is wait. At least our KC staff

Abhay Kumar  
Saraswat

No worries.

And thank you for understanding.

We'll update you once the issue is resolved permanently.

tjkaneda

Is there anything else I may help you with ?

great thanks...no we are good thank you

*tjkaneda has ended this chat session*

## Chat

Hello,

### Visitor Details

**#79727 tony.ho**

**Email:** tony.ho@cethcpa.com  17138829868

**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:** SUGAR LAND

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

tony.ho

Hello, I am your Acebuddy

Acebuddy

Hello Tony.ho, 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 c

*Ended due to chat idle timeout*

# Chat

Hello,

## Visitor Details

### #78963 Jonathan Jones

**Email:** jonathan@musicnomad.com ☎ 14076202298

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 23 Secs

**City:** SANTA ROSA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Jonathan Jones	Hello, I am your Acebuddy
Acebuddy	Hello Jonathan, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jonathan Jones	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jonathan Jones	I'd like to report an Issue
Acebuddy	Please select an option!
Jonathan Jones	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av...
Jonathan Jones	I need to login to MyPortal to reset server password for a user but it i...
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Abhay Kumar Saraswat accepted the chat transfer request.*

Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I am here to help you with your query.
	Is this for account: <b>MusicNomad LLC</b> ?
Jonathan Jones	Yes, please hold I may have figured it out. One minute
Abhay Kumar Saraswat	Sure.
	Take your time.
	<i>The visitor's name was changed from jonathan to Jonathan Jones.</i>
	Are you there Mr. Jonathan?
Jonathan Jones	Just figured it out thank you
Abhay Kumar Saraswat	Is there anything else I may help you with ?
	Are we still connected here?

*Abhay Kumar Saraswat has ended this chat session*

Cha

Hello,

## Visitor Details

**#79834 Jacob LaCour**

**Email:** jacob@expertbookkeeping.net

**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:** 32 Secs

**City:** WINSTON SALEM

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Jacob LaCour	Hello, I am your Acebuddy
Acebuddy	Hello Jacob Lacour, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Jacob LaCour	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Jacob LaCour	I'd like to report an Issue
Acebuddy	Please select an option!
Jacob LaCour	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av...
Jacob LaCour	my browser or computer is locked
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Jacob LaCour	ms it may have a virus
	<i>Tushar accepted the chat transfer request.</i>
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I wil...
Jacob LaCour	thank you
Tushar	I will be surely assisting you with this. Kindly help me with your serv...
	We will look into it afterwards I find your server, also rest assured ou...
	<i>7:15:25 AM Jacob LaCour is sharing a file with you</i>
	<u><a href="#">1_image.png</a></u> - ( Size:2.32 KB )
	Your account is in disconnected state, I will be removing it from task...
	Kindly try to login again.
Jacob LaCour	will do
Tushar	Also is it the first time you are facing this issue and are other users fa...
Jacob LaCour	what can casue this?
	tons of crap out therer?
Tushar	Do you have any screen shot of the things you are mentioning.
Jacob LaCour	I do not
	it just had my computer locked no mouse no control at all on the ser...

Tushar	The disconnection issue can be caused by unstable internet connecti
	were you ideal for a while before this happened ?
Jacob LaCour	nope
	i wi ll let you knowo if it happens again thanks
Tushar	Okay we have noted down this at our end thank you for your valuabl
	Is there anything else I may help you with ?
Jacob LaCour	im good thanks
Tushar	Kindly share your feedback by clicking the smiley icons at the end of
	Thank you for choosing ACE cloud Hosting, you have a wonderful day
	You may end this chat now. Once you end this chat, you will receive a
	I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by re
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a> )

*Tushar has ended this chat session*

## Chat

Hello,

### Visitor Details

**#79464 Brooke Hommel**

**Email:** bhommel@ohioams.com  216-264-1065

**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 12 Secs

**City:** BRUNSWICK

**State:** Ohio

**Country:** UNITED STATES

## Chat Transcript

Brooke Hommel	Hello, I am your Acebuddy
Acebuddy	Hello Brooke Hommel, I'm your Ace Buddy. I'll be happy to assist you
	Whom Would You Like to Connect With?
Brooke Hommel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brooke Hommel	I'd like to report an Issue
Acebuddy	Please select an option!
Brooke Hommel	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brooke Hommel	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an av...
Brooke Hommel	Quickbooks will not open
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Abhay Kumar Saraswat accepted the chat transfer request.*

Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat. I am here to help you with any issues you may be experiencing with QuickBooks.
	Is this for account: <b>Ohio AMS</b> ? (Edited)
Brooke Hommel	Hello Abhay! Yes this is for account Ohio AMS
Abhay Kumar Saraswat	Hello Brooke.
	Thanks for the confirmation !
	I will be surely assisting you with this.
	Is this issue occurring only for you, or are other users on the server also experiencing it?
Brooke Hommel	only for me
Abhay Kumar Saraswat	Okay.
	And since when you are facing this issue?
Brooke Hommel	My quickbooks has been freezing a lot the past couple of weeks. Today when i open it it shows a loading screen then the app closes its self

Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
	Kindly allow me two minutes to check the same.
	I'm checking details on server.
	Thank you for your patience.
	And here is the reason that why <b>QB</b> is not opening.  <i>10:55:16 PM Abhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:22.31 KB )</i>
	I just checked and found that C: drive is almost full and that is not all
Brooke Hommel	Okay, I am not sure how to clear space on the C: drive  <i>10:57:52 PM Abhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:11.42 KB )</i>  <i>Out of 64.16 GB , only 2.34 GB is available, which is 1</i>
Abhay Kumar Saraswat	Let me try to free up the space for you.
	Please allow me a minute.
Brooke Hommel	that would be great thank you!
Abhay Kumar Saraswat	No worries.
	Kindly allow me two minutes.
	Thank you for your patience.
	I just checked and found nothing trash or unwanted files on <b>C: drive</b>
	But I just need to confirm that which QB version are you guys using t
Brooke Hommel	We are using the quickbooks 23.0
Abhay Kumar Saraswat	Because as I can see there are two QB versions installed on your ser QB Enterprise 17 and 23
Brooke Hommel	we no longer use the 17
Abhay Kumar Saraswat	Okay, so if you can send us an email to support then after your appro
	However, that will not help much more to increase the space in C: dr
	There should be minimum 20% space should be there in C: drive to r
	If you can allow me, then I can share the drive plans with you.
Brooke Hommel	Okay, do you know where i can find the C drive location to take a loo
Abhay Kumar Saraswat	Yes, you can go to run option and there type C: to see the drive.
Brooke Hommel	can you also send the drive plans

Abhay Kumar Saraswat	<p>Sure.</p> <p>Allow me a minute.</p>
	In case you wish to upgrade the space, we are delighted to offer you below. Please choose the one that suits your needs.
	<p><b>Plan1 : 60 GB : \$40/Month</b></p> <p><b>Plan2 : 40 GB : \$28/Month</b></p> <p><b>Plan3 : 20GB : \$15/Month</b></p>
	Are we still connected here?
Brooke Hommel	Yes, i am still here - could I be sent the email to uninstall the Quickbc
Abhay Kumar Saraswat	Sure, you can send an email right now and I'll check and confirm.
	Support email is: <b>support@acecloudhosting.com</b>
Brooke Hommel	okay i just sent the email
Abhay Kumar Saraswat	Let me check.
	Kindly allow me a minute.
Brooke Hommel	thank you
Abhay Kumar Saraswat	Thank you for your patience.
	I just want to confirm with you that are you using any QB 17 file? (Ed
Brooke Hommel	We are not using the QB 17 and have switched to QB 23
Abhay Kumar Saraswat	Great, I was just checking because in email you have mentioned abo
	So, I was just confirming with you.
Brooke Hommel	Yes, I was seeing if we could keep the last file from QB17 incase som
Abhay Kumar Saraswat	No need to worry for that, we have already a backup of that.
Brooke Hommel	Oh okay perfect thank you!
Abhay Kumar Saraswat	I tried to uninstall the <b>QB17</b> but unable to do so because one of the
	<i>11:28:29 PMAbhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:14.51 KB )</i>
Brooke Hommel	i instructed that person to log off immediately
Abhay Kumar Saraswat	Great.
	Let me check again.
Brooke Hommel	they should be logged out
Abhay Kumar Saraswat	Yes, now there is no one.

	Let me try again.
	<i>11:32:19 PMAbhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:16.23 KB )</i>
	It will take some time.
	Please stay online with me.
Brooke Hommel	will do thank you
Abhay Kumar Saraswat	Thank you for your patience.
	I've successfully uninstalled QB17 from your server.
	However, as I said that not helped much.
	<i>11:40:47 PMAbhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:18.87 KB )</i>
	Approximately 3 GB space increased.
Brooke Hommel	okay, If i add the 20GB will that be enough to run the application?
	we only need to run the application for about 2 more weeks or so
Abhay Kumar Saraswat	Yes, definitely.
	Sorry to hear. But if you don't mind, can I know the reason?
Brooke Hommel	we no longer use quickbooks for our Ohio AMS company file and for i to use on their quickbooks online account
Abhay Kumar Saraswat	Okay. I understood.
	So, can I proceed further with the 20GB plan?
Brooke Hommel	Yes we can add the 20GB to our plan
Abhay Kumar Saraswat	Great.
	Can you please send another email to us mention the same?
	Please make sure that you are sending the email with the registered [bhommel@ohioams.com](mailto:bhommel@ohioams.com)
	In our records, this is your registered email address.
Brooke Hommel	that email address no longer exists. that is my old email address ar
Abhay Kumar Saraswat	Ok, no worries.
	Then, reply on the same email chain which you sent earlier for the <b>Q</b>
Brooke Hommel	okay I just sent the updated email
Abhay Kumar Saraswat	Let me check.

	Kindly allow me a minutes.
	Let me send you the pricing there.
	Please give me the approval with price.
	Thank you for your patience.
	Just sent you an email, please confirm.
Brooke Hommel	Yes I just received the email - would you like for me to reply to the er
Abhay Kumar Saraswat	Yes, just reply according to that email. Everything is mentioned there.
Brooke Hommel	Okay, I replied to the email with the confirmation of adding the 20GB
Abhay Kumar Saraswat	Let me check.
	Thank you for your patience.
	Yes, I received.
	Let me update the backend team to add the 20GB in C: drive.
	Please be online with me.
Brooke Hommel	will do
Abhay Kumar Saraswat	Thank you for your patience.
	I just confirmed with the backend team and they asked 10-15 minute
	I'll keep you updated on the same email once the space has been inc
	Are we still connected here?
Brooke Hommel	okay great thank you! I will just look for the email with the confirmat
Abhay Kumar Saraswat	Yes, thank you for understanding.
	Is there anything else I may help you with ?
Brooke Hommel	no that was going to be it
Abhay Kumar Saraswat	I would greatly appreciate if you could spare a minute to give your va
	You may end this chat now. Once you end this chat, you will receive a
	I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by re
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day
	As we haven't got any response from your end, We are closing this ch

Cha

Hello,

### Visitor Details

**#79890 camilleward.cpa**

**Email:** camilleward.cpa@outlook.com ☎ 435-760-3701

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 21 Secs

**City:** OGDEN

**State:** Utah

**Country:** UNITED STATES

### Chat Transcript

camilleward.cpa	Hello, I am your Acebuddy
Acebuddy	Hello Camille Ward, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
camilleward.cpa	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
camilleward.cpa	I'd like to report an Issue
Acebuddy	Please select an option!
camilleward.cpa	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
camilleward.cpa	Accessing remote server. I need the server ID.

Acebuddy

Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Yash Kalra accepted the chat transfer request.*

Yash Kalra

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

camilleward.cpa

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

Server name is CCPR.myreldata.net

Username camille.w@myreldata.net

Yash Kalra

Kindly allow me two minutes to check the same.

Camille, upon checking we found that your client id is CID72915

**To help me assist you better for the Accessing remote server**

1. Are you receiving any error message while attempting to connect
2. Were you able to connect to the server before, or is this your first

(Edited)

camilleward.cpa

I did not receive the download link for the server or the RDP connect

Yash Kalra

Camille, your users name is camille.w@myreldata.net.

camilleward.cpa

Thank you. Could you send me the download connectors?

Yash Kalra

Please allow me 2 minutes.

Thank you for staying connected. Please use the link below to download the connectors  
<https://we.tl/t-LRXpLNqd6E>

camilleward.cpa

Thank you.

Yash Kalra

Camille, Is the issue resolved? (Edited)

camilleward.cpa

Yes

Yash Kalra

Is there anything else I may help you with ?

I would greatly appreciate if you could spare a minute to give your valuable feedback.

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

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

I request you to kindly spare a moment to fill that out for me so that we can improve our services. You can send it to [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com). Thanks!

Note: You may change/reset your server password on your own by referring to the following link:

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

*Yash Kalra has ended this chat session*

# Chat

Hello,

## Visitor Details

### #79777 Yobani De Leon

**Email:** deleonpumping@yahoo.com ☎ 18188969781

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

**Operator:** Sanyam Madan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** PACOIMA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Yobani De Leon	Hello, I am your Acebuddy
Acebuddy	Hello Yobani De Leon, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Yobani De Leon	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Yobani De Leon	I'd like to report an Issue
Acebuddy	Please select an option!
Yobani De Leon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av...
Yobani De Leon	Pop up asking for software changes needed to computer
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Sanyam Madan accepted the chat transfer request.*

Sanyam Madan	Thank you for contacting Ace Cloud Hosting. My name is Sanyam Ma
Yobani De Leon	Hello
Sanyam Madan	Hello Yobani , how are you ?
Yobani De Leon	Good and yourself
Sanyam Madan	Can you please elaborate your issue?
	Good, thank you for asking
Yobani De Leon	I keep getting a pop up asking for software changes needed to the co
Sanyam Madan	I will be surely assisting you with this. Kindly help me with your serve
Yobani De Leon	from ace cloud hosting
	umm Im not sure on that info
Sanyam Madan	Kindly allow me two minutes to check the same.
Yobani De Leon	ok
Sanyam Madan	May I take the remote access of your server?
Yobani De Leon	yes
Sanyam Madan	Prior providing the access, I would suggest you to close any importar
Yobani De Leon	ok give me a sec
	ok done
Sanyam Madan	Please allow me3-4 minutes.
Yobani De Leon	ok
Sanyam Madan	Thank you for your patience.
	Please log in now and check again
Yobani De Leon	ok
	I dont see the pop up at athe moment
Sanyam Madan	That was just a pop up of routine update of basic window application
Yobani De Leon	Ok thanks
Sanyam Madan	Is there anything else I may help you with ?
Yobani De Leon	That will be all thanks
Sanyam Madan	I would greatly appreciate if you could spare a minute to give your va
	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 a

I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by re

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

*Sanyam Madan has ended this chat session*

## Chat Transcript

Hello,

### Visitor Details

**#79800 Ed Street**

**Email:** estreet@redw.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:** CHEYENNE

**State:** Wyoming

**Country:** UNITED STATES

### Chat Transcript

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

Cha

Hello,

### Visitor Details

**#79704 Rhonda Stallings**

**Email:** rs@emersonrussell.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:** CHATTANOOGA

**State:** Tennessee

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy

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

Was that helpful?

As we haven't got any response from your end, We are closing this cl

*Ended due to chat idle timeout*

Cha

Hello,

### Visitor Details

#### #79129 ERICAJOHNS

**Email:** ericajohns@southernwoodframing.com ☎ 3017512317

**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 21 Secs

**City:** PORT TOBACCO

**State:** Maryland

**Country:** UNITED STATES

### Chat Transcript

ERICAJOHNS

Hello, I am your Acebuddy

Acebuddy

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

Whom Would You Like to Connect With?

ERICAJOHNS

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

ERICAJOHNS

I'd like to report an Issue

Acebuddy

Please select an option!

ERICAJOHNS	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
ERICAJOHNS	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
ERICAJOHNS	IT KEEPS KICKING ME OUT
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>	
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kum
ERICAJOHNS	QB wont let me work in it. I am able to log in and then I keep getting TO YOU ALL MORE THAN MY COWORKERS. THIS IS INSANITY.
Abhay Kumar Saraswat	I deeply apologize for the inconvenience caused to you.
ERICAJOHNS	right.
Abhay Kumar Saraswat	Is this for account: <b>Southernwood Framing LLC</b> ?
ERICAJOHNS	yeah
Abhay Kumar Saraswat	Thanks for the confirmation !
	Kindly allow me two minutes to check the same.
ERICAJOHNS	okay
Abhay Kumar Saraswat	Surely, I'll look into the issue for you.
ERICAJOHNS	okay
Abhay Kumar Saraswat	Could you please confirm whether you and the other users started e
ERICAJOHNS	i dont know i need to get payroll down
	done*
Abhay Kumar Saraswat	Okay.
	Allow me a minute, let me jump on a server.
ERICAJOHNS	none of us could get in earlier and now its letting us in, but i cant clic
Abhay Kumar Saraswat	I apologize for the trouble you've experienced. I want to assure you t
ERICAJOHNS	okay
Abhay Kumar Saraswat	Just be online with me, I'm on the server and checking few things on
	Meanwhile, could you please confirm me that is there any open ticke

ERICAJOHNS	okay
Abhay Kumar Saraswat	I just checked and noticed that new updates are available for <b>QuickBooks</b> . Please refer to the screenshot below.
	<i>10:40:21 PMAbhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:13.73 KB )</i>
ERICAJOHNS	can you run them then? the updates, which are NON STOP, are supporting my payroll system.
	I JUST NEED TO BE ABLE TO PAY MY EMPLOYEES, I DONT CARE WHAT IT TAKES.
Abhay Kumar Saraswat	Yes, I can run these updates for you. But I need everyone logout from the server for 10 minutes to complete the update.
	Because after completing the updates, the server will need restart.
	Could you please ask the users to save their work and log out of the system?
ERICAJOHNS	i am working on getting the only person who is able to get in out. once he is out, i will let you know.
Abhay Kumar Saraswat	Sure.
	Take your time.
	Thank you for understanding.
ERICAJOHNS	everyone is out
Abhay Kumar Saraswat	Thank you.
ERICAJOHNS	please let me know as soon as this is rectified, as i need to process payroll.
Abhay Kumar Saraswat	Kindly allow me 10 minutes to update and restart the server.
ERICAJOHNS	okay.
Abhay Kumar Saraswat	Sure, I'll get back to you as soon as possible.
	Please stay with me.
	Thank you.
ERICAJOHNS	okay.
Abhay Kumar Saraswat	Still working on it. Please stay with me.
ERICAJOHNS	okay
Abhay Kumar Saraswat	Thank you for your patience.
	I've completed all the QB updates.
	<i>11:04:38 PMAbhay Kumar Saraswat is sharing a file with you <a href="#">image.png</a> - ( Size:63.62 KB )</i>
	Could you please login and launch QB and check for the payroll? (Edited)

ERICAJOHNS	STILL ISNT WORKING
Abhay Kumar Saraswat	What error are you getting now?
	Can you share the screenshot? (Edited)
ERICAJOHNS	its the same thing.
	im in.
	its running slow
Abhay Kumar Saraswat	I apologize that still you are facing this issue.
	May I take the remote access of your server, so I could also check th
ERICAJOHNS	im in. thank you.
Abhay Kumar Saraswat	Okay.
	I appreciate your patience.
	Is there anything else I may help you with ?
	Are we still connected here?

*Abhay Kumar Saraswat has ended this chat session*

Cha

Hello,

### Visitor Details

**#79055 krisika**

**Email:** krisika@hkidata.com ☎ 7383092838

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

**Operator:** Manish Singh

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 2 Mins 5 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

krisika	Hello, I am your Acebuddy
Acebuddy	Hello Krisika, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
krisika	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
krisika	I'd like to report an Issue
Acebuddy	Please select an option!
krisika	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av...
krisika	Hi
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
krisika	Quickbook not open in all user
Manish Singh	Hii Krisika
	I will surely help you with this issue.
krisika	Ok
Manish Singh	As I can check your QuickBooks Accessibility ticket is with Escalation
	And they will be in touch with Nilay, today regarding the issue.
	Let me quickly check the services from the backend once.
krisika	Ok
Manish Singh	Krisika, Kindly logout all users from the server regarding server reboot
krisika	Ok
Manish Singh	Are we still connected here?
krisika	Yes
	U can proceed the server reboot
	Yes

Manish Singh	Kindly allow me two minutes to check the same.
krisika	Server reboot successfully ??
	Ok
Manish Singh	There is currently a technical outage. Please try to access server after some time.
	You may try in the meantime; however, we will update you as soon as we get more information.
krisika	Ok
Manish Singh	Is there anything else I may help you with ?
krisika	No
Manish Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day!
krisika	Thank you
Manish Singh	You may end this chat now. Once you end this chat, you will receive an email from us.
	I request you to kindly spare a moment to fill that out for me so that we can improve our services. Your feedback is highly appreciated. You can send your feedback to quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by referring to the Knowledge Base.
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/">https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/</a> )

*Manish Singh has ended this chat session*

## Chat History

I would like to reset my

### Visitor Details

**#79628 Yasmin**

**Email:** yasmin@yvspartners.com  4048849359

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

**Operator:** Anurag Sharma

**Website:** <https://www.acecloudhosting.com/knowledgebase/selfcare-portal-user-guide/>

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min

**City:** ATLANTA  
**State:** Georgia  
**Country:** UNITED STATES

## Chat Transcript

Yasmin	I would like to reset my password with user name mnc_yasmin
Dikshant Yadav	Thank you for contacting ACE. My name is Dikshant Yadav. I will be a  <i>Dikshant Yadav is transferring the chat to Support(QB &amp; App Hosting).</i>
Yasmin	ok  <i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sha  Hello Yasmin  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 m  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 a  I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!  Note: You may change/reset your server password on your own by re  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )
	<i>Anurag Sharma has ended this chat session</i>

Cha

Hello,

## Visitor Details

**#79115 jean duvall**

**Email:** jean@marinecitycontracting.com ☎ 18105313586

**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:** WEST BLOOMFIELD

**State:** Michigan

**Country:** UNITED STATES

## Chat Transcript

jean duvall	Hello, I am your Acebuddy
Acebuddy	Hello Jean Duvall, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
jean duvall	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	[ ]
	We are currently experiencing higher than normal contact volume re
	Are you also experiencing issues related to server connectivity?
jean duvall	No, I'd like to report another Issue
Acebuddy	Please chose an option :
jean duvall	I'd like to report an Issue
Acebuddy	Please select an option!
jean duvall	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
jean duvall	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze y
	Was that helpful?
jean duvall	Yes
Acebuddy	I'm glad to hear that! Should you need further assistance, please do

*Acebuddy has ended this chat session*

# Chat

## Visitor Details

**#79713 Amy Wiggins**

**Email:** awdiver@yahoo.com  2178170131

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 13 Secs

**City:** GEORGE TOWN

**State:** Cayman Islands

**Country:** CAYMAN ISLANDS

## Chat Transcript

Amy Wiggins	Hello,
Dev Dubey	Thank you for contacting ACE. My name is Dev Dubey. I will be assist
Amy Wiggins	We have hosted Quickbooks with you and are experiencing performa
Dev Dubey	Hello Amy, how may I help you today?
Amy Wiggins	Appreciate if you can assist please.
Dev Dubey	Sure, Please confirm your Account name or CID Number.
Amy Wiggins	Cayman Islands Baptist Church
	I am logged into the server QBNXTPRE1
Dev Dubey	Thanks, Amy.
Amy Wiggins	QBNXTPRE1.myrealdata.net
Dev Dubey	Transferring the chat to the support team now to assist. (Edited)

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

*Abhay Kumar Saraswat accepted the chat transfer request.*

Abhay Kumar  
Saraswat

Thank you for contacting Ace Cloud Hosting. My name is Abhay Kum

Amy Wiggins

Thank you Abhay

Abhay Kumar  
Saraswat

We have hosted Quickbooks with you and are experiencing performa  
logged out and tried to launch it again, and it will not launch.

I deeply apologize for the inconvenience caused to you.

Could you please confirm me your username?

I will be surely assisting you with this.

Amy Wiggins

AmyM.NPRE1@myrealdata.net

Abhay Kumar  
Saraswat

Thank you for the information and allow 2 minutes to check the sam

Amy Wiggins

I am now seeing the Quickbooks splash screen saying it is opening Q

Abhay Kumar  
Saraswat

Okay.

May I take the remote access of your server?

Amy Wiggins

Yes please.

Abhay Kumar  
Saraswat

We are connected on the remote session and will proceed with the tr  
Once the issue is resolved, kindly give your confirmation on this chat

Are we still connected here?

Amy Wiggins

Yes here too

Abhay Kumar  
Saraswat

Hello Amy

Amy Wiggins

Hi

Abhay Kumar  
Saraswat

Is your issue resolved?

Amy Wiggins

I saw where you started Quickbooks and it came up much faster.

Abhay Kumar  
Saraswat

Yes, because there was no user at that time as It is a shared server.

Amy Wiggins

Thank you. I will monitor while i am using and if any issues arise I wil

Abhay Kumar  
Saraswat

I deeply apologize for the inconvenience caused to you.

You are welcome.

Yes, you can contact us anytime.

Amy Wiggins

THanks.

Abhay Kumar  
Saraswat

Is there anything else I may help you with ?

Amy Wiggins

Thats it. THanks

Abhay Kumar  
Saraswat

My pleasure to assist you.

I would greatly appreciate if you could spare a minute to give your valuable feedback.

You may end this chat now. Once you end this chat, you will receive an email at:

I request you to kindly spare a moment to fill that out for me so that we can improve our services. Your feedback is highly appreciated.  
[quality@acecloudhosting.com](mailto:quality@acecloudhosting.com). Thanks!

Note: You may change/reset your server password on your own by referring to the following link:

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

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

*Abhay Kumar Saraswat has ended this chat session*

## Chat Transcript

Hello,

### Visitor Details

**#79698 Cesar Diaz**

**Email:** cesar.diaz@intercentrohn.com  +50499919175

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 18 Secs

**City:** ?

**State:** Honduras

**Country:** HONDURAS

### Chat Transcript

Cesar Diaz

Hello, I am your Acebuddy

Acebuddy

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

	Whom Would You Like to Connect With?
Cesar Diaz	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Cesar Diaz	I'd like to report an Issue
Acebuddy	Please select an option!
Cesar Diaz	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Cesar Diaz	i can not access to remote desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Yash Kalra accepted the chat transfer request.</i>
	<i>10:54:04 PM Cesar Diaz is sharing a file with you <u>1_image.png</u> - ( Size:8.2 KB )</i>
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra.
	I will be surely assisting you with this. Kindly help me with your serve
Cesar Diaz	intercentro
	cmartinez
Yash Kalra	Kindly allow me two minutes to check the same.
	<b>To help me assist you better, please answer the following que</b>
	1. Were you able to connect to the server before, or is this your first 2. When was the last time you were able to connect to the server su
Cesar Diaz	one ahour ago was working fine
Yash Kalra	May I take the remote access of your local computer?
Cesar Diaz	something happens with invernation he can not access
Yash Kalra	Could you please check and let us know if this issue is occurring only
Cesar Diaz	we only cause with this user
Yash Kalra	May I take the remote access of your local computer?
Cesar Diaz	go ahead
Yash Kalra	Prior providing the access, I would suggest you to close any importar
	Kindly Click on the link and open the downloaded file. <a href="https://assist.acecloudhosting.com/join/7232654297">https://assist.acecloudhosting.com/join/7232654297</a>

We are connected on the remote session and will proceed with the transaction. Once the issue is resolved, kindly give your confirmation on this chat.

Cesar Diaz

thanks

Yash Kalra

Cesar, we assisted you regarding Logging issue.  
Is there anything else I may help you with ?

Cesar Diaz

nothing else

Yash Kalra

I would greatly appreciate if you could spare a minute to give your valuable feedback.

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

Cesar Diaz

thanks again

Yash Kalra

You may end this chat now. Once you end this chat, you will receive an email from quality@acecloudhosting.com. Thanks!

I request you to kindly spare a moment to fill that out for me so that I can forward it to our support team at quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by referring to the following link:

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

*Yash Kalra has ended this chat session*

## Chat History

Hello,

### Visitor Details

**#79866 RAVI SHAH**

**Email:** ravi@yourtaxadvisors.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 28 Secs

**City:** AHMEDABAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

RAVI SHAH	Hello, I am your Acebuddy
Acebuddy	Hello Ravi Shah, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
RAVI SHAH	VDI/DaaS Support
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Suneetha Barre accepted the chat transfer request.</i>
Suneetha Barre	Thank you for choosing ACE cloud Hosting, my name is Suneetha. I w
RAVI SHAH	Hii, I m unable to open Taxwise software in my RDC
Suneetha Barre	Hi Ravi I will surely assist you on this
	Kindly confirm your Business name
RAVI SHAH	"The application was unable to start correctly...click ok to close applic
	ABIC CPA ASSOCIATES
Suneetha Barre	Thank you for sharing details with us
	Kindly allow me to transfer this chat to concerned team
	<i>Suneetha Barre is transferring the chat to Support(QB &amp; App Hosting</i>
RAVI SHAH	OK PLEASE
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh M
	Hello Ravi, I will surely help you with this issue.
RAVI SHAH	Yes Please
Ashutosh Mishra	May I know if the issue is with the 2024 version of TaxWise?
RAVI SHAH	No its with every year version
Ashutosh Mishra	Kindly allow me two minutes to check the same.
RAVI SHAH	ok
Ashutosh Mishra	I am running some verifications from backend; this may take 10 to 15 minutes.
RAVI SHAH	ok
Ashutosh Mishra	Is this the first time you are facing this issue?
RAVI SHAH	

	yes
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing the same issue?
RAVI SHAH	All other users are also experiencing the same issue
Ashutosh Mishra	Thank you for providing the details. May I also know did the issue occur suddenly?
RAVI SHAH	It occurred when i was working on taxwise
	RDC was getting Auto -restarted and after that when i tried to open it again it was not opening
Ashutosh Mishra	May I know the exact timing when this happened?
RAVI SHAH	just 25 mins before
	how much time it will take more?
Ashutosh Mishra	It will take five more minutes.
	A system reboot is also required, please inform users to save their work and then proceed with the reboot.
RAVI SHAH	Ok i have informed them you can proceed
Ashutosh Mishra	Thanks for the confirmation !
RAVI SHAH	your welcome, let me know when can i check again
Ashutosh Mishra	Yes, it's up and running now.
	The application has started now.
RAVI SHAH	let me check first
	Yes its opening
	Thank you
Ashutosh Mishra	I would greatly appreciate if you could spare a minute to give your valuable feedback.
	You may end this chat now. Once you end this chat, you will receive an email at quality@acecloudhosting.com.
	I request you to kindly spare a moment to fill that out for me so that we can improve our services. Your feedback is highly valued.
	Note: You may change/reset your server password on your own by referring to the following link:
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Ashutosh Mishra has ended this chat session*

Cha

Hello,

## Visitor Details

**#79823 krisika**

**Email:** krisika@hkidata.com ☎ 7383092838

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

**Operator:** Shivam Singh

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**Average Response Time:** 31 Secs

**City:** BORSAD

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

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

	Hello Krisika
krisika	Can you reboot server
Shivam Singh	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
krisika	Oky
Shivam Singh	We have rebooted the server.
	Is there anything else I may help you with ?
krisika	Oky
Shivam Singh	Thank you for choosing ACE cloud Hosting, you have a wonderful day
	You may end this chat now. Once you end this chat, you will receive an email from quality@acecloudhosting.com.
	I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by referring to our Knowledge Base ( <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/support-chat.php">https://www.acecloudhosting.com/support-chat.php</a> )

*Shivam Singh has ended this chat session*

Chat

Hello,

## Visitor Details

**#79446 Saurav**

**Email:** saurav.raval@datastub.in

**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:** VISNAGAR

**State:** Gujarat

**Country:** INDIA

## Chat Transcript

Saurav	Hello, I am your Acebuddy
Acebuddy	Hello Saurav, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Saurav	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Saurav	I'd like to raise a Request
Acebuddy	Please select your request type.
Saurav	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief d
	If you are facing any issue/problem with your server, Please select th
Saurav	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
Saurav	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Saurav	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks compai
	Was that helpful?
Saurav	Yes
Acebuddy	I'm glad to hear that! Should you need further assistance, please do

*Acebuddy has ended this chat session*

Cha

Hello,

## Visitor Details

**#79468 Bryan Kochis**

**Email:** webmaster@brewingscience.com  719-650-4602

**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:** WOODLAND PARK

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

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

*Ended due to chat idle timeout*

Cha

Hello,

## Visitor Details

**#79334 Omprakash Ahuja**

**Email:** prakash@om-hospitality.com  12817724678

**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:** 31 Secs

**City:** HOUSTON

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

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

	I will be surely assisting you with this. Kindly help me with your server details.
Omprakash Ahuja	hi Shubham, hope you are doing well
	merlindata
	juuhi ahuja
	getting error message while launching rdp
	[Window Title] Remote Desktop Connection [Content] Remote Desktop Connection failed to connect to the specified computer. The specified computer does not belong to the specified network. Verify the computer name or address and try again. Error code: 0x3000016 Extended error code: 0x0 Timestamp (UTC): 07/13/2018 10:45:24
Shubham Kataria	Hello Omprakash, I'm doing well, thanks for asking! How about you?
	I will surely help you with this issue. Please allow one minute to check.
Omprakash Ahuja	awesome, now that i have you online
Shubham Kataria	Great
	Kindly confirm if you're the only user who is facing this issue.
Omprakash Ahuja	not sure, its the weekend and no one else is working
Shubham Kataria	Alright
	May I take the remote access of your local computer?
Omprakash Ahuja	sure
Shubham Kataria	Prior providing the access, I would suggest you to close any important application.
Omprakash Ahuja	ok
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/1442405050">https://assist.acecloudhosting.com/join/1442405050</a>
	Kindly paste this link in the browser of local computer and join the session.
	We are connected on the remote session and will proceed with the troubleshooting.
	Once the issue is resolved, kindly give your confirmation on this chat.
	Thank you for your patience.
	As per our remote session your issue has been resolved.
	Is there anything else I may help you with ?
	Are we still connected here?
	As you're disconnected from the chat, we are ending the session now.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day!

*Shubham Kataria has ended this chat session*

Cha

Hello,

## Visitor Details

**#79503 brandi**

**Email:** brandi@qimsolutions.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 17 Secs

**City:** CLAXTON

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

brandi	Hello, I am your Acebuddy
Acebuddy	Hello Brandi, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
brandi	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
brandi	I'd like to report an Issue
Acebuddy	Please select an option!
brandi	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
brandi	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze y
	Was that helpful?
brandi	No

Acebuddy	No issues, please wait while I connect you to one our support engine
<i>Acebuddy (bot) forwarded the chat request</i>	
brandi	doesn't fix the issue
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh M
brandi	It's froze up and will not let me close it down and I have done end ta: screens come up without me even clicking on the QB to open
Ashutosh Mishra	Hello Brandi, I will be surely assisting you with this. Kindly help me w
brandi	CBACoastal.myrealdatal.net
	Brandi Lawrence
Ashutosh Mishra	Thank you for providing the details. Let me check that for you.
	Please check now.
brandi	appears to be good now
Ashutosh Mishra	That's great. May I know if this is recurring issue and if it is happenin
brandi	Yes earlier it did for another user
Ashutosh Mishra	I see, please also let me know the username of affected user and als
brandi	JeffMadewell
	Ashutosh, is there a way to set your default printer by chance. We ar
Ashutosh Mishra	Sure, we can assist with this. I see you also have Uniprint installed or
brandi	So we all use a different printer, would that matter
	Can you see what the default printer is set for. Mine may not be on tl
Ashutosh Mishra	Uniprint will allow all users to send the print job to their local default
	On the server the default printer is the Uniprint. On your local machi: show you the local printers.
brandi	ok thank you.
Ashutosh Mishra	Is there anything else I may help you with ?
brandi	no thank you
Ashutosh Mishra	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 a
	I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by re

*Ashutosh Mishra has ended this chat session*

# Chat

Hello,

## Visitor Details

### #78915 Kirk Thirapatpibul

**Email:** kthirapatpibul@uscalibration.com  19493363368

**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:** 39 Secs

**City:** COSTA MESA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

Kirk Thirapatpibul	User Replacement
Acebuddy	We do not recommend modifying an existing user due to technical constraints. It's recommended to add a new user from MyPortal.
	Registered Account Owners have the ability to add/disable users via MyPortal! You can also manage users via MyPortal!
	Do you need any further assistance on the topic?
Kirk Thirapatpibul	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat.
Kirk Thirapatpibul	Hi, last Friday own account owner submitted a request to transfer the account to me.
Abhay Kumar Saraswat	Sure, I'll assist you in this.
	Is this for account: <b>usCalibration</b> ?
Kirk Thirapatpibul	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	Let me check your ticket.
	Kindly allow me two minutes to check the same.
	Thank you for your patience.
	I've just reviewed ticket # <b>721658</b> and confirmed that our relevant team has been notified.
	<i>11:41:22 PMAbhay Kumar Saraswat is sharing a file with you</i> <i><a href="#">image.png</a> - ( Size:12.08 KB )</i>
Kirk Thirapatpibul	Ok, I need help with signing into <a href="https://myportal.acecloudhosting.co">https://myportal.acecloudhosting.co</a>
Abhay Kumar Saraswat	I just want to confirm that would you like us to remove the previous account owner?
Kirk Thirapatpibul	I try Forgot Username with my email address but it says nothing shows up.
Abhay Kumar Saraswat	Let me check the owner details in MyPortal.
Kirk Thirapatpibul	Don't need to as long as I have permission to add/remove users.
Abhay Kumar Saraswat	Let me verify whether you've been granted access to the <b>MyPortal</b> .
	Thank you for your patience.
	I just checked and found that currently, no one on this account is authorized to manage the users on your end.
Kirk Thirapatpibul	ok please do so

	how long would it take to add me?
Abhay Kumar Saraswat	We'll need to escalate this further, as the request will be handled by
Kirk Thirapatpibul	ok thank you. Is there a case# or something I can reference to follow
Abhay Kumar Saraswat	Yes.
	The ticket number which I shared above is the reference ticket numb
Kirk Thirapatpibul	thank you
Abhay Kumar Saraswat	If you need then I can transfer this chat to the billing team and you c
Kirk Thirapatpibul	I thought you're going to escalate that for me?
Abhay Kumar Saraswat	Yes, surely I will.
	I assumed you were planning to contact the billing team since you w
	Is your query resolved?
Kirk Thirapatpibul	yes
Abhay Kumar Saraswat	Okay.
	Is there anything else I may help you with ?
Kirk Thirapatpibul	that's it. Do you think they'll complete it in a day or so?
Abhay Kumar Saraswat	Yes, definitely.
	And I'll update them to look into this request on priority.
Kirk Thirapatpibul	ok. have a good day
Abhay Kumar Saraswat	You too.
	Is there anything else I may help you with ?
	I would greatly appreciate if you could spare a minute to give your va
	You may end this chat now. Once you end this chat, you will receive :
	I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by re
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )
	Thank you for choosing ACE cloud Hosting, you have a wonderful day
<i>Abhay Kumar Saraswat has ended this chat session</i>	

Cha

Hello,

### Visitor Details

**#79143 hillary**

**Email:** hillary@aeroconcrete.net ☎ 13093147264

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

**Operator:** Yash Kalra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 4 Mins 37 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

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

hillary	No
Acebuddy	No issues, please wait while I connect you to one our support engine
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra.
	I will be surely assisting you with this. Kindly help me with your server details.
hillary	HillaryH.ENT
	QbNXTEnt.myrealdatal.net
Yash Kalra	Kindly allow me two minutes to check the same.
	May I take the remote access of your server?
hillary	Yes
Yash Kalra	Prior providing the access, I would suggest you to close any important application.
hillary	I already restrted my computer twice
	Hello?
Yash Kalra	Hello Hillary, please re-login again and let us know the status of the issue.
hillary	still not working
Yash Kalra	We are connected on the remote session and will proceed with the troubleshooting.
	Once the issue is resolved, kindly give your confirmation on this chat.
hillary	I have to leave for a few minutes then I will be back but please continue the troubleshooting.
Yash Kalra	Please re-login again.
	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 contact us again if you face any issue.

*Yash Kalra has ended this chat session*

Chat

Hello,

## Visitor Details

**#79705 Ashley Johnson**

**Email:** ajohnson@ipsiscan.com

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

**Operator:** Shubham Kataria

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** LANSDALE

**State:** Pennsylvania

**Country:** UNITED STATES

## Chat Transcript

Ashley Johnson	Hello, I am your Acebuddy
Acebuddy	Hello Ashley Johnson, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Ashley Johnson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Ashley Johnson	I'd like to report an Issue
Acebuddy	Please select an option!
Ashley Johnson	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Ashley Johnson	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Ashley Johnson	Ticket ID: 738955
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 K
	Hello Ashley
Ashley Johnson	Hi there, someone is on our company phone so i wasn't able to call ir

Shubham Kataria	No problem, I will assist you here.
	May I take the remote access of your server?
Ashley Johnson	yes
Shubham Kataria	Prior providing the access, I would suggest you to close any importar
Ashley Johnson	good to go
Shubham Kataria	We are connected on the remote session and will proceed with the tr Once the issue is resolved, kindly give your confirmation on this chat
	Thank you for your patience.
Ashley Johnson	do you think it's something with intuit/ the payment processor?
Shubham Kataria	As per the remote session you will connect with us again once your p
Ashley Johnson	since one person was able to send an email out and myself and the c
Shubham Kataria	I've checked with the team, and they've confirmed that this issue is i
	We require to set up the app password and we will set up this later o
Ashley Johnson	ok thank you, it does ask to log into the payments though
	which you saw
Shubham Kataria	According to the escalation team, it was just a glitch.
Ashley Johnson	that's concerning that it's a glitch that's not happening for only me
Shubham Kataria	Don't worry, we will set up the app password for you, and you'll be a
Ashley Johnson	And the other person on my team?
Shubham Kataria	If that solution works for you, we will apply the same configuration fc
Ashley Johnson	ok
Shubham Kataria	During the remote session, our escalation team will perform multiple
	Once your president is available to provide the code, please feel free
Ashley Johnson	thanks
Shubham Kataria	You're welcome
	Is there anything else I may help you with ?
Ashley Johnson	not yet
Shubham Kataria	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 a
	I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by re

*Shubham Kataria has ended this chat session*

Cha

Hello,

### Visitor Details

**#79596 Mary Jouett**

**Email:** mary@jouettholdings.com ☎ 12627646092

**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:** 23 Secs

**City:** PLEASANT PRAIRIE

**State:** Wisconsin

**Country:** UNITED STATES

### Chat Transcript

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

Mary Jouett	Setback
Acebuddy	Please select an option!
Mary Jouett	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Mary Jouett	I just sent an email, but one of my employees is unable to get into th you please restart the server?
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 Sha
	Hello Mary
Mary Jouett	Hi there
Anurag Sharma	I will be surely assisting you with this. Kindly help me with your serve
Mary Jouett	Server name should be Jouett Holdings... the user name that is havin
Anurag Sharma	Thanks for the confirmation, I have successfully rebooted the server
	Is there anything else I may help you with ?
Mary Jouett	No that's it... just looking to get a restart. I did already send in the er
Anurag Sharma	Yes, I have rebooted it as per your request.
	Is there anything else I may help you with ?
Mary Jouett	That's it... thank you. I will "chat"back if anything else is needed. Hav
Anurag Sharma	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your va
	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 a
	I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by re
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Anurag Sharma has ended this chat session*

Cha

Hello,

### Visitor Details

**#79122 himanshu**

**Email:** himanshu@erufinlaw.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:** DELHI

**State:** Delhi

**Country:** INDIA

### Chat Transcript

himanshu	Hello, I am your Acebuddy
Acebuddy	Hello Himanshu Chhabra, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
himanshu	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	[REDACTED]
	We are currently experiencing higher than normal contact volume right now.
	Are you also experiencing issues related to server connectivity?
himanshu	Yes
Acebuddy	Please refer to our status page for further updates on the issue status.
	Thank you contact Ace Support. Have a wonderful day!

*Acebuddy has ended this chat session*

Cha

Hello,

### Visitor Details

**#79016 Joan Hail**

**Email:** joanie@kr-cpa.com **Phone:** 9132203414

**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:** 27 Secs

**City:** OLATHE

**State:** Missouri

**Country:** UNITED STATES

### Chat Transcript

Joan Hail	Hello, I am your Acebuddy
Acebuddy	Hello Joan Hail, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Joan Hail	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Joan Hail	I'd like to report an Issue
Acebuddy	Please select an option!
Joan Hail	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Joan Hail	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Joan Hail	Check printing issues
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shubham Kataria accepted the chat transfer request.*

Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham K
	I will be surely assisting you with this. Kindly help me with your serve
Joan Hail	QbnxtPro1.myrealdatal.net
Shubham Kataria	Thank you for the information, Also confirm your business name or U
Joan Hail	PTM Engineered Foundation Construction, LLC
Shubham Kataria	Thank you, kindly elaborate which Kind of printing issue you're curre
Joan Hail	the checks are not printing all of the information like the date and dc
Shubham Kataria	Alright, I will surely assist you with this.
	May I take the remote access of your local computer?
Joan Hail	sure
Shubham Kataria	Prior providing the access, I would suggest you to close any importar
Joan Hail	all good here
Shubham Kataria	<a href="https://assist.acecloudhosting.com/join/2252906652">https://assist.acecloudhosting.com/join/2252906652</a>
	Kindly paste this link in the browser of local computer and join the se
	We are connected on the remote session and will proceed with the tr
	Once the issue is resolved, kindly give your confirmation on this chat
	Thank you for your patience.
	As per our remote conversation your issue has been resolved
	Is there anything else I may help you with ?
Joan Hail	i'm good for now
Shubham Kataria	Glad to help.
	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 a
	I request you to kindly spare a moment to fill that out for me so that quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by re
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )

*Shubham Kataria has ended this chat session*

Cha

Hello,

### Visitor Details

**#79492 Sonal Jain**

**Email:** sjain@tippfloor.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:** NAVIMUMBAI

**State:** Maharashtra

**Country:** INDIA

### Chat Transcript

Sonal Jain	Hello, I am your Acebuddy
Acebuddy	Hello Sonal Jain, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Sonal Jain	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Sonal Jain	I'd like to report an Issue
Acebuddy	Please select an option!
Sonal Jain	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Sonal Jain	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks compai
	Was that helpful?
Sonal Jain	No

Acebuddy

No issues, please wait while I connect you to one our support engine

*Acebuddy (bot) forwarded the chat request*

*Chat request was not picked up by the operators*

*Chat request was not picked up by the operators*

---

# Cha

Hello,

## Visitor Details

---

**#79901 Beatriz Shannon**

**Email:** beatriz@beatrizshannonconsulting.com

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 37 Secs

**City:** LAS VEGAS

**State:** Nevada

**Country:** UNITED STATES

## Chat Transcript

---

Beatriz Shannon

Hello, I am your Acebuddy

Acebuddy

Hello Beatriz Shannon, I'm your Ace Buddy. I'll be happy to assist you

Whom Would You Like to Connect With?

Beatriz Shannon

Technical Support (QB & App Hosting)

Acebuddy

Welcome to Ace Support.

Please chose an option :

Beatriz Shannon

I'd like to report an Issue

Acebuddy

Please select an option!

Beatriz Shannon	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av...
Beatriz Shannon	Unable to successfully login. First connect attempt since installation
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Sar...
Beatriz Shannon	thanks
Abhay Kumar Saraswat	I will be surely assisting you with this.
	Is this for account: <b>Cedar Flat Investments LLC</b> ?
Beatriz Shannon	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	Are you trying to login into ACE server?
Beatriz Shannon	yes
Abhay Kumar Saraswat	Okay, I'll assist you in this. (Edited)
	May I take the remote access of your local computer?
Beatriz Shannon	when I tap to connect. A microsoft windows security pop up window i...
Abhay Kumar Saraswat	Is this issue occurring only for you, or are other users on the server a...
Beatriz Shannon	Just myself. It is my first time trying to login since i downloaded the a...
Abhay Kumar Saraswat	Okay, Thank you for the information.
	I deeply apologize for the inconvenience caused to you.
	Just need to know, do you remember your password?
Beatriz Shannon	yes
Abhay Kumar Saraswat	Okay.
	May I take the remote access of your local computer?
Beatriz Shannon	yes
Abhay Kumar Saraswat	Prior providing the access, I would suggest you to close any importan...
Beatriz Shannon	ok
	ready
Abhay Kumar	

Saraswat

<https://assist.acecloudhosting.com/join/7842161731>

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

We are connected on the remote session and will proceed with the transaction.

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

*Abhay Kumar Saraswat has ended this chat session*

## Chat Transcript

Hello,

### Visitor Details

**#79958 mrodriguez**

**Email:** mrodriguez@mgrinc1.com  3059780022

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

**Operator:** Abhay Kumar Saraswat

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**Average Response Time:** 26 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

### Chat Transcript

mrodriguez Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

mrodriguez Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

mrodriguez I'd like to report an Issue

Acebuddy	Please select an option!
mrodriguez	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av...
mrodriguez	My printer goes into an error state when I print from certain websites server but nothing printed. I was able to print to another printer on t...
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhay Kumar Saraswat accepted the chat transfer request.</i>
Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Sar...
	I deeply apologize for the inconvenience caused to you.
	Is this for account: <b>CPACWC LLC</b> ?
mrodriguez	yes
Abhay Kumar Saraswat	Thanks for the confirmation !
	I will be surely assisting you with this.
mrodriguez	Now Uniprint is allowing me to print.
Abhay Kumar Saraswat	Great.
mrodriguez	Previously Uniprint was in an error state so I would choose my local p...
Abhay Kumar Saraswat	If you are printing from ACE server, then I would suggest you to selec...
	I apologize for the trouble you've experienced.
mrodriguez	But I get a message "printer is in an error state" if I try to print to mu...
Abhay Kumar Saraswat	Okay.
mrodriguez	Thank you for the suggestion to use Uniprint. I will continue to use th...
Abhay Kumar Saraswat	Yes, because Uniprint is a utility tool which helps to redirect your pr...
	And please confirm, do I need to troubleshoot that error?
	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 m...

*Abhay Kumar Saraswat has ended this chat session*

Cha

Hello,

### Visitor Details

**#79316 srinivas**

**Email:** srinivas@taxgeeks.com ☎ 2252847776

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 34 Secs

**City:** HYDERABAD

**State:** Telangana

**Country:** INDIA

### Chat Transcript

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

*Acebuddy (bot) forwarded the chat request*

*Sujeet Kumar Suman accepted the chat transfer request.*

*Sujeet Kumar Suman is transferring the chat to Anurag Sharma.*

*Anurag Sharma accepted the chat transfer request.*

Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sha
	Hello Srinivas
srinivas	urgent
	after talking to senior support
	at sharefile
	## 732833 ##]
	they say firewall issue
	check the email which I sent with the link they shared
Anurag Sharma	Okay
	Kindly allow me 2-3 minutes to check the same.
srinivas	we are unable to work because we are not able to access sharefile
	they say all the sites listed on the link should be white listed
Anurag Sharma	Okay, please allow me few minutes to check the same.
srinivas	ok
Anurag Sharma	Thank you for your patience.
	May I take the remote access of your local computer? (Edited)
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You m
	Thank you for choosing ACE cloud Hosting, you have a wonderful day

*Anurag Sharma has ended this chat session*

Cha

## Visitor Details

**#79690 Albert Rodriguez**

**Email:** albert@ar-ut.com ☎ 2103107890

**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:** 57 Secs

**City:** MARION

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Albert Rodriguez	Hello, I am your Acebuddy
Acebuddy	Hello Albert Rodriguez, I'm your Ace Buddy. I'll be happy to assist you
	Whom Would You Like to Connect With?
Albert Rodriguez	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Albert Rodriguez	I'd like to report an Issue
Acebuddy	Please select an option!
Albert Rodriguez	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Albert Rodriguez	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Albert Rodriguez	Ticket ID: 738881
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	I will surely help you with this issue.
	This message has been deleted

	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh
	Is this the first time you're experiencing this issue? Also, are any other users affected?
Albert Rodriguez	yes first time has been going on since yesterday
Manish Singh	Alright!
	Are any other users affected, or is it limited to your account only?
Albert Rodriguez	as of now its just mine I use the Admin log in
Manish Singh	May I take the remote access of your local computer?
Albert Rodriguez	yes
Manish Singh	<a href="https://assist.acecloudhosting.com/join/1812193910">https://assist.acecloudhosting.com/join/1812193910</a>
	Kindly paste this link in the browser of local computer and join the session.
	Prior providing the access, I would suggest you to close any important application.
Albert Rodriguez	yes one sec I need to re open the company file giving me problems
Manish Singh	We are connected on the remote session and will proceed with the troubleshooting.
	Once the issue is resolved, kindly give your confirmation on this chat.
Albert Rodriguez	okay
Manish Singh	As we haven't got any response from your end, We are closing this chat.

*Ended due to chat idle timeout*

Chat

Hello,

## Visitor Details

**#79416 Carrie Giancanelli**

**Email:** carrie@beartechalloys.com ☎ 714-550-1700

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

**Operator:** Dharmendra Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** ANAHEIM  
**State:** California  
**Country:** UNITED STATES

## Chat Transcript

Carrie Giancanelli	Hello, I am your Acebuddy
Acebuddy	Hello Carrie B Giancanelli, I'm your Ace Buddy. I'll be happy to assist
	Whom Would You Like to Connect With?
Carrie Giancanelli	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Carrie Giancanelli	I'd like to report an Issue
Acebuddy	Please select an option!
Carrie Giancanelli	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
Carrie Giancanelli	remote desktop can't find the computer
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Dharmendra Kumar accepted the chat transfer request.</i>
Dharmendra Kumar	Thank you for contacting Ace Cloud Hosting. My name is Dharmendra
	Let me access your account here.
	Carrie, we are experiencing some issue in our infrastructure. It's requ
Carrie Giancanelli	sorry
	i just had someone help but the issue is happening again
	<i>1:37:48 AMCarrie Giancanelli is sharing a file with you</i>
	<i><u>Screenshot 2025-07-14 123720.png</u> - ( Size:178.02 KB )</i>
Dharmendra Kumar	We are aware about it Carrie, It's requested to please allow 30 minutes.
	And ask users to attempt after that.
Carrie Giancanelli	ok ty
Dharmendra Kumar	Thank you for your patience & understanding on this, Carrie,
	Carrie, are we connected?
	Hi,

This is to inform you that the issue has been fixed by our end.

You may ask users to login back.

I see on the server that users are logged in back.

Please do let me know if there is anything else I may assist you with

Carrie, are we still connected,

Due to no response from your end, I am disconnecting this chat sess

Please do connect with us via Chat/call/email for any further assistan

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

*Dharmendra Kumar has ended this chat session*

## Cha

Hello,

### Visitor Details

**#78924 michael Gardner**

**Email:** michael@rayswine.com  +14142589821

**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:** 12 Secs

**City:** MILWAUKEE

**State:** Wisconsin

**Country:** UNITED STATES

### Chat Transcript

michael Gardner

Hello, I am your Acebuddy

Acebuddy

Hello Michael Gardner, I'm your Ace Buddy. I'll be happy to assist you

Whom Would You Like to Connect With?

michael Gardner	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
michael Gardner	I'd like to report an Issue
Acebuddy	Please select an option!
michael Gardner	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an av
michael Gardner	I am locked out of the company files, just like before.
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 K
	hello Michael
michael Gardner	Thank you.
Shubham Kataria	I will be surely assisting you with this. Kindly help me with your serve
michael Gardner	RaysWauwatosa.myrealdatal.net
	Michael.g1@myrealdatal.net
Shubham Kataria	Thank you for the information.
	Kindly confirm if you're receiving any error while accessing the comp
michael Gardner	It is telling me i need window Adm
	Just like the other day.
Shubham Kataria	Alright, please allow me a minute to check the same
	Could you please log onto the server so that we can connect over the
michael Gardner	In
Shubham Kataria	Prior providing the access, I would suggest you to close any importan
michael Gardner	done
Shubham Kataria	Thank you
	We are connected on the remote session and will proceed with the tr
	Once the issue is resolved, kindly give your confirmation on this chat
	Thank you for your patience.
	As per our remote conversation your issue has been resolved.
	Is there anything else I may help you with ?

michael Gardner

No, thank you.

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 a summary email.

I request you to kindly spare a moment to fill that out for me so that I can forward it to quality@acecloudhosting.com. Thanks!

Note: You may change/reset your server password on your own by running the command:

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

*Shubham Kataria has ended this chat session*

## Chat Transcript

I'm trying to upgrade to new version of QB. It's saying I do not have permission because I'm not the owner.

### Visitor Details

**#79594 patrickrigg**

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

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

**Operator:** Manish Singh

**Website:** [https://www.acecloudhosting.com/ace-support/?utm\\_source=Bing&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=QB&utm\\_content=QB+upgrade+error](https://www.acecloudhosting.com/ace-support/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=QB&utm_content=QB+upgrade+error)

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** SAVANNAH

**State:** Missouri

**Country:** UNITED STATES

### Chat Transcript

patrickrigg

I'm trying to upgrade to new version of QB. It's saying I do not have permission because I'm not the owner.

Aayush

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

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

*Manish Singh accepted the chat transfer request.*

Manish Singh

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

I will surely help you with this issue.

Would you like to update QuickBooks Pro 2024

patrickrigg

QB is forcing me to update to Enterprise

Manish Singh

Let me check once.

Yes, QB update is pending we will update QuickBooks in night hours :

patrickrigg

no. I'm trying install QB enterprise and it is not letting me.

Manish Singh

Alright!

Please send us an email from the registered email address at suppor

Also, the registered email for your account with us is :

patrickrigg@pmrproperties.com

Kindly provide us with the license number and product code of QB Er

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 m

*Manish Singh has ended this chat session*

Cha

Hello,

### Visitor Details

**#79615 Deborah Campbell**

**Email:** campbell.deb@att.net  19498874321

**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:** 26 Secs  
**City:** RIVERSIDE  
**State:** Texas  
**Country:** UNITED STATES

## Chat Transcript

Deborah Campbell	Hello, I am your Acebuddy
Acebuddy	Hello Deborah Campbell, I'm your Ace Buddy. I'll be happy to assist you.
	Whom Would You Like to Connect With?
Deborah Campbell	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Deborah Campbell	I'd like to raise a Request
Acebuddy	Please select your request type.
Deborah Campbell	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, please provide me with the IP address and port number.
Deborah Campbell	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to generate the connection details.
	Do you need any further assistance on the topic?
Deborah Campbell	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.
	Hello Deborah
Deborah Campbell	I've already configured the server. Now how do I get to it?
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
Deborah Campbell	Can you instead give me instructions how to get to the server?

Shashwat Verma

Sure

Could you please confirm whether you are using mac os or windo

Deborah Campbell

windows

Shashwat Verma

Sure, I'll share the RDP connector file with you via email after this provided to you during onboarding to log in to the server by dou

Deborah Campbell

ok

Shashwat Verma

Is there anything else I may help you with ?

Deborah Campbell

No thanks.

Shashwat Verma

Okay, will share you the file in next 5 mins.

It would be great if you could share your feedback after this chat

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

*Shashwat Verma has ended this chat session*

## Chat

Hello,

### Visitor Details

#### #79216 Mark Bos

**Email:** bosconcreteoffice@gmail.com ☎ 269-944-7758

**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:** 41 Secs

**City:** TEMPE

**State:** Arizona

**Country:** UNITED STATES

### Chat Transcript

	Mark Bos	Hello, I am your Acebuddy
	Acebuddy	Hello Mark Bos, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?		
	Mark Bos	Technical Support (QB & App Hosting)
	Acebuddy	Welcome to Ace Support.
Please chose an option :		
	Mark Bos	I'd like to raise a Request
	Acebuddy	Please select your request type.
	Mark Bos	Application Version Upgrade
	Acebuddy	Please select the application you would like to upgrade :
	Mark Bos	QuickBooks
	Acebuddy	Please email us the below-mentioned information at support@acecloudhosting.com
		<ul style="list-style-type: none"> <li>• QuickBooks Year</li> <li>• Variant : Pro / Premier / Enterprise / Accountant</li> <li>• License Number</li> <li>• Product Code</li> </ul>
		Generally, application upgrades are completed during the night hours.
Do you need any further assistance on the topic?		
	Mark Bos	Yes
	Acebuddy	Please wait while we connect you to our Support Representative
	<p><i>Acebuddy (bot) forwarded the chat request</i></p> <p><i>Abhay Kumar Saraswat accepted the chat transfer request.</i></p>	
	Abhay Kumar Saraswat	Thank you for contacting Ace Cloud Hosting. My name is Abhay Kumar Saraswat.
	Mark Bos	Hi
	Abhay Kumar Saraswat	Hello Mark
		How are you doing today?
	Mark Bos	Good\
	Abhay Kumar Saraswat	Great.
	Mark Bos	Need help
	Abhay Kumar Saraswat	Are you looking to upgrade your QB?
	Mark Bos	Yes

Abhay Kumar Saraswat	No worries.
	I will be surely assisting you with this.
Mark Bos	Thanks
Abhay Kumar Saraswat	Kindly help me with your server name or account name?
Mark Bos	How i can check that
	can you check with email.?
Abhay Kumar Saraswat	Are you on ACE cloud environment?
	Sure.
	Please confirm me your registered email.
Mark Bos	yes
	bosconcreteoffice@gmail.com
Abhay Kumar Saraswat	Thank you for the information and allow me 2 minutes to check t
Mark Bos	okay
Abhay Kumar Saraswat	Thank you for your patience.
	Is this for account: <b>Bos Concrete LLC?</b>
Mark Bos	Yes
Abhay Kumar Saraswat	Great.
	Thanks for the confirmation !
	Let me jump on the server and check the current <b>QuickBooks</b> ve
Mark Bos	okay
	its running 2022 version i need 2024
Abhay Kumar Saraswat	Okay.
	You can upgrade your <b>QuickBooks</b> in the latest <b>Enterprise 202</b>
	How many users do you have to use <b>QuickBooks</b> file at the sam
Mark Bos	No
	Enterprise
	I need pro Version
	i paid for renewal for same
Abhay Kumar Saraswat	Okay, no worries.
Mark Bos	

	Pro 3 users
Abhay Kumar Saraswat	Is your current version of <b>Pro 2022</b> expired?
Mark Bos	no
Abhay Kumar Saraswat	So, you are just looking to upgrade into Pro 2024 version, right?
Mark Bos	update not coming on 2022
	so i need the latest one for which i paid for
Abhay Kumar Saraswat	Do you have any latest <b>License number</b> and <b>Product key</b> for th
	And to whom you paid for this version, <b>Intuit</b> ?
Mark Bos	yes
	397611519517409
	953332
	i got renewal charge in jan2025
Abhay Kumar Saraswat	Great.
Mark Bos	for pro 2024 3 users
Abhay Kumar Saraswat	The same details I'm looking for.
Mark Bos	okay
Abhay Kumar Saraswat	After upgrading into <b>Pro 2024</b> , would you like to <b>uninstall</b> the c
	Pro 2018 and Pro 2022
Mark Bos	yes
	please do that
Abhay Kumar Saraswat	Thank you for the confirmation.
	This process will take 30-40 minutes.
	Would you like to stay with me?
Mark Bos	yes
Abhay Kumar Saraswat	Great, no worries.
Mark Bos	please try to make it fast
Abhay Kumar Saraswat	Definitely, I'll try my best to upgrade it as fast as I can.
	Please stay with me.
Mark Bos	sure

	thanks
Abhay Kumar Saraswat	Thank you.
	Mark, sorry to bother you. But I just got the confirmation from supervisor that as per the sec email with your <b>registered</b> one which you have shared with me.
	Could you please just send us an email and mentioned the detail:
	However, I've already started the process of up-gradation at my e
Mark Bos	may i have you email ??
Abhay Kumar Saraswat	Sure, it is: <b>support@acecloudhosting.com</b>
Mark Bos	Allow me 2-3 minutes
	let me send that right away
	what all things need to be mentioned in that email??
Abhay Kumar Saraswat	Just mentioned that you are looking to upgrade Pro 2022 into Pro And you can also mention to assign this to me, <b>Abhay</b> .
	You can also mention that you need to remove the older version o
Mark Bos	Okay
	Sending
Abhay Kumar Saraswat	Thank you.
	Are we still connected here?
Mark Bos	Done
	please check
Abhay Kumar Saraswat	Sure.
	Kindly allow me two minutes to check the same.
Mark Bos	You Got that.?
Abhay Kumar Saraswat	Thank you for your patience.
	Yes, we received.
	And I assigned that email to myself.
Mark Bos	okay
Abhay Kumar Saraswat	<b>Pro 2024</b> upgrade is almost going to be done.
Mark Bos	okay
	11:23:06 PMAbhay Kumar Saraswat is sharing a file with you

[image.png](#) - ( Size:72.3 KB )

great

Abhay Kumar Saraswat

I'll update you promptly.

Mark Bos

okay

Abhay Kumar Saraswat

Please stay with me for next 10 more minutes.

Mark Bos

no issues

Abhay Kumar Saraswat

Thank you for your patience.

Mark Bos

Yes

Abhay Kumar Saraswat

I've successfully upgraded the version at my end on your server.

You can login and check the same.

Mark Bos

Great

What about 2018 & 2022

*11:36:16 PM Abhay Kumar Saraswat is sharing a file with you*

[image.png](#) - ( Size:4.58 KB )

Abhay Kumar Saraswat

That will I remove after this chat and will confirm you both on you

No need to worry for that.

Mark Bos

great

i can see that

Abhay Kumar Saraswat

I just tried to uninstall the **Pro 2018** and got a prompt that some

Mark Bos

2024 now

*11:39:13 PM Abhay Kumar Saraswat is sharing a file with you*

[image.png](#) - ( Size:25.91 KB )

i open up 2024

may be thats why

Abhay Kumar Saraswat

If you can close the **QuickBooks** and files for next few minutes, I

yes.

Mark Bos

its working perfect

Abhay Kumar Saraswat

Great. Sounds good.

Mark Bos

thank you so much for that

Abhay Kumar Saraswat

My pleasure to assist you.

Could you please close QB and logout from the server for next 5 i

Mark Bos let me close 2024 then try again to remove old versions

Abhay Kumar Saraswat Yes, please.

Mark Bos logoff done

please go ahead and remove

now

Abhay Kumar Saraswat Thank you. Just allow me 5 more minutes.

Mark Bos okay

Abhay Kumar Saraswat

Thank you for your patience.

I've removed both of the **QuickBooks** versions from your server.

You can login and check the same.

Mark Bos okay

wait let me check

Abhay Kumar Saraswat Sure, please take your time.

Mark Bos its shows an error

can you reboot server for once

Abhay Kumar Saraswat Please share the screenshot with me.

Could you please confirm that what error you are seeing on serve

11:52:04 PM Mark Bos is sharing a file with you

[Error.jpg](#) - ( Size:122.65 KB )

Mark Bos please check

i believe we required restart

Abhay Kumar Saraswat Kindly allow me two minutes to check the same.

Mark Bos okay

Abhay Kumar Saraswat Thank you.

Mark Bos Is it Done.?

Abhay Kumar Saraswat Almost.

Restarted the server. (Edited)

Mark Bos okay

Abhay Kumar Saraswat it's working now.

Mark Bos let me check

Abhay Kumar Saraswat Sure.

Is everything working fine?

Mark Bos checking

Abhay Kumar Saraswat Okay.

Mark Bos admin is logged in but  
my other user not able login  
its says password incorrect

Abhay Kumar Saraswat Okay.

Mark Bos wait checking that

Abhay Kumar Saraswat I can see 2 users on server.

Mark Bos yes

Abhay Kumar Saraswat Is it good now?

Are we still connected here?

Mark Bos yes

Abhay Kumar Saraswat Okay

Mark Bos reseting password for lynn

Abhay Kumar Saraswat Okay.

Is there anything else I may help you with ?

Are we still connected here?

Are we still connected here?

Mark Bos its done

Abhay Kumar Saraswat Okay.

Is there anything else I may help you with ?

Mark Bos Thank you so much

Its all working now

Abhay Kumar Saraswat Great.

My pleasure.

I would greatly appreciate if you could spare a minute to give you

You may end this chat now. Once you end this chat, you will receive a form.

I request you to kindly spare a moment to fill that out for me so I can provide you with your feedback at [quality@acecloudhosting.com](mailto:quality@acecloudhosting.com). Thanks!

Note: You may change/reset your server password on your own b

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

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

*Abhay Kumar Saraswat has ended this chat session*

# Cha

my quickbooks is locked out and I just went and su system is locked up. i h computer but when log in Lodge account with the t

## Visitor Details

#79019 Denice Johnson

**Email:** crr\_bookkeeper@canyonriver.net  509-933-2100

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

**Operator:** Manish Singh

**Website:** [https://www.acecloudhosting.com/hosting/best-quickbooks-hosting-provider/?utm\\_source=Bing&utm\\_medium=cpc&utm\\_campaign=QB%20Competitor&utm\\_term=Rightworks](https://www.acecloudhosting.com/hosting/best-quickbooks-hosting-provider/?utm_source=Bing&utm_medium=cpc&utm_campaign=QB%20Competitor&utm_term=Rightworks)

**Operating System:** Microsoft Windows

## Browser: Microsoft Edge

## **Device:** Desktop

**Average Response Time:** 1 Min 33 Secs

**City:** ELLENSBURG

**State:** Washington

**Country:** UNITED STATES

## Chat Transcript

Denice Johnson

my quickbooks is locked up on the feedback. It wouldn't let me X tried closing out and restarting my computer but when log into q me click on anything.

Aayush

Thank you for contacting ACE. My name is Aayush. I will be assist

Denice Johnson

can you just log me out so i can go back in to my system?

Aayush

Hi Denice, please let me know your account name. I will transfer

Denice Johnson

WE actually have 6 businesses here. could be under REds fly shop

Canyon River Lodge. I was on hold for over 15 minutes. so i was t right away. can I get an ETA? thanks

Aayush

Apologies, I am searching your account.

I am unable to find with these names - REds fly shop, canyon rive

Do you have a Client ID?

Denice Johnson

my monthly invoices don't give an id number. but it is under Can

Aayush

Do you have a Hosting Account for your QuickBooks with us?

There is no account with this business name with us.

Denice Johnson

we do!!! I will call and get the help i need

Aayush

Please let me know any registered email or contact number. (Edit

The support people will also require the same to search your acco

Kindly do the requested, so that I can quickly transfer this chat.

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

*Manish Singh accepted the chat transfer request.*

Manish Singh

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

Are we still connected here?

As there was no response, we are disconnecting the chat now. Yo

*Manish Singh has ended this chat session*

Cha

Hello,

### Visitor Details

#### #79701 John Hopkins

**Email:** jhopkins@protrain.edu  17577165440

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

**Operator:** Manish Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 32 Secs

**City:** AUGUSTA

**State:** Georgia

**Country:** UNITED STATES

### Chat Transcript

John Hopkins	Hello, I am your Acebuddy
Acebuddy	Hello Jhopkins, I'm your Ace Buddy.
	Whom Would You Like to Connect With?
John Hopkins	Sales & Solutions
Acebuddy	Please wait while we connect you to the right agent.
	<i>Acebuddy (bot) forwarded the chat to Amit</i>
	<i>Amit accepted the chat transfer request</i>
Amit	Hello J.
	How may I assist you today.
John Hopkins	Hi Amit! We are current Aceweb customers. We have a few questions regarding our account and subscription. Can you help us with that?
Amit	Sure, let me transfer you to our support team.
John Hopkins	Thank you.
	<i>Amit is transferring the chat to Support</i>
	<i>Manish Singh accepted the chat transfer request</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting!

John Hopkins Hi Manish!

Manish Singh I will surely help you with this issue

Kindly allow me two minutes to check

John Hopkins Thank you.

Manish Singh **Sign in to QuickBooks Desktop**

**Navigate to:**

"[Vendors](#)" → "[Pay Bills Online](#)"

Follow the prompts to choose between

Complete the **registration and verification**

Regarding these steps you need to

John Hopkins Okay. How do I determine which account?

Manish Singh The one who creates user for QuickBooks

Yes, you have to contact Intuit support and they will be happy to assist you accordingly.

John Hopkins Okay. I'm able to add users through

Manish Singh \*Open QuickBooks Desktop.\*

Go to the \*Company\* menu.

Select \*Users\* > \*Set Up Users and Accounts\*

*or* \*Set Up Users\* (in Pro/Premier).

In the \*User List\*, look for the user

This is typically the account that was used to create the company.

The Admin user will have \*full access\* to all features.

John Hopkins Okay. Thank you.

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

John Hopkins All good.

Thanks.

Manish Singh Thank you for choosing ACE cloud |

*jhopkins has ended this chat session.*

Chat

Hello,

## Visitor Details

**#79008 Katie Rainis**

**Email:** katie@rcstructures.com  5167802612

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 14 Secs

**City:** FARMINGDALE

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

Katie Rainis	Hello, I am your Acebuddy
Shivam Singh	Thank you for contacting Ace Cloud
Katie Rainis	Hi, I am using QuickBooks 2021 an
	<i>4:14:55 PMKatie Rainis is sharing a <a href="#">1_image.png</a> - ( Size:28.19 KB )</i>
Shivam Singh	That's alright, did you check the er
	Yes, I have acknowledged the issue number #728608.
Katie Rainis	I just opened the email you sent m my office are not having this issue
Shivam Singh	Okay, allow me 2 minutes to check
	You mentioned that leaving you no
Katie Rainis	correct
Shivam Singh	Thanks for the confirmation, allow
	Could you please ask other user to
Katie Rainis	Another user won't be in the office
Shivam Singh	Okay, I understand that they are no
Katie Rainis	Do you want me to just let you kno
Shivam Singh	Katie, I would like to inform you tha now, they must be facing the same
	<i>4:34:41 PMShivam Singh is sharing</i>

[image.png](#) - ( Size:43.9 KB )

However, I would like to info

Katie Rainis

Ok thank you. So I should not have

Shivam Singh

Also, if you are able to use the app

However, if the other user is also e

We will assist you; accordingly, how officially expired.

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are c  
(1-888-415-5240) if any further ass

Thank you for choosing ACE cloud |

*Shivam Singh has ended this chat.*

## Cha

Hello,

### Visitor Details

#### #79043 office

**Email:** office@pricecontracting.com  14062743064

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 11 Secs

**City:** STEVENSVILLE

**State:** Montana

**Country:** UNITED STATES

## Chat Transcript

office	Hello, I am your Acebuddy
Acebuddy	Hello Mae, I'm your Ace Buddy. I'll I
	Whom Would You Like to Connect With?
office	Technical Support (QB & App Host)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
office	I'd like to report an Issue
Acebuddy	Please select an option!
office	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
office	QuickBooks Login Issue
Acebuddy	I understand that you are unable to log in to QuickBooks. I will help you with resolving the issue
	Was that helpful?
office	No
Acebuddy	No issues, please wait while I connect you to a support agent.
	<i>Acebuddy (bot) forwarded the chat to Tushar</i>
	<i>Tushar accepted the chat transfer from Acebuddy</i>
Tushar	Thank you for contacting Ace Cloud Solutions. I will assist you with your issue.
office	Hello! I was able to successfully locate the issue. Please provide me with the message saying: connection was denied.
	I've been using the same login for over a year.
Tushar	Thank you for the detailed description. I will check the logs for further information.
	As I can see the server was in reboot mode at the time of the issue.
	Kindly try to login again and let me know if the issue persists.
office	ok please hold
Tushar	Sure, please take your time.
office	it works now, thank you!
Tushar	Is there anything else I may help you with?
office	nope thanks!
Tushar	Thank you for choosing Ace Cloud Solutions. Have a great day!

Kindly share your feedback by click

Thank you for choosing ACE cloud |

You may end this chat now. Once you have completed your conversation, along with a ticket number.

I request you to kindly spare a moment of your time for working. I will appreciate that. or you can end this chat session.

Note: You may change/reset your session details at any time. <https://selfcare.aceclouddhosting.com>

For self-help, check out our Knowledge base.

*Tushar has ended this chat session*

## Chat Transcript

Hello,

### Visitor Details

#### #78986 Henil Patel

**Email:** admin@pursimple.com  14168178212

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** MONTREAL

**State:** Quebec

**Country:** CANADA

### Chat Transcript

Henil Patel

Hello, I am your Acebuddy

Acebuddy

Hello Henil Patel, I'm your Ace Buddy

Whom Would You Like to Connect With?

Henil Patel	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Henil Patel	I'd like to raise a Request
Acebuddy	Please select your request type.
Henil Patel	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com technicians will connect with you for further assistance.
	If you are facing any issue/problem please let us know.
Henil Patel	No, That'll be all!
Acebuddy	Thank you for contacting Ace Support.

*Acebuddy has ended this chat session.*

## Chat Transcript

Hello,

### Visitor Details

**#79350 VISHNU IVARAJ**

**Email:** vivaraj@accountingresourcesinc.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 2 Mins 35 Secs

**City:** COIMBATORE

**State:** Tamil Nadu

**Country:** INDIA

### Chat Transcript

VISHNU IVARAJ	Hello, I am your Acebuddy
Acebuddy	Hello Vivaraj, I'm your Ace Buddy
	Whom Would You Like to Connect?
VISHNU IVARAJ	Technical Support (QB & App Fix)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
VISHNU IVARAJ	I'd like to raise a Request
Acebuddy	Please select your request type
VISHNU IVARAJ	Other Request
Acebuddy	Please drop an email to support@acebuddy.com and our technicians will get back to you.
	If you are facing any issue/problem, kindly provide details below :
VISHNU IVARAJ	Yes, I'm facing issues with my system.
Acebuddy	Please select an option!
VISHNU IVARAJ	Other Issue
Acebuddy	Please specify the issue you are facing with your representative!
VISHNU IVARAJ	I facing the popup message issue.
Acebuddy	Please wait while we connect you to our support team.
	<i>Acebuddy (bot) forwarded the message to Ashutosh Mishra</i>
Ashutosh Mishra	<i>Ashutosh Mishra accepted the message</i>
Ashutosh Mishra	Thank you for contacting Acebuddy today.
	<i>4:06:46 PM VISHNU IVARAJ is sending a file named <a href="#">image.png</a> - ( Size:18.79 KB )</i>
	<i>The same error is occurring again</i>
	You can cancel this, it is just a temporary fix.
VISHNU IVARAJ	I click cancel but It repeats
Ashutosh Mishra	I understand you had reported this issue.
	May I take the remote access to your system?
VISHNU IVARAJ	Yes
	Please take care.

Ashutosh Mishra	Prior providing the access, I will end.
VISHNU IVARAJ	ok
	I tried to open this client in other
	same update asking
Ashutosh Mishra	Kindly allow me two minutes to
	I am making some changes from
VISHNU IVARAJ	okay
Ashutosh Mishra	As per discussion over the recent call for the QuickBooks Application. Please allow us downtime of 3 hours.

*Ashutosh Mishra has ended the conversation.*

