

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #76435 DEEANN STANDLEE

**Email:** deeann@texasaccountingfirm.com  18327697135  
**Department:** Support(QB & App Hosting)  
**Operator:** Rohan  
**Website:** <https://www.acecloudhosting.com/support-chat.php>  
**Operating System:** Microsoft Windows  
**Browser:** Google Chrome  
**Device:** Desktop  
**Average Response Time:** 31 Secs  
**City:** MIDLOTHIAN  
**State:** Oklahoma  
**Country:** UNITED STATES

## Chat Transcript

DEEANN STANDLEE	Hello, I am your Acebuddy
Acebuddy	Hello Brian, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
DEEANN STANDLEE	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
DEEANN STANDLEE	I'd like to raise a Request
Acebuddy	Please select your request type.
DEEANN STANDLEE	Password Reset
Acebuddy	Please select an option below
DEEANN STANDLEE	Already Enrolled to Selfcare Portal
Acebuddy	Please follow the process mentioned in the link below inorder to reset your server password.
	Do you need any further assistance on the topic?
DEEANN STANDLEE	Yes
Acebuddy	Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Deepak Taneja declined the transfer request.*

*Rohan Prajapati accepted the chat transfer request.*

Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
DEEANN STANDLEE	Cannot reset user password
Rohan Prajapati	Hello Brina, how are you doing today ?
DEEANN STANDLEE	Good
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me 4-5 minutes to check the same.
	May I confirm that you need the Password reset for this user "SB_Brian" ?
	Are we still connected here?
DEEANN STANDLEE	no
	yes
	SB_HALEY
	What is the self serve portal
	address
	I need the one with the ODP
Rohan Prajapati	We see that you're already enrolled on Selfcare Portal.
	To reset the password using Selfcare Portal, please follow the simple steps outlined below:
	<ol style="list-style-type: none"><li>1. Visit Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ). Click "Forgot your password".</li><li>2. Enter your Server Username.</li><li>3. Enter the CAPTCHA verification and Click Continue.</li><li>4. In the window that opens, Choose an authentication method from the list.</li><li>5. Enter your new password and click Reset to finish.</li></ol>
DEEANN STANDLEE	OTP
Rohan Prajapati	May I take the remote access of your local computer? So That I can assist you with this ?
	<i>The visitor's email address was changed to deeann@texasaccountingfirm.com.</i>
DEEANN STANDLEE	I got it
Rohan Prajapati	If you reset the password through the SelfCare Portal, you will receive the OTP at this email address: brian@texasaccount
DEEANN STANDLEE	Got it
Rohan Prajapati	Were you able to reset the Password ?
DEEANN STANDLEE	Server Might be down

Rohan Prajapati	Are you not able to login to the server ?
DEEANN STANDLEE	Ok Nobody can log in
Rohan Prajapati	Okay, Kindly allow me few minutes to check the same
	May I know what error you are getting while accessing the server ?
DEEANN STANDLEE	It is asking for password  on the RDP  It never asks
Rohan Prajapati	The Server is Up and Running on our end.  Could you please check now and let me know the status?
	May I take the remote access of your local computer?
DEEANN STANDLEE	it works now
Rohan Prajapati	Were you able to reset the Password ?
	That's Great
DEEANN STANDLEE	yes
Rohan Prajapati	Thanks for the confirmation !
	Is there anything else I may help you with ?
DEEANN STANDLEE	I Think we are good
Rohan Prajapati	Thanks for the confirmation !  I would request you to please give your Valuable feedback after ending the chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation. You can send me an email at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Rohan Prajapati has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #76780 Bright Tax Solutions LLC

**Email:** cathleenmanning@gmail.com **Phone:** 12142436574

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

**Operator:** Rohit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 44 Secs

**City:** FRISCO

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

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

*Acebuddy (bot) forwarded the chat request*

*Rohan Prajapati declined the transfer request.*

Bright Tax Solutions  
LLC

ticket 691362

*10:53:53 PM Bright Tax Solutions LLC is sharing a file with you  
[image.png](#) - ( Size:68.85 KB )*

*Need 2024 lacerte updated*

*Ashutosh Mishra accepted the chat transfer request.*

Ashutosh Mishra

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

*Ashutosh Mishra is transferring the chat to Yash Kalra.*

*Yash Kalra accepted the chat transfer request.*

*Yash Kalra is transferring the chat to Rohit Kumar.*

*Rohit Kumar accepted the chat transfer request.*

Rohit Kumar

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

Let me take the access of your server and then I will assist with the Lacerte updates.

Thank you for your patience. I need to check some information for you. I'll be placing you on a brief hold. Is that okay?

Hello Cathleen, can you ask Karen to log off from server and log off yourself as well?

Hello Cathleen are we connected?

Bright Tax Solutions  
LLC

yes

I am asking karen now

Rohit Kumar

Thanks.

I request you to please log off as well as the server will reboot after the updates.

Please allow me 4 - 5 minutes to complete updates.

Thank you for your patience Cathleen

Please login to server and access Lacerte 24.

Please let me know if it is working with the updates installed.

Bright Tax Solutions  
LLC

ok

checking

Rohit Kumar

Please take your time.

Bright Tax Solutions  
LLC

Yes!!

Thank you - I can work now

Rohit Kumar

Ok

Is there anything else I may help you with ?

Is there anything else I may help you with ?

Cathleen, are we connected

Cathleen, are we connected

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

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

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

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

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

*Rohit Kumar has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #76634 Robert Anderson

**Email:** bob@farmfinancialsolutions.com ☎ (507) 644-2012

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 1 Min 46 Secs

**City:** MINNEAPOLIS

**State:** Minnesota

**Country:** UNITED STATES

### Chat Transcript

Robert Anderson	Hello, I am your Acebuddy
Acebuddy	Hello Bob, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Robert Anderson	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Robert Anderson	I'd like to report an Issue
Acebuddy	Please select an option!
Robert Anderson	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Robert Anderson	Ticket number 689614
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati declined the transfer request.</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
Robert Anderson	I was just checking to see where you guys are at for ticket number 689614
	There is a windows update on my computer that is causing me not to be able to connect to the server.
Anjainay Singh	It is still in progress , our escalation team are working on it .
Robert Anderson	Do you know when it will be ready?
Anjainay Singh	Our escalation team member will reach you regarding this over call .
	Is there anything else I may help you with ?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	<i>Anjainay Singh has ended this chat session</i>

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #77210 leahbeth

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

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 38 Secs

**City:** FRAMINGHAM

**State:** Massachusetts

**Country:** UNITED STATES

## Chat Transcript

leahbeth	Hello, I am your Acebuddy
Acebuddy	Hello Leahbeth, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
leahbeth	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
leahbeth	I'd like to report an Issue
Acebuddy	Please select an option!
leahbeth	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
leahbeth	remote desktop connection
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.

leahbeth	Hi Shivam! I just received a new remote desktop. and when I tried to sign in, the connection didn't work
Shivam Singh	Could you please share the screenshot of the prompt ?
leahbeth	one second!
	<i>12:53:13 AM leahbeth is sharing a file with you <u>1_image.png</u> - ( Size:62.43 KB )</i>
	can you see that ok?
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.
leahbeth	thank you! This is for the one called LeahBA.NENT which I just received
Shivam Singh	thanks
	For sharing the user account.
	May I take the remote access of your local computer?
leahbeth	yes please
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at your end.
leahbeth	all set!
Shivam Singh	Thanks
	<a href="https://assist.acecloudhosting.com/join/9452591402">https://assist.acecloudhosting.com/join/9452591402</a>
	Kindly paste this link in the browser of local computer and join the session.
	please accept the session
leahbeth	all set.
Shivam Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
leahbeth	Hi, I am just logging into QB to make sure it's all set
Shivam Singh	Glad to hear that.
	Is there anything else I may help you with ?
leahbeth	I have a question. If I set up a new user on QB and give them the WhitneyG access point for the remote desktop, we should
Shivam Singh	No, that will not be possible
leahbeth	Can you please explain further?
	This would be with me accessing through the LeahBA one & them accessing the WhitneyG one.
Shivam Singh	See the RDP file that you access can only be accessed once
leahbeth	So we're both going through the same computer even though it's under 2 different names?
Shivam Singh	If in tandem another user try to access the same RDP the access point will shift to that user and sudden change could lead
leahbeth	so there's only 2 access points - mine & Zachary?
Shivam Singh	If there are 2 RDP two people can access it using the same computer.

	Exactly
leahbeth	got it. Thank you for explaining!! I didn't understand that the WhitneyG one shared my access point
Shivam Singh	Leahbeth, Is there anything else I may help you with?
leahbeth	I am all set. Thank you for your help! How should I close out the Zoho?
Shivam Singh	you are all set, we have ended the session
	you can close the session from your end too
leahbeth	Got it! Thank you again for your help! Please send a survey when you can!
Shivam Singh	Much appreciated.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a survey at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).)
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shivam Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76674 ted**

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

**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:** 7 Secs

**City:** FT WORTH

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

ted	Hello, I am your Acebuddy
Acebuddy	Hello Ted, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
ted	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
ted	I'd like to raise a Request
Acebuddy	Please select your request type.
ted	Change in Applications
Acebuddy	Please select your desired option!
ted	Application Addition
Acebuddy	Please select your Application
ted	Sage
Acebuddy	Kindly download the latest setup file from the application web portal and save it on your server Desktop.  Once done, Please send an email to support@acecloudhosting.com along with the Serial Number of the application so we  You will be notified via email once the request has been fulfilled.
	Do you need any further assistance on the topic?
ted	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Manish Singh accepted the chat transfer request.</i>
Manish Singh	Thank you for contacting Ace Cloud Hosting. My name is Manish Singh. I will be assisting you today.
	Hii Ted
ted	Ticket 689702
Manish Singh	Yes, we have arranged a callback
ted	I'm on with them now.
Manish Singh	Great!

*ted has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77087 Alexis**

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

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

**Operator:** Tushar Pharswan

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

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

**City:** WATERTOWN

**State:** South Dakota

**Country:** UNITED STATES

## Chat Transcript

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

Registered Account Owners have the ability to add/disable users via MyPortal. If you are the account owner, Please refer to manage users via MyPortal!

Do you need any further assistance on the topic?

Alexis Yes

Acebuddy Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Tushar accepted the chat transfer request.*

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

Alexis Hi Tushar

Tushar Hi Alexa

Alexis I am going to remove a user from our account but I would like Ace to remove her files from the server as well to free up space.

It is Alexis Willett, AlexisW@myrealdata.net. (Different person, not me!)

Tushar I will surely help you with this kindly email us at support@acecloudhosting.com after removing the user mention that kind after that we will do that for you additional we will also try to free up space your whole server space.

Is there anything else I may help you with ?

Alexis Ththa is all thank you

Tushar Kindly share your feedback by clicking the smiley icons at the end of this chat. It means a lot to us.

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

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

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

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

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

*Tushar has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #76985 acelis

**Email:** acelis@clearwaterlandscaping.com

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 31 Secs

**City:** CAVITE

**State:** Laguna

**Country:** PHILIPPINES

## Chat Transcript

acelis	Hello, I am your Acebuddy
Acebuddy	Hello Acelis, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
acelis	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Abhijeet Arun Thakur accepted the chat transfer request.</i>
Abhijeet Arun Thakur	Thank you for contacting Ace Cloud Hosting. My name is Abhijeet. How may I assist you today?
acelis	My excel doesnt work on the cloud hosting even if it is logged in
Abhijeet Arun Thakur	Could you please help me with the organization name?
acelis	Clearwater
Abhijeet Arun Thakur	Thank you for the details.
	Let me transfer you to the concerned team.
acelis	Thanks!
	will wait on it
	<i>Abhijeet Arun Thakur is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?

acelis	Give me a second on this
Shivam Singh	Sure, take your time.
acelis	this is the server name  vhan.c@myrealdata.net  acelis@clearwaterlandscaping.com  that is the used email address
Shivam Singh	Thanks for the information, allow me 2 minutes check the same.
acelis	sure
Shivam Singh	Thanks for the patience
acelis	no problem
Shivam Singh	I'm still checking the backend, allow me 2 minutes
acelis	suer
Shivam Singh	May I take the remote access of your server?
acelis	Can you give me a minute  i will just save my work
Shivam Singh	Surely,  Even we would suggest you, prior providing the access, I would suggest you close any important documents at your end.  Please confirm once you are ready.
acelis	yes  im just saving everything
Shivam Singh	Sure, once done confirm so we can start.
acelis	Done now  you can remote now
Shivam Singh	Thanks for the confirmation !
	Please accept the request
acelis	where can I see the request
Shivam Singh	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.  Please show us the issue you are facing (Edited)
acelis	ok
Shivam Singh	Please demonstrate the issue you are facing
acelis	ok  if you can see, I have my account in excel logged in - but it is still requiring me to sign in to it.

Shivam Singh	please sign in
acelis	I cannot use excel
	I tried
	Im having this issue when trying to log in
Shivam Singh	As I checked I would like to inform you that the license is not supported on the server.
acelis	Any advvise on how to get past this?
Shivam Singh	Please ask your Account owner to provide you with one of the licenses mentioned below: Office 365 Apps for Enterprise  Office 365 E3 (Enterprise 3)  Office 365 E5 (Enterprise 5)
acelis	Account owner?
Shivam Singh	Nathan Urry is the registered account owner
acelis	Thanks! Will seek assistance to him  thanks
Shivam Singh	Is there anything else I may help you with ?  Are we still connected here?
acelis	All good for now  thanks!
Shivam Singh	I would greatly appreciate if you could spare a minute to give your valuable feedback by clicking on smileys at the end of  You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w  I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!  Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([ <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ]).  For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shivam Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #77034 Stephanie

**Email:** stephanie@tworiverstax.com  17326181441

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 3 Secs

**City:** RUMSON

**State:** New Jersey

**Country:** UNITED STATES

## Chat Transcript

Stephanie	Hello, I am your Acebuddy
Acebuddy	Hello Stephanie, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Stephanie	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Stephanie	I'd like to report an Issue
Acebuddy	Please select an option!
Stephanie	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Stephanie	My server tworiverstax server is not displaying accurately on my remote desk top.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.

	Hello
Stephanie	Hello
Shashwat Verma	I will surely help you with this issue.
	May I take the remote access of your local computer?
Stephanie	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/9272195011">https://assist.acecloudhosting.com/join/9272195011</a>
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	issue resolved on remote session by rdp setting
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at <a href="mailto:quality@acecloudhosting.com">quality@acecloudhosting.com</a> . Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> ).)
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77423 zahid**

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

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 27 Secs

**City:** DHAKA

**State:** Dhaka

**Country:** BANGLADESH

## Chat Transcript

zahid	Hello, I am your Acebuddy
Acebuddy	Hello Kazi Khairul Alam, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
zahid	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
zahid	I'd like to report an Issue
Acebuddy	Please select an option!
zahid	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
zahid	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
zahid	I can't do printing job using Print Boss 50
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Kazi
zahid	Yes
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
zahid	Server: myrealdata.net
Anurag Sharma	Please confirm if your server name is CTAS.myrealdata.net ? (Edited)
zahid	User name: Kazi Khairul.A@myrealdata.net
	Yes, CTAS.myrealdata.net

Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer?
zahid	Yes, please
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/6882558757">https://assist.acecloudhosting.com/join/6882558757</a>
	Kindly paste this link in the browser of local computer and join the session.
	Are you able to connect?
zahid	Yes, done it.
Anurag Sharma	Please refresh your web page once
	As I cannot see your screen.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	Since we are connected on the remote session. We are ending this chat here.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #76977 Matt Fellows

**Email:** matt@fellows.cpa  13168811928

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 31 Secs

**City:** WILMINGTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

Matt Fellows	Hello, I am your Acebuddy
Acebuddy	Hello Matt Fellows, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Matt Fellows	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Matt Fellows	I'd like to report an Issue
Acebuddy	Please select an option!
Matt Fellows	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Matt Fellows	Printer is not showing up
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anjainay Singh accepted the chat transfer request.</i>	
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
	Since when you are facing this issue .
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
<i>Anjainay Singh has ended this chat session</i>	

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#76903 marcello

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

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 21 Secs

**City:** LINDON

**State:** Utah

**Country:** UNITED STATES

## Chat Transcript

marcello	Hello, I am your Acebuddy
Acebuddy	Hello Marcello, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
marcello	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
marcello	I'd like to raise a Request
Acebuddy	Please select your request type.
marcello	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
marcello	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows PC
	Do you need any further assistance on the topic?
marcello	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
marcello	Hi Anjainay. I am on ACE server and I dont see the Fishbowl icon on the taskbar box to reset Fishbowl.
Anjainay Singh	Please allow me two minutes so that I can look into the issue .
	May I take the remote access of your server?
marcello	Yes

Anjainay Singh	Prior providing the access, I would suggest you to close any important documents at your end.
marcello	I am also getting a message from QuickBooks to update to a new version but I dont have permission to update
	Yes. Go ahead
Anjainay Singh	<a href="https://assist.acecloudhosting.com/join/8782203260">https://assist.acecloudhosting.com/join/8782203260</a>
marcello	I dont want to shut it down
	I need to see the Icon on the small task bar square so I can stop it to do an update
	It needs to appear on the small taskbar box in order to control it
Anjainay Singh	Sure please allow me two minutes so that I can look into it .
marcello	I requested it a few times already. It shows there until the server restarts again. Then it is no longer there
Anjainay Singh	Could you please provide me your call back details in below format so that one of our team member can assist you remot
	Call back number-
	Time zone-
	Suitable time for call - (Edited)
marcello	801-420-1081
	MT
Anjainay Singh	Thankyou for your cooperation.
	Just allow me two more minutes.
	Okay I have noted the important details and one of our team members will reach your shortly .
	Regarding the QB updates , our team will update it in night hours as it required server reboot and once it is completed we
marcello	The other employee you just helped log in to ACE is not able to login again
Anjainay Singh	Thankyou for letting me know , I will forward this request to my backend team so that they can find the permanent solutio
marcello	Can you remote connect to her computer again to see what is going on?
Anjainay Singh	Sure
marcello	orders@prothane.com
Anjainay Singh	I have noted down your Fishbowl related issue along with QB update
marcello	Okay.
	It is more important that she gets ordres into Quickbooks
Anjainay Singh	Yes we to understand the priority of work .
	<a href="https://assist.acecloudhosting.com/join/6112884291">https://assist.acecloudhosting.com/join/6112884291</a>
	Prior providing the access, I would suggest you to close any important documents at your end.
marcello	I just sent her your access link
Anjainay Singh	Okay and you may end your remote access as I have noted down the issue .

marcello	Okay I closed it
Anjainay Singh	No I am still not able to access her .
marcello	See if you can access her computer
Anjainay Singh	She is able to access the server again .
marcello	It is asking her to enter credentials
	<i>7:54:09 PM marcello is sharing a file with you <a href="#">image.png</a> - ( Size:176.13 KB )</i>
Anjainay Singh	I am looking into it .
	Could you please confirm user name .
marcello	Citaly
	Username :- DE_Marcello_staff
Anjainay Singh	She is logged into the server .
marcello	She is connected to the old hosting
	But not to ACE hosting
Anjainay Singh	Thankyou for your confirmation.
	<i>8:07:10 PM marcello is sharing a file with you <a href="#">1_image.png</a> - ( Size:1.85 MB )</i>
marcello	Are you trying to use my credentials on her computer?
Anjainay Singh	No it was by mistake .
marcello	Her user is below
	Username :- DE_Marcello_staff
Anjainay Singh	I think she is able to access the server now.
marcello	QuickBooks is frozen
Anjainay Singh	It is opening now .
marcello	Okay
Anjainay Singh	Is there anything else I may help you with ?
marcello	Let me ask her to logoff from the ACE hosting
Anjainay Singh	Sure.
marcello	Good she is back to work
	Now I am getting a message from QuickBooks
Anjainay Singh	Please share the message here.
marcello	I am trying to upload an image but it is not going
Anjainay Singh	You may read the error message.

*8:21:31 PMmarcello is sharing a file with you*

[1\\_image.png](#) - ( Size:14.88 KB )

It seems to be space drive issue .

marcello Apparently we dont have enough space to run QuickBooks. It should have close to 200 Mb of memory space available

Anjainay Singh Let me clear unwanted files and folders .

marcello Okay

We should have about 190Mb on D drive and 160Mb on C drive

Anjainay Singh Could you please try to login out and login back into server.

marcello I logged out and now I am again logged in

I am concerned. We still have not migrated Fishbowl to ACE server and it will consume a lot of memory to run

Anjainay Singh I will already escalated it to senior team and once they get any update we will let your know over an email.

marcello My employee Citaly got another message

*8:30:06 PMmarcello is sharing a file with you*

[1\\_image.png](#) - ( Size:3.13 MB )

Anjainay Singh is she again disconnected from server.

marcello I am able to log out and log in again. But what about her. Should she close those messages

?

Anjainay Singh As I can see she is still active on server.

She may ignore that message.

She is retrying to open same application so that why she is getting that message .

marcello Okay

She says it is not open

The ACE is not connected on her computer

Anjainay Singh Could you please provide her call back details in below format it can be resolved asap over call .

Call back number-

Suitable time for call -

TimeZone-

marcello I asked her to close the process on the task manager. Now she is able to login again

Anjainay Singh Thankyou for your confirmation.

Could you please share your call back details so that we can assist you with issue of FishBowl application.

Call back number-

Suitable time for call -

TimeZone-

marcello My call back number is 801-420-1081. I will be available 10 am MT

Anjainay Singh

Thankyou

You may end this chat session.

Please provide your positive feedback by clicking on smiling emoji .

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

*Anjainay Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #76714 help

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

**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:** ORANGEBURG

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

help Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76769 gcook**

**Email:** gcook@tnwf.org

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** NASHVILLE

**State:** Tennessee

**Country:** UNITED STATES

## Chat Transcript

gcook	Hello, I am your Acebuddy
Acebuddy	Hello Gcook, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
gcook	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
gcook	I'd like to report an Issue
Acebuddy	Please select an option!
gcook	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
gcook	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
gcook	When printing reconciliations, I get a notice across the report that says "Incorrect license key or demo evaluation period e
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Shashwat Verma accepted the chat transfer request.*

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

Hello

gcook Hello. Thank you for your help today.

Shashwat Verma I will surely help you with this issue.

May I take the remote access of your local computer?

gcook Yes.

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

<https://assist.acecloudhosting.com/join/9212107376>

Kindly Click on the link and open the downloaded file.

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

As per the remote session, we will re-install the uniprint and will let you know on email

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

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

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

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

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

*Shashwat Verma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#77075 pnyland

Email: pnyland@midwestintegrated.com ☎ 18159338376

**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:** 3 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

pnnyland	Hello, I am your Acebuddy
Acebuddy	Hello Paige Nyland, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
pnnyland	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
pnnyland	I'd like to report an Issue
Acebuddy	Please select an option!
pnnyland	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
pnnyland	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
pnnyland	Can't get Quickbooks bank feeds to work. Quickbooks wants me to have you try some things before contacting them back
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Anurag Sharma accepted the chat transfer request.</i>	
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.
	Hello Paige
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)

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

*Anurag Sharma has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #76925 Andrew Ross

**Email:** andrew@zebrarecovery.com

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Apple iPhone

**Browser:** Apple Safari

**Device:** Mobile

**Average Response Time:** 1 Min 4 Secs

**City:** RALEIGH

**State:** North Carolina

**Country:** UNITED STATES

### Chat Transcript

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

Andrew Ross	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps might help you with resolution.  Was that helpful?
Andrew Ross	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you further.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Andrew Ross	I was working on resolving an issue - computer was being reset and now it is stuck
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I understand, your computer is rebooting. If it is rebooting after a while than it can take some time to reboot.
Andrew Ross	How long is reasonable to wait before hard reset/power? We are going on multiple minutes
Ashutosh Mishra	I understand you were on chat session with me i have closed the previous chat session since you are with me on this one, computer can complete the entire procedure on its own.
Andrew Ross	What are we doing on my computer that needs 15 min?
Ashutosh Mishra	I noticed that your computer has not rebooted since 44 days, this would have created a lot of unnecessary files that could cause performance issues.
Andrew Ross	Really needed to know it was going to be that long that ahead of time - have a number of things that need to be working correctly.
Ashutosh Mishra	I see, if the reboot doesn't complete in 15 minutes you can simply turn it off and turn on.
	This should not cause any issues, you can reboot computer after completing the important work.
Andrew Ross	Why do we think reboot is potentially the solution?
	Issues has been ongoing for months - while 44 days might create some issue the logon problem has been much longer.
Ashutosh Mishra	Usually a lot of temporary files pile up that can cause issues with connections, If this has been ongoing for multiple months then it's time to escalate it. Otherwise i will create new ticket and escalate it to senior level for investigation.
	Since this is recurring issue, i will have to involve escalation team into this.
Andrew Ross	Last ticket number was 687378
	that was emailed to after we couldn't get it resolved last Chat / help
	I am going to hard reboot - will await further contact from help at later time
Ashutosh Mishra	Sure you can proceed to close chat session, In the ticket ID you mentioned only password reset was performed, i will use this opportunity to escalate it back to you once the senior team has new information available for the ongoing concern.
Andrew Ross	Thank you
Ashutosh Mishra	Thanks for the confirmation !
	Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts and assessment. Thank you

*Ashutosh Mishra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76409 Krisy Murray**

**Email:** acctg@atavolaboise.com  2087610498

**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:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

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

Krisy Murray	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Krisy Murray	QuickBooks is Frozen
Acebuddy	Hmm, That doesn't sound good. But here's a quick way to unfreeze your QuickBooks
	Was that helpful?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the <i>Ended due to chat idle timeout</i>

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## Chat Transcript

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Hello, I am your Acebuddy

### Visitor Details

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**#77661 tony zadnik**

**Email:** tony.zadnik@gmail.com  610-764-0360

**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:** BRYN MAWR

**State:** Pennsylvania

**Country:** UNITED STATES

### Chat Transcript

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tony zadnik	Hello, I am your Acebuddy
Acebuddy	Hello Tony Zadnik, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
tony zadnik	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.

	Please chose an option :
tony zadnik	I'd like to raise a Request
Acebuddy	Please select your request type.
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the <i>Ended due to chat idle timeout</i>

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77025 southernwall19**

**Email:** southernwall19@gmail.com  2396332903

**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:** 17 Secs

**City:** POLK CITY

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

southernwall19	Hello, I am your Acebuddy
Acebuddy	Hello Southernwall19, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
southernwall19	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
southernwall19	I'd like to raise a Request

Acebuddy	Please select your request type.
southernwall19	Other Request
Acebuddy	Please drop an email to support@acecloudhosting.com with a brief description of your request and our technicians will co
	If you are facing any issue/problem with your server, Please select the appropriate option below :
southernwall19	Yes, I'm facing issues with my server
Acebuddy	Please select an option!
southernwall19	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
southernwall19	ticket ID 687428
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello
southernwall19	Hi
Shashwat Verma	Kindly allow me two minutes to check the same.
southernwall19	ok
Shashwat Verma	Do you still facing Qb launching issue?
southernwall19	no.
	Connecting to the server
Shashwat Verma	Okay
	May I take the remote access of your local computer?
southernwall19	it takes 3-4 tries to connect
	yes
Shashwat Verma	Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/7612178084">https://assist.acecloudhosting.com/join/7612178084</a>
	Kindly Click on the link and open the downloaded file.
	We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
	As per the remote session, we have rebooted the local pc, hence ending the chat here

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #76470 Roberto

**Email:** roberto@lopezramoscpa.com  17873096343

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

**Operator:** Rohan

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 22 Secs

**City:** BAYAMON

**State:** Puerto Rico

**Country:** PUERTO RICO

## Chat Transcript

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

Acebuddy	Please wait while we connect you to our Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Rohan Prajapati accepted the chat transfer request.</i>	
Rohan Prajapati	Thank you for contacting Ace Cloud Hosting. My name is Rohan Prajapati. I will be assisting you today.
Roberto	Hello Roberto, How are you doing today ?
Roberto	Hi Rohan, I just sent an email to update my QB app so I can use it. How long do you think it will take to be done?
Rohan Prajapati	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Roberto	great, thanks for asking, hope you are as well
	ok
	the ticket reference # is 687505
Rohan Prajapati	Thank you for Providing the ticket number
	Kindly check now and let me know the status
Roberto	yes! all good, thanks for the prompt support, Rohan
Rohan Prajapati	Thanks for the confirmation !
	Is there anything else I may help you with ?
Roberto	nope
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
Roberto	more than thankful
Rohan Prajapati	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation and feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )
<i>Rohan Prajapati has ended this chat session</i>	

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76862 hanumeshqb**

**Email:** hanumeshqb@gmail.com ☎ 8142143613

**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:** 24 Secs

**City:** PUTTAPARTHI

**State:** Andhra Pradesh

**Country:** INDIA

## Chat Transcript

hanumeshqb	Hello, I am your Acebuddy
Acebuddy	Hello Hanumeshqb, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
hanumeshqb	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
hanumeshqb	I'd like to report an Issue
Acebuddy	Please select an option!
hanumeshqb	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
hanumeshqb	Am not able to login QB Files
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you today.

	Hello Hanumesh
hanumeshqb	Hi Anurag
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat or call us at (1-888-415-5240)
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76407 Julie Jiannine**

**Email:** julie@beachbookkeeping.net  17578163308

**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:** MOYOCK

**State:** North Carolina

**Country:** UNITED STATES

### Chat Transcript

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

	Whom Would You Like to Connect With?
Julie Jiannine	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Julie Jiannine	I'd like to report an Issue
Acebuddy	Please select an option!
Julie Jiannine	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!

*julie has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77177 carolina**

**Email:** carolina@ptaxagents.com  905317123637

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 51 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

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

carolina	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
carolina	I'd like to report an Issue
Acebuddy	Please select an option!
carolina	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
carolina	Backup files in desktop
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Anjainay Singh accepted the chat transfer request.</i>
Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
carolina	Hello Anjainay, how are you?
Anjainay Singh	Hello! I'm doing great, thank you for asking. Hope you're doing well too.
carolina	One of my colleagues, Marcela, told me that when she opens the server, she is seeing on ther desktop lots of buckup files check it?
	Her user name is myrealdata/MarcelaC.pre2
Anjainay Singh	Please allow me two minutes so that I may look into it .
carolina	Ok, thanks
Anjainay Singh	Could you please confirm are you seeing the same at your end on server ?
carolina	No, I don't see those back up files on my server
Anjainay Singh	Okay , thankyou for your confirmation.
	As desktop folder is being <b>synced with OneDrive</b> , which means OneDrive is storing everything from your desktop in the cloud. You can't expect to see those files on your local machine. You can expect to see those files on the server. You can't expect to see there.
	Her local machine desktop is synced with One Drive .
carolina	I understand. And what happend if you erase the files shown in her desktop, they will be erased from OneDrive as well?
Anjainay Singh	Yes it may be erased .
carolina	Ok, since when is her desktop synced with OneDrive? Because I think she saw those backup files for the first time on Friday.
Anjainay Singh	Do other users also have access to it ?
carolina	To her user? Or to One Drive?
Anjainay Singh	To the OneDrive?
carolina	Yes

Anjainay Singh	So other users files will also see at her desktop.
carolina	Mmmm, but normally each user has its own username and should have its own desktop, no?
Anjainay Singh	Yes, but OneDrive is accessible to everyone. As a result, any new files created by other users are being saved to their local desktops.
carolina	Ok, I understand, thank you very much.
Anjainay Singh	Is there anything else I may help you with ?
carolina	No, thank you very much
Anjainay Singh	For better convenience you may remove the syncing option for desktop from OneDrive and this may resolve the issue . (E You may also contact Microsoft support .
carolina	Does this mean that she won't be able to enter to One Drive directly from the server and she has to enter using the browser?
Anjainay Singh	No she will be able to access the OneDrive ,after you remove the syncing option for OneDrive whatever she will save to D
carolina	Ok, thank. I will let her know
Anjainay Singh	Please also provide your positive feedback after this chat gets end by choosing smiling emoji.  Thank you for choosing ACE cloud Hosting, you have a wonderful day.
carolina	One more thing
Anjainay Singh	Sure .
carolina	We have Microsoft 365 Family, is it possible to use our license here in Ace? We want to be able to use Excel, Word and Mic
Anjainay Singh	Actually we host only below O365 license on ACE server  -O365 Apps for Enterprise -O365 E3 -O365 E5
carolina	Ok, thanks
Anjainay Singh	Is there anything else I may help you with ?  Please also share your positive feedback after chat .
carolina	No, have a great day and thanks for your kindly help  Of course

*Anjainay Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77579 George Fowler**

**Email:** gpmfowler@gmail.com  8478991763

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

**Operator:** Anjainay Singh

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 33 Secs

**City:** EVANSTON

**State:** Illinois

**Country:** UNITED STATES

## Chat Transcript

George Fowler	Hello, I am your Acebuddy
Acebuddy	Hello George Fowler, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
George Fowler	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
George Fowler	I'd like to raise a Request
Acebuddy	Please select your request type.
George Fowler	Setup Ace Server
Acebuddy	If you would like to configure the server access link on your computer, Kindly select your desired Operating System
George Fowler	Microsoft Windows
Acebuddy	Please Click on the below link and use the "RDP Generator Tool" to setup the Ace Cloud Server Access on your Windows P
	Do you need any further assistance on the topic?
George Fowler	Yes
Acebuddy	Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Anjainay Singh accepted the chat transfer request.*

Anjainay Singh	Thank you for contacting Ace Cloud Hosting. My name is Anjainay Singh. I will be assisting you today.
George Fowler	Hello Anjainay, I have a new computer desktop and would like some help adding my remote desktop to it
Anjainay Singh	Thankyou for providing detailed information, could you please provide me remote access of your new machine.  Prior providing the access, I would suggest you to close any important documents at your end.
	<a href="https://assist.acecloudhosting.com/join/1972407615">https://assist.acecloudhosting.com/join/1972407615</a>  Please copy this URL at you new machine and download the file and click on it and select agree and download and provid  Is there anything else I may help you with ?
George Fowler	that is all, thank you for your help
Anjainay Singh	Once the chat ends, we would appreciate it if you could share your positive feedback by selecting the smiling emoji.  You may end this chat.  Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Anjainay Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77397 stevenlynn8531**

**Email:** stevenlynn8531@gmail.com ☎ 17204703581

**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:** 30 Secs

**City:** DENVER

**State:** Colorado

**Country:** UNITED STATES

## Chat Transcript

stevenlynn8531	Hello, I am your Acebuddy
Acebuddy	Hello Stevenlynn8531, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
stevenlynn8531	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
stevenlynn8531	I'd like to report an Issue
Acebuddy	Please select an option!
stevenlynn8531	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
stevenlynn8531	Login issues
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Sanyam Madan accepted the chat transfer request.</i>
	<i>Sanyam Madan is transferring the chat to Ashutosh Mishra.</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will be surely assisting you with this. Kindly help me with your server name and user name?
stevenlynn8531	I already had this issue this morning
Ashutosh Mishra	Kindly allow me few minutes to check the same.
stevenlynn8531	700063
Ashutosh Mishra	Yes , i checked this ticket and the issue was earlier resolved by rebooting the local computer.
	Is this issue occurring for first time? (Edited)
stevenlynn8531	It went out again
	I cant keep rebooting
Ashutosh Mishra	Before today did you face this issue, or is it reoccuring only today? (Edited)
stevenlynn8531	ive had it a few times this weke
Ashutosh Mishra	May I take the remote access of your local computer?
stevenlynn8531	ok
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.

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

<https://assist.acecloudhosting.com/join/8462106447>

As per discussion over the remote session, You wanted to use multiple monitors for RDP. The issue is resolved by configur

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

QB is still getting frozen

### Visitor Details

**#77451 carolina**

**Email:** carolina@ptaxagents.com  905317123637

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

**Operator:** Ashutosh Mishra

**Website:** [https://www.acecloudhosting.com/?utm\\_source=Bing&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=Ace%20Cloud%20Hosting&utm\\_adgroup=Primary&utm\\_content=QB%20Issues](https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&utm_content=QB%20Issues&utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&utm_content=QB%20Issues)

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 29 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

### Chat Transcript

carolina QB is still getting frozen

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

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

*Ashutosh Mishra accepted the chat transfer request.*

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

carolina Hello, I'm still facing the same problem

WEhen I try to delete the transaction QB is frozen and I can't close it

Ashutosh Mishra	We had repaired the QuickBooks last time however issue persists, please if possible try with a different company file.
	I will close QB from my end.
carolina	Ok, but I have to work with this company and I need to erase that transaction, so what can I do?
Ashutosh Mishra	Sure, i will try to isolate the issue please let me know does it happen when you erase a specific transaction in the compar
carolina	I will try something different, can you please close QB for me?
	That's what I want to try
Ashutosh Mishra	Sure, i will close the QB from my end.
carolina	Ok, thanks
Ashutosh Mishra	Please allow me a minute.
	May I take the remote access of your server?
carolina	Yes please
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at your end.
carolina	Ok
Ashutosh Mishra	Try now to erase any different transaction.
carolina	Well, it looks like it's ok now
Ashutosh Mishra	Have you deleted the transaction that was causing the freezing issue?
carolina	That transaction was duplicate; I erased the other transaction and the modify the one that was causing the problem
Ashutosh Mishra	Please confirm if the issue is resolved, so we can proceed with the closure of the ticket.
carolina	Yes, it looks like is resolved
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([ <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> ]( <a href="https://selfcare.acecloudhosting.com/">https://selfcare.acecloudhosting.com/</a> ).)
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Ashutosh Mishra has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76463 bobi**

**Email:** bobi@courtsense.com  12012861318

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

**Operator:** Rohan

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 38 Secs

**City:** SKOPJE

**State:** Centar

**Country:** MACEDONIA

## Chat Transcript

bobi Hello, I am your Acebuddy

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

Whom Would You Like to Connect With?

bobi Technical Support (QB & App Hosting)

Acebuddy Welcome to Ace Support.

Please chose an option :

bobi I'd like to report an Issue

Acebuddy Please select an option!

bobi Other Issue

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

bobi my users reporting can't connect to the server

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Rohan Prajapati accepted the chat transfer request.*

Rohan Prajapati

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

bobi	hi Rohan  my server is : CourtSense.myrealdatal.net
Rohan Prajapati	Hello Bobi. how are you doing today ?
bobi	my users report can't get in .. first it was saying wrong credentials
Rohan Prajapati	I will surely help you with this issue.  Kindly allow me 4-5 minutes to check the same.
bobi	after that remote desktop can't find computer
Rohan Prajapati	You may ask the users to login again in 2-3 mins
bobi	ok
Rohan Prajapati	Is it working fine now ? (Edited)
bobi	I am waiting for confirmation if it works
Rohan Prajapati	Sure take your time  Is it working fine now ?
bobi	one user replied  <i>11:15:51 PMbobi is sharing a file with you <a href="#">image.png</a> - ( Size:618.26 KB )</i>
Rohan Prajapati	Are they still getting the same error ?
bobi	yes, one user.. the other one waiting to get back to me
Rohan Prajapati	May I take the remote access of user's local computer?
bobi	yes, give me the link I'll send to the user
Rohan Prajapati	Thanks for the confirmation !  Prior providing the access, I would suggest you to close any important documents at your end.  Kindly Copy and Paste the below link in any browser of the local computer and Join the session  <a href="https://assist.aceclouddhosting.com/join/8152024502">https://assist.aceclouddhosting.com/join/8152024502</a>
bobi	thanks  I sent the link
Rohan Prajapati	Yes We are waiting for the remote session to be connected  We are connected on the remote session and will proceed with the troubleshooting on the remote. Till the time, I am putting the issue is resolved, kindly give your confirmation on this chat.
bobi	ok
Rohan Prajapati	It seems to be working already.
bobi	ok then

	the other user just replied it's working
Rohan Prajapati	That's Great
	Is there anything else I may help you with ?
bobi	no
	thanks
Rohan Prajapati	Thanks for the confirmation !
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a copy of the transcript.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your cooperation at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ( <a href="https://selfcare.acecloudhosting.com">https://selfcare.acecloudhosting.com</a> )
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Rohan Prajapati has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #77092 David Weinstein

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

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Mozilla Firefox

**Device:** Desktop

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

### Chat Transcript

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

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #76790 Nathan Urry

**Email:** techs@cr-t.com  13853251678

**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 16 Secs

**City:** PHOENIX

**State:** New Mexico

**Country:** UNITED STATES

### Chat Transcript

Nathan Urry	Hello, I am your Acebuddy
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Acebuddy	Hello Nathan Urry, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Nathan Urry	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham accepted the chat transfer request.</i>
Nathan Urry	Acelis@clearwaterlandscaping.com has been unable to use his RDP to access the cloud
	<i>Shubham is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will surely help you with this issue.
Nathan Urry	thank you
Ashutosh Mishra	Is this the first time user is facing this issue?
Nathan Urry	yes
Ashutosh Mishra	I will have to take remote access of local computer of the user to assist further.
Nathan Urry	ok
	are you going to send him an email?
Ashutosh Mishra	Is it possible for user to start the chat session, that way we can assist in real time.
	Since we need to take remote session while on the chat.
	Are we still connected here?
Nathan Urry	yes
	just a moment
Ashutosh Mishra	Sure, please take your time
	Are we still connected here?
Nathan Urry	I messaged him
	Looks like he may have stepped away for a minute
Ashutosh Mishra	I can also send new RDP application for user, user can also try with new application. If it's just related to settings than it s
Nathan Urry	please do that
	he downloaded the RDP off of the web per your instructions
Ashutosh Mishra	I see.
	If it's downloaded from the portal than it should work.
Nathan Urry	please email it to him

I'm not sure he did it correctly

Ashutosh Mishra Yes this can be done.

I see that you are my portal admin.

You can also download the new RDP from your My Portal account for the user.

Are we still connected here?

Are we still connected here?

Are we still connected here?

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

*Ashutosh Mishra has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77422 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 available support representative!
test	qb issue
Acebuddy	Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Anurag Sharma accepted the chat transfer request.*

*Anurag Sharma has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76854 analia.fernandez**

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

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

**Operator:** Shashwat Verma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 40 Secs

**City:** BOYDTON

**State:** Virginia

**Country:** UNITED STATES

### Chat Transcript

analia.fernandez	Hello, I am your Acebuddy
Acebuddy	Hello Analia.fernandez, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
analia.fernandez	Managed IT
Acebuddy	Please wait while we connect you to an available Representative.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham accepted the chat transfer request.</i>
	<i>Shubham is transferring the chat to Moin Latief.</i>
	<i>Moin Latief accepted the chat transfer request.</i>
Moin Latief	Thank you for contacting Ace Cloud Hosting. My name is Moin. How may i assist you?
analia.fernandez	Hi ticket 691211, I have the server free, would you please call so we can finish the procedure?
	This was sent to the escalation team, I need to talk to them
	727-934-7862 X240
Moin Latief	May i have your company name please?
analia.fernandez	Disparti Law group
Moin Latief	Thank you for the information. You have contacted VDI support, kindly allow me to transfer your chat to the concerned de
	<i>Moin Latief is transferring the chat to Support(QB &amp; App Hosting).</i>
	<i>Shashwat Verma accepted the chat transfer request.</i>
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Analia
analia.fernandez	hello
Shashwat Verma	Kindly allow me two minutes to check the same.
	Sure, shall we call now?
analia.fernandez	yes please
Shashwat Verma	Sure, they will be connecting you within 5 mins
	Is there anything else I may help you with ?
analia.fernandez	no thanks
Shashwat Verma	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along w
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appi quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acec

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

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

*Shashwat Verma has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#### #77086 Claire Speake

**Email:** corporate@sgwfresno.com ☎ 15593479965

**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:** 1 Min 14 Secs

**City:** SAN JOSE

**State:** California

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Claire Speake	I need to create a new RDP file for my computer and remove the RDP file that is currently on it.
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Tushar accepted the chat transfer request.</i>	
Tushar	Thank you for contacting Ace Cloud Hosting. My name is Tushar. I will be assisting you today.
Claire Speake	Hi
Tushar	Hi Claire.
I will be surely assisting you with this. Kindly help me with your server name and user name?	
Claire Speake	SGW.myreldata.net
I need to create an RDP file titled "Ning.B"	
I have not created a user profile for this employee yet.	
Can you remote access my computer and do this for me?	
Tushar	You want to create a new user profile/add user correct?
Claire Speake	I just created a user profile right now as we were speaking. I logged in as an admin and created a user under users and ro
So I believe you will just need to create the RDP for the laptop. If I am not mistaken	
The employee is: Ning Bouasana	
<i>10:15:33 PM Claire Speake is sharing a file with you</i>	
<i><a href="#">Screenshot 2025-05-15 094430.png</a> - ( Size:81.46 KB )</i>	
<i>I need a new one of these. I just want to remove this RDP from this computer and replace it with a new one.</i>	
Tushar	You can use MyPortal to create a new user for your server SGW.myreldata.net. After creating the new user you can generate icon as well as the password you set with the new employee.
By this you mean to disable/remove the user profile of Elizabeth.A and create a new user profile Ning.B.	
You can do this as well in MyPortal	
Claire Speake	I do not want to disable it as I still need it available on my other computer. I just need to remove that icon from this computer.
Tushar	Okay.
Claire Speake	Can you do that for me? I dont know how to remove the "Elizabeth" file from my computer
Tushar	As per your request you can delete the icon Elizabeth.A and after that login to MyPortal and create new user you want I will assist you. If you still have any issue kindly reach us by email or chat support.
Claire Speake	Ok, thank you

*Claire Speake has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #77238 fabell

**Email:** fabell@abellturf.com  16782960822

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

**Operator:** Anjainay Singh

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 43 Secs

**City:** ATLANTA

**State:** Georgia

**Country:** UNITED STATES

## Chat Transcript

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

Acebuddy Please wait while we connect you to a Support Representative

*Acebuddy (bot) forwarded the chat request*

*Anjainay Singh accepted the chat transfer request.*

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

fabell Okay, I am setting up a new employee in QB. I am unable to send emails from QB under them.

This happened to me a week ago, and someone was able to get me a key code to put in QB only for email password, and same for my employee?

Server Name: QBlive03.myrealdata.net

You can connect to my computer, it is ready when you are

Anjainay Singh It means you are not able to send emails from QB with new user ?

fabell Correct, and same exact thing happened with my personal user in QB a week ago. They were able to resolve quickly. They  
eooy dcip sbsz mhtz

I enter that for the email password in QB only, and it works perfectly every time

Anjainay Singh Please confirm the user who is facing this issue .

fabell Rosario Hogan... I am logged in as her on QB on my laptop now

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

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

fabell yes

Anjainay Singh <https://assist.acecloudhosting.com/join/1722785670>

Please copy this URL at your server browser.

fabell you will see I am running a few screens

Anjainay Singh We are connected remotely.

*fabell has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

**#77398 Asif Ali****Email:** admin@3qscpa.com  16145587724**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:** 47 Secs**City:** MANSFIELD**State:** Ohio**Country:** UNITED STATES**Chat Transcript**

Asif Ali	Hello, I am your Acebuddy
Acebuddy	Hello Asif Ali, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Asif Ali	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Asif Ali	I'd like to report an Issue
Acebuddy	Please select an option!
Asif Ali	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Asif Ali	Set up of VPN and install VPN Manager.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
Asif Ali	Hi Ashutosh. This is regarding our yesterdays conversation with your network team about VPN
Ashutosh Mishra	Yes, we are working on this.
	Kindly allow me few minutes to check the same.
Asif Ali	Please let me know the Turnaround Time as my team is unable to login remotely.
Ashutosh Mishra	Thank you for your patience.
	This is being handled by escalation team and within 2 to 4 hours we will reach out to you with further updates.

Asif Ali	ok
Ashutosh Mishra	Is there anything else I may help you with ?
Asif Ali	This is the most critical for me. Nothing else.
	Thanks for following up.
Ashutosh Mishra	Thanks for the confirmation !
	I would greatly appreciate if you could spare a minute to give your valuable feedback at the end of this chat.
	You may end this chat now. Once you end this chat, you will receive an email from us regarding this conversation, along with a summary of our discussion.
	I request you to kindly spare a moment to fill that out for me so that my managers can know how I am working. I will appreciate your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our Selfcare Portal ([https://selfcare.acecloudhosting.com](https://selfcare.acecloudhosting.com)).
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledgebase/">https://www.acecloudhosting.com/knowledgebase/</a> )

*Ashutosh Mishra has ended this chat session*

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## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77546 Cesar Diaz**

**Email:** cesardiaz98776@gmail.com **Phone:** 150499420028

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 27 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 available support representative!
Cesar Diaz	we reset password and still not connect to remote access
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
Cesar Diaz	intercentro\cmartinez
	<i>Yash Kalra accepted the chat transfer request.</i>
	<i>Yash Kalra is transferring the chat to Shivam Singh.</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you today.
	Cesar, did you receive the password.
Cesar Diaz	yes i did receive the new password
Shivam Singh	Have you tried the new password with shared RDP.
	I can see you are logged in.
Cesar Diaz	i dont received any email
	i tried with the same rdp
Shivam Singh	Is it working now ?
Cesar Diaz	i wil check again
Shivam Singh	sure
	<i>11:20:33 PM Cesar Diaz is sharing a file with you <a href="#">1_image.png</a> - (Size:20.89 KB )</i>
	I have shared with you on the email id - cesar.diaz@intercentrohn.com

*11:21:06 PM*Shivam Singh is sharing a file with you  
[CMartinez@myrealdata.net.zip](mailto:CMartinez@myrealdata.net.zip) - ( Size:786 Bytes )

*Please use this*

please try the new RDP with new password.

Cesar Diaz let me a moment to try

Shivam Singh Sure, take your time

*11:24:19 PM*Cesar Diaz is sharing a file with you  
[1\\_image.png](#) - ( Size:11.81 KB )

Would you be able to change the language so that I can make the configuration correct.

Cesar Diaz let me check

Shivam Singh Please confirm once done.

Did you make the changes?

Cesar Diaz i has to download the language pack and then restart the pc

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

Cesar Diaz ok go ahead

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

Cesar Diaz yes

Shivam Singh <https://assist.acecloudhosting.com/join/2322714274>

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

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

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

*Cesar Diaz has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

Visitor Details

#76488 abbastanveer8912

**Email:** abbastanveer8912@gmail.com

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

**Operator:** Acebuddy

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

**Operating System:** Android

**Browser:** Google Chrome

**Device:** Mobile

**City:** QILA SURA SINGH

**State:** Punjab

**Country:** PAKISTAN

## Chat Transcript

abbastanveer8912 Hello, I am your Acebuddy

Acebuddy Hello Abbastanveer8912, I'm your Ace Buddy. I'll be happy to assist you!

Whom Would You Like to Connect With?

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

*Ended due to chat idle timeout*

## Chat Transcript

i need help resetting the file paswoord

## Visitor Details

**#77620 kabalan**

**Email:** mouawad@msn.com **3055195546**

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

**Operator:** Ashutosh Mishra

**Website:** <https://www.acecloudhosting.com/knowledgebase/reset-quickbooks-admin-password/>

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 23 Secs

**City:** MIAMI

**State:** Florida

**Country:** UNITED STATES

## Chat Transcript

kabalan	i need help resetting the file paswoord
Akash	Thank you for contacting ACE. My name is Akash. I will be assisting you further.
<i>Akash is transferring the chat to Support(QB &amp; App Hosting).</i>	
kabalan	hi
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
kabalan	i forgot the password for a file in q books and any information i put dont match
Ashutosh Mishra	Do you mean the password for a company file or password for Ace server?
kabalan	company file  for qbooks
Ashutosh Mishra	You can reset the password for company file, by clicking on "I forgot my password" on the login screen.
kabalan	i did but no information i gived is correct
Ashutosh Mishra	Please share the business name and i will check?
kabalan	CEDARS MOTORS
Ashutosh Mishra	I cannot find any account by this name, please provide CID for the account.
Are we still connected here?	

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76530 Dominique Molina**

**Email:** admin@certifiedtaxplanners.com **Phone:** 16193654354

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**City:** SAN DIEGO

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Dominique Molina	Hello, I am your Acebuddy
Acebuddy	Hello Admin, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Dominique Molina	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Dominique Molina	I'd like to raise a Request
Acebuddy	Please select your request type.
Dominique Molina	Reboot your Server
Acebuddy	Kindly send an email to support@acecloudhosting.com from your registered email address stating the reason for server re-boot and we will get back to you on the task's completion.
	Do you need any further assistance on the topic?
	As we haven't got any response from your end, We are closing this chat. If you still need assistance, Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76988 Brian Melton**

**Email:** brian@excelsiorbookkeeping.com  16365841103

**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:** 55 Secs

**City:** ST LOUIS

**State:** Missouri

**Country:** UNITED STATES

## Chat Transcript

Brian Melton	Hello, I am your Acebuddy
Acebuddy	Hello Brian Melton, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Brian Melton	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brian Melton	I'd like to raise a Request
Acebuddy	Please select your request type.
Brian Melton	Application Update
Acebuddy	Please send us an email at support@acecloudhosting.com and we will provide you with an update once the task has been completed.
	Typically, the application update is performed overnight.
	Do you need any further assistance on the topic?
Brian Melton	Yes
Acebuddy	Please wait while we connect you to our Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you today.
	I will surely help you with this issue. Is the update related to QuickBooks?
Brian Melton	Yes, we have QB Pro 2022 and it's says it will be no longer supported after 5/31.
	Is upgrading possible and will it cost more?
Ashutosh Mishra	I see, yes the Intuit will stop support QuickBooks Pro 2022. You can upgrade to latest QuickBooks version if continued support is required.
Brian Melton	Yes, we need continued support

Ashutosh Mishra	Upgrading is possible, cost depends on the version of QuickBooks and number of users for which license is required.
Brian Melton	We would need one user for QB 2024 or whatever the latest version is. I don't know if they have 2025 or not.
Ashutosh Mishra	Ace can offer QuickBooks enterprise license as of now,  I can send you the detailed plans over your email.
Brian Melton	Ok, is QB Pro not offered any longer?
Ashutosh Mishra	Ace does not offer QB Pro we only offer QB Enterprise 2024.  You can check with intuit if QB Pro 2024 desktop license is still available.
Brian Melton	Ok please send me the Enterprise information. But I'm afraid it will be too expensive for us.
Ashutosh Mishra	Sure, i will send you the details over mail the plans start from \$1362/year and monthly pricing is also available.  Is there anything else I may help you with ?
Brian Melton	No, thank you for your help
Ashutosh Mishra	Thanks for the confirmation !  Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thought assessment. Thank you

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77595 Christine French Dalio**

**Email:** christine@componere.co ☎ 16505443103

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

**Operator:** Acebuddy

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

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**City:** OAKLAND

**State:** California

**Country:** UNITED STATES

## Chat Transcript

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

*Christine French Dalio has ended this chat session*

## Chat Transcript

QB is getting frozen

### Visitor Details

**#77444 carolina**

**Email:** carolina@ptaxagents.com ☎ 905317123637

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

**Operator:** Anjainay Singh

**Website:** [https://www.acecloudhosting.com/?utm\\_source=Bing&utm\\_medium=cpc&utm\\_campaign=Ace\\_Cloud\\_Hosting\\_Branded&utm\\_term=Ace%20Cloud%20Hosting&utm\\_adgroup=Primary&utm\\_content=QB&utm\\_page=1](https://www.acecloudhosting.com/?utm_source=Bing&utm_medium=cpc&utm_campaign=Ace_Cloud_Hosting_Branded&utm_term=Ace%20Cloud%20Hosting&utm_adgroup=Primary&utm_content=QB&utm_page=1)

**Operating System:** Microsoft Windows

**Browser:** Microsoft Edge

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

carolina QB is getting frozen

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

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

*Anjainay Singh accepted the chat transfer request.*

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

carolina Hello Anjainay, how are you?

My QB got frozen when I tried to delete a transaction, I tried to close it with QBStop, but it's not closing

Anjainay Singh "I'm doing well, thank you. Could you please confirm when you first started experiencing this issue?

carolina Well one week ago I had the samr problem with another client

Anjainay Singh Are you trying to access QB 24 ?

carolina Entreprise Solutions accountant

Anjainay Singh Thankyou for your confirmation.

carolina It just close

Anjainay Singh Could you please try to access it again .

carolina Ok

I entered, let me try to erase the transaction again

Anjainay Singh Sure as I have observed that we need to update the QB 2024.

carolina Same problem

Anjainay Singh We need to update the QB which may be causing the issue .

May I take the remote access of your server?

carolina Yes please

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

carolina ok

Anjainay Singh <https://assist.acecloudhosting.com/join/1302606638>

Please copy this URL at your server browser.

You may disconnect this chat session and once QB gets updated we will inform you over an email.

*Anjainay Singh has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#76829 shreen**

**Email:** shreen@soleilfloors.com ☎ 15122180400

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

**Operator:** Anurag Sharma

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 45 Secs

**City:** WILMINGTON

**State:** Delaware

**Country:** UNITED STATES

## Chat Transcript

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

shreen	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps will help you with resolving the issue
	Was that helpful?
shreen	No
Acebuddy	No issues, please wait while I connect you to one of our support engineers who'd assist you.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Rohan Prajapati declined the transfer request.</i>
	<i>Anurag Sharma accepted the chat transfer request.</i>
Anurag Sharma	Thank you for contacting Ace Cloud Hosting. My name is Anurag Sharma. I will be assisting you with your issue.
	Hello Shreen
shreen	Hello
	We are having an issue and are locked out of our system saying that we are in single sign mode. This shouldn't be. Even the Admin is unable to log in to override this. Please see attached message
	<i>7:59:21 PM shreen is sharing a file with you <a href="#">image.png</a> - ( Size:28.79 KB )</i>
Anurag Sharma	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user credentials.
shreen	Soleil Floors
	ShreenWH
Anurag Sharma	Thanks for the confirmation !
	May I take the remote access of your local computer? (Edited)
shreen	yes
Anurag Sharma	Prior providing the access, I would suggest you to close any important documents at this time.
shreen	already done
Anurag Sharma	<a href="https://assist.acecloudhosting.com/join/5792459193">https://assist.acecloudhosting.com/join/5792459193</a>
	Kindly paste this link in the browser of local computer and join the session.
shreen	done
Anurag Sharma	We are connected on the remote session and will proceed with the troubleshooting once the issue is resolved. I am putting the chat on hold, please do not disconnect it. Once the issue is resolved, kindly provide your confirmation on this chat.
shreen	okay
	well that was weird. I am in now?

	do you know what the problem was?
Anurag Sharma	Shreen I am unable to see your screen on the remote session
	Seems like you have locked your device.
	Could you please unlock it?
shreen	Well, I was just able to log in to QB after all so the problem is resolved for now
Anurag Sharma	Thanks for the confirmation !
	Is there anything else I may help you with ?
shreen	not at this time  thank you
Anurag Sharma	I would greatly appreciate if you could spare a minute to give your valuable feedback chat.
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.
	You may end this chat now. Once you end this chat, you will receive an email from us conversation, along with a ticket number and survey feedback form.
	I request you to kindly spare a moment to fill that out for me so that my managers can working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!
	Note: You may change/reset your server password on your own by registering on our ([https://selfcare.acecloudhosting.com]). ](https://selfcare.acecloudhosting.com.)
	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*

## Chat Transcript

I have an existing account with Ace, but have never logged in to this computer. Not sure how/where to log in

### Visitor Details

#77093 Amy

Email: amy.mcqueen@tillbutlercpa.com ☎ 9108761939

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 23 Secs

**City:** PEMBROKE

**State:** North Carolina

**Country:** UNITED STATES

## Chat Transcript

Amy I have an existing account with Ace, but have never logged in from this computer. No  
to log in

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

Amy Thank you

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

i have a direct link on my 2 main computers. But I am working from home today and  
accessing from my laptop please

*Ashutosh Mishra accepted the chat transfer request.*

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

I will surely help you with this issue.

I understand you need RDP application to connect with Ace server on your laptop.

Is that correct?

Amy I am not tech savvy so I guess?? LOL.

Ashutosh Mishra Please help me with your username.

Amy AmyBMc

Ashutosh Mishra I am sharing the login application, please unzip the file and use the new login app.

Amy ok thank you

*11:21:34 PM Ashutosh Mishra is sharing a file with you  
[AmyBMc@myrealdata.net.rdp.zip](mailto:AmyBMc@myrealdata.net.rdp.zip) - ( Size:812 Bytes )*

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

Amy please stay with me until I get logged in

Ashutosh Mishra Sure

Is it working now?

Amy it is trying to connect

	"initiating remote connection"
Ashutosh Mishra	Thanks for the confirmation !
Amy	Cannot establish a connection and it gave me 3 reasons... remote computer turned c
Ashutosh Mishra	Try this one.
	<i>11:28:51 PM Ashutosh Mishra is sharing a file with you</i> <a href="mailto:AmyBMc@myrealdata.net (1).rdp.zip"><u>AmyBMc@myrealdata.net (1).rdp.zip</u></a> - ( Size:820 Bytes )
Amy	its doing the same thing
Ashutosh Mishra	May I take the remote access of your local computer?
Amy	sure
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at
	Kindly paste this link in the browser of local computer and join the session.
	<a href="https://assist.acecloudhosting.com/join/9932557617"><u>https://assist.acecloudhosting.com/join/9932557617</u></a>
Amy	ok
	i agreed and downloaded
Ashutosh Mishra	Are you on a Mac computer? (Edited)
Amy	no
	hp
	can you see now
Ashutosh Mishra	yes
Amy	ok
Ashutosh Mishra	We are connected on remote session.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

**#77149 Matt**

**Email:** matt.hall@americansolar.net  14155992674

**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:** 23 Secs

**City:** SANTA CLARA

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Matt	Hello, I am your Acebuddy
Acebuddy	Hello Matt.hall, I'm your Ace Buddy. I'll be happy to assist you!
Whom Would You Like to Connect With?	
Matt	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Matt	I'd like to report an Issue
Acebuddy	Please select an option!
Matt	Other Issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Matt	ticket # 695037
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will be assisting you today.
	Hello Matt
	Kindly allow me two minutes to check the same.
Matt	okay

Shashwat Verma

I will surely help you with this issue.

We have checked your recent email, and found that we need to update the server OS.

It might take some time, let me know shall we do it now or in night hours, as we need to logoff from server

Matt

let me check

Shashwat Verma

Sure

Matt

How long will this take? They said they were going to update it last night and even see completion this morning

Shashwat Verma

I deeply apologize for the inconvenience caused to you.

*11:25:34 PM Shashwat Verma is sharing a file with you*

*[image.png](#) - ( Size:21.26 KB )*

There are new patches updated from Microsoft

Matt

I'm out. Please update now

Hopefully it will not take more than an hour

Shashwat Verma

Which cause these issues related to sign-in, sure , it might take about 30-40 mins.

Will update you on email once we are done

Is that work for you?

Matt

Yes, thank you

Shashwat Verma

Is there anything else I may help you with ?

Matt

No, that is it

Shashwat Verma

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

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

I request you to kindly spare a moment to fill that out for me so that my managers can review it. I am available for further assistance if you have any questions while working. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!

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

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

*Shashwat Verma has ended this chat session*

# Chat Transcript

Hello, I am your Acebuddy

## Visitor Details

### #77343 Premium Cuts Lawn Service and Maintenance

**Email:** office@premiumcutslawnsvc.com ☎ 5122522264

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

**Operator:** Ankit Kumar

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 10 Secs

**City:** MANOR

**State:** Texas

**Country:** UNITED STATES

## Chat Transcript

Premium Cuts Lawn Service and Maintenance	Hello, I am your Acebuddy
Acebuddy	Hello Premium Cuts Lawn Service And Maintenance, I'm your Ace Buddy. I'll be happy to help you.
	Whom Would You Like to Connect With?
Premium Cuts Lawn Service and Maintenance	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Premium Cuts Lawn Service and Maintenance	I'd like to raise a Request
Acebuddy	Please select your request type.
Premium Cuts Lawn Service and Maintenance	Password Reset
Acebuddy	Please select an option below
Premium Cuts Lawn Service and Maintenance	Not Enrolled to Selfcare Portal
Acebuddy	Please drop an email on support@acecloudhosting.com and mention the username for further assistance.

password needs to be reset and we'll share an update once the request is processed.

Do you need any further assistance on the topic?

Premium Cuts Lawn  
Service and  
Maintenan

Yes

Acebuddy

Please wait while we connect you to our Support Representative

*Acebuddy (bot) forwarded the chat request*

*Ankit accepted the chat transfer request.*

Ankit

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

Hello Daniel, How are you doing today?

Premium Cuts Lawn  
Service and  
Maintenan

Good morning Ankit, I opened a service ticket ID 699243 to reset my password. They is my CID number but im not sure what that is

Ankit

I will surely help you with this issue.

Kindly allow me 2-3 minutes to check the same.

Thank you for your time and patience.

Daniel, Could you please confirm if **Premium Cuts Lawn Service** is your business r

Are we still connected here?

Are we still connected here?

Are we still connected here?

As there was no response, we are disconnecting the chat now. You may re-initiate the (1-888-415-5240) if any further assistance is required.

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

*Ankit has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

#76935 gina marks

Email: fmequipmentservices@yahoo.com ☎ 19165958806

Department: Support(QB & App Hosting)

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 35 Secs

**City:** NEW YORK

**State:** New York

**Country:** UNITED STATES

## Chat Transcript

gina marks	Hello, I am your Acebuddy
Acebuddy	Hello Fmequipmentservices, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
gina marks	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
gina marks	I'd like to report an Issue
Acebuddy	Please select an option!
gina marks	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
gina marks	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
gina marks	I'M UNABLE TO SEND EMAIL, QB TECH WAS ABLE TO TEMPORARY REPAIR BUT IT DEFINITELY NO LONGER WORKS. I CONTACTED QB AGAIN AND THEY WERE UNABLE TO FIX THE ERROR. I REQUEST I UPLOAD MY QB FILE TO THEM, HOWEVER WE CAN NOT LOCATE IT.
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shivam Singh accepted the chat transfer request.</i>
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you with your issue.
	I will be surely assisting you with this. Kindly help me with your server name and user details.
gina marks	QBNXTPRO1.myrealdate.net
Shivam Singh	Thanks for the information.
gina marks	GinaMa.NPRO1
Shivam Singh	As per your query, I would like to inform you that I will look into your email issue right away.

not required to move your company file over to intuit for email issue.

May I take the remote access of your server?

gina marks Well I sent 3 request to ACE by email and no one responded so I contacted QB

Yes

Shivam Singh I apologize for the delay caused, let me help you right away with email issue.

Prior providing the access, I would suggest you to close any important documents at could you please run a demo email.

We are connected on the remote session and will proceed with the troubleshooting o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.

Hi there!

Let me tell as to what has happened?

gina marks Okay please

Shivam Singh Actually, for 3rd Party app sometimes it is required to create the app password.

In your case, I would like to suggest you that During the day at least try one time usi password for the initial session.

Thereafter it will sync in to work for the future.

gina marks That's fine as long as I know where the password is.

Shivam Singh Yes, for future references, I have saved the password on your desktop screen.

Is there anything else I may help you with ?

This message has been deleted

gina marks No, not today - thank you!

Shivam Singh Great

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

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

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

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

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

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

*Shivam Singh has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76719 Laura Baker**

**Email:** admin@wiseproductsinc.com ☎ 9032277882

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

**Operator:** Yash Kalra

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

**Operating System:** Mac OS

**Browser:** Apple Safari

**Device:** Desktop

**Average Response Time:** 30 Secs

**City:** HONEY GROVE

**State:** Texas

**Country:** UNITED STATES

### Chat Transcript

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

Acebuddy	Please specify the issue you are facing before I connect you to an available support representative.
Laura Baker	I went to do a new payroll update before doing payroll and it said my payroll enterprise was cancelled
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Ashutosh Mishra accepted the chat transfer request.</i>	
<i>Ashutosh Mishra is transferring the chat to Yash Kalra.</i>	
<i>Yash Kalra accepted the chat transfer request.</i>	
Yash Kalra	Thank you for contacting Ace Cloud Hosting. My name is Yash Kalra. I will be assisting you with your issue.
	I will be surely assisting you with this. Kindly help me with your server name and usage details.
	Are we still connected here?
	Are we still connected here?
	Are we still connected here?
	As there was no response, we are disconnecting the chat now. You may re-initiate the chat by calling us at (1-888-415-5240) if any further assistance is required.

*Yash Kalra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77535 Cesar Diaz**

**Email:** cesardiaz98776@gmail.com **Phone:** 150499420028

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

**Operator:** Shivam Singh

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

**Operating System:** Microsoft Windows

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 27 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 available support representative
Cesar Diaz	i can not access with remote desktop
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>
Cesar Diaz	intercentro\cmartinez
Shivam Singh	Thank you for contacting Ace Cloud Hosting. My name is Shivam Singh. I will be assisting you with this issue.
	I will be surely assisting you with this. Kindly help me with your server name and user details.
Cesar Diaz	intercentro\cmartinez
Shivam Singh	Thank you for the information and allow 2 minutes to check the same.
	Is this the first time you're experiencing this issue? Also, are any other users affected by this issue?
Cesar Diaz	only this user have problems
	This issue happens with 20 minutes of not using the remote desktop.
Shivam Singh	Could you please share the screenshot of the issue?
	As to what prompt you receive while accessing it.
Cesar Diaz	yes
	go ahead
Shivam Singh	As checked the backend, Server vitals are showing optimum at the moment.
	Kindly share the screenshot.

	9:24:17 PM Cesar Diaz is sharing a file with you <a href="#">1_image.png</a> - ( Size:17.74 KB )
	May I take the remote access of your local computer?
Cesar Diaz	yes go ahead
Shivam Singh	Prior providing the access, I would suggest you to close any important documents at  <a href="https://assist.acecloudhosting.com/join/3972409735">https://assist.acecloudhosting.com/join/3972409735</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 o the time, I am putting the chat on hold, please do not disconnect it. Once the issue is give your confirmation on this chat.
Cesar Diaz	can you see the screen
Shivam Singh	Yes, I can
Cesar Diaz	ok
Shivam Singh	I will be using the remote chat screen, please respond to that.
	As we haven't got any response from your end, We are closing this chat. If you still no Kindly re-initiate the chat.

*Ended due to chat idle timeout*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77511 mary**

**Email:** mary@infiniteaccountants.com  2125440001

**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:** 16 Secs

**City:** IBABA

**State:** Laguna  
**Country:** PHILIPPINES

## Chat Transcript

mary	Hello, I am your Acebuddy
Acebuddy	Hello Mary, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
mary	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
mary	I'd like to report an Issue
Acebuddy	Please select an option!
mary	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
mary	QuickBooks Login Issue
Acebuddy	I understand that you are unable to login to your QuickBooks company file. The following steps may help you with resolving the issue
	Was that helpful?
mary	No
Acebuddy	No issues, please wait while I connect you to one our support engineers who'd assist you.
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Shubham Kataria accepted the chat transfer request.</i>
Shubham Kataria	Thank you for contacting Ace Cloud Hosting. My name is Shubham Kataria. I will be assisting you today.
mary	Hello, we can't access our quickbooks desktop. It does not open when we double click on it.
Shubham Kataria	I deeply apologize for the inconvenience caused to you.
	I will be surely assisting you with this. Kindly help me with your server name and user id.
mary	myreldata\AllenC.NPRO1
	Skylar!082300
Shubham Kataria	Thank you for the information.
	I would like to inform you that currently there is a QB update task going on the server which might cause the issue. Once the task is completed, you'll be able to access it.
	After 10 minutes, you will be able to access it.

		The task has been completed. Now you may access server
mary	i can access the server now, thank you	
Shubham Kataria	Great	
	Is there anything else I may help you with ?	
mary	none	
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 an email from us conversation, along with a ticket number and survey feedback form.	
	I request you to kindly spare a moment to fill that out for me so that my managers can work on it. I will appreciate that. or you may send your feedback at quality@acecloudhosting.com. Thanks!	
	Note: You may change/reset your server password on your own by registering on our ([https://selfcare.acecloudhosting.com). ](https://selfcare.acecloudhosting.com).)	
	For self-help, check out our Knowledge Base ( <a href="https://www.acecloudhosting.com/knowledge-base">https://www.acecloudhosting.com/knowledge-base</a> )	

*mary has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#76466 Brandon Luce**

**Email:** brandonl@gminstall.com ☎ +15108160647

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

**Operator:** Ashutosh Mishra

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

**Operating System:** Mac OS

**Browser:** Google Chrome

**Device:** Desktop

**Average Response Time:** 1 Min 31 Secs

**City:** BERKELEY

**State:** California

**Country:** UNITED STATES

## Chat Transcript

Brandon Luce	Hello, I am your Acebuddy
Acebuddy	Hello Brandon Luce, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Brandon Luce	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Brandon Luce	I'd like to report an Issue
Acebuddy	Please select an option!
Brandon Luce	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Brandon Luce	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative
Brandon Luce	Ace just updated our QB version from 23 to 24, now we are having trouble opening files
Acebuddy	Please wait while we connect you to a Support Representative
	<i>Acebuddy (bot) forwarded the chat request</i>
	<i>Ashutosh Mishra accepted the chat transfer request.</i>
Ashutosh Mishra	Thank you for contacting Ace Cloud Hosting. My name is Ashutosh Mishra. I will be assisting you with your issue.
Brandon Luce	ticket #686960
	Hello, thanks for helping.
Ashutosh Mishra	I will surely help you with this issue.
	Kindly allow me two minutes to check the same.
Brandon Luce	ok
Ashutosh Mishra	Is this issue occurring only for you, or are other users on the server also experiencing it?
Brandon Luce	i only have a few minutes
Ashutosh Mishra	I understand, to identify the issue. May I take the remote access of your server?
Brandon Luce	I'm not sure
	Yes, that is ok
Ashutosh Mishra	Prior providing the access, I would suggest you to close any important documents at this time.
Brandon Luce	ok
Ashutosh Mishra	Great, I will do that.

	Are we still connected here?
Brandon Luce	yes.
	Can I show you what has been happening?
Ashutosh Mishra	Sure
Brandon Luce	You see the window now that asks for admin permission?
Ashutosh Mishra	I have made some changes from backend, try again now.
Brandon Luce	ok
Ashutosh Mishra	As per discussion over the remote session, the issue seems to be resolved after making the backend.
Brandon Luce	I have to go. Looks like it is backup and will update. Thanks for your help.
Ashutosh Mishra	Sure, Feel free to end the chat. Following closure, you'll receive a feedback survey. Please take a moment to share your thoughts. Your feedback is valuable for my performance assessment.

*Ashutosh Mishra has ended this chat session*

## Chat Transcript

Hello, I am your Acebuddy

### Visitor Details

**#77148 Rachel Verhaalen**

**Email:** rachel@thorntoncoffee.com ☎ 15038609009

**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:** 39 Secs

**City:** BEAVERTON

**State:** Oregon

**Country:** UNITED STATES

### Chat Transcript

Rachel Verhaalen	Hello, I am your Acebuddy
Acebuddy	Hello Rachel Verhaalen, I'm your Ace Buddy. I'll be happy to assist you!
	Whom Would You Like to Connect With?
Rachel Verhaalen	Technical Support (QB & App Hosting)
Acebuddy	Welcome to Ace Support.
	Please chose an option :
Rachel Verhaalen	I'd like to report an Issue
Acebuddy	Please select an option!
Rachel Verhaalen	QuickBooks Issue
Acebuddy	What type of QuickBooks Issue are you facing?
Rachel Verhaalen	Other QB related issue
Acebuddy	Please specify the issue you are facing before I connect you to an available support representative!
Rachel Verhaalen	my qb is saying i do not have advanced inventory when i do in fact have advanced recurring issue, this also happened on 5/2
Acebuddy	Please wait while we connect you to a Support Representative
<i>Acebuddy (bot) forwarded the chat request</i>	
<i>Shashwat Verma accepted the chat transfer request.</i>	
Shashwat Verma	Thank you for contacting Ace Cloud Hosting. My name is Shashwat Verma. I will assist you today.
	Hello Rachel
Rachel Verhaalen	hi
	ticket ID 695746
Shashwat Verma	Kindly allow me two minutes to check the same.
Rachel Verhaalen	feel free to also check this one: Ticket ID: 688220
	that is the ticket from the last time this same exact issue occurred
Shashwat Verma	Okay
Rachel Verhaalen	license data needs to be synced with the intuit server was the issue last time. it is unbelievable that this has happened again exactly two weeks later
Shashwat Verma	I deeply apologize for the inconvenience caused to you.
	I will surely help you with this issue.
	Kindly allow me 3-4 mins to check the same.
Rachel Verhaalen	okay

Shashwat Verma	May I take the remote access of your server?
Rachel Verhaalen	okay
Shashwat Verma	Prior providing the access, I would suggest you to close any important document end.
	Kindly check now
Rachel Verhaalen	i dont use the payroll function so i dont know why that is popping up
Shashwat Verma	Just ignore, if you don't use it
	Check whether the issue still there?
Rachel Verhaalen	well, while i was waiting for you i selected the option that i already have QB with inventory and it synced with the intuit server.  so it seems to be resolved as of now.
Shashwat Verma	Okay
Rachel Verhaalen	you can disconnect from the remote access
Shashwat Verma	Sure
	It would be great if you could share your feedback after this chat ends. Thanks ii
	Thank you for choosing ACE cloud Hosting, you have a wonderful day.

*Shashwat Verma has ended this chat session*

